



As the World Leader in Roof Windows and Skylights, we stand behind our [products](#) with a promise of lasting service and satisfaction. That's a promise we've kept for over 60 years, and we're pleased to extend our promise to you.

If you ever have comments or questions, call us toll-free at **1 800 88-VELUX**.

The World Leader in Roof Windows and Skylights

WARRANTY*

20 YEARS

SEAL FAILURE

- *Moisture between glass panes*

10 YEARS

MANUFACTURED DEFECTS

- *Defective parts on skylights, roof windows and flashings*

5 YEARS

MANUFACTURED DEFECTS

- *Electrical systems*
- *Sunscreening accessories*

* Applies to products manufactured in 2001 or later

LIMITED WARRANTY

WARRANTY (A) APPLIES TO PRODUCTS MANUFACTURED IN 2001 OR LATER:

VELUX-CANADA INC. ('VELUX') warrants, subject to the terms and conditions contained herein: (1) that roof windows and skylights distributed by VELUX will be free from defects in material and workmanship for a period of ten years (five years for accessories) from the date of manufacture; and (2) that the insulating glass within roof windows and skylights distributed by VELUX will not, for a period of twenty years for the date of original manufacture, develop a material obstruction of vision as a result of dust or film formation on the internal glass surface caused by a failure of the hermetic seal except when failure of the hermetic seal is due to breakage or cracking in the glass surface.

Subject to the limitations and conditions contained herein, if a roof [window](#) or skylight distributed by VELUX is found to be defective within ten years (five years for an accessory) after the date of original manufacture, or if the insulating glass within a roof window or skylight distributed by VELUX develops, within twenty years from the date of original manufacture, a material obstruction of vision as a result of dust or film formation on the internal glass surface caused by a failure of the hermetic seal except when failure of the hermetic seal is due to breakage or cracking in the glass surface, VELUX, at its option, will repair or replace the defective part or unit without charge F.O.B. at the authorized VELUX dealer nearest the place of installation. Labour costs are not covered by this Warranty. The providing of replacement parts or units by VELUX shall not extend the original Warranty period. For information regarding how to determine the date of manufacture, you may call VELUX on their toll-free numbers, which are listed at the bottom of the page.

WARRANTY (A) APPLIES TO PRODUCTS MANUFACTURED IN 2000 OR EARLIER:

VELUX-CANADA INC. ('VELUX') warrants, subject to the terms and conditions contained herein: (1) that roof windows, skylights, and accessories distributed by VELUX will be free from defects in material and workmanship for a period of five years from the date of manufacture; and (2) that the insulating glass within roof windows and skylights distributed by VELUX will not, for a period of ten years for the date of original manufacture, develop a material obstruction of vision as a result of dust or film formation on the internal glass surface caused by a failure of the hermetic seal except when failure of the hermetic seal is due to breakage or cracking in the glass surface.

Subject to the limitations and conditions contained herein, if a roof window, skylight, or accessory distributed by VELUX is found to be defective within five years after the date of original manufacture, or if the insulating glass within a roof

window or skylight distributed by VELUX develops, within ten years from the date of original manufacture, a material obstruction of vision as a result of dust or film formation on the internal glass surface caused by a failure of the hermetic seal except when failure of the hermetic seal is due to breakage or cracking in the glass surface, VELUX, at its option, will repair or replace the defective part or unit without charge F.O.B. at the authorized VELUX dealer nearest the place of installation. Labour costs are not covered by this Warranty. The providing of replacement parts or units by VELUX shall not extend the original Warranty period. For information regarding how to determine the date of manufacture, you may call VELUX on their toll-free numbers, which are listed at the bottom of the page.

This Warranty (A) or (B) shall be void if the roof window, skylight, or accessory: is installed contrary to VELUX's written instructions; or is damaged by improper handling, storage, use, or alteration or by acts of nature or by excessive heat, weight, vibration, or building movement

Except for the express Warranty described above, VELUX makes no express warranties as to its roof windows, skylights or accessories or any parts or components thereof and DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. In no event shall VELUX be liable for indirect, special, incidental, or consequential damages.

Some provinces do not allow limitations on how long an implied Warranty lasts, so the above limitation may not apply to you. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may have other rights which vary from province to province.

No distributor of VELUX products and no representative or employee, other than an officer of VELUX has the authority to make any Warranty, express or implied, oral or written, that is binding on VELUX or to alter or change this Warranty. No officer may alter or change this Warranty or make any other Warranty except in writing which specifically refers to this Warranty.

To make a claim under this Warranty, you should notify VELUX of the defect, identify the location at which a representative of VELUX may, at the option of VELUX, inspect the product and provide such information concerning the products as VELUX requests. Notice should be given to VELUX at the following address or telephone number:

VELUX-CANADA INC.
2740 Sherwood Heights Drive
Oakville, Ontario L6J 7V5

Toll-free [phone](tel:180088VELUX): 1 800 88-VELUX
Toll-free fax: 1 800 89-VELUX
Website: www.velux.ca