



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.

Who is covered under the warranty: This warranty is transferrable to new homeowner(s) and is valid for the period from date of original customer sale. Warranty becomes VOID if EntryPoint is not notified in writing, via email or mail, by the original owner of the transfer of ownership.

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: The door, including door frame, door panels, and window frame, are warranted to be free from defects in material and workmanship and is covered for a period of ten (10) years from date of customer sale.

Finish Warranty: The original door paint finish, professionally hand-applied by the manufacturer, is covered for a period of five (5) years from date of customer sale. Two specialty finish options (BA 16 and BA 38) carry a two (2) year finish warranty due to the amount of copper in the finish.

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.

How to request a service or warranty review from EntryPoint:

Contact our office at: 770-904-0094

However, be prepared to email or text a photo or photos of your issue.

We have an office cell phone that we use for the delivery of these photos. Send picture/s along with your name, brief description of the issue and contact information to:

770-904-0094.

We will forward your picture/s over for review to our Installation Manger. 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.



Iron Door Product Information:

In order to keep your Iron Door looking its best, you simply will need to clean it with Murphy's Oil Soap (orange one) and a micro-fiber cloth. This will be done on an as needed basis. *Ensure that you do not leave any residual residue on your door-as this may affect the finish.

- As for the cleaning the glass, use a non-ammonia-based glass cleaner.
 - NEVER pressure wash your door as this VOIDS the warranty!
- Your doors threshold is subject to normal wear and tear as well as the strike plate from locking and unlocking your door.
 - Door hardware can patina over time due to the elements and is considered normal.
- Thermal expansion/retention of trim around door is normal due to the Georgia/Alabama weather.
- Faux finished trim only carries a 1-year warranty from date of install.

IF YOU NEED TO SUBMIT A WARRANTY CLAIM PLEASE CONTACT OUR OFFICE AT 770-904-0094

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!