

## **METRO STEEL DOOR LIMITED WARRANTY**

Metro Steel Doors doing business under ITZ IRON DOORS, LLC warrants our steel window and door products to be free from defects in material and workmanship for a period of 10 years. The warranty period commences the day the product is delivered to the customer's location or building site and shall remain in effect for 10 years from that date. Only windows and doors that are being used under normal conditions and the way they were originally intended to be used will be covered.

All Metro Steel Doors & Windows are hand built, specifically for each home. As with any custom, handcrafted, non-production product, minor color variances and fabrication imperfections are to be considered part of the uniqueness and character of our windows and doors and not a defect. The limited warranty does not cover minor imperfections, cosmetic details, variations or discoloration in the metal and or finish does not affect the products structural integrity.

Should Metro Steel Doors determine any of its products to have defective materials or workmanship within the covered warranty period, it shall, at its own discretion, choose to:

- 1) repair the defective component at no charge
- 2) replace the defective component at no charge
- 3) refund the cost of the defective component.

Replacement components will be manufactured to match the original components as closely as possible but may vary slightly in color and construction due to the custom handcrafted nature of our products.

The following are not covered under this warranty:

- 1) Glass- the insulated glass seal is warranted for two (2) years from the date of sale by either a Metro Steel sales representative, or its authorized dealer. If Metro Steel is given notice of a glass defect occurring within two (2) years from the date of sale either by a Metro Steel sales representative, or its authorized dealer. Metro Steel shall, at its option repair or ship replacement glass. All glass shall be free from permanent obstruction in accordance with ASTM standard
- 2) Weather- stripping – this is a wear item that may require regular maintenance depending on use.
- 3) Hardware – See the manufacturer's warranty.
- 4) Components or accessories not manufactured by Metro Steel Doors.

### **Corrosion & Factory Applied Paint Finish – 5-year warranty NON-COASTAL AREA**

Metro Steel Doors warrants our products from corrosion with factory applied industrial paint for five (5) years from the date of initial purchase for Non-Coastal projects only. Should the factory pre-finish be proven defective, we will at our discretion refinish the product or pay up to \$200.00 per unit to the current owner. Metro Steel Doors factory paint finish is one of the best in the industry. Loss of gloss retention due to sunlight and the elements is not considered a defect and will occur over time.

## **Inspection**

Upon delivery of Metro Steel Doors inspect all windows, and doors for defects, and for freight damage. Do not install or finish a product without checking the above items closely.

All warranty claims after original shipment must be made within 30 days after covered condition has occurred. Customer must have complied in full with the terms, payments and other conditions of the contract.

## **THE FOLLOWING CONDITIONS ARE NOT COVERED UNDER THIS WARRANTY:**

- 1) Minor blemishes or variations in factory finish
- 2) Minor fabrication imperfections due to hand crafting
- 3) Damage in finish caused by any other party other than Metro Steel Doors
- 4) Damage to windows and doors caused by improper installation
- 5) Damage to residence caused by leaking due to improperly installed window or doors
- 6) Damage to windows and doors caused by settling or moving to the structure
- 7) Adjustments in doors and windows needed to accommodate movement in the walls of foundation
- 8) Damage caused by natural occurrences such as hurricanes, tornadoes, tropical storms, other natural causes or acts of GOD
- 9) Corrosion from salt air and or areas of excessive humidity
- 10) Natural wear and tear due to normal use
- 11) Normal fading or discoloration over time
- 12) Damage caused by neglect or lack of continual and proper maintenance
- 13) Failure to promptly and properly touch-up or repair
- 14) Damaged caused by sprinklers
- 15) Doors or windows used in a shower or bath area (excludes bathroom and entry doors)
- 16) Damage caused by tape (masking, painters, blue tape) that has been applied to our product for any reason
- 17) Products that exceed their limitation in cold weather
- 18) Environments that create condensation inside and damage to the product or house
- 19) Any product that has not been paid in full
- 20) All operable doors, bi-folds, pivots and sliding doors should have an overhang  $\frac{1}{2}$  the distance of the height of the door and transom

## **NOTICE TO CUSTOMER**

It is the responsibility of the homeowner in caring for and maintaining Metro Steel products. You may be required to perform periodic maintenance in order to keep your Metro Steel product in good condition and appearance. Periodic maintenance is not part of your Metro Steel Windows warranty.

Environmental conditions in your area such as coastal applications, and overhang protections will dictate how much maintenance your products will require. Maintenance may include restoring exterior finish, paint and lubrication hinges.