



## To Make A Claim

A service request must be sent to us within the warranty period, and within 5 days of the date the defect was noticed.

Send service request form to [eva@doorwaycanada.com](mailto:eva@doorwaycanada.com)

### 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

*Subject to proper installation*

### 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.*



## CONTACT US

Phone: 519.773.3333

Email: [eva@doorwaycanada.com](mailto:eva@doorwaycanada.com)  
[www.doorwaycanada.com](http://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, double doors 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, 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 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.
- Fibreglass panels must be finished within 2 weeks of weather exposure in order for warranty to apply.
- Inspect your doors upon pick up/delivery and before installation. Notify us of any damages right away.

**This warranty cannot be modified.**

**NOTE: Labour for warranty repairs is included for the first year only.**

**If you receive a door damaged, DO NOT proceed to install. Notify Door Way Canada immediately so that we can discuss the best course of action.**



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. Warranty will take effect on the date of invoice.

## 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.