



LIMITED WARRANTY GUIDE MADERO FIBERGLASS AND STEEL DOOR SYSTEMS

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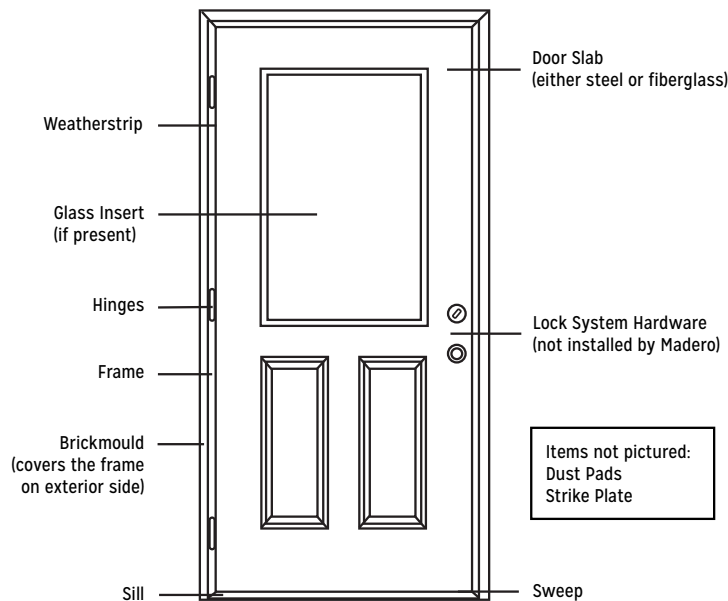
CONGRATULATIONS

Thank you for choosing Madero door as your supplier of quality fiberglass and steel door systems. Madero is a leader in the use of fiberglass and steel doors in wood or composite frames. Madero fabricates several lines of door systems with quality craftsmanship being the focus for every door built.

In this Limited Warranty Guide you will find important information about Madero's suppliers' warranties on the Products and materials that comprise a complete door system. These warranties are extended to Madero customers and the end users of our Products. Read it prior to contacting your Madero Dealer or Representative with any issues or concerns, and follow the service procedure outlined in this guide to ensure prompt and accurate service.

For future Product details and maintenance updates, visit our web site at www.madero.ca.

Madero Door Systems Component Part Identification Guide



A typical Madero door system ("Product") consists of:

- Fiberglass or steel door slab;
- Assembled parts:
- Frame;
- Brickmould;
- Weatherstrip;
- Glass inserts (optional);
- Hinges;
- Strikeplate (optional);
- Sill;
- Sweep.

COVERAGE

Subject to the limitations and exclusions below and for the duration of the applicable stated Warranty Period, Madero warrants that the Product's:

NON-GLASS COMPONENTS: are free from defects in material and workmanship. All hinges (excluding installations within eight (8) km of a body of salt water) are also warranted against defects in the finish (excluding brass), which result in peeling, flaking, pitting or blistering.

GLASS COMPONENTS: are free from defects in material and workmanship resulting in internal glazing failure, seal failure, internal insert slippage, and permanent and material visual obstruction from moisture or dust film formation in the air space of the sealed glass unit.

NOTES ABOUT FINISHING OF DOOR SYSTEMS:

- Madero smooth white fiberglass door slabs do not require finishing of any kind to maintain the Warranty;
- Madero composite door frames and brickmoulds do not require finishing of any kind to maintain the Warranty;

- For continued Warranty coverage, all steel-slab door systems (Products) must be finished within several days of the installation date. However, all bare or unprotected wood surfaces (such as door frames) on all steel and fiberglass Products (including any bare or unprotected wood surfaces used or exposed by builders, contractors, dealers or distributors on or in conjunction with the Products) should be primed and painted or stained and top coated within the lesser of 2 weeks of installation or exposure to weather. All doors must have all 6 sides finished (if the Madero supplied sweep is properly applied by the builder, contractor, dealer or distributor to the bottom edge of the door during installation, then only the 5 remaining sides of the door require finishing). For all doors sides, top and bottom must be inspected and maintained as regularly as the front and back face surfaces;
- Improper or untimely finishing of the Product by the Warranty Holder or its agents (i) increases the chance for Product damage of the type which is NOT COVERED by this Limited Warranty; and (ii) increases the preparatory work that must be performed by the Warranty Holder or its agents in order to properly finish and maintain the Product in a manner not inconsistent with Madero's recommendations and instructions. This is particularly a consideration for steel Products;
- While woodgrain fiberglass slab door systems (Products) need not be stained for continued Warranty coverage, they may be stained to provide a realistic wood appearance.

