



# Clopay®

## CORPORATION

### LIMITED WARRANTY

Subject to the terms of this Limited Warranty (“Warranty”) and any warranty policies and procedures in effect at the time a notice of a claim is received, Clopay Corporation will repair or replace – at our sole discretion – any door components, hardware, springs/spring components, or electrical components (collectively, “Parts”) that we confirm through persons authorized by Clopay Corporation to be defective in material or workmanship, so long as timely written notice is provided within the applicable Warranty periods provided below. This Warranty shall apply and benefit only the original purchaser of a Clopay Corporation product (“Product”) and is nontransferable. For the purposes of clarity, only the Clopay Corporation dealer authorized to purchase Product can submit and make warranty claims.

The Warranty period begins from the date of shipment. We reserve the right to inspect and/or verify any claimed Product defect or issue, as well as the right to replace Product(s) and/or its Parts with a similar or like product or component, all within the sole discretion of Clopay Corporation. All replacement Parts will be shipped via standard ground transportation, and expedited delivery charges are not included under this Warranty. Subject to the terms of this Warranty, the scope and type of labor costs reimbursable for Warranty claims filed within one (1) year of the date of shipment shall be within the sole discretion of Clopay Corporation, but in no event shall include labor beyond the repair, replacement, reinstallation, and/or installation of replacement Parts. All labor costs associated with Warranty claims submitted after **ONE (1) YEAR** from the date of shipment shall be your sole responsibility. All electrical components are specifically excluded from any labor cost reimbursement.

The applicable Warranty periods are as follows:

Product or Part	Material & Workmanship	Finish	Electrical Components
All Complete Door Systems and Electrical Components (unless listed below)	2 YEARS (Prorated for standard wear items)	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Replacement Barrel	1 YEAR	N/A	N/A
All Other Replacement or Standalone Parts	90 DAYS	N/A	N/A
Extreme® 1024 High Performance Door	The earlier of: 5 YEARS or 1,000,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme® 324 Grille	The earlier of: 5 YEARS or 300,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme® 300 Series High Performance Door	The earlier of: 2 YEARS or 300,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme® 300 Series High Performance Door – Extended Warranty	The earlier of: 3 YEARS or 500,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme® 300 Series High Performance Grille	The earlier of: 2 YEARS or 300,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme® High Performance MicroCoil Grille – 500 Cycles	The earlier of: 2 YEARS or 500,000 CYCLES	2 YEARS	2 YEARS or APPLICABLE MFR'S WARRANTY*
Extreme™ Series Sectional Door	Please refer to separate warranty document for this product.		
VertiStack™ Clear	Please refer to separate warranty document for this product.		

\* At Clopay Corporation's election, certain electrical component(s) shall be subject solely and exclusively to the terms, exclusions, and time periods of the manufacturer of such electrical component(s). Such terms, exclusions and time periods may be different than this Warranty. These warranties are available upon request.

<b>FINISHES</b>		
<b>Finish Type/Name</b>	<b>Finish Issue</b>	<b>Warranty Period</b>
GALVANEX®	Fading, cracking, blistering, flaking or peeling only	2 YEARS
	Surface corrosion	2 YEARS
GALVANEX ULTRA™	Fading, cracking, blistering, flaking or peeling only	5 YEARS
	Surface corrosion	2 YEARS
	Normal abrasion wear and tear on curtain only	The earlier of: 2 YEARS or 50,000 CYCLES
SPECTRASHIELD®	Fading, cracking, blistering, flaking or peeling only	2 YEARS
	Surface corrosion	2 YEARS
SPECTRASHIELD ULTRA™	Fading, cracking, blistering, flaking or peeling only	5 YEARS
	Surface corrosion	2 YEARS
	Normal abrasion wear and tear on curtain only	The earlier of: 2 YEARS or 50,000 CYCLES
ATMOSHIELD®	Fading, cracking, blistering, flaking or peeling only	3 YEAR
CYCLESIELD™ HIGH PERFORMANCE POWER COAT	Fading, cracking, blistering, flaking or peeling only	5 YEAR
IMAGEMATCH™	Fading, cracking, blistering, flaking or peeling only	5 YEARS
	Surface corrosion	2 YEARS
	Normal abrasion wear and tear on curtain only	The earlier of: 2 YEARS or 50,000 CYCLES

**REQUIREMENTS REGARDING YOUR PRODUCT AND ITS WARRANTY**

For your Product’s finish, please be advised that the design of coiling products – by its nature and design - will abrade virtually any applied finish. To help preserve the integrity of your door’s finish as well as maintain your Warranty, clean the door curtain during construction and as part of the door’s preventative maintenance program.

To maintain and not void this Warranty, as well as help ensure the safe and proper operation of your Product, each of the following must be strictly followed, with failure to do so resulting in Clopay Corporation declining any associated Warranty claim:

- You must retain proof of purchase and documentation establishing that all required maintenance has been performed.
- All products must utilize a Clopay Corporation authorized dealer to perform periodic maintenance at the interval(s) required in the applicable Product manual and by use (but no less than once per year). Should repairs be required for a Product, the Clopay Corporation authorized dealer who originally installed such Product must be contacted for such services and all replacement Parts must be supplied by Clopay Corporation.
- Strict adherence to installation and operational guidelines is strictly required for safe door operation and installation. UL or FM-listed and labeled doors that are installed outside of the abstract of the

listing and specific dimensions can cause catastrophic failure and will void any performance Warranty of the Product.

