



## Limited Lifetime Warranty

Guida Inc. Door & Window (Guida) warrants from the date of the original installation that the Steel and/or Fiberglass Entry Door Blank and/or Sidelight Blank is guaranteed free of defects in material and workmanship including splitting, warping, shrinking, or swelling that might unreasonably affect its performance for as long as the original purchaser owns the door. Guida will provide a new door and/or sidelight blank, free of charge; if it fails because of such defect following inspection by a factory authorized representative. This limited warranty applies only to the door and/or sidelight blank. This warranty is for the original purchaser and is transferrable to one subsequent homeowner.

All insulated glass units are warranted against obstruction of view resulting from film or dust formation between interior surfaces of glass due to seal failure for a period of ten years. If the seal should fail, Guida will provide a new piece of insulated glass to the original purchaser/consumer. Handcrafted decorative glass could have small bubbles, lines and imperfections that give each piece its own unique characteristics and are not considered a defect. Glass breakage is excluded from this warranty. This warranty does not apply to the presence of condensation on the door, glass, frame or any of their components due to high humidity in the house or building area. This condition is not considered a defect.

Window trim and raised panels are warranted against defects in material and workmanship for a period of one year from the date of installation. This warranty applies to window trim and raised panels except when installed behind a storm door and finished with any of the following colors: Hunter Green, Federal Blue, Desert Sand, Colonial Red, Wild Berry, Terratone, Walnut Brown, Cocoa, Satin Black, Wine Berry, Bordeaux, Midnight Blue, Custom Colors, and all Wood Grain Stain Finishes.

Steel and Fiberglass doors when installed behind a storm door with excessive exposure to the sun can cause extreme conditions including but not limited to excessive heat buildup causing door surfaces to become very hot, deformation of door lite frame, and excessive premature paint fading, which will void applicable warranties. Fiberglass doors when subjected to these extreme conditions can cause abnormal expansion and contraction and may emit a harmless temporary odor when subjected to high temperatures. To correct these extreme conditions it is suggested to vent storm door by replacing glass panel(s) with screen panel(s).

Replacement L-Frame and Stops, New Construction wood frame and brick mould, adjustable threshold system, hinges and weather-stripping are warranted against defects in material and workmanship for a period of 5 years from the date of installation. Frame Saver primed wood jambs and Dura Tech Vinyl Clad Jambs have lifetime no rot warranty for bottom only of door jambs. Primed Frame Saver door jambs require homeowner to apply a finish coat of paint within 90 days of original door installation. Failure to apply a finish coat of paint to primed Frame Saver jambs will void primed Frame Saver wood jamb warranty.

All painted and wood grain stained finishes on the door slab and steel frame components are warranted against defects in material and workmanship for a period of five (5) years. Paint fading is a natural occurrence due to sun exposure and is not warranted. Wood grain stain finishes receive a factory applied UV resistant clear coat to protect the stain finish. Depending on sun exposure, doors with a wood grain stain finish should receive a UV resistant clear coat periodically to protect the finish. Failure to inspect door, sidelights, and door jambs on a yearly basis and periodically recoating when determined necessary with a UV resistant clear coat will void this warranty.

Standard locks and decorative hardware are warranted for a period of one year from the date of installation against mechanical failure. Guida will provide a new lock or decorative piece of hardware, free of charge, if it is found to be defective because of mechanical failure upon inspection by a factory authorized representative. Tarnishing of polished brass, antique brass, and satin nickel finishes are excluded from this warranty.

Schlage lock hardware has lifetime mechanical warranty. Schlage Polished Brass, Satin Nickel, Antique Pewter, and Aged Bronze have lifetime finish warranty. Schlage Antique Brass has a ten (10) year finish warranty. Contact Schlage with proof of purchase at 888-805-9837 for all Schlage hardware warranty claims.

Emtek lock hardware has a lifetime mechanical warranty. Emtek PVD Polished Brass has lifetime finish warranty. Emtek Satin Nickel, Oil Rubbed Bronze, and Pewter have a 5 year finish warranty. Contact Emtek at 626-961-0413 with proof of purchase for all Emtek hardware claims.

This warranty does not include damage caused by improper installation, shipping, handling, negligence, abuse, improper maintenance, forced entry, or extreme weather conditions.

Guida shall not be liable to homeowner for consequential damages, such as, but not limited to, damages or loss to other property or equipment, loss of use, or claims of service interruption, for breach of any written or implied warranties on its product. Homeowner's exclusive remedy shall be the replacement of defective components or parts, all as provided herein. In any event, the liability of Guida with the respect to any contract, or anything done in connection therewith such as the performance or breach thereof or from the manufacture, sale, delivery, resale, installation, or technical direction of the installation, repair or use of any door, component or part covered by or furnished under this contract whether in contract, in tort, under any warranty, or otherwise, shall not, except as expressly provided herein, exceed the price of the door, part or component on which such liability is based. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Homeowner.

This writing contains the entire agreement between Guida and Homeowner. Dealers, Contractors, Applicators, or Distributors of Guida Products have no authority to give warranties on Guida's behalf that are different from or exceed those listed herein. There are no other warranties implied.

