

# LIMITED WARRANTY

## EXTREME SERIES™

Subject to the terms of this Limited Warranty ("Warranty") and any warranty policies and procedures in effect at the time a notice of a claim is received, Clopay Corporation ("Clopay", "we", or "our") will repair or replace (at our sole discretion) any garage door sections/section components, hardware, or springs/spring components (collectively, "Replacement Parts") of our Extreme Series door systems identified below that we determine to be defective in material or workmanship so long as timely written notice is provided within the applicable limited warranty periods provided below. The operator utilized in our Extreme Series door systems shall be subject solely to the applicable manufacturer's warranty, and is specifically excluded from this Warranty. This Warranty shall apply and benefit only the original purchaser of a Clopay garage door product and is non-transferable.

The warranty period begins from the date of delivery or installation, up to a maximum of one (1) year from the date of purchase. Proof of purchase is required. Once we have verified any defect(s) with your product through persons authorized by Clopay, we will provide – at no cost to you – Replacement Parts to the extent necessary to repair or replace any such defective sections, hardware, or springs/spring components. We reserve the right to inspect and/or verify any claimed defect, as well as the right to replace product(s) with a similar or like product, all within the sole discretion of Clopay. All labor costs associated with any warranty claim (including removal, reinstallation, installation, and/or finishing) will be your responsibility.

The applicable Warranty periods are as follows:

MODEL TYPE	MODEL NUMBER	PAINT FINISH	MATERIAL & WORKMANSHIP	HARDWARE	SPRINGS	SECTIONS/ DELAMINATION
Aluminum	EX904, EX904L, EX904N, EX904U, EX904LU, EX904NU	Standard Paint – 5 Years Color Blast® – 5 Years				N/A
Intellicore®	EX3720, EX3720L, EX3720N, EX3721, EX3721L, EX3721N, EX3723, EX3723L, EX3723N, EX3728, EX3728L, EX3728N, EX3729, EX3729L, EX3729N, EX3717, EX3717L, EX3717N, EX3718, EX3718L, EX3718N, EX3715, EX3715L, EX3715N, EX3708, EX3708L, EX3708N, EX3709, EX3709L, EX3709N	Standard Paint – 10 Years Color Blast® – 5 Years	1 Year	1 Year	2 Years or 50K Cycles*, Whichever Occurs First.	10 Years
Energy Series	EX3200, EX3200L, EX3200N, EX3211, EX3211L, EX3211N, EX3213, EX3213L, EX3213N, EX3208, EX3208L, EX3208N, EX3209, EX3209L, EX3209N, EX3220, EX3220L, EX3220N, EX3150, EX3150L, EX3150N, EX3158, EX3158L, EX3158N, EX3159, EX3159L, EX3159N					5 Years

Terms and limitations of the limited warranty are further detailed below:

\* Warranty based on prorated 2 year or 50,000 cycle warranted period. Does not cover replacement labor costs.

### ADDITIONAL INFORMATION REGARDING YOUR WARRANTY

Clopay warrants the sections of the Models listed above against the paint finish cracking, checking or peeling (i.e. losing adhesion).

Insulated windows are warranted for five (5) years for material obstruction of vision resulting from film formation or dust or moisture collection between the interior surface of the insulating glass. No warranty is available for single pane glass.

**For Intellicore and Energy Series Products:** We warrant our rust prevention system against rust through perforation(s) caused by corrosion originating at the steel layer. Surface rust – and rust through caused by untreated surface rust – is not covered under this warranty. Surface rust (a coating that forms on the surface when exposed to moisture) can result from failure to properly clean and maintain your door (particularly in, but not limited to, high-salt or acidic environments) or damage to the door (such as scratching).

**For Aluminum Products:** Failure to properly clean and maintain your door (particularly in, but not limited to, high-salt or acidic environments) or damage to the door (such as scratching), may result in surface rust, a coating that forms on the surface when exposed to moisture, which – if left untreated – may result in loss of Warranty coverage. Surface rust is not covered under this Warranty.

For more information about our rust prevention system and how to care for your door visit: [info.garagedoors.com/maintenance](http://info.garagedoors.com/maintenance).

**EXCLUSIONS TO COVERAGE** This warranty shall not extend to damages or defects caused by any of the following:

Paint or Stain Not Applied per Manufacturer Specifications after Delivery of Door	Failure to Follow All Installation Instructions	Failure to Follow Maintenance Instructions	Faulty or Defective Installation(s)
Fire	Radiation (UV or Other)	Foreign Substances	Accident or Casualty
Harmful Fumes	Vandalism	Act(s) of God	Physical Damage
Salt Spray or Exposure	Normal Wear and Tear	Chemical Action	Abrasive Materials
Operation Beyond Rated Capacity	Improper Use or Abuse	Improper Installation or Handling	Exposure to Coastal Weather Conditions
Alteration, Modification or Use of Non-OEM/ Clopay-Approved Parts or Products	Other Painted Parts Not Part of a Door Section (such as stop mold)	Normal Fading or Discoloration from Usage, Age or UV Exposure	Thermal bow, as described in DASMA Technical Data Sheet 185 <a href="http://www.dasma.com">www.dasma.com</a>

If you make any repair or alteration without first providing notice to and receiving authorization from us, or use any parts, accessories, or attachments other than authorized by Clopay for use in its products, you will be solely responsible for any such repairs or parts and you may void this Warranty. Routine maintenance and related items, as well as minor adjustments or damage caused by your installer either during delivery or installation, are excluded from this Warranty. For purposes of this Warranty, minor scratches will not be considered a defect.

