

## **Effective January 1, 2016.**

### **Dorplex Steel and Fiberglass Lifetime Warranty**

#### **Fully Transferable, Non-Prorated**

Dorplex warrants that each door that they manufacture is free of manufacturing and/or material defect for the lifetime of the product under normal use and service, subject to the limitations and conditions herein.

#### **20 Year (Lifetime of Product) Limited Warranty**

##### **Factory White Steel Door Panel**

The steel door panel of the entry door system will not warp, rust, or buckle for a period of 20 years from the date of purchase.

##### **Grained Fiberglass Door Panel**

Our grained fiberglass door panels will not dent, rot, or buckle for a period of 20 years from the date of purchase.

##### **Smooth Fiberglass Door Panel**

Our smooth fiberglass door panels will not dent, rot, or buckle for a period of 20 years from the date of purchase. **Note:** *There will always be some minor imperfections when painting a smooth fiberglass panel; therefore, these small imperfections will not be classified as a defect in workmanship.*

##### **Decorative Door Lites**

Decorative and clear glass units are also warranted for a period of 20 years not to develop obvious obstructions of vision as a result of seal failure. There is a standard rule in the industry that states the obstruction must be visible from a distance of 3 feet away to qualify as an obstruction. Minor discolouration of coming in door lites is a normal occurrence and is not covered under this warranty. Glass breakage is not covered under this warranty.

#### **5 Year Limited Warranty on Painted Doors**

The paint finish on steel or fiberglass doors, painted by Dorplex, are warranted for a period of 5 years against such defects in material and workmanship that might result in blistering, peeling or uneven discolouration.

Exposure to sunlight, air pollutants and normal atmospheric conditions may cause paint surface to gradually fade. This warranty shall be null and void if harmful solvents are used to clean any surface. Please refer to maintenance and cleaning section of this warranty for cleaning instructions.

#### **5 Year Limited Warranty on Stained Fiberglass Doors**

The stain finish on fiberglass doors, stained by Dorplex, are warranted for a period of 5 years against such defects in material and workmanship that might result in blistering, peeling or uneven discolouration.

Exposure to sunlight, air pollutants and normal atmospheric conditions may cause the stained surface to gradually fade. This warranty shall be null and void if harmful solvents are used to clean any surface. The stain process attempts to replicate a wood door. As in wood doors, the stain may be deeper in certain sections and lighter in others. This is common in fiberglass doors. We recommend multi-point locking on all fiberglass doors to enhance the weather strip seal.

##### **Decorative Door Lite Frame**

Our Dorplex frame comes with a strip cover that hides the install screws. This frame is dry glazed and does not use hot melt. Dorplex will not warranty frames that use hot melt as a sealant. It is common for the hot melt to ooze out of the frame onto the glass. This is the nature of these frames and is not covered under this warranty.

##### **Warranty Limitation and Conditions**

These warranties apply only in respect of products used strictly for the purpose for which they were intended. Dorplex's liability is limited solely and exclusively to repair or replacement, at the option and discretion of Dorplex, and under no circumstances will Dorplex be liable for labour or inconvenience costs for any purpose. Dorplex reserves the right to discontinue or change any door currently manufactured. If Dorplex determines to make a replacement under the terms of these warranties and an exact replacement part is not available, Dorplex reserves the right to substitute a part or parts of equal quality at its sole option. No warranty work will be done without the end user providing proof of purchase.

##### **Exclusions from Warranty Coverage**

Air or water leakage or any other damage or malfunction due to improper or faulty installation

Dorplex's labour costs relating to investigation of an improper claim

Exposure to sunlight, air pollutants and normal atmosphere conditions may cause all vinyl laminated surfaces to gradually fade, chalk, or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under these warranties.

Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.

Any damage to the door, or components of the door, caused by settlement or structural defects of the building in which they are installed.

Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.

Damage or malfunction caused by improper handling or installation.

Condensation on inside of doors, which may occur as the natural result of humidity within the house or building area, and changes in outside/inside temperature.

All door systems with storm doors installed will null and void this warranty; due to excessive heat build up.

Warp not exceeding 3/16" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung

Doors installed within 8km from any body of salt water carry a 2 ½ year paint and 10 year components warranty. This warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters the product in any way.

#### **How to Get Assistance**

If there is a problem with your Dorplex Door System, immediately contact your authorized Dorplex Dealer. Dorplex can respond quickly and efficiently after you provide the following information to your authorized Dealer:

- 1) Date and location of purchase
- 2) Original Invoice
- 3) The address where the product can be inspected, and
- 4) A description of the problem and the product (photographs are very helpful)

#### **What Dorplex Will Do**

Your claim will be investigated and the appropriate action taken within 30 days after Dorplex receives all the aforementioned information. If it is determined there is a defect, your door system will be repaired or replaced, at the sole discretion of Dorplex. If the request for service proves to not be a manufacturing defect, we may charge an inspection fee; travel and labour costs will be billed.

#### **Maintenance and Cleaning**

The surfaces of the Dorplex Door will, over time, collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. If you wish to do a more thorough cleaning of the door, the following procedures should be followed:

Slab: A mild solution of liquid cleaners such as dishwashing detergent may be used. For more stubborn stains, a cleaner such as Fantastic or Vim may be used. Do not use harsh abrasives on steel or fiberglass doors.

Weather-stripping: Weather-stripping may become worn over the life of the door, and should, if necessary, be replaced. Loose or worn weather-strip is one of the prime reasons for the heat loss and air filtration in doors. Weather-strip can be purchased at any Authorized Dorplex Dealer.

A clear coat should be applied to stained fiberglass doors every two years to maintain the richness of the stain.