



Warranty Information

One Year Limited Warranty

Prestige Entries "PE" offers an express limited warranty on its doors for the lesser of a period of one (1) year from the date of installation or two (2) years from the date of shipment from the PE location. This warranty assures that each door, for this period, is of good material and workmanship, and free from defects rendering the door unserviceable or unfit for the ordinary, recommended use.

Characteristics Excluded From This Warranty

The following are not defects in workmanship or material and are not covered by this written warranty:

1. Damage caused by improper handling or on-site storage.
2. Failure to properly seal the door. All six edges (top, bottom, sides, front, back) must be sealed within 72 hours after delivery 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 1/4" 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.
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. Panel misalignment or shrinkage is not considered a defect. Temperature, humidity, and direct sunlight will cause the wood panels on your door to shrink slightly, leaving an unstained line in the panel. This movement is normal and the door's construction is designed to allow this movement.
7. Expansion of bottom rail due to climate conditions is not considered a defect.
8. The performance or appearance of finishes applied is not covered.
9. Damage caused by extreme temperature buildup where a storm door is utilized.
10. Failure to perform homeowner's maintenance including maintaining the finish per manufacturer's requirements.
11. Damage caused by improper installation of the unit. See Manufacturer's Installation Requirements below.
12. Damage caused by attempts other than PE to repair the door.

Two Year Limited Insulated Glass Warranty

PE warrants that standard clear insulated glass units will not, for a period of two (2) years after date of shipment from PE, 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. PE liability under this warranty shall be limited to shipping a replacement glass unit (with stop) with glass spacer of similar color. PE will not cover removal, or reinstallation of glass or refinishing of the glass stop.

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, units are triple glazed (clear 1/8" tempered glass on each side of the leaded glass). Insulated leaded glass units are guaranteed for two (2) years against seal failure.

Clear Glass - All clear flat glass and non-leaded 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 two (2) years against seal failure.

Limitations and Exclusions

This express limited warranty applies only to the original purchaser of a PE door or to the original purchaser of the structure into which the door is installed. This warranty shall be void and PE 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 is beyond the control of PE, 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 PE, or damage caused by others than PE 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. If the claim involves warp of the door, PE reserves the right to defer repair or replacing the product for up to twelve (12) months from the date of the claim as it is not uncommon for temporary warp conditions to occur as the door adjusts to local humidity and temperature.

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

AT ANY TIME, AN UP TO DATE VERSION OF THIS WARRANTY CAN BE FOUND ON THE PRESTIGE ENTRIES WEBSITE. THE WEBSITE VERSION WILL SUPERSEDE ANY WRITTEN VERSION AND CAN BE CHANGED AT PRESTIGE ENTRIES' SOLE DISCRETION.