

# Northeast Building Products Corporation

## Entry Door Warranty

### *Lifetime Limited Warranty*

**Northeast Building Products Corporation ("NBP")** warrants its Entry Doors ("Product") to be free from defects in material and workmanship as a direct result of the manufacturing process which significantly impair operation and usage as specified below. Upon determining that the Product does not conform to the warranties herein, at its exclusive option, NBP will provide necessary replacement component(s) or Product. No labor or installation is included and such labor and/or installation shall be the exclusive responsibility of the retailer or purchaser. NBP reserves the right to discontinue or make changes in any of its Products at any time without notice to the consumer or anyone else. If the part or component originally installed is not available, NBP shall have the right to substitute a part or component that, in NBP's sole discretion, is of equal quality or value.

This Lifetime Door Warranty is made only to the original consumer purchaser of this Product at the address and date recorded on the Lifetime Limited Warranty Certificate of Registration for as long as they own and reside in their single family home ("LIFETIME"). In order to qualify for the benefits under and thereby validate this warranty, the original purchaser homeowner must fully complete the attached certificate of registration and mail it to Northeast Building Products Corp, 4280 Aramingo Avenue, Philadelphia, PA 19124 within thirty (30) days from date of installation.

Note: Different warranty periods apply to this warranty. Please read this document closely. All warranties assume normal and reasonable use of installed Product or components.

NBP Entry Doors carry a LIFETIME warranty not to rust, shrink, swell, warp, or split under normal usage. The door will be replaced at no charge for material, if upon inspection by our company representative, it appears that these conditions have impaired operation and usage and were not caused, in whole or part, by abuse, negligent care, improper installation or forced entry.

The paint or stain finish, frame, hinges, threshold, door trim and magnetic weather stripping are warranted for a period of five (5) years from date of installation. Dark colored glass trim is not warranted when the NBP Entry Door is used in conjunction with a storm door. The space between the two doors, when subjected to direct sunlight or extreme heat, becomes a solar heated chamber. The excessive temperatures may cause dark colored glass trim to distort or melt. NBP recommends light colored trim on doors that are used with a storm door.

Glass: The Clear/Low E Insulated Glass units are LIFETIME warranted against condensation within the insulated unit due to seal failure.

The Decorative Leaded Glass units are warranted against condensation within the unit due to seal failure and glass defects for a period of ten (10) years from date of installation. GLASS BREAKAGE IS NOT COVERED UNDER THIS WARRANTY.

Our Kwikset Signature Series Hardware under normal usage is warranted LIFETIME against mechanical failure and has a ten (10) year finish warranty from date of installation. Other hardware is warranted for one (1) year from date of installation. Electronic Products have a one (1) year warranty from date of installation.

This Limited Lifetime Warranty does not provide for replacement materials due to conditions caused, in whole or in part, by improper installation or installation in an un-workmanlike manner, misuse, abuse, fire, flood, extreme weather, or other acts of God, atmospheric pollutants, building settlement or structural failure of walls; nor does it apply to paint, enamel, varnish, or other harmful compounds that are not applied by NBP, or any other cause beyond the control of NBP. Installation shall be in accordance with ASTM E 2112-07 ([www.astm.org](http://www.astm.org)) or InstallationMasters™ ([www.installationmastersusa.com](http://www.installationmastersusa.com)).

Installation, removal, painting, repair, adjustment, tampering, or re-installation of any Product or components by other than the original contractor who installed your Product eliminates any and all warranty remedies available under this warranty, and NBP expressly disclaims liability for any costs, defects, or damages relating to such actions.

The natural aging of parts subject to friction or the elements shall not constitute a failure nor require response under this warranty. Minor color or textural variations from lot-to-lot of Product are not Product defects.