The procedure for obtaining performance of the obligations of this warranty is as follows: if you believe your entry door is defective, contact the dealer or contractor for inspection. If the dealer or contractor determines the door or parts thereof are defective, Guida at its exclusive option will repair; or provide a new product or part of a product after having determined that it does not conform to the limited warranties contained herein. Guida reserves the right to discontinue or make changes in any of its products. If the products covered by this warranty are not available, Guida shall have the right to substitute a product that is of equal quality or value. Guida will ship the replacement product or part to the nearest authorized dealer and the purchaser must pay for any and all labor necessary to install such product or part and for the transportation from the authorized dealer to his/her residence.

# Care & Maintenance Instructions

Congratulations on the purchase of your new custom Guida Entry Door. Your door has been engineered to provide years of maintenance free operation. Guida doors are meticulously manufactured with an application of high quality paint and stain finishes applied over primed galvanized steel or fiberglass door slabs. Wood grain finishes also receive a satin clear coat urethane to protect the artisan stain finish. To properly maintain your factory finish warranty, follow these simple maintenance instructions according to the time schedules provided.

## **Cleaning and Protecting the Finish of Your Door**

Only use warm water, mild dish detergent, and a soft cloth when washing your entry door and glass.

*Do not use harsh detergents such as glass cleaners, ammonia cleaners, bleaches, grease removers, detergent organic solvents, nail polish removers, or furniture polishes. Avoid applying any type of chemical cleaners.*

After washing the door, apply a non-cleaning car wax such as "Turtle Wax" or "Armor-All Original Shine." Apply to face of door as well as the door edges. Follow the proper instructions on the product label. Do not use car waxes that also clean or car polishes with cleaners which may contain abrasives and may damage the finish of your door.

*Only wash and apply protective sealant when door is cool to the touch.*

Under normal conditions, clean and apply protective sealant approximately every six months. Doors exposed to more severe conditions such as coastal locations, extreme sun exposure, dark color painted and stained finishes, and doors installed behind storm doors should be cleaned and protective sealant applied approximately every three months.

## **Maintenance of Your Artisan Stain Wood Grain Protective Clear Coat Finish**

Guida hand stained wood grain doors are professionally finished by skilled craftsmen. It is common to have beautiful variations in finish color and shade, very similar to wood doors, so that no two doors will look exactly alike. In order to maintain the factory finish and beauty of your artisan stain wood grain finish, you will be required to periodically refinish the protective clear urethane coating when needed.

Under normal conditions, you will need to apply additional urethane clear coats every two to three years. Artisan stained doors exposed to more severe conditions such as coastal locations, extreme sun exposure, dark color stain finishes, and doors installed behind storm doors may require more frequent applications of protective urethane clear coat finish. Frequent inspection of the factory clear coat finish is required to determine when re-coating is necessary.

*Failure to properly maintain your clear coat finish will void the warranty of your factory finish.*

Prior to recoating the door with a clear urethane finish, you must first lightly rough the surface with "000" steel wool pad and remove all residues with a tack rag. It is recommended to apply two to three coats of urethane for best results.

Be sure to select a high quality exterior grade satin finish polyurethane or marine spar varnish with built in UV inhibitors to protect your stain finish from harmful ultraviolet light. Follow the application instructions provided by the coating manufacturer.

## **Repair and Refinishing**

Paint repairs and refinishing should be made using exterior grade high quality acrylic latex enamel. For repairs to wood grain stain finishes where the damage is exposed down to the primer or bare metal surface of the door, you must first use an exterior grade metal primer to match the base color of the door. Be sure to allow primer to dry. Apply the hand stain finish using a brush or rag, and then dry brushing to feather in the stain to match the surrounding areas. Use only exterior grade oil based stains for color retention. Following this procedure, apply two to three coats of a high quality exterior grade clear satin urethane finish following the procedures specified above.

## **Bottom Weather Sweep Replacement**

Weather-stripping is manufactured utilizing a soft rubber to allow for the best possible seal. When the bottom of sweep wears out, simply slide off bottom sweep and slide on new sweep. The use of pliers to remove existing sweep and a small hammer to install the new sweep may be necessary.

## Limited Product Warranty for Entrance Components

### Warranty Coverage

Subject to the conditions, exclusions and limitations stated herein. ODL Incorporated (ODL) warrants that its entrance components product (Product) is free from defects in material and workmanship that would render the Product unfit for its normal and recommended use.

This warranty applies only to the first purchaser (Customer) of the Product from ODL. This warranty does not extend to the ultimate consumer, and this warranty is not intended to be conveyed to the ultimate consumer or to be brought to the ultimate consumer's attention in connection with the sale of any goods of which the Product becomes component.