- You must ensure that all proper installation, acceptance testing, maintenance and annual testing requirements are followed as they are vital to the safety and performance of Clopay Corporation door systems.
- Incoming line voltages are required to fall within ranges established by ANSI C84.1 (ANSI Standard for Electrical Power Systems and Equipment) and wiring must be connected in accordance with applicable standards established by the current edition of NFPA-70 (NEC) for commercial rolling door operators.

**EXCLUSIONS TO COVERAGE**

This Warranty specifically excludes the situations listed in the below “Exclusions to Coverage” and shall not extend to damages or defects caused by any of the following:

Failure to use Clopay Corporation Authorized Dealer(s)	Failure to Follow Maintenance Instructions	Failure to Provide Proof of Purchase and Maintenance Documents w/Claim	Salt Spray or Exposure to Coastal Weather Conditions
Fire	Radiation (UV or Other)	Foreign Substances	Accident or Casualty
Harmful Fumes	Vandalism	Act(s) of God	Physical Damage
Faulty or Defective Installation(s)	Normal Wear and Tear**	Chemical Action	Abrasive Materials
Operation Beyond Rated Capacity	Improper Use or Abuse	Improper Installation, Modification, or Handling	Line Voltage Fluctuations
Overloads, Transformers, and Logic Boards	Line Voltages Outside Ranges Established by ANSI C84.1	Wiring not Connected in Accordance with Applicable Standards in Current Edition of NFPA-70 (NEC).	Alteration, Modification or Use Non-Approved Third-Party Parts or Products

*\*\* Select finishes include a limited warranty for abrasion wear and tear on curtain only. See Finishes Warranty table above.*

Clopay Corporation’s ImageMatch™ finish warranty does not cover and specifically excludes: (1) distortions in an image due to the door structure; (2) small blemishes of less than 3/16” that may occur during the printing process; and/or (3) minor color variations from the original image.

This Warranty specifically excludes any and all additional or consequential costs for materials, labor, or damages that may be required for any and all reasons whatsoever, including – but not limited to – those arising from or related to project scheduling (including – but not limited to – delay damages, etc.), site conditions, adjacent construction or other installation activities, incorrect installation, lack of maintenance, lack of access, equipment or rental costs, damage(s) to adjacent construction, structures or areas, security requirements (e.g., security guards, temporary doors, blockades, and the like), or any other cost outside of those explicitly covered by this Warranty.

**Labor Reimbursement**

All labor reimbursement requests for Warranty claims must be submitted by an authorized Clopay Corporation dealer. Written approval from Clopay Corporation is required **PRIOR** to performing any Warranty work. Any work performed by an unauthorized party or without prior approval are not eligible for reimbursement and will void all Warranties. The maximum amount of labor reimbursement under this Warranty shall be capped at 50% of the value of the Clopay Corporation invoiced amount for the particular Product or Part. Travel cost reimbursement shall be limited to a maximum of one (1) hour.

**Replacement Material**

Replacement Warranty material will be shipped via standard ground transportation. Expedited delivery charges will not be the responsibility of Clopay Corporation.

**Parts**

All replacement Parts will be warranted for ninety (90) days from the date of shipment.

**Warranty Support**

For assistance with Warranty issues, please contact Clopay Corporation's Customer Service Department at 800-390-8590 or 800-294-4358.

**Additional Information**

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR SPECIAL DAMAGES WHICH ANY PERSON OR ENTITY MAY INCUR OR CLAIM TO INCUR AS A RESULT OF ANY DEFECT IN THE PRODUCT OR IN ANY CORRECTION OR ALTERATION THEREOF MADE OR FURNISHED BY US OR OTHERS. OUR MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE THE PURCHASE PRICE PAID TO US WITH RESPECT TO THE PRODUCT AND/OR PART TO WHICH SUCH WARRANTY IS CLAIMED. THE LIMITATION OF LIABILITY PROVISIONS HEREIN SHALL APPLY TO ANY AND ALL CLAIMS OR SUITS BROUGHT AGAINST US, INCLUDING ANY CLAIM BASED UPON NEGLIGENCE, BREACH OF CONTRACT, BREACH OF WARRANTY, STRICT LIABILITY OR ANY OTHER THEORIES UPON WHICH LIABILITY MAY BE ASSERTED AGAINST CLOPAY CORPORATION.

This Warranty constitutes our entire and exclusive warranty as to the Product and is the sole and exclusive remedy for Product and/or Part defects in material and workmanship. We do not assume (and have not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this Warranty. WE MAKE NO OTHER WARRANTIES, REPRESENTATIONS OR COVENANTS, EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT AND/OR PART(S), INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT, WITH SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE (1) YEAR FROM THE DATE OF SHIPMENT.

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

To the extent of any conflict between this Warranty and any other document, this Warranty shall control. If Warranty is provided in multiple languages, the English language version governs.