Labor, inspection and/or transportation costs are not included and NBP will not be responsible for any costs incurred in the removal, replacement, installation or reinstallation of any Product and/or component parts. If the retailer is unable to service the Product and service is agreed to by NBP, charges to consumer will apply, and advance payment may be required. The consumer's charge, if any, will be based on all non-warranty materials received plus labor and mileage charges, at prevailing rates. GLASS BREAKAGE and DENTS ARE NOT COVERED under any circumstances after the Products leave NBP's shipping platform if not delivered by NBP, or after Product leaves NBP's truck if delivered by NBP.

Note: Condensation on the Product is the natural result of the level of moisture in the air and does not indicate a defective Product or faulty installation. Additional information is available upon request.

NBP is not responsible for any loss or damage caused by or related to the presence of condensation or the presence of any form of fungus or mold or their remediation, whether or not related to condensation, the installation or performance of any door.

Where the structure in which the Product is installed is not a single family residence owned and occupied by the purchaser, or is owned by a public or private corporation, for profit or non-profit, an unincorporated association or other legal entity of any type recognized by law, a church, school, a governmental or public authority, the time periods stated in this warranty shall be limited as follows: Entry Door Slab-5 years, Door Frame and Frame Components-1 year, Paint and Stain Finishes-1 year, Hardware-1 year, Internal Mini Blinds-1 year, all from date of installation.

Note: NBP shall not be liable for permit, local building code or particular building requirements.

Note: Product performance specifications and certification results are derived from industry standard tests and related mandatory requirements. To maintain consistency, NBP manufactures Products for sale utilizing the same processes and materials that are used in fabrication of a Product for testing. A range of tolerance is inherent in manufacturing processes and some variance may exist among individual Product performance values.

#### **IMPORTANT LIMITATIONS: EXCLUSIVE REMEDY**

NBP MAKES NO OTHER WARRANTY OR PRODUCT COMMITMENT EXCEPT AS STATED ABOVE. This warranty is not assignable outside its stated terms.

IN NO EVENT SHALL NBP BEAR ANY RESPONSIBILITY UNLESS IT RECEIVES PROPER NOTICE UNDER THIS WARRANTY AND AN OPPORTUNITY TO PERFORM. NBP'S OBLIGATION SHALL NEVER EXCEED PROVIDING WITHOUT CHARGE A REPLACEMENT FOR OR THE LAST MANUFACTURED COST OF ANY PART OR PARTS OF DOORS THAT DO NOT COMPLY WITH THE TERMS OF THIS WARRANTY.

THE OBLIGATIONS AND LIABILITIES OF NBP UNDER THIS LIMITED WARRANTY ARE EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, NEGLIGENCE AND LIABILITY FOR DAMAGES, WHETHER GENERAL OR SPECIFIC, DIRECT OR INDIRECT, CONSEQUENTIAL OR INCIDENTAL, EXEMPLARY OR OTHERWISE.

SOME STATES DO NOT PERMIT ANY LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, THEREFORE THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEREFORE SOME OR ALL OF THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

No agent, employee, or representative of NBP has any authority to bind NBP to any affirmation, representation, or warranty concerning NBP Products or parts, except as stated herein. State laws vary and in the event any provision of this warranty is unenforceable then all remaining provisions shall be enforced.

This warranty extends to the original consumer purchaser and to no other person or entity whatsoever. The warranty may not be transferred or assigned. NBP makes no warranty with respect to any Products for which complete payment has not been received or any installation outside of the United States.

THIS WARRANTY PROVIDES THE PURCHASER SPECIFIC LEGAL RIGHTS. THE PURCHASER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

#### **Obtaining Warranty Performance by NBP**

Contact the contractor who installed the NBP Product for inspection. If that contractor or inspecting party determines a condition falls within this warranty, he will contact NBP. Any claim must be received by NBP in writing during the period of ownership/occupancy, within the applicable warranty period and the notice must be accompanied by homeowner's proof of purchase of NBP Entry Doors, date of installation, contractor's name and address and the date the condition was discovered. If the contractor is not available write certified mail/return receipt requested to NBP, 4280 Aramingo Ave., Philadelphia, PA 19124.

