

LIMITED WARRANTY

ENTRY DOOR SYSTEMS

Subject to the terms of this Limited Warranty (this “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) the component(s) – as applicable and identified in the table below (“Component(s)”) – of any Clopay Entry Door System (the “Door System”) 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. **This Warranty shall apply and benefit only the original purchaser of a Clopay product and is nontransferable, and does not apply to commercial, industrial or any other non-residential installation.** This Warranty shall apply only to normal usage when the Door System has been installed and maintained in accordance with the manufacturer’s instructions.

The Warranty period begins from the earlier of the date of delivery or installation or one (1) year from the date of purchase. Proof of purchase is required. Once we have verified any defect(s) with your Door System through persons authorized by Clopay, we will provide – at no cost to you – Component(s) to the extent necessary to repair or replace any defective components. We reserve the right to inspect and/or verify any claimed defect, as well as the right to replace your Door System or any Component 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 for each Component are 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, multi-point locks	Hinge straps, clavos, kick plate, speak easy, mail slots, door viewer
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

*If the door or frame is not factory painted by Clopay, the door slab and wood frame warranty is a 5 year limited warranty.

ADDITIONAL INFORMATION REGARDING YOUR WARRANTY

Door Systems with factory-finished paint or stain are covered under the separate “Finishing Touch™” Fiberglass or Steel Entry Door Systems Factory Finish” warranty.

DOOR SLAB AND SILL

The following manufacturing defects for fiberglass or steel entry doors are covered under this Warranty: cracking, splitting, delaminating, chipping, flaking, rust or corrosion that are timely reported to Clopay during the applicable Warranty period.

DOOR FRAMES

For the “Door Frame” warranty to apply, there must be defects in material or workmanship in the frame, brickmould, and/or mull post that significantly impair the proper operation and function of the Door System and that are timely reported to Clopay during the applicable Warranty period.

NON-GLASS COMPONENTS

For the “Non-Glass Components” warranty to apply, there must be defects in material or workmanship in the hinges and/or door frame weatherstripping that significantly impair the proper operation and function of the Door System and that are timely reported to Clopay during the applicable Warranty period.

HARDWARE

Schlage® locksets are separately 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 Door System. For more information on Schlage warranties, visit www.consumer.schlage.com. Weslock® locksets are separately warranted by Weslock and fall under the terms and conditions of that warranty, which can be found at <http://weslock.com/warranty-information/>. Trilennium® multi-point locksets are separately warranted by Endura Products, Inc. and fall under the terms and conditions of that warranty, which can be found at <http://www.wfmfg.com/PDF/Trilennium%20Warranty.pdf>.

DESIGNER AND CLARION™ CLEAR INSULATED GLASS

For this warranty to apply, your decorative glass and Clarion clear glass seal must have defects in materials or workmanship that result in premature failure or permanent material obstruction of vision and be timely reported to Clopay during the applicable Warranty period.

ACCESSORIES

For the Accessories warranty to apply, there must be defects in materials or workmanship that significantly impair their proper operation, function, or purpose and that are timely reported to Clopay during the applicable Warranty period.



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LIMITED WARRANTY

ENTRY DOOR SYSTEMS, CONTINUED

EXCLUSIONS TO COVERAGE

This Warranty shall not apply to product failure, loss or damage due to:

- Negligent or improper use, handling, finishing, maintenance (including failure to maintain finish) or operation inconsistent with any Clopay recommendation or written instruction.
- Improper installation or handling, including improper pre-installation storage, inadequate shelter, or inadequate venting of shipping in humid locations.
- Faulty or defective installation(s).
- Installation costs or damages.
- Misapplication or faulty building design or construction, including inadequate flashing or caulking.
- Paint or stain not applied per manufacturer specifications.
- Products (panel, moldings, light rims, and frame) not properly finished within 30 days of installation. Proof of finishing may be required.
- Installation modifications such as jamb extensions, frame modifications, and storm door attachments.
- Alteration, modification or use of non-OEM/Clopay-approved parts or products.
- Doors, sidelites, and transoms installed in non-Clopay frames.
- Minor scratches or minor visual imperfections resulting from a customary installation or normal lighting conditions that do not affect the product's structural integrity or significantly obscure vision.
- Minor imperfections in the panel and/or frame graining or color.
- Minor variations in glass color or thickness.
- Glass covered with aftermarket adhesives or films.
- Accidental glass breakage, including those caused by debris or foreign objects striking the glass or an act of God.
- Stresses from localized heat which may cause excessive temperature changes over the glass.
- Structural settlement, movement, or vibration.
- Normal wear and tear.
- Normal fading or discoloration from usage, age, or UV exposure radiation (UV or other).
- Minor warping or deflection up to ¼" for doors up to 7'0" in height. For doors over 7'0" in height, a multi-point lock must be installed or all warping or deflection is excluded. Any deflection warranty claim may be deferred by Clopay for 12 months, as the door panel takes time to adjust to local humidity levels.
- Product reinstalled after removal from its original installation.
- Modifying the structure containing repaired or replaced product.
- Improper ventilation of a storm door.
- Surface rust short of rust-through (i.e., a hole in the product not caused by improper maintenance or initial surface rust).
- Areas with extreme salt, salt spray, and humidity including exposure to coastal weather conditions where maintenance has not been performed consistently for those areas.
- High in-home humidity (condensation, frost, and mold) or by exposure to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Surfaces affected by brickwash, abrasive materials, chemicals, salt, harmful substances, acid rain or airborne pollutants, excessive sanding, trimming or improper washing.
- Deliberate actions, abnormal working conditions, or misuse.
- Harmful substances, harmful fumes, fire, vandalism, accident or casualty.
- Act(s) of God.
- Improperly installed security systems.
- Conditions outside the Door System design limitations.

