



Manufacturer's Warranty

For a period of (24) months from date of delivery, under normal outdoor atmospheric conditions (a term which excludes corrosive aggressive atmospheres such as those contaminated with chemical fumes or salt spray; see additional exceptions, below), Crown Doors, LLC (Crown) warrants the main frame and operable panels of their products and all factory-supplied parts, components, and assemblies against defects in materials and workmanship. Crown supplied glass is warranted against delamination (laminated lites) and material obstruction of vision on the internal surfaces of IGU's caused by failure of the IGU's edge seal due to defects in materials and workmanship.

Warranty service is provided primarily through remote technical support, the furnishing or replacement of warranted components, and, where appropriate, reimbursement of reasonable and customary labor costs incurred by qualified local personnel to diagnose, repair, or replace a condition determined by Crown Doors to be covered under this warranty.

Crown Doors is a manufacturer and material supplier and does not maintain a nationwide or international field-service organization. Accordingly, this warranty does not include, and shall not be construed as requiring, on-site inspection, troubleshooting, repair, or other field service performed by Crown Doors personnel. The purchaser or end user is responsible for arranging reasonable access to qualified local personnel as necessary to assist in diagnosis and perform authorized warranty work, with Crown Doors providing remote technical assistance as appropriate.

Crown Doors may, at its sole discretion, elect to provide on-site assistance through its personnel or representatives when circumstances warrant. Any such assistance shall not create or imply an ongoing obligation to provide on-site or emergency field service under this warranty or on any other project.

This warranty is subject to the following additional limitations and conditions:

- 1) Due to transport, environment/site conditions, installation, and consumer usage, all of which are beyond the control and responsibility of Crown, this warranty is limited. It will be Crown's responsibility under this warranty to address defects which have been determined to be a result of workmanship by Crown or a defective part, component, or assembly supplied by Crown, and cover reasonable material and labor costs to that end. Crown reserves the right to inspect parts/components and determine cause of failure; this determination will be made by Crown, exclusively.
 - That which constitutes "reasonable labor costs" will be determined by Crown prior to any warranty work taking place. Crown Doors shall not be responsible for unauthorized labor, travel, equipment, lodging, expedited service, or other costs incurred without Crown Doors' prior written approval. Upon notice and determination of valid claim, Crown will cover costs to address defects.
 - All decisions regarding the existence of defects in material or workmanship and the occurrence of any of the matters described within this warranty shall be made by Crown and shall be final and binding upon the parties.
 - Crown's liability for breach of this warranty shall be limited to redressing as necessary, utilizing such normal materials, methods, and workmanship necessary to provide the stipulated performance remaining under the original warranty. Crown shall have the sole discretion to determine which of the above methods will be used to fulfill its obligation. At no time does this warranty confer upon the claiming party or any other party the right to proceed with repair, replacement, or restoration, without written notice and agreement by a duly authorized officer of Crown.
- 2) Glass warranty excludes IGU's with 3/16" airspace.
- 3) Glass warranty excludes IGU's with 5/16" airspace or less with internal grids/muntin bars.



- 4) Glass warranty shall be void if glass is damaged in shipping or handling or thereafter; if glass is not stored or installed in a workman-like manner; if glass is not installed in strict compliance with the Crown Glazing Installation Manual; if glass is not installed with approved sealants; if glass is installed in sloped position; if glass is installed with film applied to surface; if glass is made with wire, cathedral, or pattern; if glass is made with capillary/breather tubes; if glass is damaged by cleaners, solvents, acids, alkalies, or any other chemicals used on or around the product.
- 5) Crown will not be responsible for damage due to transport or installation; corrosion (i.e. from salt water or sea spray); improper post-mechanical processing (such as sawing, drilling, milling, cutting, or bending); condensation due to thermal variance nor any damage as a result, any "act of God" or war; nor any damage due to negligence by any other than Crown.
- 6) Materials, supplies, and consumables provided by other than Crown will not be covered by this warranty. Said materials may include, but are not limited to: Finish, insulation, cladding/covering, glazing/trim, liner panel, fasteners, hose, and miscellaneous hardware.
 - Crown-supplied controls are constant-contact. If door controls other than supplied by Crown are used (including, but not limited to, switches, push buttons, relays, transmitters, PLC's, etc.), warranty shall be void on the entire power unit and/or drive assembly (motor, pump, reservoir, hose, actuators, cables, control box). Crown advises against the use of "latching" controls and will not be held responsible for damage or injury due to after-market incorporation of such components.
 - Any film applied to Crown-supplied glass will void glass warranty.
- 7) Materials and/or components under warranty which have been discontinued, or are otherwise no longer manufactured, will be replaced, to the best of our abilities, with similar materials/components.
- 8) Crown does not warrant the installation itself, nor any consequences, thereof, if installation is by other than Crown.
- 9) Crown shall not be liable for any special, direct, indirect, incidental, or consequential damages of any kind, including but not limited to labor, loss of use, loss of profits or good will, loss of structure or damage to contents of structure, or other commercial loss or injury.
- 10) Claims for all defects must be made within the warranty period and within (7) days after Purchaser discovers the defect(s).
- 11) The Purchaser shall exercise diligence in inspection of material as received from Crown prior to installation and utilization so as to mitigate inappropriate claims.
- 12) Proper maintenance of the product is the responsibility of the customer and failure to do so may affect warranty coverage.
- 13) The Purchaser shall be responsible for passing on to all its customers and users—in writing, at the time inquiries or orders are received by the Purchaser—Crown's limited warranties.
- 14) The effective date of this warranty is upon initial delivery.