### Finish:

1. To clean doors, wash with mild soap and water, rinse with clear water and wipe dry.
2. Keep weatherstrip clean of dirt and grit for proper seal. Wash with mild soap and water, rinse with clear water and wipe dry. Apply a light coat of wax and wipe off excess.
3. For scuff marks on painted finishes, use mild liquid cleanser, rinse with clear water and wipe dry.
4. If finish is accidentally scratched or chipped, clean as recommended above and use touch-up paint supplied or standard wood finish repair crayon.

### Hardware:

1. Much like sterling silver even the finest brass will react naturally to the elements surrounding it. To maintain, polish with a nonabrasive automotive or furniture wax. By keeping your hardware cleaned and maintained you will be rewarded with a long-lasting finish.
2. Tighten screws on lockset and hinges when necessary.
3. Lightly oil hinges as needed. Wipe off excess.

### Caution:

DO NOT USE paint thinners, lacquer thinner, gasoline, kerosene or any other harsh chemical to clean surfaces of door or hardware.



DOORS | WINDOWS  
SIDING | STONE | ROOFING  
[provia.com](http://provia.com)

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## Entry Systems & Patio Doors

Lifetime Limited Transferable  
**WARRANTY**



# SIGNET® FIBERGLASS, HERITAGE™ FIBERGLASS, LEGACY™ 20-GAUGE SMOOTH AND WOODGRAIN TEXTURED STEEL



## PLEASE REMEMBER TO REGISTER YOUR WARRANTY

For all warranty-related matters, including registering and transferring an existing warranty, scan this QR Code or visit [www.provia.com/warranty](http://www.provia.com/warranty).

ProVia LLC, hereinafter “ProVia”, warrants to the original consumer purchaser, that under normal use this product will be free from defects in material and workmanship for as long as the purchaser owns and lives in the single family residence, hereinafter “Home”, in which the product was installed. The details of this warranty are as follows:

### **BASIC DOOR & SIDELITE - LIFETIME TRANSFERABLE**

The Embarq™ Fiberglass, Signet® Fiberglass, Heritage™ Smooth and Woodgrain Textured Fiberglass and Legacy™ 20-gauge Smooth and Woodgrain Textured Steel are warranted not to shrink, warp, split, crack or delaminate for as long as you own and live in the Home in which the product was installed, provided (i) they are installed without alteration (trimming of brickmold to fit openings is allowable) and (ii) primed slabs are finished with a high quality exterior grade paint or exterior grade wood stain within 90 days of installation and (iii) in accordance with applicable building codes. This warranty is transferable to one subsequent purchaser.

### **INSULATED GLASS - LIFETIME / 20 YEAR / 10 YEAR**

All glass units utilizing ComforTech™ Warm Edge Super Spacer® Glazing (most Decorative glass, Art Glass, Privacy Glass, DC, DLA, TLA, and TLK glass) have a lifetime limited warranty, including glass breakage and seal failure, for as long as you own and live in the Home in which the product was installed.

Glass units with white internal blinds are warranted against seal failure and defects in material and workmanship for a period of twenty (20) years from date of installation and glass units with colored internal blinds are warranted against seal failure and defects in material and workmanship for a period of ten (10) years from date of installation. Glass breakage is not covered for insulated glass units with internal blinds.

All glass units without ComforTech™ Warm Edge Super Spacer® Glazing are warranted against seal failure and defects in material and workmanship for a period of ten (10) years from date of installation.

### **FRAMESAVER® FULL WOOD DOOR FRAME & FRAME COMPONENTS - LIFETIME / 5 YEAR / 2 YEAR**

The composite part of the FrameSaver Full Wood Frame and brickmold is warranted against defects in material and workmanship, and against rotting, decay and fungal damage for as long as you own and live in the Home in which the product was installed.

