

## Factory Finished Wood Door and Sidelights With or Without Decorative Glass and /or Wrought Iron

### Our Warranty to you...

GlassCraft Prefinished Wood Door and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all prefinished wood doors, sidelights, and entry systems (the “product”) sold by GlassCraft on or after **January 1, 2011** for use in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com).



We warrant that, subject to the conditions and exclusions stated below, each prefinished wood door or its glass panel or wrought iron grille will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft Door Company (“GlassCraft”) warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable; and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Wood doors with factory finish

GlassCraft Door Company offers a limited warranty for one (1) year for all factory-finished wood doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Warp of up to ¼” in any plane of the door for any 6’8” tall door up to 36” wide. Warp of up to ½” in any plane of the door for doors taller than 6’8” and up to 8 foot tall and up to 42” wide. Doors wider and/or taller are not warranted against warp. Surface checks in the doors that are less than 1/8” in width or less than 2” in length are not warranted.
2. Normal wear of the door, natural variation in wood color or texture, and the physical appearance of the door, including the appearance of the finish or fading of the stain color are not covered. Appearance or performance of a wood knot is not covered by this warranty.
3. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
4. Rusting or metal deterioration or appearance of a wrought iron grille.
5. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a “speakeasy” door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft wood door.
6. Damage resulting from reducing the height of the door by removing more than 1” from the bottom rail and/or 1/2” from the top rail of the door or reducing the width of the door by removing more than 1/2” from either side edge.
7. Panel movement or shrinkage. Damage caused by failure to comply with finishing, installation, maintenance, and warranty information provided by GlassCraft, failure to perform normal homeowner maintenance, or by attempts other than by GlassCraft to repair the door.
8. Damage resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door to be exposed to an excessive amount of direct sunlight and/or precipitation. Minimum sufficient roof overhang may be defined as a distance of not less than one-half of the height elevation measured from the bottom of the door to the bottom of the overhang at the point that the overhang is furthest from the door or entry. The width of the overhang and/or placement and size of entryway sidewalls are also very important to adequately protect the entryway. Depending upon the installation application, this overhang may need to be greater than this minimum overhang.

## Glass Panels

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation. (See #8 above for more information on “roof overhang protection”).

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of five (5) years from the date of purchase, is warranted against any material obstruction of vision through the panel due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the glass panel’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the panel is installed in high moisture environments (such as green houses or swimming pool enclosures), or 2) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the panel.

## Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx.
- 2) Refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company.
- 3) Provide a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas.
- 4) In the event that the factory-applied prefinish be proven defective, GlassCraft can choose to refinish the door or entry, or refund up to \$100 to the current owner, or provide a refinish kit at no cost to the homeowner.

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after January 1, 2011.

GlassCraft® is a trademark of GlassCraft Door Company.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

**Residential Unfinished FiberCraft Pro  
Entryways or Fiberglass Door Slabs  
with or without Decorative Glass and/or Wrought Iron  
5 Year Warranty**



**Our Warranty to you...**

GlassCraft Unfinished FiberCraft Pro Fiberglass Door slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all unfinished fiberglass door slabs and systems sold by GlassCraft on or after March 1, 2018 for use in a residence installed in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com). This warranty does not cover door hardware such as thresholds, hinges and lock sets, which are covered by a separate warranty.

We warrant that, subject to the conditions and exclusions stated below, each unfinished fiberglass door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly finished and installed and maintained into a home in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmooore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

**Fiberglass Pro doors without factory finish**

GlassCraft DoorCompany offers a 5-Year warranty for FiberCraft Pro unfinished fiberglass doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper finishing of the door or entryway. Fiberglass doors must be finished within 6 months of installation date. However, wood door edges must be finished or primed within the lesser of 2 weeks from installation or prior to exposure to weather. All doors must have all 6 sides finished.
2. Warp of up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to 3/8" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door, and the physical appearance of the door are not covered. General wear and tear, including wear of weather stripping, door bottom sweep, lock sets, or thresholds.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron, or screws that are attached to wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, negligence, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft fiberglass door.
7. Damage resulting from reducing the height of the door by removing more than 1/2" from the bottom rail and/or 1/2" from the top rail of the door or reducing the width of the door by removing more than 1/2" from either side edge.
8. The locking or mechanical mechanism.
9. Damage caused by improper installation, or storage, or handling of the door. Damage caused by building settlement of walls or foundations, or inadequate overhangs.

