



Since 1950, we have pursued the ideal of excellence and innovation on which our reputation was built. When you choose a door or window made by ISO 9001-certified LAFLAMME, you get the result of more than half a century of know-how, expertise, and design. Not only do you get a great-looking product, but also one that has been manufactured in compliance with extremely high quality standards and that is backed by one of the best warranties in the industry and matchless after-sales service.

Limited Warranty

NB, NL, NS, ON, PE and QC

PVC, aluminum & wood products	Parts	Labour
PVC & aluminum extrusions	20 years	1 year
Painted PVC & aluminum extrusions	10 years	1 year
Sealed units (Star+, SuperStar+)	LIFETIME*	5 years
Sealed units (other)	15 years	5 years
Spontaneous breakage of sealed units	1 year	1 year
Hardware (Truth)	LIFETIME*	1 year
Hardware (other)	1 year	1 year
Patio door tandem rollers	5 years	5 years
Other components	1 year	1 year

Steel Doors	Parts	Labour
PVC & aluminum extrusions	20 years	1 year
Painted PVC & aluminum extrusions	10 years	1 year
White or painted door panels	10 years	1 year
Decorative doorlites (stained glass, hybrid and silkscreen)	10 years	1 year
Decorative doorlites (other)	5 years	1 year
Hardware	1 year	1 year
Other components	1 year	1 year

ATIS LP – LAFLAMME will repair, replace or exchange, at its discretion, any original component judged to be defective. The labour warranty on the component judged to be defective by LAFLAMME applies only for the term specified in the table.

The warranty on PVC & aluminum is against manufacturing defects, peeling, buckling, swelling, cracking, rot, corrosion and uneven discoloration (more than 5 Delta E units).

The fifteen (15) year & lifetime limited warranty on sealed units covers only film formation or dust collection between the 2 glass panels caused by seal failure which results in an obvious reduction in visibility.

INSTALLATION AND MAINTENANCE

- PVC windows will withstand the elements for many years. However, they require regular cleaning with a special PVC cleaner.
- Moving hardware parts must be lubricated at least once a year.
- On all our products, it is the owner's responsibility to check and maintain seal joints in order to prevent rotting caused by moisture infiltration.
- For the warranty to apply, the owner must periodically see to the maintenance of the products, check sealant (and apply new sealants where necessary), lubricate hardware (moving parts), and clean weather-stripping.

NOT COVERED BY THE WARRANTY

- Any installation on products sold by LAFLAMME.
- Any alterations or attempted repairs, any components painted, varnished, or coated with a solvent or any other product that may alter the PVC, glazing, weather-stripping, or hardware, all work performed by the consumer and not by the manufacturer or an authorized contractor.
- Any damage resulting from abusive treatment, negligence, inappropriate handling or maintenance, improper installation or installation not in compliance with the CAN/CSA A-440.4-07 standard.
- Uneven fading of colour caused by unequal exposure of surfaces to sunlight, a heating element, gradual discoloration, chalking or the accumulation of surface stains and dirt.
- Multiple failures of seals or wooden parts resulting from exposure to excessive moisture and/or condensation.
- Any product that has not been maintained as prescribed in the section "INSTALLATION AND MAINTENANCE".
- Broken glass.
- Sealed glass units sold separately.
- Screens.
- Weather-stripping

* The Lifetime Limited Warranty as stated above is valid for the useful lifespan of the product based on the following digressive chart:

Years	*LAFLAMME lifetime limited warranty coverage %	Original owner's responsibility
0 to 20	100%	0%
20 to 25	25%	75%
25 or more	10%	90%

LIMITATIONS & CONDITIONS

- In no case shall the liability of ATIS LP – LAFLAMME exceed the original value of the product. ATIS LP – LAFLAMME will not be held responsible or liable for any direct or indirect damages, including, but not limited to, loss of profits or income.
- ATIS LP – LAFLAMME is not liable for expenses related to other components of the dwelling that has to be modified, changed or rebuilt to replace the original defective LAFLAMME component, particularly paint, door or window frames, etc.
- ATIS LP – LAFLAMME is not liable for any related costs, such as shipping, scaffolding, or any other material or equipment required to repair, replace, or exchange the original component judged to be defective by LAFLAMME.
- Any repaired, replaced, or exchanged parts will be warranted for the residual period as per the terms and conditions of the initial warranty. The present warranty applies effective from April 1st, 2020, for any sales of LAFLAMME products made on or after that date. This warranty is the only valid and applicable warranty effective from that date.
- ATIS LP – LAFLAMME reserves the right to alter products without notice and to replace defective components with new parts that differ from the originals. In such cases, LAFLAMME makes no commitment whatsoever to modify merchandise already delivered or to manufacture new parts to fulfill the claim.
- These warranties are for the exclusive benefit of the original owner and are not transferable to the subsequent owner(s) of the dwelling.
- FORCE MAJEURE : This warranty does not cover damage caused by objects or animals striking the products, earthquakes, floods, hurricanes, tornadoes or other force majeure events.

CLAIM PROCEDURE

Any defects recognized must be reported promptly by the consumer or distributor during the warranty period. A claim must be addressed by the owner of the product concerned to the authorized distributor from whom he purchased the product, or to Customer Service, ATIS LP – LAFLAMME, 39 Rue Industrielle, Saint-Apollinaire, Quebec G0S 2E0. The warranty period begins on the merchandise delivery date from the manufacturer. Proof of purchase indicating the production number must be provided on all claims, failing which the warranty will not be applicable. Only subcontractors authorized by LAFLAMME may execute this warranty.