

Prestige Entries Warranty Information

One Year Limited Warranty

Prestige Entries warrants that each panel door complies with Industry Standard NWWDA i.S.6; and all revisions in effect of the date of manufacture, and Prestige Entries further warrants that each door, for a period of one (1) year from the date of shipment and at the time of the shipment from Prestige Entries is free from defects that would render such door unserviceable or unfit for the ordinary, recommended use.

Characteristics Excluded From This Warranty

The following are not defects in workmanships or material and are not covered by this written warranty.

1. Damage caused by attempts other than Prestige Entries to repair the door.
2. Failure to properly seal the door. All edges must be sealed within 72 hours after fitting and handing with the integrity of the finish maintained.
3. Natural variations in the color or texture of the door.
4. For doors 3' x 7' or smaller, warp not exceeding ¼" in the plane of the door itself. For doors larger than 3' x 7' warp not exceeding 3/8" in the plane of the door itself. Warranty does not apply to doors over 7" tall unless properly installed with a 3-point locking system.
5. Defects caused by (1) warp or bow of the frame or jamb in which the door is hung (2) improper installation such that the door does not swing freely.
6. Damage caused by improper handling or on-site storage.
7. Panel misalignment or shrinkage is not considered a defect.
8. The performance or appearance of finishes applied is not covered.
9. Expansion of bottom rail due to climate conditions is not considered a defect.
10. Damage caused by extreme temperature buildup where a storm door is utilized.
11. Failure to perform normal homeowner's maintenance including maintaining the finish.
12. Damage caused by improper installation of the unit.

Ten Year Limited Insulated Glass Warranty

Prestige Entries warrants that standard clear insulated glass units will not, for a period of ten (10) years after the units leave Prestige Entries possession, develop material obstruction of vision between the interior glass surfaces caused by failure of the seal. This warranty shall not apply to units with broken glass or to glass units installed by others.

Prestige Entries liability under this warranty shall be limited to shipping a replacement glass unit.

Leaded Glass

All leaded glass doors are expertly crafted with metal alloys providing maximum strength and performance. The architectural type glass used in these doors has unique characteristics and may vary slightly in color or texture. Leaded glass doors meet the Consumer Product Safety Commission Federal Standard on architectural glazing materials, insulated leaded glass, unite are triple glazed (clear 1/8" tempered glass on each side of the leaded glass). Insulated leaded glass units are guaranteed for ten (10) years against seal failure.

Clear Glass

All clear flat glass and non-lead-ed beveled clear glass is tempered, meeting ANSI 2.91.1 and the Consumer Product Safety Commission Federal Standard on architectural glazing materials.

Insulated clear and Low-E glass are tempered, meeting ANSI 2.91.1 and the Consumer Safety Commission Federal Standard on architectural glazing materials. All insulated glass (I.G) units are guaranteed for ten (10) years against seal failure.

Manufacturer's Requirements...

Install our wood exterior products with a minimum of 4' roof overhang to prevent overexposure to the elements. This roof overhang must extend a minimum of 4' in each direction from the edge of the entry unit. All units must be square, level, plumb, and properly shimmed.

1. Minimize the exposure of wood products to elements such as sunlight, direct rainfall and other forms of precipitation. Unfinished doors left in such climates will absorb moisture and swell, just as any piece of unfinished wood will do.
2. Avoid the use of dark stains or paints on the door surfaces exposed to direct sunlight. These conditions can cause panel and rail separation, warp, twist and bow.
3. Installation of glazed products must be with stops to the inside.
4. Allow the product to acclimatize to the job site environment in as dry a condition as possible, either by using a dehumidifier in a controlled setting or the HYAC System. Millwork packages exposed to high humidity and moisture affect the overall performance of the products.
5. On exterior door products, do not use water-based Pre-Stain Wood Conditioners or Polyurethane Sheens. Always seal the products in the final finishing step with a spar varnish.

Limitations and Exclusions

The limited warranty applies only to the original purchaser of a Prestige Entries door or to the original purchaser of the structure into which the door is installed.

This warranty shall be void and Prestige Entries shall have no liability hereunder if the purchaser installs, treats or retains, for more than thirty (30) days, a door containing an obvious defect without giving the notice as required herein, or if the purchaser fails to give the required notice within a reasonable time after discovery of a latent defect.

Damage caused by others or any cause beyond the control of Prestige, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature.

Damage caused by non-compliance with the Care or Finishing instructions provided by Prestige Entries, or damage caused by others than Prestige Entries in attempting to repair the Door.

There are no expressed warranties which extend beyond the foregoing and any implied warranties, including warranties of merchantability and fitness for a particular purpose.

How to make a claim

Immediately upon discovery that the door is defective or fails to conform to this written warranty, the purchaser shall send a notice in writing to the dealer or distributor from whom the door was purchased.

Claims made must include the date and location of purchase, the nature of problem, and the name address and telephone number of the person making the warranty claim.

Prestige Entries reserves the right to have any door which is subject to a warranty claim field inspected by a Prestige Entries representative. Prestige Entries must be given at least a thirty (30) day opportunity to conduct this inspection.

Should a Prestige Entries stile and rail door fail to uphold this written warranty, Prestige will, at its option, either repair the door, ship a replacement door to the distributor or person making the warranty claim in the same condition as the originally sold to the distributor, or refund the original purchase price paid to Prestige Entries for the door.

IN NO EVENT SHALL PRESTIGE ENTRIES PAY FOR LABOR, INSTALLATION OR FINISHING OF THE REPLACEMENT OR ORIGINAL DOOR OR ANY OTHER COST RELATING TO THE REPLACEMENT DOOR. ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.