

STAGE ENTRY DOOR WARRANTY

LIMITED LIFETIME WARRANTY

THE FOLLOWING WARRANTY WILL APPLY TO RESIDENTIAL SINGLE FAMILY HOME APPLICATIONS ONLY. SEE BELOW FOR MULTI-UNIT APPLICATIONS	
QUICK WARRANTY REFERENCE GUIDE – SEE BELOW FOR DETAILED INFORMATION	
White vinyl frames	limited lifetime warranty
Factory applied light colour paint	15 year limited warranty
Factory applied dark colour paint	10 year limited warranty
Factory applied stain finish	3 year limited warranty
Steel door panel	10 year limited warranty
Fibreglass door panel with multipoint lock system	5 year limited warranty
Fibreglass door panel without multipoint lock system	1 year limited warranty
Decorative door-lite glass inserts	10 year limited warranty
Mini blinds or shades sealed between insulating glass	1 year limited warranty
Custom glass & custom decorative glass inserts	1 year limited warranty

Single Family Home Warranty

The warranties listed above will commence on the original date of purchase and only apply to owner-occupied single-family homes. This warranty is non-transferable from the original purchaser. This warranty is the only warranty offered by Stage Windows & Doors Inc. and cannot be modified or expanded by any seller or dealer.

Steel Door Panel

Steel door panels are warranted for a period of 10 years against rust, warping, de-lamination, and corroding within generally accepted industry standards for the period stated. Rust generated by cut down or damage to the panels is not covered under this warranty.

Fiberglass Door Panel

Fiberglass door panels with a painted or stained finish are warranted for a period of 5 years (with Multi-point Lock System) & 1 year (without Multi-point Lock System) against bowing, warping & delamination. Bowing of a fiberglass panel up to ¼" is allowable under this warranty (see section Warranty Exclusions for details). Smooth skin fiberglass panels can show minor deviations (ripples) on the surface due to the manufacturing process of the panel itself and is not covered under this warranty as a defect.

Vinyl Frame

Vinyl frames are supplied with a limited lifetime warranty against blistering, peeling, flaking, and chalking. The warranty pertains also to manufacturing defects and has no bearing on UV exposure that occurs naturally on an exterior surface.

Paint & Stain Finishes

Factory painted steel door panels are warranted for a period of 15 years for light colours & 10 years for dark colours against blistering, peeling & flaking. Factory applied stain finishes are warranted for a period of 3 years from original date of purchase. The colour warranty pertains to manufacturing defects and has no bearing on damages and discoloration caused by UV or light and heat exposure that may occur naturally.

Decorative Door-lite Inserts

All stock Decorative door-lite inserts are warranted for a period of 10 years against seal failure resulting in a visual obstruction of the glass insert. Custom glass and Door-lite inserts are warranted for a period of 1 year from the date of purchase against seal failure. Internal mini blinds and shades are warranted for a period of 1 year against operational failure of the mini blinds or shades.

STAGE Windows and Door warrants that all factory-applied paint finishes to vinyl frames, fiberglass or steel door panels, door-lite frames and all factory-applied stain finishes to stainable fiberglass door panels, laminates, frames & door-lite frames will be free of any "finish defect" during the time period stated in the warranty. Fading/change in colour shall not exceed the accepted industry standards. A finish defect does not include fading due to UV or sun light exposure, variation in stain absorption due to grain, colour and texture differences.

Multi-Unit Rental Warranty

All multi-unit rental and/or commercial property applications will be provided with a 1-year limited coverage of the items covered under this warranty including custom glass & decorative inserts which are warranted against seal failure which results in a visual obstruction of the glass. Exclusions listed below also apply to Multi-Unit Rentals.

WARRANTY EXCLUSIONS

This warranty excludes coverage for failures which are the result of or involve the following:

- misuse, abuse, accident, negligence, mishandling, lack of maintenance, application of an inappropriate finish, vandalism, explosion, or ANY modification or service to the product by a non-authorized factory representative.
- Improper application, including but not limited to installation or use in high humidity or high vibration areas, exposure to excessive heat, extreme atmospheric conditions, chemical products, harsh or abrasive cleaners, air pollutants, toxic vapours, movement, or faulty construction of the building in which the door is installed.
- Warp or bow of less than 1/4" in the door panel or any other deformity that does not exceed the criteria in standard CAN/CGSB-82.5-M887
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight
- Minor visual imperfections
- Scratches and/or abrasions to the finish of black and /or dark coloured aluminum sills.
- Light scratches and rub marks not felt with your fingernail. Medium scratches and rub marks felt with your fingernail but less than 1/8" long.
- Glass breakage of any kind is not covered by this Warranty.
- Deterioration of unpainted steel slabs and unfinished fiberglass doors.
- Routine wear of components through normal usage: common wear items include door sweeps, hinges, weatherstripping, corner seal pads and hardware
- Components, parts and labour including but not limited to non-factory-applied finishes, sealants or caulking, supplied and/or installed by third parties other than STAGE Door Systems
- Labour costs including but not limited to removal and re-installation of the product and shipping expenses required to return the product to STAGE Door Systems.
- Fire, flood, earthquake, acts of God, and/or any major force, events, or actions beyond the control of STAGE Door Systems.
- Installation of a storm door will void this Warranty.
- Warranty is not provided for any products which have not been paid in full.
- Damage caused to components by the installation of an alarm system.

Warranty Claim Process

In the event that a warranty claim is needed, please contact your authorized dealer and advise them of the issue. The dealer may be required to perform an on-site inspection to assess and verify the issue and determine the best course of action. Once verified, the claim will be sent to Stage Windows & Doors by the dealer for processing.