

VDK

EXTERIOR DOORS

LIMITED LIFETIME TRANSFERRABLE WARRANTY

LIFETIME WARRANTY

VDK Doors' is proud to offer its industry-leading Limited Lifetime Transferrable Warranty on all VDK Doors' manufactured products. Subject to specific exclusions, limitations, and conditions outlined in the document below, VDK Doors warranties their door systems against defects in material and workmanship from the date of initial purchase.

FIBERGLASS DOOR PANEL – 10 YEAR WARRANTY

The fiberglass door panel is warranted against manufacturing defects in the material and the workmanship and against warpage of slab only when a multi-point locking system is used.

STAINED FIBERGLASS DOOR PANEL – 5 YEAR WARRANTY

The factory stain finish on a fiberglass door panel is warranted against manufacturing defects in the material and workmanship that may result in blistering and peeling.

STEEL DOOR PANEL – 20 YEAR WARRANTY

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

PAINTED DOOR PANEL – 10 YEAR WARRANTY

The factory paint finish on a steel or fiberglass entry door is warranted for a period of 10 years against such defects in material and workmanship that might result in blistering, peeling and uneven discoloration

DECORATIVE DOOR LITES – 15 YEAR WARRANTY

Decorative and clear glass units are warranted not to develop obvious obstructions of vision as a result of a 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 discoloration of coming in door lites is a normal occurrence and is not covered under this warranty. Glass breakage is not covered under this warranty.

COMPOSITE FRAMES – LIFETIME WARRANTY

VDK Doors' composite frames are warranted against such defects in material that might result in blistering, peeling, flaking, corroding and uneven discoloration not listed in exclusions. All composite frames are completely moisture resistant and are fully warranted against water caused rotting/corroding.

WHAT VDK DOORS WILL DO

Your claim will be investigated, and the appropriate action taken within 30 days after VDK Doors' receives all the information noted below. If it is determined there is a defect, your door system will either be repaired or replaced.

HOW TO GET ASSISTANCE

If there is a problem with your VDK door, immediately contact your authorized VDK Doors Dealer. VDK Doors' can respond quickly and efficiently after you provide the following information to your authorized Dealer:

- A) Date of purchase
- B) Original Invoice
- C) The address where the product can be inspected
- D) A description of the problem and the product (photos are helpful)

WARRANTY LIMITATIONS

VDK Doors' liability is limited solely and exclusively to repair or replacement, at the option of VDK Doors', and under no circumstance will VDK Doors' be liable for incidental or consequential charges, such as, but not limited to, labour, or refinishing for any purpose, inconvenience, damages or injury to persons or property, or any other expense. This warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters the product in any way. VDK Doors' reserves the right to discontinue or change any door currently manufactured.

RECOMMENDED CLEANING

It is recommended that the use of a liquid solution of mild household soap and water be applied with a sponge to wipe off accumulation of surface dirt on the entry system.

EXCLUSIONS FROM WARRANTY COVERAGE

- 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 and such variations are excluded from warranty
- Installation of a storm door or covering with plastic or other film on the exterior of any entry system will render this warranty null and void. Excessive heat build up due to the above can cause door failures and/or paint discoloration.
- Any door which has been (or attempted to be) repaired, modified or painted by any person other than a VDK Doors' authorized representative
- Damage or poor product performance resulting from installation in a condition that exceeds product design standards and/or certified performance specifications and/or non-compliance with building codes
- 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
- Structural integrity issues or other problems caused by improper fitting of hardware or improper sizing of the door system
- Damage or malfunction caused by improper shipping or handling
- Problems related to water and/or air filtration due to installation errors or flaws in building design and construction
- Condensation or ice build-up (note: most condensation or ice build up problems are related to excessive humidity levels in a structure)
- Normal wear and tear and natural weathering of surfaces, exposure to sunlight, air pollutants and normal atmospheric conditions may cause a stained door or vinyl clad surfaces to gradually fade
- Economic loss, problems due to misuse or abuse, intentional or accidental acts and negligence. Damage caused by scratches to the door panel surface or frame cladding surface resulting in rusting/blistering and peeling of paint or coating
- Failure to follow care and maintenance instructions or exposure to harmful chemicals or pollutants