

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, 5-year warranty on factory stained wood interior finish, 3-year warranty on factory stained wood exterior finish. The warranty is effective as of the date of delivery, upon presentation of proof of purchase, on all material defects or workmanship, providing the products were used for the purpose intended.
2. PORTATEC transfers to the purchaser the manufacturer's warranty on all sealed stained glass units if used under normal conditions, effective 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, nor thermal or mechanical failure of the glass unit.
3. 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 must be the sole defects on the door. This warranty is valid only if the door is painted before three (3) months from date of purchase.
4. PORTATEC extends a **twenty (20) year limited warranty** on the original white paint and a **ten (10) year limited warranty** on the original colour paint against blistering, peeling, cracking and delamination caused by normal atmospheric conditions and use. Normal atmospheric conditions are considered free of saline fog, fumes, smoke toxic mist of any other corrosive substance.
5. PORTATEC transfers to the purchaser the manufacturer's warranty, if there is one, of all the components supplied with the product. These components shall be covered against faulty workmanship of defective materials, when used for the purpose intended, and the period of time indicated herein.
6. Articles 3 and 4 are valid only if no storm door is installed during the period covered by this warranty.
7. PORTATEC transfers to the purchaser the manufacturer's warranty on handlesets and hardware products, if used in normal conditions, effective from the date of purchase. This warranty covers finishes and mechanism. Costs of labor, installation, repair and transport are not covered under this warranty.
8. 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. This, in reference, to articles 1, 2, 3, 4 and 5 of this warranty **PORTATEC will assume the cost of parts and labour for the first twelve (12) months after date of purchase**. For subsequent years, PORTATEC will supply replacement material and components (ref. : articles 1, 2, and 3), but will not be responsible for costs related to installation and transportation.
9. 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.
10. All non-conformities must be reported to Portatec **before installation** and **within 48 hours following reception** of the product in order for Portatec to honor it's warranty.
11. The PORTATEC warranty does not cover the following : regular maintenance work, the replacement parts requiring regular maintenance such as weather stripping, damages caused by accidents or other fortuitous events, Acts of God, broken glass, torn screens, frost of spotting on aluminium and vinyl components, condensation on glass, discoloration and oxidation of metallic parts.
12. A variation in the colour of texture is an inherent characteristic of natural wood and is not considered a defect under the terms of this warranty.
13. A warping of ¼ inch (6mm) or less of the door is not considered a defect under the terms of this warranty.
14. All parts replaced under warranty shall be in an unpainted state. Paint and its application is not covered under this warranty.
15. This warranty does not apply for defects caused by exposure to excessive humidity or condensation.
16. This warranty does not cover products repaired or modified, or on which a repair or modification has been attempted by persons other than PORTATEC's authorised personnel.
17. In no case shall PORTATEC be responsible or liable for any loss of business or revenue or any other damage, direct, indirect, accidental or secondary, caused by a defect of a PORTATEC product.
18. 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.
19. PORTATEC reserves the right to modify and improve its products without being required to modify or improve merchandise already manufactured and delivered.
20. PORTATEC reserves the right to demand an assessment of the problem and/or a digital picture before proceeding to resolve the problem.



Portatec
PORTES | DOORS

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