



Dusco Doors Limited Warranty

This warranty is effective for all Dusco Doors products installed in the United States and Canada.

If your Dusco Doors product (steel or fiberglass door, patio doors and decorative stained door glass) exhibits a defect in material or workmanship within the time periods from the date of manufacture as specified below, we will, at our option, replace or refund the purchase price of the Product or component part.

Owner Single-Family Residence Warranty

The product is warranted to the original owner/purchaser of the single family residence in which the products are initially installed for as long as the original owner/purchaser owns and occupies the residence.

Transferability

The Owner-Occupied Single-Family Residence warranty is non-transferable.

Special Glazing (including laminate glass units)

The special glazings are warranted (including glass options such as leaded or decorative glass) for five (5) years from date of manufacture.

Blinds/Shades integrated inside a glass window

The insulated glass unit (including the seal), the external control mechanism, and the operation of the shade/blind is warranted for five (5) years from date of manufacture.

Triple-Glazed Products

The triple-glazed insulated glass is warranted for five (5) years.

Spontaneous Glass Breakage

The sealed glass units installed in windows and patio doors (excluding laminated glass, and special glazings) are warranted for spontaneous breakage for one (1) year from date of manufacture. This includes the free replacement of the glass only. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Colored Exterior and Laminated Interior

The factory-applied painted exterior color and factory-applied laminate interior finishes is warranted that it will not peel, blister, or flake for five (5) years. Applied exterior color will not exhibit excessive color change for five (5) years.

Notes

This warranty does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

This warranty does not apply to damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, storage, or handling.

Dark colors

No warranty on very dark colors, if the door faces the sun.

N.B.: Any scratches or bumps are not covered by the warranty. If misunderstanding should occur, it is very important that the customer preserves the polyethylene envelope with our company logo in which the door has been delivered. A sales representative of Dusco Doors will do the necessary investigation on the causes of the scratches or bumps. Due to an intensive heat that dark doors (black or brown), can attract, Dusco can not warranty against the waving that can occur.

How to Get Assistance

Contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

We can respond quickly and efficiently if you provide the following:

- Complete product identification (original order/invoice, permanent label, or the product identification number found on the product),
- Your contact information,
- The complete coordinates or where the product is installed and can be inspected,
- A complete description of the problem (photographs are helpful).

Maintenance and Cleaning

The surface of the window will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove the surface dust.

Vinyl: A mild liquid cleaner may be used to clean the vinyl surfaces.

Do not use harsh abrasives on the vinyl surfaces.

Weather Stripping: During the life of the window the weather stripping may be worn. It should then be replaced to prevent heat loss.

WHAT THIS WARRANTY DOES NOT COVER

Dusco Doors is not liable for:

- The normal wear and tear and natural weathering of surfaces.
- The normal hardware wear and tear, and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Any damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g., salt spray or airborne pollutants).
- Any product failure due to misuse or abuse. Any damage caused by failure to provide maintenance, by alteration or modification to the window. Or any damage resulting or caused beyond the control of Dusco (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our reasonable control).
- Any glass breakage, except as specifically covered.
- Slight imperfections or wavy distortions in the glass that does not impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Improper installation not in conformance with Dusco's installation instructions; operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Condensation or damage as a result of condensation
Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help.
- Labor and materials for replacing, repainting or refinishing activities or the removal or disposal of defective product(s).

IMPORTANT LEGAL INFORMATION

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. The sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above.

We make no other warranty or guarantee; either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

No distributor, dealer or representative of Dusco has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

Fading or changing in color of the applied exterior color finish is not a defect unless it exceeds five (5) E units; calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed colored surface that has been cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies.

As an option to replacement, we may choose to refinish the product.