

# Syron Door System

## Non-Transferable Limited Warranty

### Warranty Coverage:

Syron Industries warrants to the original owner that its Door System is free from defects in material and workmanship that would render the product unfit for its normal and recommended use. The original owner is the **private residential homeowner** where the door is first installed.

*The duration of the warranty extends for the following periods and begins on the date of installation:*

1. **Basic Door Slab**
  - a. 24 gauge Steel Edge - 10 years
  - b. 22 gauge Stainable Steel - Lifetime
  - c. Smooth Fiberglass - 25 Years
  - d. Wood grain Fiberglass - Lifetime
2. **Glass – 10 years**
  - a. Glass units are warranted against Seal Failures
  - b. High Performance Glass Lite Frame
3. **Door Frame and Components – 1 year**
  - a. Steel fire frame, wood frame, and brick mold, threshold systems, hinges and weather stripping are warranted against defects in material and workmanship for a period of (1) year from date of installation.
4. **Hardware Accessories – 1 year**
  - a. Kick plates, Mail/Magazine slots, Door Knockers, Door knocker viewers, Peep sites with standard finish are warranted against mechanical defects and tarnishing for a period of 1 year from the date of installation.
5. **Pre-finished – 1 year**
  - a. Syron Industries warrants that it's Entry Doors, which are either painted or stained by Syron Industries, are free from defects in paints or stains that would make the product unfit for its normal and recommended use.
  - b. Warranty coverage is against peeling, flaking, rusting, checking or blistering.

### Exclusion From Coverage:

*This warranty does not cover:*

1. Defects or damages arising out of shipment by common carriers, private transportation or other means of transportation.
2. Defects or damages arising out of improper handling or cleaning, defective or improper installation or finishing or maintenance, accident, Act of God, intentional human act, misuse or abuse, or any other circumstances beyond the control of Syron Industries.
3. Products installed in high moisture environments, such as swimming pool enclosures or greenhouses.
4. Shipping costs and labor for installation, repair, reinstallation, or finishing which may be incurred due to a defective part or system covered by this warranty.

### Warranty Claim Procedures:

*If within the applicable warranty period the customer discovers a defect in the product, which is covered by this warranty, the customer must adhere to the following procedure:*

1. If you believe your entry door to be defective, contact the contractor or dealer for inspection. If the contractor or dealer determines the door or parts thereof to be defective, the customer must promptly complete and submit our warranty claim form to Syron Industries, PO Box 126, Syracuse, NY 13206.
2. The customer must include in written claim all of the following:
  - a. Adequate description of defect(s).
  - b. Identification of Product design or patterns.
  - c. Exact product size.
  - d. Date of original homeowners purchase, date of installation, and Syron Industries order number.
  - e. Proof of purchase.
  - d. Pictures of problem.
  - f. If product is over 1 year old, a \$75.00 inspection fee is **REQUIRED** to be submitted with the claim form. This fee will be refunded if there are manufacturer defects found during the inspection.

### Remedies:

After receiving a valid claim, Syron Industries will, at its option, (a) repair the product, or (b) provide a replacement (or part, as appropriate) of a like kind and design. Any labor costs incurred will be the sole responsibility of others.

### Disclaimer of Warranty:

SYRON INDUSTRIES MAKES NO IMPLIED WARRANTY, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), AND MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), EXCEPT TO THE EXTENT PROVIDED HEREIN.

### Limitation of Remedies:

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY, IN NO CASE SHALL SYRON INDUSTRIES BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT PERMIT ANY LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY OR ANY EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND THEREFORE SOME LIMITATION OR EXCLUSIONS IN THIS WARRANTY MAY NOT APPLY. This warranty is not transferable. This warranty provides specific legal rights, and other rights, which vary from state to state, may be available.

### Maintenance:

Doors should be cleaned using a mild soap and water solution. The use of **harsh** chemicals or cleaners is not recommended, and if used on doors either painted or stained by Syron Industries, will **void** all warranties.