

## Entrance Door Warranty

**Southfield Windows & Doors is proud to offer a non pro-rated, full transferable lifetime warranty.**



All Southfield Window and Door products covered under this warranty are guaranteed to be of quality material and workmanship. We use only the highest quality uPVC rigid vinyl, and manufacture each product with close attention to detail and expert craftsmanship.

Southfield reserves the right to modify this warranty at any time.

### **LIFETIME WARRANTY ON WHITE PVC DOOR FRAMES**

Southfield Window and Door products are manufactured from rigid uPVC. Southfield warrants that the unpainted vinyl door frames will not blister, peel, flake, corrode, contract or distort beyond general industry standards for as long as you own your home.

### **STEEL AND FIBERGLASS DOOR PANELS**

Ten (10) year warranty on factory white steel door panels against warping, rust or buckling. Twenty (20) year warranty on grained fibreglass door panels against denting or buckling. Ten (10) year warranty on smooth fibreglass door panels against denting or buckling. Subject to door slab manufacturer's warranty.

NOTE: Minor imperfections will always show when painting smooth fiberglass or steel panels and will not be classified as defects in workmanship.

Unfinished fibreglass panels must be sealed within three (3) months of installation or warranty is void. It is recommended that a multipoint lock system is used on fibreglass doors to enhance the weather seal. It is the customer's responsibility to coat and seal all natural wood parts so to prevent wood from splitting, staining or rotting.

No representation is made with respect to condensation on the door slabs, as this is the natural result of humidity levels in and outside of the house accompanied by changes in temperature. It does not indicate a defective door slab. SPECIAL NOTE: Warranty is void when door panels are cut in size.

### **10 YEAR WARRANTY ON FACTORY PAINTED VINYL SURFACES**

Every painted window and patio door carries its own specifications and guarantee which is for a period of ten (10) years against paint blistering, peeling and/or flaking. Natural fading or

damage done due to using harmful solvents to clean any painted surface is not warranted.

Due to the fragile nature of painted or stained surfaces, minor nicks/scratches and imperfections may occur. In the event this is found, touch up paint and or stain are supplied with every order for use after the install. This warranty covers the cost of touch up material needed for refinishing; it does not cover the cost of labour to refinish the product.

Glazing coex is excluded from this warranty.

Due to normal weathering, coloured vinyl products are subject to varying degrees of fading. This fading is beyond Southfield Windows and Doors' control and does not constitute a defect. Therefore we cannot guarantee an exact colour match in the event a component or product is repaired or replaced.

### **10 YEAR DOOR GLASS WARRANTY (SUBJECT TO MANUFACTURER'S WARRANTY)**

Ten (10) year warranty on decorative glass

Ten (10) year warranty on double glazed glass

Ten (10) year warranty on double glazed glass with grilles

Ten (10) year warranty on double glazed glass with blinds

### **FIVE (5) YEAR LABOR WARRANTY**

Southfield covers the cost of labor to remove and repair warranty parts only.

### **WARRANTY EXCLUSIONS AND LIMITATIONS**

This warranty covers only manufacturing and material defects as specified herein. It does not include minor scratches or minor visual imperfections outside of the product standard manufacturing and quality specifications parameters, defects, damages or operation attributed to faulty or improper installation; normal weathering; defects caused by accident, fire, flood, acts of God, vandalism, riot, or civil disorder; misuse; abuse by harmful fumes, vapours, solvents, chemicals or chemical pollutants in the atmosphere; mildew, building settlement or structural failure of walls or foundations or any other condition beyond Southfield Windows and Doors' control.

This warranty applies only in respect to products used strictly for the normal and reasonable purpose for which they are intended. The afore-mentioned warranty on the vinyl frame and sashes shall remain in effect only if normal cleaning practices are followed. It is recommended that a mild solution of household soap and water be applied with a soft sponge to clean all surfaces. This warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sash members, or if the frame and/or sash member are painted or coated in any way other than our paint process.

Periodic maintenance repair and replacement of parts due to normal wear and tear in particular but without limiting the generality of the foregoing, hinges, dust plugs, sweeps, weather stripping, minor scratches or visual imperfections.

Exposure to certain environmental conditions including but not limited to, salt spray, high humidity, acid rain may adversely affect the coatings on finishes. Proper cleaning of these products will help to extend the finish appearance and operation.

There is no warranty with respect to any corrosion or tarnishing of the hardware, finish of all handle grips, locksets and hinges against finish discolourations, tarnishing, scratches, abrasions and usual imperfections. Any hardware supplied and installed by others is not the responsibility of Southfield Windows and Doors to remove and replace.

Due to the fragile nature of grilles between the glass, our warranty is limited. Grilles touching the glass or rattling do not constitute a defect. Larger sizes can be supplied without a warranty upon signed approval by the customer. Order confirmations and quotes will specify these conditions.

Southfield Windows and Doors will not be responsible in any event, for removal, painting, refinishing, or similar activities connected with glass or component replacement or repair.

We will not accept responsibility for installation in locations or a manner that exceeds or deviates from product design standards and or testing and certified performance specification 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 weather stripping, door sweep and corner seals.

Damages aggravated or worsened because of failure by the Warranty Holder or its agents to timely take reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the warranty period.

Under certain conditions the door slab may form a thermal bow, this is quite common in both steel and fibreglass door panels. In a natural state a door panel may have a permanent thermal bow of up to a ¼ inch plus, minus when fully cycled in the plane of the door panel and or bow or misalignment in the frame in which the door is hung, this is not classified as a defect in the product or workmanship. When the product is installed correctly and sealed according to the warranty, the door slab will return to its allowable tolerance.

The installation of storm doors in association with any and all door systems will void all warranties hereunder due to among other things excessive heat build up.

Wheel chair sills are not a tested product and therefore are excluded from any and all warranties.

Rotting, splitting, warping, swelling or other adverse condition, of or attributed to or arising from door slab styles and or wood door frame systems, unless the frame system is a genuine Southfield PVC frame.

Warping distortion or damage is caused by excessive heat build up as a result of, heating elements IE space heaters, insufficient ventilation, or the application of plastic or other coatings over the vinyl.

**CAUTION:** Remove all protective wrap upon receipt of all Southfield products.

The obligation of Southfield Windows and Doors is limited to repairing or replacing a product it deems to be defective. No compensation will be provided for loss of time, inconvenience, commercial loss, or special consequential or other damages. If an identical part is not available Southfield Windows and Doors may use parts of comparable or greater quality.

Southfield reserves the right at any time to make changes in the design material and or specifications of their products or accessories thereof without thereby becoming liable to make similar changes in such product previously manufactured.

## **HOW TO MAKE A CLAIM**

***No warranty work will be performed until all accounts are in good standing with Southfield Windows & Doors Inc.***

Contact:

Southfield Windows & Doors INC.  
75 South Field Drive, Unit #7  
Elmira, Ontario  
N3B 2Z2

Telephone: 519-669-3872

E-mail: [sales@southfieldwindows.ca](mailto:sales@southfieldwindows.ca)

Website: <https://www.southfieldwindows.ca/warranty-information/>

When you are making a claim we will require the following information:

- The date of purchase and/or installation
- Your name and telephone number
- The address where the product can be inspected
- Identify the product that is involved and give a complete description of the defect, including pictures if possible
- Original invoice or quote number

**Failure to provide this information may result in a delay when processing your request.**