If you make any repair or alteration or use any parts, accessories, or attachments on your Door System other than as authorized by Clopay, 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 that occur either during delivery or installation, are excluded from this Warranty. For purposes of this Warranty, minor scratches in the product on delivery – or any scratches not otherwise caused by Clopay – 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 warranty@clopay.com or calling 800-225-6729.

Please be prepared to send us proof of purchase and complete description of the issues you are experiencing with photographs. YOU MUST REPORT ANY MANUFACTURING DEFECTS THAT ARE IMMEDIATELY OBVIOUS OR VISIBLE AT THE TIME OF INSTALLATION (SUCH AS INCORRECT OR INCONSISTENT FINISH 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 800-225-6729.

UNDER NO CIRCUMSTANCES SHALL CLOPAY 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 CLOPAY PRODUCT TO WHICH SUCH WARRANTY IS CLAIMED. THE LIMITATION OF LIABILITY PROVISIONS HEREIN SHALL APPLY TO ANY AND ALL CLAIMS OR SUITS BROUGHT AGAINST CLOPAY, 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 CLOPAY.

This warranty constitutes our entire and exclusive warranty as to the Component(s) 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.



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LIMITED 5 YEAR WARRANTY

CLOPAY FIBERGLASS OR STEEL ENTRY DOOR SYSTEMS FACTORY FINISH

Clopay Corporation ("Clopay") warrants that all factory-applied stain and paint finishes to fiberglass or steel door panels, or interior door frames by Clopay will be free of any "Finish Defect" for a period of five (5) years from the date of sale. A Finish Defect includes cracking, peeling, blistering, flaking, chalking, blotchiness, surface contaminant and smudges that occur during the factory finish process. A Finish Defect does not include fading due to UV or sunlight exposure.

Over time, harsh weather, sun, heat and changing temperatures will degrade the finish on all fiberglass and steel entry doors. Inspect your fiberglass or steel door system regularly for loss of gloss or roughness of the top coat or surface rust on steel doors.

- For steel doors or painted fiberglass doors, repainting will be required when the surface has faded or surface rust appears.
- For stained fiberglass finishes, reapplying an exterior grade, UV-resistant clear spar urethane top coat over the existing top coat is required every 18 to 24 months, or if exposed to extreme sunlight, salt and other extreme weather, more frequent reapplications will be required.

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.**

FAILURE TO COMPLY WITH INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NON-COMPLIANCE. NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS EXPRESS FINISH WARRANTY.

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 promptly after discovery.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF CLOPAY AND SELLER TO ALL PERSONS FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE RESULTING FROM THE FINISHING OF (OR THE APPLICATION OF A FINISHING PRODUCT TO) A CLOPAY PRODUCT, SHALL BE AT THE OPTION OF CLOPAY. We will 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.

IN NO EVENT SHALL THE LIABILITY OF CLOPAY OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT. When applicable, replacement products shall be a reasonably similar current product and may not exactly match the original or original finish. Even where Clopay chooses to repair or replace the product, the costs covered by this Finish Warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product (including furnishing any trim or carpentry work). Replacement product provided pursuant to this Finish Warranty shall be subject to the applicable Clopay Product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Clopay or Seller provides any of the remedies identified in the Finish Warranty above (i.e., refinishing, repair/replacement of product or refund of the purchase price), then Buyer and/or User agree that this limitation of remedy shall not have failed of its essential purpose.

EXCLUSIONS FROM COVERAGE

Clopay Is Not Responsible for or Makes No Warranty as to:
Product failure, loss or damage due to:

1. Non-factory finishing, repairs or modifications performed by anyone other than Seller (or one of its subcontractors).
2. The buyer's choice of finish or whether the chosen finish is a match to other or existing finishes.
3. Finish failure due to:

- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Normal wear from product usage or age.
- Products or finishes exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Acts of God.
- Acid rain or other corrosive elements.
- Damage caused by high in-home humidity (condensation, frost and mold).
- Accident, misuse, abuse, alterations, improper handling, operation or cleaning.
- Conditions outside product or finish design limitations.
- Salt spray, including exposure to coastal weather conditions.
- Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Finish failure or any other losses arising from defects in the existing structure.



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LIMITED 5 YEAR WARRANTY

CLOPAY FIBERGLASS OR STEEL ENTRY DOOR SYSTEMS FACTORY FINISH

If your entry door system does not conform to this limited warranty, notify us in writing at the following address promptly after discovery of the defect.

Clopay Corporation
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.

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



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