

10-YEARS WARRANTY

All MULTIVER insulated glazing panels are **GUARANTEED for a period of ten (10) years from the date of manufacture**, unless otherwise specified. This warranty covers dust collection and moisture formation on the inner surfaces of the unit due to seal failure, resulting in significant visual obstruction.

The warranty is subject to the following conditions:

- a) Installation was performed in compliance with our guidelines*;
- b) Products in contact with the insulated unit are compatible with its sealants;
- c) Glass panes are properly supported by setting blocks (refer to the *GANA Glazing Manual* for details regarding size, hardness and location);
- d) Any water that penetrates under the insulated unit drains properly;
- e) Panel was not damaged during handling;
- f) Panel has not been subjected to physical or thermal stress;
- g) Panel is not constantly exposed to high humidity;
- h) Our terms and conditions of sale have been fully met.

RESPONSIBILITY

MULTIVER's responsibility is limited to providing a new unit (excluding any installation costs) delivered to our warehouse in exchange for the defective unit under warranty.

RESTRICTIONS

Insulated units must be protected against thermal stress breakage; we therefore recommend maintaining adequate air circulation on the interior glass surface. Avoid keeping shades, draperies, curtains and other coverings shut, especially in cold weather. Heat sources should be directed away from the insulated unit and placed at least 50 mm from the glass. To prevent any heat concentration on the glass, avoid applying any cardboard, paper, sign or decorative object. Partial or complete application of coatings or films on the unit will void the warranty. Tinted and patterned glass requires greater care because it heats up significantly more than clear glass when exposed to sunlight. Make sure to carefully follow these recommendations to prevent thermal stress breakage.

CONDENSATION

Condensation on the interior glass surface is the first visible sign that the ambient humidity level is probably too high. It is important that you control condensation to prevent mould growth and increase your comfort. It is also recommended to keep the humidity level low in cold weather. For example, if it is 0°C outside, the humidity level in your home should not exceed 40%, while if it is -30 °C, the humidity level should be no more than 15%.

For further information on condensation, its causes and solutions, please consult Canada Mortgage and Housing Corporation's Web site: www.cmhc-schl.gc.ca

IMPORTANT

Considering that glass breakage is not covered by this warranty, it is important to obtain insurance from your broker.

*To ensure that the installation was performed in compliance with guidelines based on IGMA standards, MULTIVER reserves the right to inspect the installation of defective insulated glazing panels to validate the warranty.