

Clopay® Limited Warranty Information

LIMITED WARRANTY INFORMATION

We will repair or replace (at our option) any garage door section or hardware that is defective in material or workmanship pursuant to the terms of this limited warranty. This warranty extends to and benefits only the original purchaser of the garage door. This warranty does not apply to commercial, industrial or any other non-residential installation.

We will provide, at no cost to you, sections/section components, hardware, or springs/spring components to repair or replace defective sections, hardware, springs/spring components. All labor costs associated with the removal and reinstallation of any repaired section/section components, hardware or spring/spring components, and the installation and finishing of replacement sections/section components, hardware, or spring/spring components will be your responsibility. We reserve the right to inspect and/or verify any claimed defect.

The applicable limited warranty periods are as follows:

Model #	Section / Hardware
10, 19, 20, 32A, 33 Series, 44 Series, Reserve Collection™ Semi-Custom	1 yr.
Reserve Collection™ Custom, Limited Edition Series	5 yrs.

Terms and limitations of the limited warranty are further detailed below:

Section Limited Warranty

For the warranty period listed in the table above, if a garage door section is determined to be defective due to warping, splitting, or rotting as verified upon inspection by persons authorized by Clopay, we will replace or other wise repair (at our option) any such defective garage door sections.

FAILURE TO PROPERLY FINISH ALL DOOR SECTION SURFACES ACCORDING TO CLOPAY INSTRUCTIONS, INCLUDING THE SIDES, BACK, BOTTOM, FACE AND JOINTS, WILL VOID THE WARRANTY ON THE DOOR. See attached finishing instructions. Under no circumstances should the wood door be allowed to get wet prior to painting or staining or this warranty shall be void.

ALL SAFETY LABELS ON THE DOOR OR HARDWARE MUST BE VISIBLE. DO NOT REMOVE OR PAINT OVER LABELS.

Differences in grain and color variations are indicative of natural wood. These are not considered product defects. Some variations in stain penetration may occur between materials from which the door is constructed (i.e. plywood panel vs. wood frame).

Hardware/Spring & Spring Component/Sections/Section Components Limited Warranty

We will repair or replace (at our option) any garage door hardware, spring and/or spring component that is defective in material or workmanship for the term defined in the chart above, pursuant to the terms of this limited warranty.

WE WILL NOT PAY FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR SECTIONS OR HARDWARE. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

Our warranty shall not extend to or cover deterioration due to damage to the garage door caused by fire, an act of God, other accident or casualty, vandalism, radiation, harmful fumes or foreign substances in the atmosphere, or occurring as a result of any physical damage or the failure of paint or stain that is not applied per the manufacturer's specifications after the garage door left our factory, or failure to follow all installation and maintenance instructions. Nor shall our warranty extend to or cover any damages due to normal wear and tear, or claims with respect to any products that in any way or degree have been altered, processed, misused or improperly handled or installed.

If your garage door does not conform to this warranty, notify us in writing at the following address promptly after discovery of the defect. Clopay Building Products, Attn: Consumer Services Dept., 1400 West Market Street, Troy, Ohio 45373. Additional copies of our installation and maintenance instructions may be obtained by calling 1-800-557-0488.

WE MAKE NO OTHER WARRANTIES, REPRESENTATIONS, OR COVENANTS, EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY, OR FITNESS FOR ANY PURPOSE OF THE PRODUCT, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT, SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



America's Favorite Garage Doors®

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