



March 21, 2025

## **SOPHISTICA ENTRY DOOR**

### **LIMITED LIFETIME WARRANTY**

#### **FULLY TRANSFERABLE AND NON-PRORATED**

Standard Doors Inc. is pleased to offer the following industry-leading warranty. Standard Doors Inc. warrants that each door is free from manufacturing and/or material defects. This warranty applies solely to doors used in residential applications that have been installed in accordance with applicable building codes. The warranty period shall commence on the date of purchase from the dealer.

**LIFETIME WARRANTY** on all white PVC or composite components against blistering, rot, decay, or uneven discoloration.

**TWENTY (20) YEARS WARRANTY** on white steel door panel finish against peeling, blistering, rusting, or racking and warping (provided such racking and warping does not exceed 3/16 inch).

**TWENTY (20) YEARS WARRANTY** on door lites against seal failure and glass defects visible from a distance of three (3) feet.

**TEN (10) YEARS WARRANTY** on factory-painted steel door panels against peeling, blistering, or uneven discoloration.

**TEN (10) YEARS WARRANTY** on internal miniblinds against seal failure and/or malfunction resulting from normal use. Issues arising from negligence or misuse of the operating mechanism are excluded.

**ONE (1) YEAR WARRANTY** on hinges, door sweeps, weatherstripping, and associated hardware.

**ONE (1) YEAR WARRANTY** on Parts and Labour for all manufacturing and/or material defects.

All warranty claims must be approved and submitted by an authorized Standard Doors Inc. dealer. The original order number associated with the product must be provided with each claim.

#### **WARRANTY EXCLUSIONS**

- Discoloration of the coming in door lites, which is a normal occurrence due to ultraviolet (UV) exposure, is not covered under this warranty.
- Surface discoloration, fading, or chalking due to normal exposure to sunlight, air pollutants, and atmospheric conditions is considered a natural occurrence and is excluded from coverage.
- Storm doors installed in front of entry doors, which may cause heat buildup resulting in warped door panels and deformation of PVC and/or composite materials, are not covered under this warranty.

- Issues resulting from improper handling or faulty installation are excluded.
- Issues related to settlement or structural defects of the building are excluded.
- Bowed steel slabs exceeding 3/16 inch, if not measured with a properly installed frame to obtain an accurate measurement, shall not be covered.
- Internal condensation—which may occur when internal humidity levels are excessively high relative to the difference between exterior and interior temperatures—is not warranted.
- Glass breakage is excluded from this warranty.
- If the product has been altered, modified, or exposed to harmful chemicals or pollutants, such alterations or exposures shall void this warranty. It is recommended that cleaning be performed using water, a mild household soap, and a soft sponge.
- Any damage caused by severe winds, hail, lightning, or other acts of God is excluded from this warranty.

All damage claims must be submitted by the Standard Doors Inc. dealer within one week of installation to be considered valid. Claims must be approved and submitted by the dealer to ensure that the fault lies with Standard Doors Inc. Following investigation, any service calls determined not to be attributable to the Company shall be subject to applicable service charges.

## **Additional Provisions**

### **1. Repair or Replacement Terms**

At the Company's sole discretion, any defect covered by this warranty may be remedied by repair or replacement of the defective component. The decision as to whether to repair or replace shall be final and binding on the purchaser.

### **2. Documentation Requirements**

To effectuate a warranty claim, the original dealer must file a claim online, providing the order number, installation date, and detailed specifics of the claim, including any relevant photographs or supporting evidence. Failure to provide adequate documentation may result in denial of the claim.

### **3. Limitation of Liability**

Under no circumstances shall Standard Doors Inc. be liable for any incidental or consequential damages, including but not limited to labor costs, inconvenience, damage, or injury to persons or property, or any other expenses arising out of or in connection with the use of the product, even if advised of the possibility of such damages. This limitation applies to all claims.