



WARRANTY

This warranty applies to 3000 series window wall systems (series 3000 Fixed, 3100-3150 Spandrel glass-aluminum flat sheet, 3300 Louvers, 3400 Swing doors, 3500-3550 Awning-Casement, 3600 Sliding windows, and 3700 Sliding doors).

This warranty is offered in its full coverage to the original owners of single-family homes. For institutional owners, owners of commercial buildings, or multi-housing dwellings, some restrictions apply. This warranty applies to fabrication defects and the duration period stated in this document provided that the windows were installed properly, used for their normal purposes and cleaned periodically as specified.

SCOPE AND STATED TIME PERIOD

1- FOR ORIGINAL RESIDENTIAL OWNER (single-family homes) :

1 YEAR FULL WARRANTY – MATERIAL AND LABOUR

For a period of one (1) year from the date of installation, any product or product component judged defective by ALCOM ALUMINUM. subject to the terms and conditions contained in the Limited Warranty, will be repaired or replaced, at ALCOM ALUMINUM.'s sole option, at no cost (material or labor) for the property owner(s). Effective on the 2nd year, this warranty will be limited to the repair or replacement of the product or product component judged defective and will not cover any labor cost on the Job site.

LIMITED WARRANTY 20 YEARS - FINISH ALUMINUM FRAME AND SASHES

To the original owner, from the date of installation, ALCOM ALUMINUM. warrants that its aluminum windows shall have no finishing or paint defects causing a) blistering, b) peeling, or c) flaking. This Limited Warranty on the aluminum frame and sashes remains in effect only if normal cleaning practices are followed periodically. This warranty is subjected to the proration schedule attached. This warranty is transferable to a new

03 YEARS LIMITED WARRANTY – INSULATING GLASS

For a period of three (03) years (**) from the date of installation, ALCOM ALUMINUM. warrants that the sealed insulating glass units contained in the windows, under normal conditions, will not develop an obvious obstruction of vision which is the result of film formation or dust collection between the interior glass surface caused by seal failure (and not glass breakage).

Limitations: If the sealed insulating glass units include integrated decorative mountings this warranty will not remain in effect if the defect is a direct result of the integrated decorative mountings. Also, the integrated decorative mountings are not covered by this warranty. For a period of one (1) year from the date of installation, ALCOM ALUMINUM. warrants the sealed insulating glass units, under normal conditions, against spontaneous glass breakage (excluding glass breakage which is the result of accidental or intentional impact).

() Extended Warranty Available**



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2 YEARS LIMITED WARRANTY – ALUMINUM COMPONENTS AND HARDWARE

For a period of two (2) years from the date of installation, ALCOM ALUMINUM. warrants that the aluminum components of its windows shall have no defects attributable to the manufacturing process (materials or workmanship), under normal use and service. For a period of two (2) years from the date of installation, ALCOM ALUMINUM warrants that the hardware shall remain in good operational condition.

2- INSTITUTIONAL OWNERS, OWNERS OF COMMERCIAL BUILDINGS OR MULTI-HOUSING

DWELLINGS:

Definition: Property owned in whole or part by corporations, governmental entities or agencies, religious organizations, trust condominium or cooperative housing arrangements, intangible legal entities, or any other entity or organization capable of an infinite life.

Restrictions: The warranty for a sealed insulating unit is limited to 03 years and non-transferable. The limited warranty of 20 years- finish aluminum frame and sashes is non-transferable.

CONDITIONS

The ALCOM ALUMINUM. warranty is strictly subject to the conditions stipulated hereafter which form an integral part thereof:

- (1) The ALCOM ALUMINUM. warranty applies only to products used exclusively for their intended purpose.
- (2) The ALCOM ALUMINUM warranty does not apply when a defect or a breakage to a product or product component results from abuse, faulty maintenance, faulty installation not in strict conformity with ALCOM ALUMINUM instructions, faulty handling, or from excessive thermal or physical stress.
- (3) The ALCOM ALUMINUM. warranty does not extend or apply to:
 - a) Normal maintenance.
 - b) Replacement of normal wearing parts.
 - c) Any product damaged as a result of accident, fire, flood, or any other Act of God or unforeseeable circumstances.
 - d) Breakage of glass or screens.
 - e) Colour changes.
 - f) Frost or condensation on glass or aluminum parts
 - g) Damages caused by harmful solvents used to clean the windows or if the windows are painted or coated in any way.
 - h) Any window that has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of ALCOM ALUMINUM.