If you would like to submit a Warranty claim, notify Clopay Customer Service promptly after discovery of the defect by sending an email to [extremeseries@clopay.com](mailto:extremeseries@clopay.com) or calling 800-277-2576. Please be prepared to send us a proof of purchase and complete description with photographs of any issues. YOU MUST REPORT ANY MANUFACTURING DEFECTS THAT ARE IMMEDIATELY OBVIOUS OR VISIBLE AT THE TIME OF INSTALLATION (SUCH AS INCORRECT OR INCONSISTENT PAINT COLOR, MANUFACTURING DEFECTS (E.G. SURFACE CONTAMINANT(S) OR SMUDGES), VISIBLE PHYSICAL DAMAGE, OR MAJOR SCRATCHES) WITHIN FORTY FIVE (45) DAYS FROM DELIVERY OR YOUR CLAIM MAY BE BARRED. Additional copies of our installation and maintenance instructions may be obtained by calling 800-277-2576.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR SPECIAL DAMAGES WHICH ANY PERSON OR ENTITY MAY INCUR OR CLAIM TO INCUR AS A RESULT OF ANY DEFECT IN THE PRODUCT OR IN ANY CORRECTION OR ALTERATION THEREOF MADE OR FURNISHED BY US OR OTHERS. OUR MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE THE PURCHASE PRICE PAID TO US WITH RESPECT TO THE GARAGE DOOR TO WHICH SUCH WARRANTY IS CLAIMED. THE LIMITATION OF LIABILITY PROVISIONS HEREIN SHALL APPLY TO ANY AND ALL CLAIMS OR SUITS BROUGHT AGAINST US, INCLUDING ANY CLAIM BASED UPON NEGLIGENCE, BREACH OF CONTRACT, BREACH OF WARRANTY, STRICT LIABILITY OR ANY OTHER THEORIES UPON WHICH LIABILITY MAY BE ASSERTED AGAINST US.

This Warranty constitutes our entire and exclusive warranty as to the Clopay models listed above and is the sole and exclusive remedy for product defects in material and workmanship. We do not assume (and have not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. WE MAKE NO OTHER WARRANTIES, REPRESENTATIONS OR COVENANTS, EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY OR 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.

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

If warranty is provided in multiple languages, the English language version governs.



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# LIMITED WARRANTY

## LIFTMASTER® OPERATOR HPH1

Clopay® (“Seller”) warrants to the first retail purchaser of this product, for the residence in which this product is originally installed, that it is free from defects in materials and/or workmanship for a specific period of time as defined below (the “Warranty Period”). The warranty period commences from the date of purchase.

### WARRANTY PERIODS

The applicable Warranty periods are as follows:

MODEL NUMBER	PARTS	MOTOR	CONTROLLER ACCESSORIES
HPH1	1 Year	2 Years	1 Year

The proper operation of this product is dependent on your compliance with the instructions regarding installation, operation, and maintenance and testing. Failure to comply strictly with those instructions will void this limited warranty in its entirety. If, during the limited warranty period, this product appears to contain a defect covered by this limited warranty, visit [clopaydoor.com](http://clopaydoor.com) before dismantling this product. You will be advised of disassembly and shipping instructions when you contact customer support. Then send the product or component, pre-paid and insured, as directed to our service center for warranty repair. Please include a brief description of the problem and a dated proof-of-purchase receipt with any product returned for warranty repair. Products returned to Seller for warranty repair, which upon receipt by Seller are confirmed to be defective and covered by this limited warranty, will be repaired or replaced (at Seller’s sole option) at no cost to you and returned pre-paid. Defective parts will be repaired or replaced with new or factory rebuilt parts at Seller’s sole option. [You are responsible for any costs incurred in removing and/or reinstalling the product or any component.]

ALL IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE LIMITED WARRANTY PERIOD SET FORTH ABOVE FOR THE RELATED COMPONENT(S), AND NO IMPLIED WARRANTIES WILL EXIST OR APPLY AFTER SUCH PERIOD. Some States and Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. THIS LIMITED WARRANTY DOES NOT COVER NON-DEFECT DAMAGE, DAMAGE CAUSED BY IMPROPER INSTALLATION, OPERATION OR CARE (INCLUDING, BUT NOT LIMITED TO ABUSE, MISUSE, FAILURE TO PROVIDE REASONABLE AND NECESSARY MAINTENANCE, UNAUTHORIZED REPAIRS OR ANY ALTERATIONS TO THIS PRODUCT), LABOR CHARGES FOR REINSTALLING A REPAIRED OR REPLACED UNIT, REPLACEMENT OF CONSUMABLE ITEMS (E.G., BATTERIES IN REMOTE CONTROL TRANSMITTERS AND LIGHT BULBS), OR UNITS INSTALLED FOR NON-RESIDENTIAL USE. THIS LIMITED WARRANTY DOES NOT COVER ANY PROBLEMS WITH, OR RELATING TO, THE GARAGE DOOR OR GARAGE DOOR HARDWARE, INCLUDING BUT NOT LIMITED TO THE DOOR SPRINGS, DOOR ROLLERS, DOOR ALIGNMENT OR HINGES. THIS LIMITED WARRANTY ALSO DOES NOT COVER ANY PROBLEMS CAUSED BY INTERFERENCE. UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES ARISING IN CONNECTION WITH USE, OR INABILITY TO USE, THIS PRODUCT. IN NO EVENT SHALL SELLER’S LIABILITY FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR STRICT LIABILITY EXCEED THE COST OF THE PRODUCT COVERED HEREBY. NO PERSON IS AUTHORIZED TO ASSUME FOR US ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.

Some states and provinces do not allow the exclusion or limitation of consequential, incidental or special damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province.

To the extent of any conflict between this Warranty and any other document, this Warranty shall control. If Warranty is provided in multiple languages, the English language version shall govern.

