



THERMO-CRAFT / RANCH-CRAFT RIDGELINE /
CARRIAGE-CRAFT / FLUSH / CONTEMPORARY /
MID-CENTURY MODERN / ELITE SERIES
RESIDENTIAL WARRANTY INFORMATION

Limited Life Time Warranty Pro-Rated – Effective May 1st, 2023

Subject to the level of responsibility set forth in the Pro-Rate Warranty schedule, Steel-Craft Door Products Ltd. offers a Limited Warranty on Residential Garage Door models THERMO-CRAFT (T12, T16) / RANCH-CRAFT RIDGELINE (RC10, RC16) / CARRIAGE-CRAFT (CC16) / FLUSH (FL138, FL134) / CONTEMPORARY SERIES / MID-CENTURY MODERN SERIES / ELITE SERIES **FOR A PERIOD OF FIVE YEARS FROM THE DATE OF DELIVERY** on door faces for materials and finishes (original purchaser with proof of purchase), against potential 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 the 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 warranty does not apply to doors that are painted or coated by others. Our doors are pre-painted with a factory-applied finish and the doors will accept a wide variety of commercially available latex exterior house paints, when applied in accordance with Steel-Craft Door Products Painting Instructions. However, the warranty does not apply to the door when paint or coatings are used to finish door sections. For painting instructions, visit steel-craft.ca.

After a specified period of time from the date of delivery, replacement of the Limited Warranty materials is 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 A PERIOD OF FIVE YEARS FROM THE DATE OF DELIVERY** 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 A PERIOD OF FIVE YEARS FROM THE DATE OF DELIVERY** 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 – Pro-Rated 10 Years

Steel-Craft Door Products Ltd. warrants the Residential garage door hardware and parts **FOR A PERIOD OF 10 YEARS FROM THE DATE OF DELIVERY** against defects in workmanship or material.

Warranty on Residential Torsion Springs is **FOR A PERIOD OF THREE YEARS FROM THE DATE OF DELIVERY**.

Warranty on Rollers is **FOR A PERIOD OF 10 YEARS FROM THE DATE OF DELIVERY**.

This Limited Life Time Warranty extends only to the original purchaser of the door, providing regular door service has been completed. 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.

Making a Warranty Claim

To make a claim under this warranty, fully review the warranty documentation found in this document and on our website. If your claim falls within the warranty guidelines as defined within the documentation, you can start a new warranty claim by submitting the **Warranty Claim Request Form** through our website *steel-craft.ca*.

Residential Doors Pro-Rate Warranty Schedule

Residential Doors: THERMO-CRAFT (T12, T16) / RANCH-CRAFT RIDGELINE (RC10, RC16) / CARRIAGE-CRAFT (CC16) / FLUSH (FL138, FL134) / CONTEMPORARY SERIES / MID-CENTURY MODERN SERIES / ELITE 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%	50%
6 – 10 Years	50%	25%
11 – 15 Years	25%	0%

A “**Warranty Claim Request Form**” must be completed and sent with proof of purchase (warranty only applies to the original purchaser). This request form can be found on the Steel-Craft website *steel-craft.ca*.

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

Labour/installation costs shall be paid directly by the customer to the Authorized Steel-Craft dealer; appointed by Steel-Craft.

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