

# ENTRANCE DOOR WARRANTY

CANADA

Single Residence



The best entrance and terrace doors,  
backed by the best warranty

**We're so confident in the entrance and terrace doors we design and produce, we guarantee them for life**

Congratulations! You have invested in the industry's best designed and manufactured energy-efficient entrance and terrace doors.

Strassburger window and door systems are Canadian made and manufactured according to our traditional standards for quality and durability. With proper care, they will maintain their distinction as truly exceptional entrance and terrace doors.



[strassburger.net](http://strassburger.net)

## **Strassburger Windows and Doors is proud to offer a Lifetime Warranty.**

All Strassburger doors covered under this warranty are guaranteed to be of quality material and workmanship. We use only the highest quality rigid vinyl and expert workmanship in the best tradition of the trade.

This warranty is effective on doors ordered subsequent to January 1, 2016 and supersedes any and all prior published warranties.

### **LIFETIME WARRANTY ON WHITE AND SOLID BEIGE DOOR FRAMES**

Strassburger window and door products are manufactured from the highest quality PVC rigid vinyl. Strassburger warrants that the vinyl frame will not blister, peel, flake, corrode, contract or distort beyond general industry standards.

### **LIFETIME WARRANTY ON CARDINAL GLASS AND THERMO-SEALS**

Strassburger Windows and Doors' sealed units are covered by a lifetime warranty against seal failures. Seal failures are defined as a loss of the seal between the glass and the spacer resulting in moisture or dust infiltrating the air space between the glass surfaces.

No representation is made with respect to condensation on the windows, 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 window.

Minor glass imperfections or any variations color that does not affect the structural integrity or significantly obscure normal vision are specifically excluded from this warranty.

Lifetime warranty on Thermo Seals resulting from moisture or condensation between the glass.

Pressure cracks are warranted for one (1) year. Tempered glass is excluded from cracked glass warranty.

Sealed units installed in non-Strassburger products are not warrantied against seal failure or cracks.

Sealed units purchased for the repair of Strassburger products only carry a 10 year warranty against seal failure only.

No warranty on glass if any tinting film is applied to surface of glass.

Broken glass or torn screens are exempt from this warranty for any cause whatsoever.

### **10 YEAR WARRANTY ON MULTIPOINT LOCKING HARDWARE**

Multipoint lock door hardware is covered by a ten (10) year warranty.

If an identical replacement part is not available Strassburger reserves the right to use parts of comparable quality.

**Important: Any claims regarding damage, missing product or parts must be reported within 24 hours of receipt of product.**

## 15 YEAR WARRANTY ON FACTORY PAINTED VINYL SURFACES

Every painted door carries its own specifications and guarantee which is for a period of fifteen (15) 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 stain surfaces, issues such as minor nicks and scratches may occur during handling of the product. 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 for refinishing, it does not cover the cost of labour to refinish the product.

Glazing coex is excluded from this warranty.

Corner welds on coloured frames may fade over time. Colour touch-up is the responsibility of the homeowner.

Due to normal weathering, coloured vinyl products are subject to varying degrees of fading. This fading is beyond Strassburger 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.

## STEEL AND FIBREGLASS DOOR PANELS

Ten (10) year warranty on factory white steel door panels against warping, rust or buckling. Twenty five (25) year warranty on fiberglass door panels against denting or buckling. Subject to door slab manufacturers warranty. Two (2) year warranty on painted door panels against defects such as blistering and peeling.

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

Two (2) year warranty on stained fiberglass panels against defects such as blistering, peeling. Uneven colouring is due to varying surface finish and is not classified as a defect in workmanship. Unfinished fiberglass panels must be sealed within six (6) months of installation or warranty is void. All fiberglass doors must be resealed every two (2) years or the warranty is void. It is recommended that a multipoint lock system is used on fiberglass doors to enhance the weather seal. It is the customers 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 DOOR GLASS WARRANTY (See 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

## ONE YEAR ONLY ON LABOUR

Covers the cost of labour 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 Strassburger 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 Strassburger 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.

Strassburger 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 fiberglass door panels. We recommend a period of twelve months for the door panels to cycle and acclimatize to the surroundings. 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 Strassburger 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 Strassburger products.*

The obligation of Strassburger 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 Strassburger Windows and Doors may use parts of comparable or greater quality.

Strassburger 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

Any inquiry or warranty claim must be submitted to your contractor or authorized Strassburger dealer. It is the responsibility of the installer/dealer to do an inspection and supply pictures when required.

The following information is vital in processing a warranty claim. Claim must include proof of product, claim should make reference to the original order number and date of purchase. For product purchased from 2016 and on there is an item number etched in the glass, please make reference to that number. The claim should include a brief description of the defect and the specific Strassburger product involved.



Manufacturers of vinyl windows, patio and entry door systems for the replacement, renovation and new-construction markets.

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