



www.hmidoors.com

# Regency and Aspen Fiberglass Entry Doors and Sidelites

## LIMITED LIFETIME WARRANTY

**Household Metals, Inc. (HMI)** warrants the Regency and Aspen Fiberglass Doors and Sidelites to the original homeowner/purchaser that under normal use this product will be free from defects in material and workmanship for as long as the original homeowner/purchaser owns the door/sidelite. **This warranty begins on the original invoice date to the dealer.** The details of the warranty are as follows:

### DOOR/SIDELITE SLAB - Lifetime

HMI warrants the structural integrity of the Regency and Aspen Fiberglass Door and Sidelite slabs not to rust, warp, split, shrink or delaminate for as long as the original homeowner/purchaser owns the home in which the door/sidelites was installed.

### WOOD JAMBS

Prime wood jambs are warranted against rotting and decay for 1 year provided they are either painted with an exterior latex paint or exterior grade wood stain within 30 days of the original invoice to the dealer, and the product is installed without alteration and in accordance with applicable building codes. Factory painted or stained jambs are not warranted against peeling or flaking.

All jambs that are capped within 30 days of the original invoice to the dealer are warranted against rotting and decay for 10 years provided the product is installed without alteration and in accordance with applicable building codes.

### CLEAR AND DECORATIVE GLASS SEALS

Clear and decorative glass is warranted against seal failure for 10 years (on a prorated basis after 3 years) from the invoice date to the dealer. Note that small bubbles, lines and imperfections are common in hand crafted decorative glass and are not considered defects.

### ALUMINUM CAPPING AND STEEL REPLACEMENT DOOR FRAMES

Aluminum capping, and steel replacement door frames are warranted not to shrink, delaminate, or rust for 5 years starting on the original invoice date to the dealer. Wood jambs are not warranted.

### PAINT AND STAIN FINISHES

Paint, and wood-grain stain finishes are warranted not to chip, peel, or blister for 7 years for Regency Doors and 10 years for Aspen Doors from the original invoice date to the dealer. Doors with the following dark paint finishes: Black, Coffee, Bronze, Navy Blue, Hunter Green, Crimson and Burgundy installed behind storm doors are warranted not to chip, fade, peel, or blister for 1 year from the original invoice date to the dealer.

### GLASS TRIM

Glass trim is warranted against defects in material and workmanship for 5 years from the original invoice date to the dealer. Trim with the following dark paint finishes: Black, Coffee, Bronze, Navy Blue, Hunter Green, Crimson and Burgundy installed behind storm doors are warranted against defects in material and workmanship for 1 year from the original invoice date to the dealer.

### HARDWARE

All residential and commercial hardware products are warranted against mechanical failure for 1 year from the original invoice date to the dealer.

Schlage® hardware products are warranted, by Schlage®, against tarnishing for polish, satin nickel and antique finishes for 10 years. If your Schlage® hardware tarnishes after the HMI 1 year hardware warranty contact Schlage® directly at: 888-805-9837

### HARDWARE ACCESSORIES

Mail slots, peep sites, knockers, kick panels, pitcher handles, and magazine slots with lifetime finish are warranted against tarnishing for as long as the original homeowner/purchaser owns the door. All other finishes on hardware accessories are not warranted.

### ON-SITE FACTORY SERVICE FOR DEFECTIVE PRODUCT

If the dealer and HMI confirm this warranty covers a defect, then HMI at its exclusive discretion will repair or replace the defective product. On-site factory service is warranted for one year from the date of the original invoice to the dealer.

For defective products that are determined by HMI to be under warranty, and are beyond the 1-year on-site factory service warranty, HMI will ship the replacement

product to the dealer or the homeowner at the current market price. Defective product must be returned to HMI in order to receive a credit.

To obtain replacement hardware that is out of warranty, the homeowner must contact the hardware manufacturer directly. The homeowner must arrange for installation of replacement products that are out of factory service warranty.