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10. Product reinstalled after removal from its originally installed location.
11. Damage caused by harsh environmental conditions including for example, substantial exposure to sun, or salt spray, or airborne pollutants, or other unnatural conditions such as exposure to harsh chemicals or solvents such as acidic washers, stucco leach, or abrasive cleansers. Or damage caused by vandalism or domestic or non-domestic animals.
12. Any labor or removing, installing, or replacing product or other materials.
13. Any products not installed or sold in the USA.
14. The finish of the door is not covered by this warranty, including a factory applied finish.  
(GlassCraft factory applied finish is covered by a separate warranty).

### **Glass Panels & Wrought Iron Grilles**

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation.

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit

**Wrought Iron Grilles** GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas, or
- 4) repair the product

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser. Repaired or replaced products are warranted only on the same terms and for the remainder of the Warranty Period.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after March 1, 2018.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

## 1 Year Door Warranty, 5 Year Warranty on Hardware

### Our Warranty to you...

GlassCraft BarnCraft Rolling Door products are designed to create lasting value and beauty for your home, and this warranty is effective for all prefinished wood doors, unfinished assembled or unassembled wood doors, and rolling door hardware (the “product”) sold by GlassCraft on or after September 1, 2015 for use in the United States. For additional information, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com).



We warrant that, subject to the conditions and exclusions stated below, each prefinished or unfinished BarnCraft wood door or wrought iron grille will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft Door Company (“GlassCraft”) warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittonmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable; and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Wood Doors

GlassCraft Door Company offers a limited warranty for one (1) year for all factory-finished wood doors, unfinished wood doors, or unassembled wood doors from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Warp of up to ¼” in any plane of the door for any 6’8” tall door up to 36” wide. Warp of up to ½” in any plane of the door for doors taller than 6’8” and up to 8 foot tall and up to 42” wide. Doors wider and/or taller are not warranted against warp. Surface checks in the doors that are less than ¼” in width or less than 2” in length are not warranted.
2. Normal wear of the door, natural variation in wood color or texture, and the physical appearance of the door, including the appearance of the finish or fading of the stain color are not covered. Appearance or performance of a wood knot is not covered by this warranty.
3. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
4. Rusting or metal deterioration or appearance of an iron grille or door assembly fasteners or decorative straps or clavos.
5. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature.
6. Damage resulting from reducing the height of the door by removing more than 1” from the bottom rail and/or ½” from the top rail of the door or reducing the width of the door by removing more than ½” from either side edge.
7. Panel movement or shrinkage. Damage caused by field finishing or painting of the door.
8. Damage caused by improper installation of the door or door hardware.

### Rolling Door Hardware

GlassCraft Door Company offers a limited warranty for five (5) years for our BarnCraft Rolling Door hardware from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Normal wear of the part.
2. Damage caused by improper installation of the door or door hardware.
3. Rusting or metal deterioration or appearance of the hardware.
4. Periodic maintenance or adjustments.
5. Hardware that is modified by the user or installer.

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6. Hardware failure due to overloading.
7. Hardware failure due to improper use in an application outside of the products normal, intended use.
8. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Provide a replacement or replacement part(s) at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Texas.
- 2) Refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company.
- 3) Provide a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas.

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after September 1, 2015.

