



Congratulations on your new Iron Door!

Enclosed please find helpful information that you
may need in the future.



5018 Bristol Industrial Way, Suite 209, Buford, GA 30518

770-904-0094

Iron Doors-Limited Warranty

As our products are thoroughly inspected during all points of production, shipping, delivery and installation, EntryPoint Door and Windows warrants our products to be free from defects in material and workmanship.

All Iron Doors are custom-made and unique to each homeowner. Each Iron Door is handcrafted and hand finished, creating degrees of variance in finish and design common to the finished product. EntryPoint will use their discretion in determining if issues reported are due to an actual defect or the resulting variance on design or finish applied by hand. EntryPoint reserves the right, at its sole discretion, to repair or replace the product in question. If replacement is deemed necessary after 2 years shipping fees will be assessed.

Who is covered under the warranty: This warranty is non-transferrable is valid for the period from date of original date of sale, and is valid for the original purchaser of door(s).

What the warranty covers: Subject to the terms as provided in this warranty document and under applicable law, warranty coverage periods are as follows:

Main Body Warranty: 10-year warranty on structural and mechanical defects on all door frames, doors and transoms from the date of sale to the original residential or commercial Purchaser and only for so long as the original purchaser owns and resides or does business in the property where the doors are installed.

Finish Warranty: The original door finish, professionally hand-applied by the manufacturer, is warranted against finish failure for a period of five (5) years from the date of original customer purchase. Specialty finish options BA16 and BA38 carry a limited two (2) year finish warranty due to the higher copper content and natural characteristics of those finishes. Thresholds are considered normal wear-and-tear components and are excluded from finish warranty coverage. The iron door finish is a decorative and protective coating system and is not considered a structural component or manufacturing defect of the iron door itself. Normal aging and environmental exposure may cause fading, oxidation, discoloration, rust spotting, patina changes, or other finish variations over time. In the event of an approved finish-related warranty claim, the standard remedy shall be repair or refinishing of the affected area at the sole discretion of EntryPoint, rather than full product replacement. EntryPoint reserves the right, at its sole discretion, to repair, refinish, or replace the product or component in question. All warranty claims are subject to inspection and written authorization by Seller's production manager and sales representative prior to any warranty work being performed. Shipping, freight, crating, removal, reinstallation, service labor, or related charges may apply if replacement is deemed

necessary. Warranty finish repairs will be performed using commercially reasonable efforts to blend with the existing finish as closely as possible; however, exact color, sheen, texture, patina, or appearance matching cannot be guaranteed due to natural weathering, UV exposure, aging, environmental conditions, and variations in hand-applied finishes. Slight variations between repaired and existing surfaces are normal and shall not be considered a defect.

To maintain warranty coverage, customer must properly clean and maintain the door in accordance with EntryPoint's recommended care and maintenance instructions. Doors must be kept clean and free from debris, moisture buildup, harsh chemicals, and other environmental contaminants. Failure to properly maintain the product will void this finish warranty.

Glass Warranty: The glass is warranted to be free from defects in material and workmanship and is covered for a period of five (5) years from the date of customer sale. This warranty covers seal failure, but not broken glass. Minor glass imperfections which do not impair structural integrity or obscure normal vision, including slight bubbles, lines and surface imperfections or discolorations; any imperfections in the glass not detected from 10 feet while looking through the glass as per the guidelines established by federal standard ASTM C 1036-01; cracked or broken glass or damage resulting from accident including impact or wind pressure, misuse or abuse, glass with films or coating applied; and failure of insulated glass seal due to contact of finishing product.

Hardware Warranty: Hardware carries a manufactures warranty for one (1) year from date of installation.

Labor Warranty: Any and all door damage that occurs during installation is covered under the terms of this warranty, provided that installation is performed and completed by EntryPoint Doors and Windows. Some scratching and scuffs may result during the handling and installation process, and are not considered to be defects. To the extent possible EntryPoint installers will use their specialty training to correct using a manufacturer supplied touch-up paint kit.

