

20 YEAR LIMITED WARRANTY

PORTATEC is proud to offer a **twenty (20) year limited warranty**, a testimony to the quality workmanship and materials used to manufacture our products (residential doors for **non-commercial use**).

CONDITIONS

This warranty is strictly subject to the terms and conditions stipulated in this certificate:

1. PORTATEC extends a **limited warranty** for its products for a **period of twenty (20) years**, except for the following products: 25-year warranty on fiberglass doors, 10-year warranty on Novatech (N700) 24ga steel door, 5-year warranty on factory stained wood or fiberglass interior finish, 2- or 3-year (reference to article 7) warranty on factory stained wood or fiberglass exterior finish. The warranty is effective as of the date of delivery, upon presentation of a proof of purchase, against all material or workmanship defects, providing the products were used for its intended purpose.
2. PORTATEC transfers to the purchaser the manufacturer's warranty on all sealed stained glass units if used under normal conditions, effective as of the date indicated on the inside of each sealed glass unit. The warranty covers seal failure causing impaired vision due to the formation of moisture, film or dust inside the glass unit, but not due to broken glass. This warranty does not cover stress-cracked glass, or thermal or mechanical failure of the glass unit.
3. PORTATEC guarantees for a **five (5) year** period the adhesion of the SDL mouldings on the glass, aluminium, and PVC.
4. PORTATEC guarantees for a **ten (10) year** period the adhesion of the mouldings applied to steel and wood doors.
5. PORTATEC transfers to the purchaser the manufacturer's **10-year warranty** on all steel doors as well as the **25-year warranty** on fiberglass doors, covering warping, sagging, swelling, and perforations, provided the doors were used under normal conditions, and these must be the sole defects on the door. This warranty is valid only if the door is painted within three (3) months from the date of purchase. No fiberglass door or 22 gauge steel door will be guaranteed if not stained or painted.
6. PORTATEC provides a **twenty (20) year limited warranty** on the original white paint from Masonite (Celcolor), a **ten (10) year warranty** on the original white paint from Novatech (N700), and a **ten (10) year limited warranty** on the original colour paint against blistering, peeling, cracking, and delamination on fiberglass or steel doors caused by normal atmospheric conditions and use. Normal atmospheric conditions are considered free of saline mist, smoke, toxic vapour and any other corrosive substance. This warranty does not cover gradual and uniform changes in color that occur on all outdoor materials. This warranty does not apply if the surface has not received regular annual maintenance with soft liquid soap diluted in hot water and applied with a soft linen or a sponge. The painted PVC components are not covered by this warranty. The use of paint thinners, solvents, or abrasives on the surface cancels completely this warranty.
7. PORTATEC guarantees for a five (5) year period the interior wood finish or fiberglass (stain or varnish) and guarantees for two (2) or three (3) years the exterior wood finish or fiberglass (stain or varnish) applied in the factory. This warranty covers scaling and delamination arising under normal weather conditions and wear. PORTATEC guarantees for a two (2) year period exterior stain finish colours that are dark (tea, walnut, mahogany, chestnut, cinnabar, ebony, and other non-standard colours deemed dark by Portatec). Portatec guarantees for a three (3) year period exterior stain finish colours that are pale to clear (amber, coffee, caramel, golden oak, and other non-standard colours deemed pale to clear by Portatec). Painted wood doors are guaranteed three (3) years against scaling. The use of thinners, solvents, or abrasives on the surface cancels completely this warranty. Any door with a wood finish on the exterior installed less than 400 feet away from salty water or a sandy area, installed at an altitude higher than 1000 feet or installed in a toxic environment (near a farm, near a factory) is not covered by the present warranty.
8. PORTATEC transfers to the purchaser the manufacturer's warranty, if applicable, for all components supplied with the product. These components shall be covered against faulty workmanship or defective materials, when used for their intended purposes, for the period of time indicated herein.
9. Articles 3 and 4 are only valid if no storm door has been installed during the period of time covered by this warranty.
10. PORTATEC transfers to the purchaser the manufacturer's warranty on handlesets and different pieces of hardware (such as high-performance and standard operating posts and multi-point mechanisms), if used under normal conditions, effective as of the date of purchase. This warranty covers finishes and mechanisms. Costs of labour, installation, repair, and transport are not covered under this warranty. Parts will only be replaced if no abuse or bad installation is detected (6 months warranty on labour).
11. PORTATEC guarantees for six (6) months, following the installation of the door, the weatherstripping (polyflex, compression, or magnetic) against any ungluing or shrinkage and the hinges against any malfunction or rust. Parts will only be replaced if no abuse (too much humidity, unheated house) or bad installation is detected (6 months warranty on labour).
12. PORTATEC's responsibility with regard to this warranty shall be to repair or replace any product or component judged defective by PORTATEC with similar products or components. In reference to articles 1, 2, 3, 4, 5, 6 and 7 of this warranty: **PORTATEC will assume the cost of parts and labour for the first twelve (12) months after the date of purchase.** For subsequent years, PORTATEC will supply replacement material and components (ref.: articles 1, 2, 3, 4, 5, 6 and 7), but will not be responsible for costs related to installation or transportation.
13. The obligation of PORTATEC, at the end of the present warranty, will be the repair, maintenance, or the replacement of any product or any component of a product which PORTATEC will have considered defective with similar parts or products. According to articles 10 and 11 of this present warranty: during the first six (6) months, PORTATEC will cover the expenses (parts and labour). During subsequent years, as appropriate, PORTATEC will cover the expenses relating to defective parts (ref.: articles 10 and 11), but the costs of installation, transport, or shipping will be at the customer expense.
14. This warranty does not cover defects or breakage of the product or its components resulting from abusive use, negligent maintenance, improper installation, or excessive thermal conditions.

15. All non-conformities must be reported to Portatec **before installation** and **within 48 hours following reception** of the product in order for Portatec to honour its warranty.
16. The PORTATEC warranty does not cover the following: regular maintenance work, replacement parts requiring regular maintenance such as bottom sweeps, damages caused by accidents or other fortuitous events, Acts of God, broken glass, torn screens, frost or spotting on aluminium and vinyl components, condensation on glass, discoloration and oxidation of metallic parts.
17. Variation in the colour or texture, such as the presence of resin, is an inherent characteristic of natural wood and is not considered a defect under the terms of this warranty.
18. A warping of the door of ¼ inch (6 mm) or less is not considered a defect under the terms of this warranty.
19. All parts replaced under this warranty shall be in their unpainted state. The paint and the application of paint are not covered under this warranty.
20. This warranty does not apply to defects caused by exposure to excessive humidity or condensation.
21. This warranty does not cover products that have been repaired or modified, or on which a repair or modification has been attempted, by individuals other than PORTATEC's authorised staff.
22. In no case shall PORTATEC be held responsible or liable for any loss in business or revenue or any other damage, direct, indirect, accidental, or secondary, caused by a defect in a PORTATEC product.
23. This is the complete warranty and no other warranty is valid, whether expressed or implied. The present warranty is subject to federal, provincial or state laws, regulations, and statutes.
24. PORTATEC reserves the right to modify and improve its products without being required to modify or improve merchandise previously manufactured and delivered.
25. PORTATEC reserves the right to demand an assessment of the problem and/or a digital picture before proceeding to solving the problem.



Portatec
PORTES | DOORS

1219A, Principale Street
Sainte-Julie (Québec), J3E 0C3
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