### Our Warranty to you...

GlassCraft Renaissance Lites door inserts (the “product”) are designed to create lasting value and beauty for your home, and this warranty is effective for these products sold by GlassCraft Door Company (“GlassCraft”) on or after January 1, 2011 for use in the United States. For additional information or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com). This warranty is separate from the MasterGrain™ written warranty that accompanies MasterGrain door and sidelight slabs.



We warrant that, subject to the conditions and exclusions stated below, the Renaissance Lites product will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Renaissance Lites door inserts

GlassCraft offers a limited warranty for ten (10) years for the Renaissance Lites decorative door inserts from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Minor imperfections or variances in appearance in the glass color or glass texture which do not affect the structural integrity of the glass panel.
2. Moisture formation between the glass panes that does not permanently and materially obstruct vision.
3. Condensation, frost, or mold resulting from humidity within the building, or resulting from interior/exterior temperature differentials.
4. Scratches or other visual imperfections, unless readily observable from more than 48 inches from product.
5. Minor movement of the glass panel in the product's insert frame that does not affect the structural integrity of the product.
6. Glass panels covered with any window film.
7. Glass breakage for any reason.
8. The physical appearance of paint or stain finish applied to the product frame.
9. Improper handling or storage or installation of the product into a door or sidelight.
10. Movement or leakage of the door lite sealant onto the surface of the product or the door or sidelight.
11. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, damage due to pressurized water application from a water hose or sprinkler system is not covered.
12. Damage resulting from the installation of a storm door with the door or sidelight into which the product is installed.

### Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Provide a replacement product (or product part, as appropriate) at the cost listed below, and return it to the customer, FOB GlassCraft in Houston, Tx., or #2, below.

<b>Period After Purchase (Years)</b>	<b>Amount of charge to Customer</b>
0 – 5	None
6	20% of product list price
7	40% of product list price
8	60% of product list price
9	70% of product list price
10	80% of product list price

2) Refund the purchase price paid for the product by the original purchaser of the product from GlassCraft.

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for Renaissance Lites Door Inserts sold after January 1, 2011.

Renaissance Lites® and GlassCraft® are registered trademarks of GlassCraft Door Company. MasterGrain™ is a trademark of Weber Manufacturing Technologies.



## Factory Finish on GlassCraft Premium Fiberglass Doors

### Our Warranty to you...

GlassCraft's Factory Applied Finish on fiberglass doors or sidelights (the "product") is designed to create lasting value and beauty for your home. This warranty is effective for the factory finish applied by GlassCraft onto GlassCraft door slabs and systems sold by GlassCraft on or after January 1, 2014 for use in the United States. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com).



We warrant that, subject to the conditions and exclusions stated below, the factory-applied finish on GlassCraft's Premium Fiberglass Doors and sidelights will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: It is not transferable; and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Factory Finish applied to fiberglass doors and sidelights

GlassCraft Door Company offers a limited warranty for five (5) years for the factory-applied finish applied to GlassCraft's Premium Fiberglass Doors and sidelights from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Prefinished doors and sidelights that include door inserts not installed by GlassCraft.
2. Alteration of the product in any manner, including but not limited to alteration of the size of the door or sidelight, or application of any additional finishing material or top coat over the factory applied GlassCraft finish.
3. Improper handling or storage of the product.
4. Scratches or other surface problems caused by transportation of the product, or caused during installation of the door or sidelight, or during construction of the building, or occurring during normal use of the door or sidelight with product applied.
5. Fading of the color of the product on the door or sidelight.
6. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
7. Rusting or metal deterioration or appearance of wrought iron, or screws that are attached to wrought iron.
8. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, damage due to pressurized water application from a water hose or sprinkler system is not covered.
9. Product damage resulting from the installation of a storm door with the fiberglass door.

### Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Refund the purchase price paid for the factory finish product only by the original purchaser of the product from GlassCraft, or \$75 per door or sidelight slab, whichever is less, or
- 2) Supply a refinish touch-up kit or touch-up pen for use by the claimant (color matching not guaranteed)

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston, Texas for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for the factory applied finish product sold after January 1, 2014.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

**Residential Unfinished FiberCraft Premium  
Entryways or Fiberglass Door Slabs  
with or without Decorative Glass and/or Wrought Iron  
5 Year Glass, Limited Lifetime Door Warranty**



**Our Warranty to you...**

GlassCraft Unfinished FiberCraft Premium Fiberglass Door slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all unfinished fiberglass door slabs and systems sold by GlassCraft on or after March 1, 2018 for use in a residence installed in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com). This warranty does not cover door hardware such as thresholds, hinges and lock sets, which are covered by a separate warranty.

We warrant that, subject to the conditions and exclusions stated below, each unfinished fiberglass door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly finished and installed and maintained into a home in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmooore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

**Fiberglass Premium doors without factory finish**

GlassCraft DoorCompany offers a limited lifetime warranty for FiberCraft Premium unfinished fiberglass doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper finishing of the door or entryway. Fiberglass doors must be finished within 6 months of installation date. However, wood door edges must be finished or primed within the lesser of 2 weeks from installation or prior to exposure to weather. All doors must have all 6 sides finished.
2. Warp of up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to 3/8" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door, and the physical appearance of the door are not covered. General wear and tear, including wear of weather stripping, door bottom sweep, lock sets, or thresholds.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron, or screws that are attached to wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, negligence, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft fiberglass door.
7. Damage resulting from reducing the height of the door by removing more than 1/2" from the bottom rail and/or 1/2" from the top rail of the door or reducing the width of the door by removing more than 1/2" from either side edge.
8. The locking or mechanical mechanism.
9. Damage caused by improper installation, or storage, or handling of the door. Damage caused by building settlement of walls or foundations, or inadequate overhangs.

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10. Product reinstalled after removal from its originally installed location.
11. Damage caused by harsh environmental conditions including for example, substantial exposure to sun, or salt spray, or airborne pollutants, or other unnatural conditions such as exposure to harsh chemicals or solvents such as acidic washers, stucco leach, or abrasive cleansers. Or damage caused by vandalism or domestic or non-domestic animals.
12. Any labor or removing, installing, or replacing product or other materials.
13. Any products not installed or sold in the USA.
14. The finish of the door is not covered by this warranty, including a factory applied finish.  
(GlassCraft factory applied finish is covered by a separate warranty).

### **Glass Panels & Wrought Iron Grilles**

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation.

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit

**Wrought Iron Grilles** GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas, or
- 4) repair the product

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser. Repaired or replaced products are warranted only on the same terms and for the remainder of the Warranty Period.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after March 1, 2018.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

**Residential Unfinished FiberCraft Pro  
Entryways or Fiberglass Door Slabs  
with or without Decorative Glass and/or Wrought Iron  
5 Year Warranty**



**Our Warranty to you...**

GlassCraft Unfinished FiberCraft Pro Fiberglass Door slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all unfinished fiberglass door slabs and systems sold by GlassCraft on or after March 1, 2018 for use in a residence installed in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com). This warranty does not cover door hardware such as thresholds, hinges and lock sets, which are covered by a separate warranty.

We warrant that, subject to the conditions and exclusions stated below, each unfinished fiberglass door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly finished and installed and maintained into a home in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmooore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

**Fiberglass Pro doors without factory finish**

GlassCraft DoorCompany offers a 5-Year warranty for FiberCraft Pro unfinished fiberglass doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper finishing of the door or entryway. Fiberglass doors must be finished within 6 months of installation date. However, wood door edges must be finished or primed within the lesser of 2 weeks from installation or prior to exposure to weather. All doors must have all 6 sides finished.
2. Warp of up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to 3/8" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door, and the physical appearance of the door are not covered. General wear and tear, including wear of weather stripping, door bottom sweep, lock sets, or thresholds.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron, or screws that are attached to wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, negligence, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft fiberglass door.
7. Damage resulting from reducing the height of the door by removing more than 1/2" from the bottom rail and/or 1/2" from the top rail of the door or reducing the width of the door by removing more than 1/2" from either side edge.
8. The locking or mechanical mechanism.
9. Damage caused by improper installation, or storage, or handling of the door. Damage caused by building settlement of walls or foundations, or inadequate overhangs.

