

STEEL DOORS

GENERAL WARRANTY

DIMENSIONS DOORS AND WINDOWS warrants its products against all manufacturing defects for a period of one (1) year on parts and labour from billing date. After that original period, labour will be at customer's expense.

COMPONENTS

Please note that in the first year of the warranty, weatherstripping, internal weeping system, vinyl frame cover and hinges will be replaced only if no abuse or defective installation are noticed. Labour will be at customer's expense.

BUMPS, SCRATCHES

All bumps, dents, scratches on door panels, frames and mouldings, and scratches or other defaults on glass units should be reported within 48 hours of reception of the merchandise, prior to installation. We will not make any service calls in case of failure to comply with this procedure. (Please refer to order procedure page 101.)

INSTALLATION

Our warranty does not cover any defects caused by a faulty installation, abuse and/or transport by others.

STORM DOORS

Aluminum storm doors installed on steel doors automatically voids the warranty.

LIMITATION

Warranty limitation: After the first (1) year of the warranty, our responsibility is limited to the product value ONLY, excluding transport, installation and labour.

FRAMES

Please take note that cracking or splitting of wood on the door frame not exceeding 1/4" are considered normal by the industry and are not covered by the warranty. Note: Weatherstrippings must be cleaned and lubricated on a regular basis. All merchandise return has to be duly authorized by a Dimensions Doors representative.

HANDLES

Multipoint handle systems are under warranty for a period of 10 years by the manufacturer. Any abnormal or abusive use will void this warranty.

MODIFICATIONS

All modifications made on the original product by the consumer or customer could void the warranty. Paint applied by the consumer or customer will automatically void the warranty.

THERMAL GLASS

The thermal glass in our doors is guaranteed against all defects for a 10-year period. The thermal glass in our doors is not guaranteed against thermal breakage or spontaneous breakage.

PAINT 20 years

The paint applied at our factory is guaranteed against discoloration of more than 5% per year and flaking for a period of 20 years.

All manufacturing defects not visible to the naked eye on glass and mouldings within one (1) metre (3 ft.) will be considered not admissible for replacement. If the reported problem is not admissible under Canadian industry standards, we will repair or replace at customer's expense. In regards to specific glass used in the production of glass units, there can be visible imperfections that are considered acceptable by the industry.



Some conditions apply; for information, contact your distributor.

Service calls must be made during office hours.