



### **FIBERGLASS DOOR LIMITED WARRANTY**

Subject to the exclusions, limitations and conditions set out below, Novin Doors warrants that our door systems will be free from defects in material and workmanship from the date of initial purchase provided such entry doors have been used under normal service conditions.

The warranty applies only to the original end-user and is not transferable.

The fiberglass door panel is warranted against manufacturing defects in the material and the workmanship for the lifetime of a fiberglass door.

The installation warranty for fiberglass doors is 5 years. Please see exclusions from warranty coverage

### **FIBERGLASS FINISHING WARRANTY**

#### **2 YEAR WARRANTY**

The factory paint or stain finish fiberglass entry door is warranted for a period of 2 years against such defects in material and workmanship that might result in blistering, peeling and uneven discoloration.

Please see exclusions from warranty coverage.

### **HARDWARE WARRANTY**

All hardware warranties (including, but not limited to: locks, lock-trims, multipoint devices, etc.) are made by the hardware manufacturer and are not directly covered under the Novin Doors Limited Warranty.

In case of a hardware warranty request, please advise Novin Doors Sales Staff and we will assist with the warranty process.

### **WHAT NOVIN DOORS LTD WILL DO**

Your claim will be investigated and the appropriate action taken within 30 days after Novin Doors Ltd receives all the information noted below. If it is determined there is a defect, your door system will either be repaired or replaced. If the request for service proves not to be justified or the problem has been misdiagnosed, travel and labour costs will be billed.

### **HOW TO GET ASSISTANCE**

If there is a problem with your door, immediately contact us at (604) 570-2999 or at [sales@novindoors.ca](mailto:sales@novindoors.ca). Novin Doors can respond quickly and efficiently after you provide the following information:

- a) date and location of purchase
- b) original invoice
- c) the address where the product can be inspected
- d) a description of the problem and the product (photographs are helpful).

### **WARRANTY LIMITATIONS**

Novin Doors liability is limited solely and exclusively to repair or replacement, at the option of Novin Doors, and under no circumstance will Novin Doors Ltd. 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. Novin Doors Ltd. 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 following are not defects in workmanship or material and are not covered by this written warranty:

1. Damage caused by attempts other than Novin Doors to repair the door.
2. This warranty applies to doors properly sealed, finished and, in the case of exterior applications, hung in a location protected from exposure to direct sun or rain under normal conditions and residential use.
3. Weatherstrip and Door Sweeps carry a 1 year warranty.
4. Damage or poor product performance resulting from installation in a condition that exceeds product design standards.
5. For up to 3' 6" x 8' 0"; warp not exceeding 1/4" in the plane of the door itself
6. Nail marks on finished trim caused by the installation of the trim is not covered.
7. Doors painted or stained dark colour including, but not limited to black, walnut, mahogany, etc...
8. Defects caused by inadequate overhang.
9. Damage or defects caused by house settling or acts of God.
10. Installation of a storm door on any entry system will render this warranty null and void. Excessive heat build up due to the storm door can cause doorlite failures and peeling paint.
11. Any door which has been repaired or modified or attempted to have been repaired or modified by any person other than a Novin Doors authorized representative.
12. Doors or door components that are not finished and hung in accordance with the Care and Finishing instructions; and doors/components that are exposed to direct sun or rain under normal conditions.
13. Structural integrity issues or other problems caused by improper fitting of hardware or improper sizing of the door system.
14. Damage or malfunction caused by improper shipping or handling.
15. Problems related to water and/or air infiltration due to installation errors or flaws in building design and construction.
16. Condensation or ice build-up (Note: Most condensation or ice build up problems are related to excessive humidity levels in a structure.)
17. Doors installed within 8 km from any body of saltwater
18. 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.
19. Acts of God, or damage as a result of any cause beyond our control (e.g. fire, flood, earthquakes, other acts of nature and acts of a third party outside of our control).
20. 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 surface resulting in rusting/blistering and peeling of paint or coating.
21. Failure to follow the care and maintenance instructions or exposure to harmful chemicals or pollutants.
22. Scratches and defects must be visible from a distance of 3 feet to be considered.
23. Replacing of interior casing trim around door may not cover paint lines on wall.
24. Scratches or dents must be reported within 48 hours.
25. Exterior Primed Finger-Joint Frames are to be painted within a month of the installation date.