The wood components of the FrameSaver Full Wood Frame for Doors, Sidelites and Transoms are warranted against defects in material and workmanship, and against rotting, decay and fungal damage for as long as you own and live in the Home in which the product was installed, provided that (i) it is installed without alteration and in accordance with applicable building codes and (ii) all exposed wood parts are protected with an aluminum frame cladding system, installed and caulked as specified by ProVia's installation instructions. For (i) inswing installations where all exposed wood parts are only protected with a high quality exterior grade latex paint or exterior grade wood stain instead of an aluminum frame cladding system or (ii) an outswing frame, this time period will be limited to two (2) years from date of installation. The Endura® threshold system, bottom sweep, hinges, weatherstripping, astragals, PVC vinyl coated aluminum frame cladding and the sliding patio screen are warranted against defects in material and workmanship for a period of five (5) years from date of installation.

### **PERMATECH™ COMPOSITE DOOR FRAME - LIFETIME**

The PermaTech™ Composite Frame and Brickmold for Doors, Sidelites, and Transoms are warranted against defects in material and workmanship, and against rotting and decay for as long as you own and live in the Home in which the product was installed, provided that (i) it is installed without alteration and in accordance with applicable building codes and (ii) it is installed and caulked as specified by ProVia's installation instructions and (iii) there is no storm door installed into the same opening and (iiii) if exterior frame & brickmold are painted, the paint must have a LRV of 57 or higher (where 100 is white and 0 is black).

The terms of this Limited Warranty excludes (i) weathering or discoloring of the unfinished white frame and brickmold and (ii) warping or failures of the frame and brickmold which are the result of or involve stress caused by localized application of heat, movement of building or building components, or expansion/contraction of building or building components.

### **FUSIONFRAME COMPOSITE DOOR FRAME - LIFETIME**

The FusionFrame Composite Frame and Brickmold for Doors and Sidelites are warranted against defects in material and workmanship, and against rotting and decay for as long as you own and live in the Home in which the product was installed, provided that (i) it is installed without alteration and in accordance with applicable building codes and (ii) it is installed and caulked as specified by ProVia's installation instructions.

The terms of this Limited Warranty excludes (i) weathering or discoloring of the unfinished white frame and brickmold and (ii) warping or failures of the frame and brickmold which are the result of or involve stress caused by localized application of heat, movement of building or building components, or expansion/contraction of building or building components.

### **STEEL L-FRAME & FRAME COMPONENTS - 5 YEAR**

Steel L-frame and stops, Endura® threshold system, bottom sweep, hinges and weatherstripping are warranted against defects in material and workmanship for a period of five (5) years from date of installation.

### **FINISHES - 15 YEAR / 10 YEAR / 90 DAY**

Factory applied paint, stain and glazed finishes on the door slab, metal frame components and FusionFrame Composite frame components of the Embarq and Signet Fiberglass Door are applied using the DuraFuse® Finishing System and are warranted against flaking, checking, blistering or peeling for a period of fifteen (15) years from date of installation.

Factory applied paint and stain finishes on the door slab, metal frame components and FusionFrame Composite frame components of Legacy and Heritage doors are warranted against flaking, checking, blistering or peeling for a period of ten (10) years from date of installation.

Factory applied stain finishes on the exterior components of the Full Wood Frame are warranted against flaking, checking, blistering or peeling for a period of ninety (90) days from date of installation.

### **LIFETIME FINISH HARDWARE & ACCESSORIES - LIFETIME / 10 YEAR**

Schlage® hardware, Emtek® hardware, Hoppe® hardware, Kick Plates, Mail/Magazine Slots, Door Knockers and Door Knocker Viewers with Lifetime Bright Brass, Antique Brass, Satin Nickel, Aged Bronze, Oil Rubbed Bronze and Black finish are warranted against tarnishing and mechanical defects for as long as you own and live in the Home in which the product was installed. Schlage® Electronic Locksets and Deadbolts are warranted against electronic defects for a period of three (3) years from date of installation. Lifetime Finish Trilennium™ Multi-Point Locking Hardware is warranted against tarnishing for as long as you own and live in the Home in which the product was installed and warranted against mechanical defects for a period of ten (10) years from date of installation. Colonial Door Knockers with an Oil Rubbed Bronze finish are not warranted against tarnishing.

