

# INTERIOR AND EXTERIOR DOORS LIMITED WARRANTY



This Limited Warranty applies to Marvin Entry Door® brand products, including interior and exterior door systems (including sidelites and transoms), purchased directly from an authorized Marvin Entry Door dealer, and extends to the owner of the structure in which the products are installed. This Limited Warranty is fully transferable. This Limited Warranty is applicable only to product installed in the U.S.A. and Canada. For information on warranties available in other countries, please contact Marvin at the address or phone number below.

## Door Systems and Component Parts

When properly installed with an overhang projecting at least 1/2 the distance from the foot of the door to the base of the overhang, exterior door systems and component parts are warranted to be free from manufacturing defects for one (1) year from the original date of purchase. Exterior door systems and component parts are not warranted when installed without an appropriate overhang. Interior door systems and component parts are warranted to be free from manufacturing defects for one (1) year from the original date of purchase. Except as provided in Marvin's Limited Warranty Supplement for Products in Coastal Environments, hardware is warranted to be free from manufacturing defects for ten (10) years from the original date of purchase.

## Glass Components

Glass warranties apply to factory-installed glass or Marvin-supplied glass installed by Marvin-authorized service personnel. Clear insulating glass with stainless steel spacers is warranted against seal failure resulting in visible obstruction through the glass for twenty (20) years from the original date of purchase. All art glass, specialty, and other glass and glass features are provided with the same warranties, limitations, and exclusions Marvin receives from its supplier; contact Marvin for further details.

## Exclusive Remedy

If a covered defect appears during the term of the applicable warranty, Marvin will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, refinishing, and disposal costs and services are not included. Marvin will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades are warranted for the remainder of the original product warranty.

## Exclusions

Damage, defects, or problems resulting from causes outside Marvin's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

### Installation, Maintenance, and Acts of God

- faulty or improper installation or assembly, or installation or assembly not in conformance with Marvin's written instructions
- improper or non-standard field finishing
- field mulls
- installation or use in applications exceeding design standards
- glass installed more than 5000 feet above sea level without capillary tubes
- installation or use near pools, saunas, hot tubs, or other high-humidity environments
- failure to follow Marvin's care and maintenance instructions
- failure to properly treat, seal, and maintain exposed wood, or to finish according to Marvin's "Handling, Site Finishing and Installation Instructions"
- wood thresholds and sills
- use of razor blades, brick wash, or other inappropriate cleaners or chemicals
- shifting or settling of the structure in which the product is installed
- atmospheric or environmental conditions
- extreme weather events, extreme or unusual atmospheric conditions
- misuse, abuse, modification, alteration (including cutting into mortise and tenon joints), accident, negligence
- normal wear and tear; normal discoloration or fading of wood, metal, and other finishes, including brass tarnishing
- variation in wood color, texture, and grain
- glass imperfections consistent with ASTM or other industry standards which do not affect structural integrity
- war, insurrection, civil unrest, terrorism, or other Acts of God

Expansion, Contraction, Warp Wood doors are susceptible to expansion and contraction caused by temperature and humidity variation. The natural characteristics of wood movement and their effects cannot be warranted, as some shrinking and expansion may occur under certain conditions. These variations are not considered flaws. Marvin's

“Handling, Site Finishing and Installation Instructions” may minimize variation. Bow, twist, and warp are not considered defects unless in excess of 1/4” in the plane of the door. Doors wider than 3’ 6” or higher than 8’ are not warranted against bow, twist, or warp. Warp is a distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. Action on claim for bow, twist, or warp may be deferred at Marvin’s option for a period not to exceed twelve months after installation to permit the door in question to acclimate to temperature and humidity conditions.

Synthetic Stucco Installation in structures that do not allow for proper moisture management, e.g., exterior insulation and finish systems (EIFS) or “synthetic stucco” is not covered by the Limited Warranty.

Thermal Efficiency Marvin does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time, and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. Marvin does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Condensation Condensation is not a product defect, but the result of excess humidity. Condensation, frost, mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

Corrosion Finish failure or corrosion of aluminum cladding, anodized and other specialty finishes, hardware, grilles, or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered by the Limited Warranty. Corrosion, deterioration, or wear of aluminum cladding and hardware in products installed within one (1) mile of a seacoast is not covered, except as provided in Marvin’s Limited Warranty Supplement for Products in Coastal Environments.

Anodized and other specialty finishes and hardware without physical vapor deposition (PVD) on products installed within one (1) mile of a seacoast are not warranted.

## **Disclaimers, Limitations, and Additional Terms and Conditions**

Disclaimers **This Limited Warranty is the only warranty, written or oral, express or implied, provided by Marvin. No dealer, employee, or agent of Marvin, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Marvin. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Marvin product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY MARVIN PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.**

Limitations **IN NO EVENT WILL MARVIN BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL MARVIN’S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT.** The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

Suitability Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Marvin product, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Marvin will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Marvin does not warrant any product’s compliance with local or other applicable building codes or standards, or its suitability for use in connection with a project seeking third party certification to any standard.

No Waiver Marvin may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Marvin’s right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

Warranty Claims All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your local Marvin Entry Doors dealer or distributor. If you do not know the name of your local dealer or distributor, use the “Where to Buy” feature at [www.marvin.com](http://www.marvin.com), or call 800-533-6898 to locate the one nearest you. If, after five days, your dealer or distributor has not responded, send a written request to Marvin Entry Doors, PO Box 100, Warroad, MN 56763, Attn: Warranty Department. Include the following information: your name, address, and telephone number, the date you purchased your product, the name of the dealer or distributor from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer or distributor. Once we’ve received your letter, we will respond to your claim promptly.