



Steel Door Panel

- » 5 year Replacement Warranty

Fibreglass Door Panel

- » Limited Lifetime Warranty

Glass Inserts

- » 10 Year Seal Failure Replacement Warranty

Components

- » 5 Year Replacement Warranty

Painted Finish

- » 5 Year Warranty

For the above period, the painted finish will not crack, peel, or blister. Any fade will be even, and will not be detrimental to the general appearance.

Stained Finish

- » 5 Year Warranty

For the above period, the stained finish will not peel or blister.

Note: labour for warranty repairs is included for the first year from date of installation only.

To Make A Claim

Notify Door Way Canada or your distributor in writing within 15 days of a defect appearing.

Please include the following information in your service request:

- Name and address of the owner
- Date of installation
- Brief description of the defect
- Original order number or invoice number



CONTACT US

Phone: **519.773.3333**

Email: info@doorwaycanada.com
www.doorwaycanada.com

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ENTRY DOOR WARRANTY



Warranty Exceptions

- When any steel or fiberglass door is cut down to a custom size, the warranty becomes null and void.
- Warranty does not cover the normal wear, minor scratches and visual imperfections, discolouration, and rust on panels and/or components.
- Damage caused by excessive heat (for example, installed behind a storm door) is not covered under warranty.
- Multi-point locking system must be installed in 8 ft steel panels and all fibreglass panels for warranty to apply.
- Warping up to ¼" is not considered a defect, and will not be covered under warranty.
- Any damage caused by exposure to high humidity within the structure, or resulting from interior or exterior temperature differentials, will not be covered. (Note: There is no such thing as a condensation free door/glass insert in high humidity conditions. Controlling the amount of moisture in your home is the most effective action you can take to avoid condensation).
- Installation of Door Way Canada entry doors must be in accordance with testing and certification specifications and building codes, in order to be covered under warranty.
- Painted finish is not warrantied when applied to a vinyl product (e.g. glass insert frames, sweeps, vinyl cladding, PVC door jambs).
- Discolouration, fading, peeling, cracking, and blistering of any painted/stained products, caused by extreme sun exposure will not be covered under warranty. Proper cleaning of these products will help to extend the finish appearance and operation.
- Any damage caused by improper installation of lock hardware will not be covered.
- Damage or defects caused by accidents, fire flood or other acts of God, vandalism, misuse, or structural failure of walls or foundations is not covered by this warranty.
- Wheelchair sills are not covered under warranty against leaks and should only be used with a large overhang above.
- This warranty cannot be modified.
- Fibreglass panels must be finished within 2 weeks of weather exposure in order for warranty to apply.



This Limited Warranty applies to Door Way Canada entry doors purchased from Door Way Canada or an authorized dealer.

This Limited Warranty is applicable only to products installed in Canada.

These limited warranties apply only if the following requirements are met:

- The product was installed properly.
- The product has not been modified, altered or tampered with.
- The product has not been involved in an accident and is used solely for the purpose intended.
- Storm doors have not been used/installed.
- The product has been properly serviced since installation.



A service request must be sent to us within the warranty period, and within 15 days of the date the defect was noticed.

The request must be in writing and accompanied by the original order number and the address of the building where the door was installed.

Please send all service requests to info@doorwaycanada.com