LIMITED WARRANTY

LIMITED WARRANTY PERIODS

For Warranty Holders effective March 1, 2018, the following tables summarize the Warranty Periods under this Limited Warranty guide that apply to Products installed in accordance with Madero installation instructions. Read the entire Limited Warranty Guide for the conditions and limitations that apply to this information.

DOOR SYSTEM MODEL	DOOR SLAB TYPE	FRAME TYPE	MADERO LIMITED WARRANTY	DOOR SLAB WARRANTY	GLASS INSERT WARRANTY
Economy	24 Gauge Steel	Basic Wood	1 Year	1 Year ²	20 Years ³
Basic	24 Gauge Steel	Basic Wood	5 Years	5 Years ²	20 Years ³
Premium	24 Gauge Steel	Premium Wood	5 Years	5 Years ²	20 Years ³
Maverick	Smooth White Fiberglass	Basic Wood	5 Years	25 Years ¹	20 Years ³
Plus	Smooth White Fiberglass	Premium Wood	5 Years	25 Years ¹	20 Years ³
Steelcomp	24 Gauge Steel	Maintenance Free Composite	5 Years	5 Years ²	20 Years ³
Fibercomp	Smooth White Fiberglass	Maintenance Free Composite	5 Years	25 Years ¹	20 Years ³
Dakota	24 Gauge Steel	Maintenance Free Composite	5 Years	5 Years ²	20 Years ³
Titan	Smooth White Fiberglass	Maintenance Free Composite	5 Years	25 Years ¹	20 Years ³
Entrada	Woodgrain Fiberglass	Textured Composite	5 Years	25 Years ¹	20 Years ³
Combo	See Next Matrix				

WORKHORSE COMBO DOOR SYSTEM	MAIN DOOR SLAB TYPE	STORM DOOR SLAB TYPE	FRAME TYPE	MADERO LIMITED WARRANTY	MAIN DOOR SLAB WARRANTY	STORM DOOR SLAB WARRANTY	GLASS INSERT WARRANTY
Combo	24 Gauge Steel	24 Gauge Steel	Double Rabbeted Wood	5 Years	5 Years ²	5 Years ²	20 Years ³
ComboPlus	Smooth White Fiberglass	Smooth White Fiberglass	Double Rabbeted Wood	5 Years	25 Years ¹	25 Years ¹	20 Years ³

NOTES

1. Through Madero, **Nan Ya** warrants its fiberglass door slabs to be free of defects in materials or workmanship that might unreasonably affect their performance. They will not yellow, shrink, swell, warp, split or crack. The terms of this Warranty extend from the date of purchase for twenty-five (25) years. This Warranty is for the original home owner and is not transferable. The terms of this express Warranty exclude failures which are the result of or involve:
 - a) Accident, abuse or improper use;
 - b) Stress due to localized application of heat, movement of building or building components, or due to expansion or contraction of building or building components;
 - c) Damage due to freight carriers, common carriers, private transportation, or any other means of transportation or handling after shipping from Madero;
 - d) Misapplication, faulty building construction or design, including but not limited to installation or use in areas of high humidity or high vibration;
 - e) Exposure of the door (before installation) to the elements, improper or insufficient handling, storage installation, maintenance or service;
 - f) Fire, corrosive fume, condensate damage, acts of god, and/or any events or actions beyond the control of Nan Ya;
 - g) All components, parts, glass, and labour supplied by parties other than Nan Ya;
 - h) Structural integrity issues or other problems caused by the improper fitting of the hardware, improper sizing of the door panel or other door system assembly problems;
 - i) Cost for labor, installation, removal or finishing of any replacement slab or sidelite;
 - j) Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung.
2. Through Madero, **Novatech** warrants that from the date of original installation, the steel door slab will be free of manufacturing defects in material and workmanship for a period of five (5) years (1 year in the case of the economy line). Deflection (up to ¼ inch) or minor scratches or other visual imperfections shall not be considered defects. Masonite grants these warranties only to the original purchaser of the door and the original purchaser of the building where the door was installed. The Warranty excludes any defects in the coatings, any glass inserts or other accessories. Also, excluded from the Warranty are defects resulting from:
 - a) Exposure to air pollutants, such as acid rain;
 - b) Exposure to chemicals, acid or fumes;
 - c) Improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of god, fire, explosions or another casualty;
 - d) Installation or maintenance not conducted in strict adherence with the manufacturer's written instructions;
 - e) Air and water infiltration during severe weather conditions;
 - f) Any failure of the structure, building, and/or foundation into which the door is installed;
 - g) Any other causes beyond the manufacturer's control and not related to the manufacturing process.
3. Through Madero, **ODL Doorglass** offers a Warranty on its glass inserts as follows:
 - a) Twenty-year Warranty for the insulated glass component of the Product;
 - b) One-year Warranty for all other components of the Product;
 - c) Ten-year Warranty on the operating components of a door glass shade ("mini-blind");
4. All time periods are measured from the date the Product was originally purchased from an authorized dealer. Not transferable.
5. For the purposes of this Warranty, the Warranty Holder is defined as the person or company who owns the home in which the Product was installed on the date that it was installed or, in the case of new construction, the first owner of the home in which the Product was installed. The Warranty Holder may or may not be the resident of the home. The Warranty is not transferable.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not include defects or damages attributable to or arising from:

- a) Generally
 - General wear and tear, including without limitation, wear and tear of weatherstrips, corner pads, sweep (bottom gasket);

- Minor scratches or minor visual imperfections within the Product's standard manufacturing and quality specification parameters;
- Locking system (door handles and locksets) brass finish, any finish discoloration, tarnishing, and/or minor scratches or visual imperfection. Multi-point locking systems are also not covered if the Product is installed within eight (8) km of a body of salt water;
- Negligence; improper use, installation, finishing, maintenance (including failure to properly maintain finish, see "NOTES ABOUT FINISHING OF DOOR SYSTEMS") or operation inconsistent with Madero recommendations and written instructions. STEEL PRODUCTS, PARTICULARLY THOSE INSTALLED WITHIN EIGHT (8) KM OF A BODY OF SALT WATER, REQUIRE PROMPT AND CAREFUL INITIAL FINISHING AND MAINTENANCE BY THE WARRANTY HOLDER, INCLUDING PERIODIC CLEANING, FINISHING, AND REFINISHING, AND OTHER REPAIRS in accordance with Madero's above referenced recommendations and written instructions;
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations;
- Misapplication of Products or faulty building design or construction, including inadequate flashings, caulking, building settlement or structural failures of walls or foundations, or inadequate overhangs;
- Installation in locations or a manner that exceeds or deviates from Product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes;
- Product reinstalled after removal from its original installation, except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstrips, sweep (bottom gasket) and corner seals;
- Damages aggravated or worsened because of failure by the Warranty Holder or its agents to take timely and reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the Warranty period;
- Harsh natural environmental conditions, including by example, substantial exposure to salt spray, or airborne pollutants, or other harsh conditions including exposure to harsh chemicals or solvents, such as acidic brick washes or stucco leach; or damage from vandalism, or damages caused by pets or other domestic or wild animals;
- Damage due to excessive artificial or natural temperature build-up or exposure, including by example, occurring from the use of storm doors under certain circumstances, or other conditions that cause thermal deflection beyond the Product design standards and/or testing and certified performance specifications;
- Labour for removing, installing, or replacing Product or components or labour for other materials that are removed, reinstalled or refinished in conjunction with repairing or replacing the Product or component;
- Any painting, staining, scratching or other mechanical or chemical alteration of the Product's original surfaces;
- Fading, discoloration or color change of a factory applied color coating that is less than or equal to five (5) Delta-E units, calculated in accordance with ASTM E 308-85, ASTM E 805-81, and ASTM D 2244-85, effective on the date the Product is manufactured, and/or which covers less than a material portion of the exterior of the Product. Color change will be measured on an exposed color surface of the Product that has been properly maintained and cleaned of soils, and the corresponding values measured on the original or unexposed color surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions.

b) Glass

- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision from moisture formation between the panes;
- Glass covered with after-market window films;
- Accidental glass breakage, including by example, that caused by debris or foreign objects striking the glass or breakage that may occur under conditions exceeding the Product's performance parameters;
- Condensation, frost or mold resulting from humidity within the building and interior/exterior temperature differentials. Controlling the amount of moisture in your home is the most effective action you can take to avoid condensation;
- Stresses from localized heat which cause excessive temperature differentials over the glass;
- Post-manufacture dissipation of inert gases (such as argon) or the amount of gas in Products with inert gas-filled insulating glass;
- Scratches or other imperfections, unless clearly noticeable from more than 122 cm (4 feet) away;
- Any sound that occurs from decorative grids striking the glass due to vibrations from daily use or outside traffic is not considered a defect, nor is the grid touching the glass considered a defect;
- Mineral deposits.