What the warranty does not cover: Exposure to environmental elements, including salt spray, pressure washing or concrete splash-up which causes all paint finishes to age naturally and result in changes to the look of the finish, are expressly not covered under this warranty. Other natural processes, such as finish loss in frequently used areas, are not covered defects and are not covered under this warranty. EntryPoint assumes no liability for damages caused by accident, abuse or misuse of the door unit, or ANY non-EntryPoint applied paint, stain, finish, acid or any other chemicals and agents not expressly stated in this warranty document. Damage related to modifications, service, foreign objects and/or adhesives of any kind is not covered. Push Pull handle sets/hardware, weather-stripping, and door sweeps are not covered under this warranty. Glass damage or breakage due to foreign objects, improper use or storage, improper cleaning with harsh chemical products, or acts of nature are not covered under this warranty. Condensation or penetration due to normal wear or exposure to below freezing climates is not considered a defect and is not covered under this warranty.

What EntryPoint will do to correct: Problems as outlined in this Warranty will be repaired or replaced at the sole discretion of EntryPoint Doors and Windows. Labor or shipping fees may apply.



CARE & MAINTENANCE GUIDE:

To keep your iron door looking its best and to help preserve the longevity of the finish, routine cleaning and maintenance are recommended.

For general cleaning, use a mild soap such as Dawn® or Palmolive® diluted with water along with a soft microfiber cloth. Cleaning should be performed on an as-needed basis and is recommended at least twice per year, particularly following heavy pollen seasons or periods of increased environmental buildup. After cleaning, ensure all soap residue is thoroughly removed and the surface is completely dried, as leftover residue may affect the appearance and performance of the finish over time.

Additional care recommendations include:

Clean glass using a non-ammonia-based glass cleaner only.

Never pressure wash the door or surrounding finish surfaces, as pressure washing may damage the finish and will void the warranty.

Door thresholds and strike plates are considered normal wear components and may show signs of use over time from regular foot traffic and daily operation.

Decorative door hardware may naturally develop patina or finish variations over time due to environmental exposure and contact with natural oils from hands. This is considered normal aging and is not considered a defect.

Minor thermal expansion and contraction of trim components may occur due to seasonal temperature and humidity fluctuations common in Georgia and Alabama climates and is considered normal.

Faux-finished trim components carry a one (1) year limited warranty from the date of installation.

To further protect and extend the life of the finish, occasional application of a high-quality automotive wax or ceramic wax may be used. Wax should only be applied during moderate temperatures and should not be applied to hot surfaces or in direct sunlight.

Proper maintenance plays an important role in preserving both the appearance and performance of your iron door system.

IF YOU NEED TO SUBMIT A WARRANTY CLAIM PLEASE EMAIL
SERVICE@ENTRYPOINTATLANTA.COM

We will forward your picture/s over for review to our Service Manager. Please keep in mind, that we are a busy business and our installation calendar is booked weeks in advance. We strive to have our Scheduling Department contact you with an update within a week of your Service Request

CLEANING AND TAKING CARE OF YOUR IRON ENTRYWAY IS CRUCIAL IN THE INTEGRITY OF YOUR DOOR AND WILL BE A FACTOR IN ALL WARRANTY CLAIMS.

*** Please see Warranty Information for additional details. ***

Check us out on Social Media!

Our Website:

www.entrypointatlanta.com

Facebook:

EntryPoint Doors and Windows

@EntryPointDoorsOfAtlanta

Instagram:

@entrypointatlanta

Twitter:

@EntryPointDoor

We love to hear about your experience with

EntryPoint Doors and Windows.



Additional Services we offer:

- Complete Door Replacements in Fiberglass, Steel, or Wooden
 - Converting Door and Sidelights to Double Doors
 - Door Transformations, Same Door, New Glass
 - Iron Doors
 - 10" Sidelights and Custom Transoms
- Window Replacements (Vinyl, Sash Kits and Complete Unit)
 - Custom Decorative Glass for Transoms and Windows
 - Palladium Window Replacement
 - Bathroom Windows

Call Our office for any additional home improvement needs!

We would love to work with you again!