

WARRANTY

THIS WARRANTY IS LIMITED TO DEFECTS IN WORKMANSHIP AND MATERIALS

A) Masonite Steel Panels

Subject to the limitations and conditions set forth below, Masonite warrants that from the date of original installation (a) the door panel will be free of manufacturing defects in material and workmanship for a period of twenty (20) years; and, (b) Masonite's factory-finished coating will not have extraordinary color distortion resulting from a defect in manufacturing or materials for a period of five (5) years. Exception: doors panels on doors installed within five (5) miles of a body of saltwater are warranted to be free of manufacturing defects in material and workmanship for a period of ten (10) years - five (5) year warranty on factory-finished coating. Deflection (up to 1/4 inch) or minor scratches or other visual imperfections shall not be considered defects. If the factory-finished coating is visibly scratched, scuffed or otherwise slightly damaged, the coating must be repaired. Failure to maintain this coating will void this warranty. Masonite grants these warranties only to the original purchaser of the door and the original purchaser of the building where the door was installed. **THIS WARRANTY IS NOT TRANSFERABLE.**

B) Vantage Fibreglass Door Panels

The Vantage Door Panel carries a Manufacturer's warranty that guarantees the panel to be free of defects in materials or workmanship that might unreasonably affect its performance. The terms of this warranty extend from the date of purchase for Twenty-Five (25) years. This warranty is for the original home owner and is not transferable. The warranty excludes:

- a) All components, parts, glass, and labour supplied by parties other than the Door Panel Manufacturer;
- b) Cost for labour, installation, removal or finishing of any replacement door panel or sidelite;
- c) Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment of the door frame in which the door panel is hung.

C) Door Glazing Units

The Door Glazing Units carry a Manufacturer's warranty that guarantees against air seal failure due to defects in material or workmanship, on glazing units installed into a door by **Inkster Park Millwork Ltd.**, for a period of ten (10) years. Within this period, in the event of an air seal failure, the door glazing unit manufacturer will provide a replacement unit with the same decorative pattern, or if discontinued, of a similar design, at no charge. **Inkster Park Millwork Ltd.** will not be responsible for freight, installation, repainting, refinishing or similar activities involved in the reinstallation of the glazing unit. The old unit must be returned freight pre-paid. This warranty does not cover cracked or broken glass or damage due to accident, abusive handling, misuse or shattering due to heat build-up or other thermal changes. This warranty covers the glass unit only and not the glazing frame holding the glass unit into the door panel.

D) EKTACRON® Vinyl Wrapped Components

Inkster Park Millwork Ltd. warrants that the EKTACRON® Vinyl Wrapped Components shall be free from defects in materials or workmanship for a period of 10 years. Use of harsh or abrasive cleaners may harm the EKTACRON® surface and will void the warranty.

Inkster Park Millwork Ltd. will not be responsible for installation, repainting or refinishing work associated with the replacement of these items. It shall be the purchaser's responsibility to complete the replacement of the items deemed defective.

E) Common wear items

The warranty does not cover routine and seasonal adjustment of strikers or door sweeps. This warranty does not cover the routine wear of components through normal usage. Common wear items include door sweeps, hinges, weather-stripping, and hardware.

F) Exclusion from Coverage for all items listed in A to D above:

The terms of this express warranty excludes failures which are the result of or involve:

- a) Accident, neglect, abuse or improper use;
- b) Stress due to localized application of heat, movement of buildings or building component, or due to expansion or contraction of buildings or building components;
- c) Damage due to freight carriers, common carriers, private transportation, or any other means of transportation or handling;
- d) Improper handling or installation by the builder or customer or the failure of the builder or the customer to follow our instructions;
- e) Misapplication, faulty building construction or design, including but not limited to installation or use in areas of high humidity (see the section on Condensation that follows) or high vibration;
- f) Improper installation, maintenance or service;
- g) Installation of the door unit in its opening in a manner that is not exactly plumb, square and true and adequately shimmed on all sides so that both door and its components will operate properly;
- h) Fire, corrosive fume, condensate damage, acts of God, and/or any events beyond the control of the Door Panel Manufacturer;
- i) Water damage due to flooding.

G) Warranty Claim Procedure

- 1) If the consumer suspects a defect in material or workmanship which may justify a warranty claim, the dealer who is responsible for the installation must first make an on-site inspection to verify that the problem is in fact a qualifying defect and can not be remedied by an adjustment of the installation. Digital pictures clearly showing the defect must be provided to Inkster Park Millwork.
- 2) Once the dealer has determined that the defect is a justifiable warranty claim, the dealer should contact **Inkster Park Millwork Ltd.** to arrange for replacement or repair of the defective component. To process the warranty claim provide the following information:
 - i) Name and address of the home owner,
 - ii) A copy of the Inkster Park Millwork invoice for the product,
- 3) Digital pictures need to be supplied to Inkster Park Millwork Ltd.
- 4) All replacements and repairs affected by Inkster Park Millwork will take place at our factory once the affected part has been returned to us, no repairs will be performed by Inkster Park Millwork staff at the installation location.
- 5) In the event an Inkster Park Millwork Ltd. representative does a site visit and discovers the problem is the result of an installation error or a different manufacturer's product the dealer will be invoiced at our prevailing shop rate including travel time.