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(4) The only obligation assumed by ALCOM ALUMINUM. under this warranty and the only protection it provides is the repair or replacement at ALCOM ALUMINUM. sole option, of any product or product component covered by this warranty and judged defective by ALCOM ALUMINUM based on the following terms:

- a) First year: Material and labour covered.
- b) Subsequent years: Material only. The labor costs on the job site to repair or replace the defective product and transportation or shipping costs incurred in the execution of the warranty will be charged to the owner and in no case will be assumed by ALCOM ALUMINUM.
- c) This warranty can be transferable to owner(s) of single-family homes and will follow the attached proration schedule in the case of a finish defect.

(5) ALCOM ALUMINUM. reserves the right to discontinue or change any aluminum windows as currently manufactured. If ALCOM ALUMINUM. determines to make a replacement under the terms of this warranty and an exact replacement part is not available, ALCOM ALUMINUM. reserves the right to substitute a part or parts of equal quality at its sole option.

(6) The ALCOM ALUMINUM warranty is the only warranty applying to ALCOM ALUMINUM Branded products are given in lieu of any warranties or conditions otherwise provided for by law, including, without limitation, implied warranties of fitness for particular purposes. The protection afforded by this warranty is the sole protection given to owners of ALCOM ALUMINUM branded products or to any other parties. ALCOM ALUMINUM. Neither assumes nor incurs any other obligation or liability for the condition of ALCOM ALUMINUM branded products, not authorizes any other party to assume any such obligation or liability on its behalf or to make representations as to the ALCOM ALUMINUM warranty.

PROCEDURE AND CONDITIONS OF LIMITED WARRANTY REMEDY

In the event that ALCOM ALUMINUM's obligation under this warranty is sought, the Owner must notify ALCOM ALUMINUM in writing or by e-mail, within thirty (30) days after the defect has first appeared. Such notification must contain the following:

- a) Name and address of the Owner
- b) Name and address of Dealer/Contractor
- c) Brief description of the defect for which warranty is requested

In case of doubt about the origin of the product or the installation date, ALCOM ALUMINUM reserves the right to ask for a copy of the buying contract or invoice for the defective products.

Upon receipt of this information, ALCOM ALUMINUM the owner of his share of prorated costs (where such is applicable) in accordance with the terms of this warranty concerning the labor costs and the Proration schedule (if it is a finish defect). No repair or replacement will be provided until ALCOM ALUMINUM has received, the Owner's payment for his share of the prorated costs. Costs of warranty repair shall be ALCOM ALUMINUM's actual out-of-pocket costs for repair or cost of replacement material based on ALCOM ALUMINUM's list price for such material at the time the replacement material is provided. Except for the first year from the date of installation where the warranty is full,



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under the terms and conditions stipulated above, the only obligation of ALCOM ALUMINUM will be repair or replacement of the product or product component judged defective by ALCOM ALUMINUM...

It is also understood that the aftersales service is offered during our regular business hours.

20 YEARS PRORATED LIMITED WARRANTY FINISH OF ALUMINUM FRAME AND SASHES PRORATION SCHEDULE

STATED TIME	PERIOD SHARE OF REPAIR OR MATERIAL	REPLACEMENT COSTS*
	ALCOM ALUMINUM	OWNER
1 ST Year	100% (material only)	0%
2 nd Year	100% (material only)	0%*
3 rd Year	90% (material only)	10%*
4 th Year	85% (material only)	15%*
5 th Year	80% (material only)	20%*
6 th Year	75% (material only)	25%*
7 th Year	70% (material only)	30%*
8 th Year	65% (material only)	35%*
9 th Year	60% (material only)	40%*
10 th Year	55% (material only)	45%*
11 th Year	50% (material only)	50%*
12 th Year	45% (material only)	55%*
13 th Year	40% (material only)	60%*
14 th Year	35% (material only)	65%*
15 th Year	30% (material only)	70%*
16 th Year	25% (material only)	75%*
17 th Year	20% (material only)	80%*
18 th Year	15% (material only)	85%*
19 th Year	10% (material only)	90%*
20 th Year	5% (material only)	95%*
Subsequent years		%100%*

* The total cost of labour on job site to repair or replace and the shipping or transportation costs incurred in the execution of the warranty will be charged to the owner.

Effective date: All products manufactured after January 1st, 2024.

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