ADDITIONAL LIMITATIONS, EXCLUSIONS, AND CONSIDERATIONS

- This limited Warranty does not cover damage attributable to or caused by acts of god that include, but are not limited to, unusually high winds, floods, fire, and other conditions that exceed Product designs and testing specifications. Certification approval, rating and references to other performance standards mean that the Product meets the established specification parameters of the certification process or standard testing at the time the Product is manufactured. However, with exposure over time to environmental conditions, including by example, high wind events and other forces of nature, the Product will be subjected to normal and abnormal wear and its performance capability may change. It is the Warranty Holder's and its building agents' responsibility to consult local building code laws and the certification and rating agencies' published materials and websites for guidelines on the standards necessary to meet all regulations and codes in the area where the Product will be installed;
- Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration and Madero is not responsible for claims or damages caused by water or air infiltration into a dwelling or premises;
- Product selection is the sole responsibility of the Warranty Holder and its building agents, not Madero;
- Damage from failure to inspect Product following each high wind or impact event is not covered under this limited Warranty;
- This limited Warranty will be void if the Product rusts or otherwise corrodes due to reasons other than defects in material and workmanship, including without limitation, rusting on steel Products arising from misuse, abrasions, environmental conditions, solvents, corrosives, salts, chemicals, excessive moisture or any other damage due to normal wear and tear that could have been addressed by routine, timely and proper initial finishing or periodic corrective maintenance.

THIS LIMITED WARRANTY'S EXCLUSIVE REMEDY

- a) Generally if the Product or any components fail to meet this limited Warranty, Madero's sole obligation is to either and at Madero discretion:
- Repair the Product or component(s) thereof; or
 - Provide replacement Product or component(s) thereof to the Warranty Holder or Madero's designated dealer; or
 - Refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price).

Repaired or replaced components are warranted only on the same terms and for the remainder of the original Warranty period. Madero reserves the right to discontinue or change any Product. If the Product or component(s) thereof is not available, Madero may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this limited Warranty. By example but not limitation, this limited Warranty does not cover any of the following costs and expenses:

- Labour for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product);
- Shipping/freight expenses to return the Product to Madero or Madero's dealer, if required;
- Normal maintenance;
- Consequential, special, or indirect losses or damages of any kind.

DISCLAIMER OF WARRANTIES

This Limited Warranty is in lieu of and excludes all other warranties not expressly set forth herein, express or implied by operation of law or otherwise, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. To the extent that any implied warranties may nonetheless exist by operation of law, such warranties are limited to the duration provided by law. Some jurisdictions do not allow limitations on how long an implied Warranty lasts, so the above limitations may not apply. Madero does not authorize anyone to create for it any obligation or liability in connection with Products.

LIMITATION OF LIABILITY

Madero's sole liability under this limited Warranty is replacement, repair, or refund of the purchase price as set forth above. In no event will Madero be liable for incidental, consequential, indirect, special, or punitive damages including, but not limited to, damage of any kind to a dwelling or premises, loss of Product use, reinstallation, labour, removal, refinishing, temporary/permanent relocation of residents or property, loss of profits/revenue, interest, lost goodwill, work stoppage, impairment of other goods or work, increased operating expenses, emotional distress claims, or claims of third parties for such damages, whether based on contract, Warranty, or tort (including, but not limited to, strict liability or negligence or otherwise, even if advised of the possibility of such damages.) Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This limited Warranty provides specific legal rights, but the Warranty Holder may have other rights which vary from

jurisdiction to jurisdiction. In no event will Madero's entire liability exceed the lesser of the purchase price of the defective Product and the purchase price of the defective component(s) thereof.

WARRANTY CLAIM PROCEDURE

- a) If the Warranty Holder suspects a defect in material or workmanship which may justify a Warranty claim, the dealer who is responsible for the installation must first make an on-site inspection to verify that the problem is in fact a qualifying defect and cannot be remedied by an adjustment of the installation. Digital pictures clearly showing the defect must be provided to Madero;
- b) To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If that party is unknown or unreachable, contact Madero at 1-800-667-6977. The claimant will be required to provide proof of the date of Product purchase and may be required to return the Product or component thereof to Madero or to the builder, dealer or contractor who installed or sold the Product (at claimant's expense);
- c) Once the dealer has determined that the defect is a justifiable Warranty claim, the dealer should contact Madero to arrange for replacement or repair of the defective Product or component(s) thereof. To process the Warranty claim, provide the following information:
 - i. Name and address of the home owner;
 - ii. A copy of the Madero invoice for the Product;
- d) In the event that a Madero representative does a site visit and discovers the problem is the result of an installation error, the dealer will be invoiced for the call at Madero's prevailing shop rate including travel time.