



Warranty on Lumon Products



More room for life





Warranty Conditions for Lumon Products

Lumon Canada Inc. confirms that the installation has been carried out in accordance with the agreement in contract and good construction practices. The warranty for installed products covers defects resulting from installation, raw material, and faulty manufacturing. All costs of necessary repair work, along with materials, are covered provided the issues fall within Lumon warranty guidelines.

Warranty Conditions

The warranty requires acceptance of delivery by both the buyer and seller. If the buyer is not present on the day of installation and fails to file a complaint in writing within seven (7) days from the install completion date, the delivery will be considered accepted, and the warranty period will commence.

Warranty Periods on Lumon Products and Installations

- ▶ 2-year warranty on installation performed by Lumon technicians*
- ▶ 5-year limited warranty* on Lumon parts
- ▶ 2-year full warranty on Visor blinds

* See *Warranty Limitations for details.*

Availability of Spare Parts

Lumon guarantees the availability of required spare parts for:

- ▶ 10 years from the original date of purchase of Lumon glazing and/or Visor blinds.
- ▶ 20 years for functional and safety-related components of Lumon glazing (in one color).

For other supplier products, availability is dictated by their manufacturer and cannot be guaranteed.

More room for life





Warranty Limitations

The warranty does not cover:

- ▶ Deep cleaning after the delivery / handover of installation.
- ▶ Shattering of glass caused by factors other than manufacturing defects.
- ▶ Breakage caused by incorrect use or vandalism.
- ▶ Adjustments, repairs, and replacements of spare parts due to careless use by the customer or resident, or failure to follow the user manual.
- ▶ Additional work required due to neglect of Lumon products and the surrounding structures.
- ▶ Accessories and separate supplementary structures and foundations unless completed by or contracted out by Lumon.
- ▶ Damage caused by the sagging of structures, higher than normal stress on the glass, sudden and unpredictable events affecting the product, or natural disasters.
- ▶ Changes, repairs, or re-installations made without the approval of the manufacturer or dealer.
- ▶ Different patterns that may be visible on the surface of the tempered glass. No films or tapes of any kind should be installed on the tempered safety glass. If films or tapes are installed on the glass afterward, Lumon Canada Inc. is not responsible for damages or costs resulting from the product breaking or falling.
- ▶ Installation work not performed by Lumon technicians (i.e. dealer or client installation).

The glass is tempered in accordance with the EN 12150-1 and EN 572-8 standards. Laminated glass is manufactured in accordance with the standard EN 12543-5-6.

Lumon Glazing systems are not insulated, and not totally sealed. In adverse weather conditions, e.g. wind driven rain, snowstorms, etc., a limited amount of water and/or snow may enter the room. In a multi-residential condominium such as a high-rise balcony, gaps of 5-15 mm can exist between the railing and the balcony glass pieces, and >10mm at connections to other structures. When furnishing a balcony or a solarium, consideration must be given to air humidity and the possible migration of water, snow, dust, and wind into the interior.

Product warranty provider:

Lumon Production NA Inc.
600 Zenway Boulevard, Unit 5
Woodbridge, ON
L4H 3M9

Installation guarantee providers:

Lumon Canada Inc.
600 Zenway Boulevard, Unit 5
Woodbridge, ON, L4H 3M9

Lumon Canada Inc.
20339 96 Avenue, Unit 180
Langley, V1M 0E4

More room for life





Lumon Canada Inc.

Greater Toronto
600 Zenway Blvd, Unit 5
Woodbridge, ON, L4H 3M9
1-877-707-7427

Greater Vancouver
20339 96 Avenue, Unit 180
Langley, BC, V1M 0E4
604-857-1702

info.canada@lumon.com

DESIGN
FROM
FINLAND

More room for life

LUMON[®]