



Lifetime Limited Warranty

Residential Garage Doors

Subject to the level of responsibility set forth in the Pro-Rate Warranty schedule, Steel-Craft Door Products Ltd. offers a **Lifetime Limited Warranty** on Residential Garage Door models ThermoCraft (T12, T16), RanchCraft (RC10, RC16), CarriageCraft (CC10, CC16), Flush, Elite Series (RC16, CC16, Flush) and Contemporary Series from the time of installation, for as long as you own the door (original purchaser with proof of purchase), against rust due to paint cracking, checking or peeling and against structural failure (rendering the door inoperable) of the door sections due to delaminating of polyurethane foam insulation from the steel skin of the garage door panel.

This warranty extends to normal usage, when the door has been properly installed and maintained in accordance with manufacturer's instructions subject to an inspection by a Steel-Craft Door Products Ltd. representative. This warranty does not apply to any damage or deterioration caused by abuse or misuse, failure to provide reasonable and necessary maintenance as defined by Steel-Craft Door Products Ltd. maintenance and installation instructions, improper installation or handling, acts of God, fire, hail, flood, failure of paint applied after manufacture and distribution, alterations and/or additions to door or atmospheric conditions, including, but not limited to: (1) rust caused by damages or scratching (2) areas subject to excessive salt conditions and/or atmosphere, including roadway salt transferred to the garage doors (3) areas subject to extreme humidity and condensation (4) areas subject to fallout or exposure to water, corrosive chemicals, fumes, ash, fire, cement dust, animal waste, or foreign substances, and (5) areas subject to water runoff from lead, copper, or galvanic metal flashing.

This door is pre-painted with a factory-applied finish, but the door will accept a wide variety of commercially available latex exterior house paints, when applied in accordance with Steel-Craft Door Products Painting Instructions. However, warranty does not apply to defects in paint or coatings used to finish door sections. For painting instructions, visit steel-craft.ca.

After a specified period of time from the date of installation, replacement of the **Lifetime Limited Warranty** materials are prorated at the percent indicated in the "Pro Rate Warranty Schedule" published at the time of the claim.

Windows, Glass and Decorative Inserts

Steel-Craft Door Products Ltd. warrants its window frames and decorative inserts for five (5) years from the time of installation against cracking or major discoloration. Window frames and decorative inserts must have been installed by Steel-Craft Door Products or one of its authorized dealers.

Steel-Craft Door Products Ltd. warrants its sealed glass windows for one (1) year from the time of installation against the formation of condensation within the sealed unit. Glass must have been installed by Steel-Craft Door Products or one of its authorized dealers. Broken glass is not covered by any warranty.

Hardware and Parts

Steel-Craft Door Products Ltd. warrants the garage door hardware and parts for a period of two (2) years from the time of installation against defects in workmanship or material.

Warranty on Torsion Springs is for two (2) years or a maximum of 10,000 cycles.

Warranty on Rollers is for two (2) years or a maximum of 10,000 cycles.

This warranty extends only to the original purchaser of the door. It is not transferable and applies to residential property only and is not valid on commercial or rental property.

If within the applicable warranty period, the door sections, windows, glass, decorative inserts, hardware or parts warranted are found to be defective upon inspection by authorized Steel-Craft Door Products Ltd. personnel, Steel-Craft agrees to repair or replace, at Steel-Craft's option, the defective door sections, windows, glass, decorative inserts, hardware or parts. Proof of purchase is required. Any charges for freight, removal, installation or any cost the user may incur in exercising this warranty shall be the responsibility of the original purchaser.

REPAIR OR REPLACEMENT IS THE SOLE REMEDY OFFERED BY THIS WARRANTY. IN NO EVENT, SHALL STEEL-CRAFT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, HOWSOEVER CAUSED.

This warranty excludes any responsibility as to changes in models, materials, standard colours, and so on, made by Steel-Craft Door Products Ltd. and/or its suppliers since the date of purchase. Should a model of door be discontinued and is subject to replacement under this warranty, Steel-Craft Door Products Ltd. has the option of replacing the door with a similar model.

This warranty is the only official warranty of Steel-Craft Door Products Ltd., thereby excluding any other representation, warranty or condition, whether written or implied, offered by whomever.

To make a claim under this warranty, contact us in writing, within thirty (30) days, of knowledge of the alleged defect at the address listed below.

Residential Doors

Pro-Rate Warranty Schedule

Residential Doors:

Models T12, T16, CC10, CC16, RC10, RC16, Flush, Elite Series, Contemporary Series

For overhead doors that have been inspected by a Steel-Craft representative and deemed to be a valid warranty, Steel-Craft Door Products will utilize the following pro-rate system:

Years after Purchase	Replacement Cost of Door/Sections Covered by Steel-Craft	Cost of Installation Covered by Steel-Craft
0 - 5 Years	100%	100%
6 - 10 Years	75%	50%
11 - 15 Years	50%	0%
16 - 20 Years	25%	0%

A "Warranty Approval Form" must be completed and sent with proof of purchase (warranty only applies to original purchaser).

Door must be inspected by an Authorized Steel-Craft representative and deemed to be a valid warranty.

Labour/installation costs shall be paid at the pro-rated amount directly to the Authorized Steel-Craft dealer; appointed by Steel-Craft.

Replacement product will be the same product that was originally purchased.



WARRANTY APPROVAL

KEEP A COPY OF THIS DOCUMENT FOR YOUR RECORDS

Mail to:

**Steel-Craft Door Products Ltd.
Attention: Warranty
13504 St. Albert Trail
Edmonton, AB T5L 4P4**

Scan and Email to:

admin@steel-craft.ca

Name of Purchaser: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone Number: (_____) _____

Email: _____

ATTACH COPY OF PROOF OF PURCHASE

Name of Installation Company: _____

Date of Purchase: _____

Product Purchased: _____

Date Manufactured: _____

Panel Code: _____

Warranty Details: _____

Inspected By: _____

Authorized By: _____