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10. Product reinstalled after removal from its originally installed location.
11. Damage caused by harsh environmental conditions including for example, substantial exposure to sun, or salt spray, or airborne pollutants, or other unnatural conditions such as exposure to harsh chemicals or solvents such as acidic washers, stucco leach, or abrasive cleansers. Or damage caused by vandalism or domestic or non-domestic animals.
12. Any labor or removing, installing, or replacing product or other materials.
13. Any products not installed or sold in the USA.
14. The finish of the door is not covered by this warranty, including a factory applied finish.  
(GlassCraft factory applied finish is covered by a separate warranty).

### **Glass Panels & Wrought Iron Grilles**

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation.

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit

**Wrought Iron Grilles** GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, Tx., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas, or
- 4) repair the product

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser. Repaired or replaced products are warranted only on the same terms and for the remainder of the Warranty Period.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after March 1, 2018.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

### Our Warranty to you...

GlassCraft's Buffalo Forge Steel prehung doors and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all Buffalo Forge door systems (the "product") sold by GlassCraft on or after January 1, 2011 for use in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance and installation instructions, or to report a warranty claim, see your dealer or refer to to [www.glasscraft.com](http://www.glasscraft.com).



Subject to the conditions and exclusions stated below, GlassCraft Door Company, ("GlassCraft") warrants that each Buffalo Forge Steel Door product will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft warrants this product only to the first purchaser of this product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers only defects which become evident during the periods outlined below, provided that the owner gives written notice of such defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Buffalo Forge Door and Entry Components and Glass Panels

GlassCraft Door Company offers a limited warranty for five (5) years for custom and standard Buffalo Forge Steel doors and entryways from date of first purchase from GlassCraft of the product. And your insulated glass panel, for a period of 5 years from the date of first purchase from GlassCraft, is warranted against any material obstruction of vision through the panel due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the panel's edge seal due to defects in material or workmanship, under normal conditions. This warranty assuring that each such product, for this period, is of good material and workmanship and free from defects that would render the door unserviceable or unfit for the ordinary, recommended use. This warranty shall be void if the door has not been stored, installed, and maintained in a good and workmanlike manner. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. The physical appearance of the product.
2. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered.
3. Damage caused by improper or incorrect installation of the door or entry, or improper or incorrect installation of the lock or lock hardware into the product.
4. Damage caused by failure to perform normal homeowner maintenance, or by attempts other than by GlassCraft to repair the product.
5. Rust or metal deterioration of any part of the product.
6. Any and all damages resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door to be exposed to an unusual amount of precipitation. Sufficient roof overhang depends upon the specific installation and weather patterns in the area of the installation, but typically means an overhang over the door or entry extending outwards from the entry or door for a distance of not less than one-half of the height elevation measured from the bottom of the door to the bottom of the overhang at the point that the overhang is furthest from the door or entry.
7. Leakage around the interior glass door frame.
8. Glass breakage and physical appearance of a glass panel is not covered by this warranty.
9. Damage resulting from window film, shades, blinds, a storm door, or any foreign materials that are used on or near the surface of the product.

### Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, TX., or

- 2) Refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) Provide a replacement at a cost of 25% of the current list price of the product, and return the product to the customer, FOB GlassCraft in Houston, Texas, or
- 4) In the event that the factory-applied prefinish be proven defective, GlassCraft can choose to refinish the door or entry, or refund up to \$100 to the homeowner.

