



## Limited Lifetime Warranty for Doors

### Warranty Coverage

Subject to the limitations, exceptions and exclusions contained herein; Nan Ya Plastics Corporation USA warrants to the original purchaser of the door system that the various parts of the system are free from defects in materials and workmanship for the duration of the warranty period as outlined in the charts below when it is properly installed in compliance with the manufacturer's installation instructions. The limited warranty period commences from the date of purchase.

### Warranty Duration for MP Entry Doors

Door Slab, Frame and Brick mold	Factory Installed Glass	Factory Paint and Stain Finish	Factory Hardware
Lifetime Limited	Decorative Glass – 10 years Clear Glass – 20 years Blinds against seal failure - 5 years Blind Components – 1 year	Factory Finished Doors - 3 years Unfinished Doors – 45 days	1 year

### Warranty Duration for MP Patio Doors

Door Slab, Frame, Mullions, Astragals and Brickmold	Factory Installed Glass	Factory Paint and Stain Finish	Factory Hardware
Lifetime Limited  Commercial Customers limited to a 20 year warranty.	Decorative Glass – 10 years Clear Glass – 20 years Blinds against seal failure - 5 years Blind Components – 1 year	N/A	Handle Set Finish - 1 year Factory Installed Gliding Door Hardware – 10 years for operational defects

**Upon delivery, indicate any noticeable damage on the proof of delivery. Unpack and thoroughly inspect product immediately. Any concealed damage must be reported to the freight carrier within 5 days of the initial delivery from the manufacturer and an inspection must be requested. Please be sure to retain all cartons and packing materials from the damaged shipment. If the door is not being used for new construction, the door must be thoroughly inspected before removal of the existing door.**

**This limited warranty is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. To the extent that implied warranties may nonetheless exist by operation of the law, such warranties are limited to the duration provided by the law. The limitations on the length of implied warranties vary from state to state and therefore, such limitations may not be applicable in your state.**

## Limitations

In no event will Nan Ya Plastics Corporation USA be liable to the homeowner or any other person for general, incidental or consequential damages. Nothing herein guarantees safety for persons or property, or guarantee that the premises will be hurricane proof or impact proof. The remedies set forth herein are the original purchaser's exclusive remedies for breach of warranty. This limited warranty is not transferable and only applies to doors installed in single family, owner occupied dwellings within the continental United States. The date of manufacturer shall be the commencement date for the durations of the limited warranty should the purchase date not be established through written documentation. The purchase price is the consideration for the limited warranty.

## Exclusions

The following Exclusions are not covered and shall otherwise not be considered to be defects in material or workmanship as applied to this limited warranty:

- Damage due to improper installation or maintenance not in adherence with the manufacturer's written instructions
- Damage due to improper handling or storage
- Damage due to modification or alteration of the door system, including installation of a peephole, pet door, mail slot or kickplate
- Damage due to use of a storm door
- Damage due to freight carriers, common carriers, private transportation, or any other transportation, and handling upon arrival to destination
- Damage due to transportation after the door system is in the possession of the customer
- Damage concealed by packaging that is not reported within 5 calendar days of receipt of product
- Damage due to accident, abuse or improper use
- Damage due to misuse, neglect, vandalism, or impact by foreign objects.
- Damage due to fire, explosion, corrosive fume, condensate damage, acts of God or any other events beyond the control of Nan Ya Plastics Corporation USA
- Damage due to improper maintenance and exposure to abrasive and corrosive materials, chemicals or cleaners
- Warp not exceeding ¼" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung
- Stress due to localized application of heat, movement of building or building components, or due to expansion or contraction of building or building components
- Any failure of the structure into which the door is installed
- Discoloration of the factory finished door may occur when exposed to extreme sunlight. Discoloration that is within the accepted tolerances contained within Delta E 7 according to ISO 11341-2004 for stains and paints is excluded.
- Unfinished doors and door components must be painted or stained within 45 days of receipt. Discoloration, variations or changes in the color and chalking of the unfinished door components is excluded.
- Condensation on the door or glass
- Discoloration or irregularity in glass that is not visible from farther than 6 feet
- Due to the nature of decorative glass, it is expected that there will be slight inconsistencies in coming and beveled glass pieces. Such inconsistencies are not warrantable.
- Small marks, scratches and spots which do not exceed company standards or federal government specifications. C 1036-85
- Glass breakage after sale
- Discoloration of hardware finish after ONE (1) YEAR

- Normal weathering caused by exposure to the elements
- General wear and tear, including wear and tear of weather-stripping and hardware
- Air and water infiltration during severe weather conditions
- All taxes and freight charges
- Use of dark paint with a light reflective value (LRV) of 0 to 56, where white=100 and black=0 may void warranty. Follow manufacturer instructions regarding painting and staining the door and use appropriate product with a LRV of 57 or greater. Consult a professional paint manufacturer for recommendations on the use of heat and light reflective paint options.

### **Pet Door Warranty Details:**

- Please be aware - the pet doors are not waterproof against inclement weather or any excessive water exposure.
- This pet door, or any of its accessories, parts, or attachments may not prevent adults, children, animals, insects or objects from passing through or using the opening created by the pet door.
- Nan Ya Plastics will not be liable for any unintended or accidental usage misuse, abuse, criminal conduct, water intrusion, acts of God, damages or injuries occurring or accruing from the use of this product.

### **Limited Warranty Exclusive Remedies:**

- If within the applicable Limited Warranty duration, a door system or component, determined by Nan Ya Plastics Corporation USA, to be deficient in materials or workmanship, then in Nan Ya Plastics Corporation USA's sold discretion, Nan Ya Plastics Corporation USA will replace or repair the entry door system or defective components or will refund a percentage of the original amount paid for the entry door system. Nan Ya Plastics Corporation USA repair or replacement options do not include any labor charges in connection with repair, removal or installation of either the original or a replacement product. Any labor costs will be the responsibility of the customer. Nan Ya Plastics Corporation USA may substitute replacement or repair products or components of comparable quality or price for discontinued or modified products.
- If Nan Ya Plastics Corporation USA elects to refund the purchase price, the terms of this Limited Warranty will be prorated from the date of purchase in the following manner: 0-5 years, 100% of the original price; 6-10 years, prorated at 75% of the original purchase price; 11-20 years, prorated at 50% of original purchase price; and 21 years and over, prorated at 25% of original purchase price.
- In no event will Nan Ya Plastics Corporation USA be responsible for any repair or replacement costs in excess of the original purchase price of the door.

### **How to Request Warranty Service**

To initiate a Warranty claim, contact MP Doors customer service department at:

**1-888-366-7717 or [customerservice@mpdoors.com](mailto:customerservice@mpdoors.com)**

The remedies set forth herein are the original purchaser's exclusive remedies for breach of warranty. Owners can sue under state law without first using the remedies set forth but before suing under the Magnuson-Moss Act the owner must first try to resolve the dispute through the procedures set forth above.