



# Steel Doors

## Warranty Information

Proof of purchase is required for any and all claims subject to the provisions below. This warranty applies to single-family homeowners and is extended only to the ORIGINAL PURCHASER, beginning on the date of purchase and extending for the following periods.

### STEEL DOOR SYSTEMS

- 10-Year Limited Warranty on:
  - All door slabs and sidelite slabs
  - Clear insulated glass against seal failure
  - Decorative insulated glass against seal failure
  - Pre-finished oak or rot-resistant primed jambs and brickmould
- 2-Year Limited Warranty on all other jambs and brickmould
- 10-Year Limited Warranty applies to all other system components with the following exclusions:
  - Finish on hardware products
  - Hinges installed within 5 miles of a body of salt water
  - Normal wear and tear on system components

### PRE-COLORED FACTORY-FINISHED STEEL DOORS SYSTEMS

- 10-Year Limited Warranty on pre-colored finish
  - Warranted against cracking, peeling, checking, chalking, blistering, and flaking
  - Applies to all pre-colored door slabs, sidelite slabs, lite frames, and oak or rot-resistant primed jambs and brickmould

### TRANSOMS

- 10-Year Limited Warranty on:
  - Clear insulated glass against seal failure
  - Decorative insulated glass against seal failure
- 2-Year Limited Warranty on jambs and brickmould

The following circumstances may void the warranty:

1. This Limited Warranty will be void if the Product rusts due to reasons other than non-conformities in material and workmanship, including without limitation rusting arising from misuse, abrasions, environmental conditions, solvents, corrosives, salts, chemicals, excessive moisture, or any other damage due to normal wear and tear that could have been addressed by routine, timely, and proper initial finishing or periodic corrective maintenance.
2. Damage caused by failure to comply with the installation, finishing and maintenance instructions provided.
3. Damage, misuse or abuse caused by the purchaser or by other parties.  
NOTE: All units must be inspected upon receipt to the store/customer as damage claims are void after the product has been received and signed for as "Free of Damages."
4. Damage from harsh natural environmental conditions, including by example, from substantial exposure to sun, salt spray, or airborne pollutants; other severe conditions including exposure to harsh chemicals or solvents, such as acidic brick washes or stucco leach; or damage from vandalism, or causes by domestic or wild animals, are not covered.
5. Failure to properly finish all door/sidelite/transom surfaces and/or jamb materials within several days of the installation date and prior to exposure to weather (unless purchased factory prefinished). This includes door units that will be stored in excess of 30 days prior to installation.
6. Color matching not guaranteed.
7. Broken or shattered glass, normal wear and tear of components, improper storage, installation and maintenance, improper cleaning, moisture penetration resulting from improper caulking, scratches resulting from pets.
8. Warpage shall not be considered a defect unless it exceeds  $\frac{1}{4}$  inch in the plane of the door. This distance shall be determined by placing a straight edge on the suspected concave face of the door and measuring the point of maximum distance between the bottom of the straight edge and the face of the door, accounting for panels and glazing recess. Action on any claim of warpage may be deferred for a period not to exceed 12 months, since it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions.

9. Natural variations in color surface shall not be considered a defect. Color change will be measured on an exposed color surface of the Product that has been properly maintained and cleaned of soils, and the corresponding values measured on the original or unexposed color surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions.
10. The process used in making some decorative glass can cause natural, bubble-like areas to form in the glass. These are natural occurrences from the manufacturing process and shall not be considered a defect.
11. Finishes that are not factory applied are not covered.

In the unlikely event of a door developing a defect, as defined above, Manufacturer will, at its option, repair the product, refund the purchase price (lesser of the original product/component purchase price or the original catalog list price), or provide a replacement. Color matching not guaranteed. Repaired or replaced components are warranted on the same terms and only for the remainder of the original warranty period. Manufacturer reserves the right to discontinue or change products or components. If the product or component is no longer available, Manufacturer may select and provide a product or component of equal quality and price. THIS IS THE WARRANTY HOLDER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. Claimant will be required to provide proof of premises ownership and the date of Product purchase and may be required to return the Product or component (at Claimant's expense). Claims must be initiated during the warranty period.

NOTE: Manufacturer is not responsible for the installation or reinstallation of any door system or any other materials that are removed, reinstalled or refinished to repair or replace the product, or normal maintenance.

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