



America's Favorite Doors®

# ENTRY DOOR systems

# LIMITED WARRANTY

Clopay Building Products Company, Inc. ("Clopay") extends a limited warranty to the consumer or end user of the Clopay Entry Door Systems products included as part of the door system. Subject to conditions and limitations that follow, Clopay warrants Clopay Entry Door Systems to be free from material defects and workmanship as described in the warranty below. We will, at our option, repair or replace any entry door, sidelite or component, which includes glass inserts, hinges, sill or threshold, frame, brickmould, mull posts, handlesets and accessories, in accordance with the warranty and terms outlined below.

This warranty applies to the original owner of the entry door and does not apply to commercial, industrial or any other non-residential installation. **This warranty is non-transferrable.**

We will provide, at no cost to you, a part or component to repair or replace defective part(s). All labor costs associated with the removal and reinstallation of any defective component will be the responsibility of the consumer or end user. We reserve the right to inspect and/or verify any claimed defect.

A summary of the applicable warranty periods is as follows:

	DOOR SLAB AND SILL	NON-GLASS COMPONENTS	DECORATIVE AND CLARION™ GLASS AND FRAMES	DOOR FRAMES		HARDWARE	ACCESSORIES
		Hinges, weatherstripping	Including grilles between the glass and miniblinds	Composite	Wood	Handlesets, mail slots, door viewer	Hinge straps, clavos, speak easy
Fiberglass – Grained and Smooth	Limited Lifetime	10 Years	10 Years	Limited Lifetime	10 Years	Manufacturer's Warranty	1 Year
Steel*	10 Years*	10 Years	10 Years	Limited Lifetime	10 Years	Manufacturer's Warranty	1 Year

## DOOR SLAB AND SILL

Fiberglass or steel entry doors shall be free of manufacturing defects in material, such as cracking, splitting, delaminating, chipping, flaking, rust or corrosion from the date of sale by Clopay or its authorized dealer for the years designated above.

## DOOR FRAMES

All fiberglass and steel entry door wood frames, wood brickmould and wood mull posts shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function from the date of sale by Clopay or its authorized dealer for the years designated above.

All fiberglass and steel entry door composite frames, composite brickmould and composite mull posts shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function from the date of sale by Clopay or its authorized dealer for the years designated above.

\*Steel doors and frames must be factory painted by Clopay to support the 10 year limited warranty. If the doors and frame are not factory painted by Clopay, the door slab and wood frame warranty is a 5 year limited warranty.

The door slab and frame must be maintained per the Clopay® Entry Door Finishing Instructions to maintain this warranty. Warranty for factory finishing, paint and stain are covered under the separate *Finishing Touch™ Fiberglass or Steel Entry Door Systems Factory Finish warranty.*

## NON-GLASS COMPONENTS

Hinges and door frame weatherstripping shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function from the date of sale by Clopay or its authorized dealer for the years designated above.

## HARDWARE

Schlage® locksets, mail slot and door viewer are warranted by Schlage Lock Company and fall under the terms and conditions of that warranty, which is included with every lockset ordered and shipped with a Clopay Entry Door System. For more information on Schlage warranties, visit [www.consumer.schlage.com](http://www.consumer.schlage.com).

## DESIGNER AND CLARION™ CLEAR INSULATED GLASS

Designer (decorative) glass and Clarion clear glass shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal from the date of sale by Clopay or its authorized dealer for the years designated above.

## ACCESSORIES

Clopay warrants accessories shall be free from premature failure or manufacturing defects that significantly impair their recommended purpose from the date of sale by Clopay or its authorized dealer for the years designated above.

*Continues*



## ENTRY DOOR systems

# LIMITED WARRANTY, *continued*

### EXCLUSIONS FROM COVERAGE

Clopay is not responsible for or makes no warranty as to:

1. Product failure, loss or damage due to:

- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Minor scratches or minor visual imperfections in a normal installation and normal lighting conditions that do not affect the product's structural integrity or significantly obscure vision.
- Surface rust short of rust-through (i.e. a hole in the product).
- Structural settlement, movement or vibration.
- Products or finishes exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Products (panel, moldings, light rims and frame) not properly finished within 30 days of installation.
- Damage caused by high in-home humidity (condensation, frost and mold).
- Negligence, improper use, handling, installation, finishing, maintenance (including failure to maintain finish) or operation inconsistent with Clopay's recommendation and written instructions.
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping in humid locations.
- Misapplication or faulty building design or construction, including inadequate flashing or caulking.
- Minor warping or deflection up to ¼".
- Product reinstalled after removal from its original installation.
- Areas with extreme salt and humidity including exposure to coastal weather conditions where maintenance has not been performed consistently for those areas.
- Acts of God.
- Improper ventilation of a storm door.
- Product(s) that is altered, abused or installed in unusual, abnormal or extreme locations or situations.
- Minor variations in glass color or thickness.
- Minor imperfections in the panel and/or frame graining or color.
- Glass covered with after-market adhesives or films.
- Accidental glass breakage, including cause by debris or foreign objects striking the glass, or breakage that may occur due to an act of God.
- Stresses from localized heat which may cause excessive temperature changes over the glass.
- Damage due to abrasive cleansers.
- Damaged surfaces caused by brickwash, chemicals, salt, acid rain or airborne pollutants, excessive sanding, trimming or improper washing.
- Damage done deliberately, by negligence, abnormal working conditions, or failure to follow our instructions regarding staining, painting or installation (whether oral or in writing) or misuse, alteration or repair of the product(s) without Company's approval.
- Improperly installed security systems.
- Doors, sidelites and transoms installed in non-Clopay frames.
- Products with modifications that have not been approved by Clopay.
- Finishing or modifying the structure containing repaired or replaced product.
- Products subjected to conditions outside their design limitations.

**CLOPAY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, REPRESENTATIONS, OR COVENANTS, EXPRESSED OR IMPLIED, WITH RESPECT TO THIS PRODUCT, INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY FOR FITNESS FOR ANY PURPOSE OF THE PRODUCT, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT, SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. WE WILL NOT PAY FOR ANY DAMAGES INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY OR RESULTING FROM THE DEFECTIVE ENTRY DOOR SYSTEM.** Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

If your entry door system does not conform to this limited warranty, notify us in writing at the following address:

**Clopay Building Products Company  
Attn: Consumer Services Department  
1400 West Market Street  
Troy, OH 45373**

Please provide as much information as possible to assist us in investigating your claim, including:

1. Claimant's name, address and phone number, and the installation address
2. A description of the product, purchase price, date and location of purchase, and copies of invoices
3. The Clopay model number
4. A description of the product concerns (photos may be included)
5. A brief summary of attempts made to address the concerns

Notification must be made promptly after discovery of the defect, and in no case more than one (1) year after any defect or other basis of a claim covered by these Limited Warranties is discovered or should have been discovered. Any claims as to which notice is provided more than one (1) year from the time the problem first became known shall be barred.

Clopay reserves the right to investigate and verify all warranty claims.

Additional copies of our installation and maintenance instructions may be obtained by calling 1-800-2Clopay (800-225-6729) or by visiting [www.clopay.com](http://www.clopay.com).

This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.