### **BRINKS® HARDWARE - 10 YEAR / LIFETIME**

Brinks® lock products with are warranted against mechanical defects for as long as you own and live in the Home in which the product was installed and against tarnishing for a period of ten (10) years from date of installation.

### **HARDWARE ACCESSORIES - 5 YEAR**

Kick Plates, Mail/Magazine Slots, Door Knockers, Door Knocker Viewers, Peepsites, Door Closers, Push/Pull Plates, Clavos, Hinge Straps, and Speakeasies with standard finish are warranted against mechanical defects and tarnishing for a period of five (5) years from date of installation.

### **WINDOW TRIM - 15 YEAR / 10 YEAR**

Embarq and Signet window trim is warranted against defects in material and workmanship for a period of fifteen (15) years from date of installation and window trim on the Heritage and Legacy doors is warranted against defects in material and workmanship for a period of ten (10) years from date of installation. This includes doors that are installed behind a storm door.

### **PET DOOR - 10 YEAR / 1 YEAR**

PlexiDor® Performance Pet Doors are warranted against defects in material and workmanship for a period of ten (10) years from date of installation.

PetSafe™ Freedom Pet Doors are warranted against defects in material and workmanship for a period of one (1) year from date of installation.

### **TRANSFERABLE WARRANTY**

The Warranty on the basic door unit is transferable by the original purchaser to one subsequent purchaser for purchaser's personal residence provided the warranty transfer is completed within thirty (30) days after the date of transfer of ownership. Warranty transfers must be completed online at [www.provia.com/warranty](http://www.provia.com/warranty).

### **NON-RESIDENTIAL & MULTI-FAMILY APPLICATIONS**

Where the structure in which the product is installed is not a single family residence occupied by the purchaser, or is owned by a public or private corporation for profit or non-profit, an unincorporated association or other business entity of any type recognized by law, a church, a school, a governmental or public authority, the time periods stated in this warranty shall be limited as follows: Basic Door – 5 Year (non-transferable); Clear Glass – 10 Year (glass breakage not included); Decorative Glass & Internal Blinds – 5 Year; Door Frame & Frame Components – 1 Year; Finishes – 1 Year; Lifetime Finish Hardware & Accessories – 10 Year; Schlage® Hardware – 1 Year (mechanical and finish); Hardware Accessories – 1 Year; and Window Trim – 1 Year.

### **COASTAL APPLICATIONS**

For products that are installed in a Coastal region the time periods stated in this warranty shall be limited as follows: Schlage, Emtek & Trilennium Hardware, Kick Plates, Door Knockers, Door Knocker Viewers, Peepsites, Door Closers, Decorative Long Trim Handles & Push/Pull Plates – 5 Year Finish.

**Definition of Coastal Regions: For information and maps of Coastal regions please go to [www.provia.com/coastalwarranty](http://www.provia.com/coastalwarranty).**

### **WARRANTY CONDITIONS**

No warranty herein covers damages resulting from improper installation, abuse, negligence, abnormal or unreasonable use (including failure to provide reasonable and necessary maintenance), damage resulting from fire or lightning, windstorms, earthquakes, wind-borne objects, strain applied to the unit by movement of the building, inadequate provision for expansion or contraction of framing members, installation in ships or vehicles, installation outside the Continental United States, seal failure (if the seal has been subject to immersion in water), acts of God, or other causes beyond the control of ProVia.