THE DURATION OF THIS WARRANTY BEGINS ON THE DATE OF PURCHASE BY THE CUSTOMER AND EXTENDS FOR THE FOLLOWING PERIODS:

1. Twenty-year warranty for the insulated glass component of the Product. For the High Performance, FiberPro and FiberMate frame components, ODL must receive this written claim within the products lifetime.
2. One-year warranty for all other components of the Product.
3. If the product uses FiberMate®, FiberPro™, or High Performance® frame materials, there is a lifetime limited warranty on the frame components.
4. If the product is a Light-Touch® Internal Blind, twenty years on operation of the Blind, insulated glass seal and the external control mechanism attached to the glass.
5. If the product is a Doorglass Shade: ten-year warranty on the operation of the shade, the fabric, and the external control mechanisms attached to the glass.
6. If the product is an ODL Severe Weather® Doorglass unit: a twenty-year warranty for the insulated glass seal, and operation of the blind and external controls.
7. If the product is a Pro-Series Ventilating doorlight (ODL Model 799 only) twenty-year warranty for all components of the product.
8. If the product is a Veranda™ external grille, there is a twenty-year glass seal and a five-year finish warranty.
9. If the frame is PVC material (Built and sold by ODL Canada) there is a 5-year limited warranty on the frame components.

### Exclusions From Coverage

This warranty does not cover:

1. Defects or damages arising out of shipment by common carriers, private transportation or other means of transportation.
2. Defects or damages arising out of improper handling, cleaning, or maintenance, defective or improper glazing, installation, or finishing (including glazing, installation or finishing not in accordance with ODL's instructions) accident, act of God, intentional human acts, misuse, abuse, or any circumstances beyond the control of ODL.
3. Product installed in or submitted to high heat conditions, high moisture conditions, high vibration, or extreme temperature changes.
4. Product installed in sloped glazing.
5. Product containing plastic components, installed in high heat conditions, such as behind a storm door, or painted a dark color.

6. Product subjected to stress resulting from localized application of heat, movement of building and or building components, or expansion or contraction of framing members.
7. Labor, shipping, or other charges incurred or claimed by the Customer.
8. Accessories manufactured by persons other than ODL.
9. Product manufactured prior to April 1, 1986.

### Inspection and Discovery of Defect

It is the Customer's responsibility to inspect the Product immediately upon receipt of shipment. If a defect covered upon such inspection, then the Customer must follow the Warranty Claim Procedures set forth below.

ODL shall have no obligation under this warranty with respect to any defect reasonably discoverable upon immediate inspection after the Product has been installed (or otherwise used). If a defect occurs after receipt of shipment within the warranty period, then the Customer must also follow the Warranty Claim Procedures set forth below.

### Warranty Claim Procedures

The Customer must adhere to the following procedure in order to make a claim under this warranty:

1. The Customer must present a written claim to ODL Incorporated, 215 East Roosevelt Avenue, Zeeland, MI, 49464, within 30 days after discovering a defect. For the High Performance Frame component, ODL must receive this written claim within the Products lifetime. For the insulated glass component, Light-Touch Internal Blind Insulated Unit or Mechanism, or the Pro-Series Ventilating doorlight, ODL must receive this claim within the twenty-year warranty period. For all other components of the Product, ODL must receive this claim within the one-year warranty period.
2. The Customer must use reasonable diligence to include in the written claim all of the following:
  - a. Adequate description of the claim defect(s).
  - b. Identification of Product design or pattern.
  - c. Exact Product size.
  - d. Date Product was manufactured (this date is permanently stamped inside the sealed glass on the aluminum tubular spacer).
  - e. Date of the Customer's purchase, the place of purchase, the purchase price and the date of delivery to the Customer.
3. The Customer must, if requested by ODL permit ODL or it's representative to inspect the product.

### Remedies

After receiving a valid claim, ODL will, at its option, either (A) repair the Product, or (B) provide a replacement Product (or part, as appropriate) of like kind and design.

Replacement of the insulated glass component or a Light-Touch Internal Blind Insulated Unit or Mechanism component of the Product will result in the following charge to the Customer based on the percentage of ODL's then current wholesale price for a comparable Product:

Period After Purchase (years)	Amount of Charge to Customer
0-5	none
6	20%
7	30%
8	40%
9	50%
10	60%
11-15	70%
15-20	80%

If ODL elects to provide a replacement Product, the limited warranty on the replacement Product will last for the balance of the warranty on the original Product. If the Customer fails to provide satisfactory proof of the date of purchase, the date of manufacture shall be used instead.

ODL's liability under this warranty is limited to either (A) or (B) above, and ODL will in no event be responsible for shipping, labor, removal of original Product, installation of Product, expenses, or other charges, costs or claims incurred by the Customer.

### Disclaimer Of Warranty

ODL MAKES NO IMPLIED WARRANTY, INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT OR ANY REPLACEMENT, AND ODL MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT). EXCEPT TO THE EXTENT PROVIDED HEREIN.

### Limitation Of Remedies

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR NEGLIGENCE. IN NO CASE SHALL ODL BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Unless modified in a later writing signed by both ODL and the Customer, this warranty is the complete and exclusive warranty related to the Product, and it supersedes all earlier agreements and other communications relating to the Product. No employee of ODL or any other party is authorized to make any warranty in addition to this warranty. Invalidation of any one or more of the provisions of this warranty shall not invalidate or affect one of the other provisions.

This warranty is not transferable. Effective February 28, 1994.



215 East Roosevelt Ave., Zeeland, MI 49464  
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