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for Buffalo Forge Steel products sold after January 1, 2011.

Buffalo Forge Steel® and GlassCraft® are registered trademarks of GlassCraft Door Company, Houston, Texas USA

**IMPORTANT:** Components and handle sets are not covered by this Warranty.



## Limited 5 Year Glass, 10 Year Door Warranty

### Our Warranty to you...

GlassCraft Buffalo Forge ThermaPlus door slabs and entryways are designed to create lasting value and beauty for your home, and this warranty is effective for all fiberglass door slabs and systems sold by GlassCraft on or after January 1, 2014 for use in a residence installed in the United States. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com). This warranty does not cover door hardware such as thresholds, hinges and lock sets. The factory applied finish on this ThermaPlus door is covered by a separate warranty.



We warrant that, subject to the conditions and exclusions stated below, each ThermaPlus steel door or its glass panel or wrought iron grill will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when correctly installed and maintained into a home in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable, and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### ThermaPlus Doors

GlassCraft Door Company offers a limited 10-year warranty for all ThermaPlus doors and/or entryways from the date of first purchase from GlassCraft of the product; this warranty assuring that product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Damage caused by improper trimming of the door slab. Doors must not be trimmed more than 0.25" on the sides or top edges, and not more than 1.5" on the bottom edge.
2. Warp of up to 1/4" in any plane of the door for any 6'8" tall door up to 36" wide. Warp of up to 3/8" in any plane of the door for doors taller than 6'8" and up to 8 foot tall and up to 42" wide. A bow or nonalignment in the frame or jamb in which the door is hung is not covered.
3. Normal wear of the door and the physical appearance of the door are not covered. General wear and tear, including wear of weather stripping, door bottom sweep, lock sets, or thresholds.
4. Glass breakage or glass damage for any reason. The physical appearance of a glass panel is not covered by this warranty.
5. Rusting or metal deterioration or appearance of wrought iron or steel, or screws that are attached to wrought iron.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, negligence, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, water penetration due to pressurized water application from a water hose or sprinkler systems is not covered. Leakage in any door around a "speakeasy" door opening is not covered. Or damage resulting from the installation of a storm door with the GlassCraft steel door.
7. The locking or mechanical mechanism.
8. Damage caused by improper installation, or storage, or handling of the door. Damage caused by building settlement of walls or foundations, or inadequate overhangs.
9. Product reinstalled after removal from its originally installed location.
10. Damage caused by harsh environmental conditions including for example, substantial exposure to salt spray, or other unnatural conditions such as exposure to harsh chemicals or solvents such as acidic washers, stucco leach, or abrasive cleansers.
11. Damage caused by vandalism or domestic or non-domestic animals.

12. Any labor or removing, installing, or replacing product or other materials.
13. Any products not installed or sold in the USA.

### **Glass Panels & Wrought Iron Grilles**

GlassCraft Door Company does not warrant any product against glass breakage or glass damage for any reason. The following Glass Panel warranty shall be void if the unit has not been stored, installed, and maintained in a good and workmanlike manner, or if the damage is resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, which causes the door and glass panel to be exposed to an unusual amount of direct sunlight and/or precipitation.

**“IG” Insulated Glass Panels** Your Insulated Glass panel, for a period of 5 years from the date of purchase, is warranted against any material obstruction of vision through the Unit due to the accumulation of dust, moisture, or film on the internal surface of the glass caused by failure of the Unit’s edge seal due to defects in material or workmanship, under normal conditions. This warranty shall be void 1) if the unit has not been stored and installed in a good and workmanlike manner, 2) if the Unit is installed in high moisture environments (such as green houses or swimming pool enclosures), or 3) if film, shades, blinds, a storm door, or any foreign materials are used on or near the surface of the Unit.