HMI reserves the right to make changes to or to discontinue any of its products. If a product covered by this warranty is no longer available, HMI may substitute a product of equal or greater value.

### EXCLUSIONS

#### **DOOR, FRAME, GLASS, SCREEN AND HARDWARE**

This warranty **does not** cover damages caused by kick-panels; consequential damage from broken glass; earthquake, flood, fire, or other weather related damage; improper use; faulty installation; abuse; neglect; damage from foreign objects; or failure to follow HMI care and maintenance instructions.

Discoloration or other damage caused by: air pollution; metal oxides or particles; condensation; mildew; salt water; acids; or exposure to damaging chemicals is not warranted.

#### **SHORELINE**

For fiberglass doors or sidelites within 1 mile from a body of water HMI warrants the structural integrity of the slabs not to rust, warp, split, shrink or delaminate for 5 years; paint or stain 5 years; locks and other hardware 1 year.

#### **POOL**

HMI **does not** warrant any fiberglass door or sidelite in whole or in part (including hardware finish) if installed within 25 feet of a pool or the storage area where chlorine and other chemicals used for a pool are kept.

### CLAIMS PROCESS

If you are experiencing a crackling noise from your steel or fiberglass entry door, **this is not a door defect.** This is due to seasonal weather changes, which cause them to expand and contract, creating a crackling noise.

If it is believed that the product is defective, the original homeowner/purchaser must promptly notify the dealer, it was purchased from, for the dealer's inspection. If the dealer believes the defect is warranted by HMI the dealer will send written notice of the defect to HMI, along with the homeowner's proof of purchase, description of the defect, and when the defect was first noticed. Clear photographs or other proof will help to speed the process. All defects must be confirmed by HMI to qualify for coverage under this warranty.

The dealer should make claims for cosmetic defects, such as scratches, dents, or paint imperfection before starting installation. The homeowner must examine the door immediately upon installation. Return of the original undamaged box is required for a claim of cosmetic defects.

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE ORIGINAL HOMEOWNER / PURCHASER FROM HMI. NO OTHER EXPRESSED OR IMPLIED WARRANTIES ARE MADE. HMI SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. HMI SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty is effective for products purchased after July 1, 2014. This warranty is applicable to original homeowners/purchaser, who must maintain proof of purchase of the product, and may not be assigned or transferred. No agent, dealer, installer, contractor, salesperson or other individual is authorized to change or modify this warranty, or to give different warranties on HMI's behalf, and such changes or modifications will not be recognized.

Some states do not allow the exclusion or limitation of incidental or consequential damages or allow limitation on how long an implied warranty lasts, so the above exclusion of limitations may not apply to you. This warranty gives you specific legal rights, and you may have other rights that may vary from state to state.



www.hmidoors.com 800.343.2610

Household Metals, Inc. 645 E. Erie Ave. Philadelphia, PA 19134

Keep for your records: Date of Installation: \_\_\_\_\_ Serial No/Sales Order #: \_\_\_\_\_

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DETACH AND RETURN

**Please take a moment and fill out this warranty card and mail it to: 645 E. Erie Ave, Philadelphia, PA 19134 or register online [www.hmidoors.com](http://www.hmidoors.com)**

Name \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

How did you hear about HMI Doors?  internet  advertisement  referral  dealer  other (be specific) \_\_\_\_\_

What factors influenced your decision to purchase a door by HMI Doors?  styles  quality  colors  warranty  price  energy efficiency  previous customer  convenient dealer location  other (be specific) \_\_\_\_\_

Did you consider purchasing your door from another manufacturer?  yes (manufacturer name) \_\_\_\_\_  no

From your experience would you recommend a door by HMI Doors to friends and family?  yes  no

Name of dealer you purchased your door? \_\_\_\_\_

Were you satisfied with your dealer experience and why? \_\_\_\_\_

Registration: Date of Installation: \_\_\_\_\_ Serial No/Sales Order #: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_