



Steel Door “5-Year Limited Warranty”



Codel's Steel Door “Limited 5-Year Warranty” is an assurance that Codel's Steel Doors are built consistent with their manufactured intended use as an exterior building product; designed and manufactured as a “point of entry” component for a residence, or similar structure; and are expected to perform within the industry's “Standards of Performance” (SOP) of steel doors (see below). Should the steel door fail to perform to the defined product standards stated herein; the product, at Codel's discretion, would be subject to either repair, or replacement. The terms of this warranty apply solely to the original owner of the product, and go into effect on the date of purchase.

STEEL DOOR “STANDARDS OF PERFORMANCE” (SOP):

Operation and Function Standard: The door will open and close effectively, and provide a reasonable barrier to weather intrusion; solely under conditions that otherwise do not exceed its manufactured designed capabilities.

Door Unit Build Standard: The door components sizing, fit, and assembly will be within industry standard +/- 1/16” tolerances.

Manufacturing/Material Appearance and Characteristics Standard: Unfinished Components (not factory painted): May show some minor visible material irregularities, slight manufacturing/handling marks or scuffs, minor sealant or adhesive ooze. (Material characteristics of this type, which otherwise do not interfere with the operation, and/or function of the door, or significantly affect the overall appearance of the door as represented by Codel are normal material conditions of the manufacturing process and not defect, and are not covered by this warranty). Codel recommends finishing any door and frame within 1 month of installation to eliminate many of these material characteristics. Choosing not to finish the door (factory or otherwise) will void the warranty from any door surface and material characteristics. Finished Components (factory painted): Will be finished consistent within a reasonable and acceptable tolerance of the finish quality standards as represented by Codel paint and/or stain swatches or samples. (While Codel paint blends are the same, each finished product is a different color batch, and as such, cannot be guaranteed to be a perfect match of a color batch to another). The finish is expected to sustain its relative color tone, and adhesion; however, conditioned upon the related exposure.

CONDITIONS OF WARRANTY:

Upon transfer of possession, and responsibility of the door product to any party other than Codel Entry Systems, Inc; the following conditions are NOT covered, and may render the warranty void.

DAMAGE CONDITIONS:

- Handling/Shipping damage caused by mis-handling, accident, or abuse.
- Storage damage caused by improper storage method and/or conditions.
- Installation damage, and/or damage related to, and caused by improper installation.
- Use damage caused by improper use that exceeds the products' manufactured intended use, and/or tested design, and/or functional capabilities, and/or improper maintenance.
- Exposure damage including, but not limited to damage caused by natural, or other harsh or extreme conditions, and/or acts of God, extensive sun exposure including overhangs of less than 3 feet, saltwater, failure to finish, improper use of stormdoor, fire, harsh chemicals or solvents, pressure washing, concrete dust or splatter, pets, wild animals, etc.

MATERIAL CONDITIONS:

- Normal characteristics of product, and/or product materials and related components; including, but not limited to any material irregularity that is an industry acknowledged material trait of manufacturing which does not significantly affect the appearance of the product, and/or the products' manufactured design, and/or the stated Standards of Performance. Glass and material finish irregularities not visible from a distance of 5 feet away and perpendicular to the component. Static thermal-bow that does not exceed 1/4” plane of the door. Low-Pro sills are not designed to stop water infiltration and are not warranted for any water infiltration or damage.
- Normal wear & tear conditions; including, but not limited to, installation alignments and/or adjustments due to settling or shifting structure, minor sealant or adhesive ooze or shrinkage which doesn't affect the designed performance; product or components that are worn or damaged due to normal use, mis-use, or abuse.

PAINT CONDITIONS:

- Codel Coatings or Codel applied paint portion of the door (where applicable), is covered by a two-year limited warranty against abnormal fading, cracking, chalking, or chipping during the warranty period. The use or application of any harsh chemicals or solvents, including ammonia-based cleaners, i.e. Windex; other than the recommended mild soapy water solution for cleaning a painted Codel steel door, or any of the other above stated conditions that may adversely affect the paint, will void this warranty.

WARRANTY PROCESS:

In the event of a warranty claim, either written notice must be sent by certified U.S. Mail to Codel Entry Systems, Inc., 1510 St. Paul Ave., Tacoma, WA 98421; or may be submitted online at www.codeldoors.com; and only within the original warranty period. The claim must include the following: 1) Original PO number, or 2) Codel order# (located on the door behind top hinge) 3) Owners name and contact information 4) Door location address 5) Detailed description of issue with supporting pictures. Codel Entry Systems, Inc. is not obligated to take any action related to a warranty claim if the claim does not conclusively show that the performance or conditions of the steel door is not consistent with the above stated “Standards of Performance”, or if conditions stated in this warranty exist that would expressly void the warranty.

If Codel Entry Systems determines the claim is valid, and it can be shown that the performance or condition of the steel door is not consistent with the stated “Standards of Performance”, and that the conditional stipulations of this warranty stated above are not contingent factors; subject to the Component Warranty Periods, Codel may elect to either, (a) repair the door or component, or, (b) furnish a replacement door or component (installation of the replacement not included), or (c) refund of the original, invoiced purchase price charged to the Codel dealer who supplied the Codel door, in lieu of furnishing a replacement. (If Codel elects to provide a replacement door or component, the limited warranty of the replacement will extend for the balance of the original warranty period only). Or, (d) take no action if the warranty period of the door or component has expired. If the homeowner fails to provide satisfactory proof of the date of purchase, the manufactured date shall be used instead. At its option, Codel will replace and/or repair defective components, or refund the purchase price (the lesser of the original purchase price or the original catalog list price) not to exceed \$500.00.

The remedies set forth herein are the homeowner's exclusive remedies for breach of warranty. In no case shall Codel Entry Systems Corp. be liable to the homeowner, or any other person for any general, incidental or consequential damages. There is no other warranty, expressed or implied, including warranties or merchantability and fitness for a particular purpose, except as is set forth herein. No distributor, dealer or Codel Entry Systems Inc. representative has the authority to change or modify this warranty and in no instance shall Codel Entry Systems Inc. be responsible for indirect, consequential or incidental damages.