This lifetime limited warranty does not apply with respect to (1) condensation damage due to high humidity in the house; (2) breakage of glass (other than glass that is glazed with ComforTech™ Warm Edge Super Spacer® Glazing); (3) damages resulting from after sale modifications (paint or stain finishes, pet doors, mail slots, security systems, etc.).

The procedure for obtaining performance of the obligations of this warranty is as follows: if you believe your entry door to be defective, contact the contractor for inspection. If the contractor determines the door or parts thereof to be defective, the manufacturer at its exclusive option will repair; provide a new product or part of a product after having determined that it does not conform to the limited warranties contained herein. The manufacturer reserves the right to discontinue or make changes in any of its products. If the products covered by this warranty are not available, the manufacturer shall have the right to substitute a product that is of equal quality or value. The manufacturer will ship the replacement product or part to the nearest authorized dealer and the purchaser must pay for any and all labor necessary to install such product or part and for the transportation from the nearest authorized dealer to his/her residence.

Any claim must be accompanied by a copy of the Warranty certificate and a copy of the contract evidencing purchase of the ProVia products.

**PROVIA SHALL NOT BE LIABLE TO PURCHASER FOR CONSEQUENTIAL DAMAGES, SUCH AS, BUT NOT LIMITED TO, DAMAGES OR LOSS TO OTHER PROPERTY OR EQUIPMENT, LOSS OF USE, OR CLAIMS OF SERVICE INTERRUPTION, FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTIES ON ITS PRODUCT.**

**PURCHASER'S EXCLUSIVE REMEDY SHALL BE THE REPLACEMENT OF DEFECTIVE FINISH, COMPONENTS, OR PARTS, ALL AS PROVIDED HEREIN. IN ANY EVENT, THE LIABILITY OF PROVIA WITH RESPECT TO ANY CONTRACT, OR ANYTHING DONE IN CONNECTION THEREWITH SUCH AS THE PERFORMANCE OR BREACH THEREOF OR FROM THE MANUFACTURE, SALE, DELIVERY, RESALE, INSTALLATION OR TECHNICAL DIRECTION OF INSTALLATION, REPAIR OR USE OF ANY DOOR, COMPONENT OR PART COVERED BY OR FURNISHED UNDER THIS CONTRACT WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, OR OTHERWISE, SHALL NOT, EXCEPT AS EXPRESSLY PROVIDED HEREIN, EXCEED THE PRICE OF THE DOOR, PART OR COMPONENT ON WHICH SUCH LIABILITY IS BASED.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to purchaser.

**THIS WRITING CONTAINS THE ENTIRE AGREEMENT BETWEEN PROVIA AND PURCHASER. DEALERS, CONTRACTORS, APPLICATORS, OR DISTRIBUTORS OF PROVIA PRODUCTS HAVE NO AUTHORITY TO GIVE WARRANTIES ON PROVIA'S BEHALF, THAT ARE DIFFERENT FROM OR EXCEED THOSE LISTED HEREIN. PURCHASER SHOULD THEREFORE EXAMINE THIS LIMITED WARRANTY CAREFULLY.**

**ALL WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE TERMS HEREOF.**

Some states do not allow limitations on how long an implied warranty lasts; so the above limitations may not apply to purchaser.

This Lifetime Limited Warranty extends only to the door(s) which were originally installed in your Home or other structure as recorded on the warranty registration and shall not be valid or enforceable if you cannot prove that the door(s) were so installed. To establish a record of your purchase please register your warranty online at [www.provia.com/warranty](http://www.provia.com/warranty).

**Important Note: Failure to fill out the online warranty registration form will not affect your rights under the warranty if you can show the date of purchase and the location the door(s) were installed in a reasonable way. (Your receipt of purchase and the receipt from the contractor who made the installation in your Home showing the address is one such way. Please keep them in a safe place.)**

This warranty gives purchaser specific legal rights and he or she may also have other rights which vary from state to state.