H) Remedies

If Inkster Park Millwork believes the product is defective within the terms of the warranty, Inkster Park Millwork will either, (a) repair the product at without charge, (b) furnish a replacement product, or (c) refund the purchase price of the product in lieu of furnishing a replacement. If a replacement product is provided the limited warranty of the replacement will extend only for the balance of the original warranty period.

I) Condensation

Homeowners often consider the presence of condensation on new windows or doors as an indication of a defect with the new products. Condensation is an indication of excess humidity in the house. The installation of new windows and doors will reduce the "leaks" into the house of dry cold air and cause an increase in humidity over what may have existed prior to their installation. The home owner is responsible to take steps to reduce the humidity in the house to acceptable levels. In very cold winter conditions the humidity may have to be kept to 20% or less to totally avoid condensation.

Condensation problems arise because air can only hold a limited amount of water vapour, cold air being able to hold less than warm air. Air cooled by contact with cold surfaces such as windows may deposit some of its water vapour on the glass. This surface condensation is an indication of excess water vapour (humidity) in the room. Home owners are encouraged to visit the Natural Resources Canada web site at <http://oee.nrcan.gc.ca/equipment/windows-doors/18023> which more fully explains humidity problems and offers a wide range of solutions.

J) Glass Inspection Standards

This section outlines the standards to which the decorative glass industry operates. Inkster Park Millwork is obliged to accept decorative glass units that meet the following standards.

This standard is excerpted from the Canadian Standards Building Code. Ref: Standards CGSB 12.3 M, CAN CGSB 12.8M, Building Code.

Fish Eye or Bubble – Gaseous inclusions in glass, has the appearance of an air bubble.

Scratches – All marks or rubbing on the surface that seems to have been caused by a sharp instrument.

Dirt – Dust or film formation inside the insulating glass unit.

Inspection Procedure:

Place the unit in a vertical position of three meters from the observer. The observer should use indirect daylight or indirect artificial light. The defects must not be greater than those listed in the following chart.

GLASS DEFECTS:

<u>DEFECTS</u>	GLASS UNITS UP TO 26.9 SQUARE FEET	
	CENTRAL AREA	EXTERIOR AREA
FISH EYE OR BUBBLE	1.5 mm	2.5 mm
SCRATCHES	Not visible at 3 meter	Not visible at 3 meter
DIRT	Not visible at 3 meter	Not visible at 3 meter
OTHER	Not visible at 3 meter	Not visible at 3 meter

The central area is considered to form an oval or circle centered on the glass unit whose axis's or diameters do not exceed 80% of the overall dimension. The remaining area is considered the exterior area.

The practical application of the official standards above is:

VIEWING – The current standard for viewing decorative glass panels is at a minimum distance of 3 meter while looking straight at the panel under “normal” lighting and background conditions. **Direct sunlight on the glass panel is not considered normal lighting.**

VARIATIONS – Under normal viewing conditions there may be problems that jump out at the viewer, these are cause for rejection. There may also be smaller things that can be seen under close scrutiny but not under normal viewing conditions. Three or four of these minor imperfections will be cause for rejection.

GLASS

SCRATCHES & RUB MARKS – Light scratches and rub marks not felt with your fingernail are considered acceptable if unseen under normal viewing conditions. Medium scratches and rub marks felt with your fingernail but less than 1/8” long are considered acceptable. Heavy scratches and long or readily visible rub marks are generally cause for rejection.

CRACKED GLASS – Any cracked glass pieces are unacceptable. When receiving glass panels please inspect as soon as possible.

CHIPS – Chips or shells are small rounded pieces of glass that have been knocked off the surface at the edge of a piece of glass. Any chips larger than 1/8” are not acceptable and if smaller, three or more renders a panel unacceptable.

BRASS / ZINC / PATINA / CAMING

SCRATCHES – During the roll forming that initially shapes the brass, scratches do occur. Generally these are small and unnoticeable. Metal caming is bent into curves using other rolling devices that may also cause smaller scratches, these are considered normal. Large or deep scratches are unacceptable.

DENTS – Any large dents in the metal caming are unacceptable. There is a limit to the degree of bend that is achievable. Perimeter caming, because it is heavier, will have minor ripples that are considered normal. Visually offensive ripples or dents visible when viewed from a normal distance are unacceptable.

COLOUR – Any tarnishing, stains, or spotting noticeable when viewed from the normal distance are unacceptable.