

THE MELCO GUARANTEE PROGRAM



Subject to the terms and conditions below, Melco guarantees that its products offered for sale are free of manufacturing defects due to materials or labour.

PROTECTION AND DURATION

WHITE EXTRUDED PVC WHITE PVC CLADDING

Melco guarantees, for a period of 20 years from the time of purchase, its extruded PVC and PVC cladding against any manufacturing defects, peeling, corrosion, and excessive discoloration (see condition 2).

FACTORY-PAINTED EXTRUDED PVC OR ALUMINUM

Melco provides a decreasing warranty for a period of 10 years, based on the residual value of ten percent (10%) per year, from the time of purchase, on the paint applied to its products to prevent peeling, bloating, cracking, and excessive discoloration (see condition 2).

WOOD COMPONENTS

Melco guarantees, for a period of 5 years from the time of purchase, wood components used in its products against manufacturing defects. Wood components used in Melco doors and windows are protected against rotting by a 1-year warranty (see condition 3).

HARDWARE COMPONENTS

Melco guarantees for life the handles on the mobile sashes on its products. Hardware components on sliding and hung windows are covered by a 5-year warranty. Tandem rollers in door panels are covered by a 5-year warranty. All other hardware components are covered by a 1-year warranty (see condition 4).

GLASS PANEL (SEALED UNIT)

Melco guarantees, for a period of 15 years from the time of purchase, all of its sealed units against condensation, dirt between the two glass panels, and defects in the glass (see condition 5). Melco guarantees, for a period of 1 year from the time of purchase, all of its sealed units excluding steel door units against breakages in the glass panel (THERMAL BREAKAGE) (see condition 6).

STEEL DOOR PANEL

Melco guarantees, for a period of 25 years from the time of purchase, steel door panels against warping and delamination (see condition 7). The M-50 finish is covered by a 20-year warranty, based on the residual value of five percent (5%) per year from the time of purchase, against peeling, bloating, cracking, and excessive discoloration (see condition 2). Deluxe paint is guaranteed for life against peeling, bloating, cracking, and excessive discoloration (see condition 2). This limited warranty excludes cases where a storm door is added by the consumer.

DECORATIVE GLASS FOR STEEL DOORS

Melco guarantees, for a period of 10 years from the time of purchase, its decorative glass (stained glass, screen printing) against condensation, dirt between the two glass panels, and defects in the glass (see condition 5) and for a period of 5 years against discoloration of screen-printed decorative glass.

WEATHER-STRIPPING

Melco guarantees, for a period of 1 year from the time of purchase, its weather-stripping against manufacturing defects. (see condition 8).

LABOUR

Melco will accept the costs of labour for all repairs under warranty for a period of 1 year. Following this 1-year period, labour required for repairs or replacements of defective products will be billed at the rate in effect for service calls.

CONDITIONS

WARRANTIES STIPULATED IN THE PRESENT CERTIFICATE ARE STRICTLY SUBJECT TO THE CONDITIONS LISTED BELOW

1. Melco will repair or replace any part deemed to be defective by similar or equivalent parts or products. The new parts will be covered for the remaining period of the initial warranty. Melco reserves the right to cease production of any current door or window model or to modify its models. Melco will not accept any other charge or responsibility.
2. For any surface, exposure to the sun's rays, pollutants, and normal environmental conditions may result in gradual discoloration, decrease in wind-break capacity (PVC), or accumulation of stains and dirt; these are normal phenomena to which this warranty does not apply.
3. For the purposes of this warranty, any variation in wood colour does not constitute a defect. The warranty is null and void if doors and windows are not protected through the application, no later than thirty (30) days following delivery from our factory, of a layer of paint or tint finish, designed to protect against water and humidity.
4. Movable parts in the hardware components must be lubricated at least once a year.
5. To be covered by the warranty, a defect in a glass panel must be visible from a distance of 1 metre at all hours of the day without direct sunlight and be contained within an oval accounting for 80% of the glass surface.
6. Thermal breakage is characterized by a crack inside the glass and not by a point of impact. The direct cause of thermal breakage is a shift in the temperature.
7. For the purposes of this warranty, warping of less than a quarter of an inch does not constitute a defect. Delamination consists of a separation between the base surface and the insulating material.
8. Any modification or attempted repair to any painted component or varnished component or solvent-coated component that can alter PVC, aluminum, or glass parts, weather-strips, or hardware components will render this warranty null and void. All work on Melco products conducted by any party other than the manufacturer or authorized subcontractor will automatically render this warranty null and void.
9. The warranty does not apply to normal maintenance activities, replacement of maintenance parts, damage to the screen, and development of surface frost or condensation due to high humidity rates.
10. The warranty does not apply when the defect or damage to a product or component part is due to abusive use, insufficient maintenance, defective installation of thermal insulation or an accident of any nature or fire or water damage or any natural disaster or unforeseen circumstances.
11. Once you have received your products, you have 48 hours to advise us of any surface defect: bumps, scratches, perforation, etc. The warranty does not apply to surface imperfections caused after the delivery of the product.
12. If the owner wishes to make a warranty claim, he/she must first notify the distributor (see warranty schedule). The distributor must then apply the procedure established by Melco (see sheet on sales conditions).
13. Melco will not accept any responsibility for any after-sales product installation or re-installation.
14. Melco will not accept any responsibility and does not incur any other obligation with regard to the state of Melco brand products and does not authorize any other party from contracting such responsibility or obligation on its behalf or make any representation with regard to the present warranty.