**Wrought Iron Grilles** GlassCraft Door Company does not warrant any wrought iron product against rusting or metal deterioration, or the appearance of the decorative wrought iron grilles.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) provide a replacement at no cost to the customer, and return it to the customer, FOB GlassCraft in Houston, TX., or
- 2) refund the purchase price paid for the product by the original purchaser of the product from GlassCraft Door Company, or
- 3) offer a replacement at a cost of 25% of the current list price of the product, and return it to the customer, FOB GlassCraft in Houston, Texas, or
- 4) repair the product

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston for inspection. Or we may choose send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser. Repaired or replaced products are warranted only on the same terms and for the remainder of the Warranty Period.

THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLD RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for products sold after April 1, 2016.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

## Factory Finish on GlassCraft Buffalo Forge ThermaPlus Doors

### Our Warranty to you...

GlassCraft's Factory Applied Finish on Buffalo Forge ThermaPlus doors (the "product") is designed to create lasting value and beauty for your home. This warranty is effective for the factory finish applied by GlassCraft onto GlassCraft ThermaCraft door slabs and entry systems sold by GlassCraft on or after April 1, 2016 for use in the United States. For additional information, including care and maintenance, installation and finishing instructions, or to report a warranty claim, see your dealer or refer to [www.glasscraft.com](http://www.glasscraft.com).



We warrant that, subject to the conditions and exclusions stated below, the factory-applied finish on GlassCraft's Buffalo Forge ThermaCraft Doors will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when installed in the continental USA. GlassCraft Door Company ("GlassCraft") warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty covers defects which become evident during the period outlined below, provided that the owner gives written or electronic notice of the defects to GlassCraft Door Company, 2002 Brittonmoore, Houston, Texas 77043, within the applicable time period. This warranty constitutes the sole and exclusive warranty offered by GlassCraft Door Company: it is not transferable; and no dealer, distributor, or representative of GlassCraft has the authority to modify or expand this warranty.

### Factory Finish applied to ThermaPlus Steel doors

GlassCraft Door Company offers a limited warranty for five (5) years for the factory-applied finish applied to GlassCraft's Buffalo Forge ThermaPlus Doors from the date of first purchase from GlassCraft of the product; this warranty assuring that each product, for this period, is of good material and workmanship and free from defects that would render the product unserviceable or unfit for the ordinary, recommended use. The following shall not be considered defects in material or workmanship, and are not covered by this warranty:

1. Finish failure caused by reducing the size of the door by more than 1/4" from either side or the top, and more than 1-1/2" from the bottom of the door.
2. Any finish problem due to the application of any additional finishing material or top coat over the factory applied GlassCraft finish.
3. Improper handling or storage of the product.
4. Scratches or other surface problems caused by transportation of the product, or caused during installation of the door or entry unit, or during construction of the building, or occurring during normal use of the door.
5. Fading of the color of the product on the door or sidelight.
6. Damage caused beyond the control of GlassCraft, including but not limited to damage caused by misuse, abuse, accident or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, damage due to pressurized water application from a water hose or sprinkler system is not covered.
7. Any rust or corrosion resulting from a penetration of the finish such as a scratch.

### Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period. We will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by GlassCraft of any warranty claim, we will (at our option):

- 1) Refund the purchase price paid for the factory finish product only by the original purchaser of the product from GlassCraft, or \$75 per door slab, whichever is less, or
- 2) Supply a refinish touch-up kit for use by the claimant (color matching not guaranteed)

We reserve the right to inspect any product that is alleged to be defective. GlassCraft may require that the purchaser return the product to GlassCraft in Houston Texas for inspection. Or we may choose to send a company or field representative to inspect the product in the field, in which case we must be given at least a thirty-day opportunity to do so. All freight costs to and from GlassCraft for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. GLASSCRAFT SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF GLASSCRAFT DOOR COMPANY. IN NO EVENT SHALL GLASSCRAFT PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for the factory applied finish product sold after April 1, 2016.

**IMPORTANT:** Components and handle sets are not covered by this Warranty.

