

LIFETIME WARRANTY

North Star® is proud to offer you its industry-leading Limited Lifetime, Non-Prorated Transferable Warranty. Subject to the exclusions, limitations and conditions set out below, North Star warrants that our door systems will be free from defects in material and workmanship from the date of initial purchase provided such entry doors have been used under normal service conditions and residential use.

BELMONT® / HARBOUR CRAFT® FIBERGLASS DOOR LIMITED WARRANTY

The fiberglass door panel is warranted against manufacturing defects in the material and the workmanship for the lifetime of a fiberglass door.

STAINED FIBERGLASS DOOR PANEL

5 YEAR WARRANTY

The factory stain finish on a fiberglass door panel is warranted against manufacturing defects in the material and workmanship that may result in blistering, peeling or uneven discolouration. Proper maintenance of the clear coat on the fiberglass door is required to maintain the appearance of the door.

STEEL MARK® FACTORY WHITE DOOR PANEL

20 YEAR WARRANTY

The steel door panel of the entry door system will not warp, rust, crack or buckle for a period of 20 years.

PAINTED DOOR PANEL 10 YEAR WARRANTY

The factory paint finish on a steel or fiberglass entry door is warranted for a period of 10 years against such defects in material and workmanship that might result in blistering, peeling and uneven discolouration.

DECORATIVE DOOR LITES 20 YEAR WARRANTY

Decorative and clear glass units are warranted not to develop obvious obstructions of vision as a result of seal failure. There is a standard rule in the industry that states the obstruction must be visible from a distance of 3 feet away to qualify as an obstruction. Minor discolouration of coming in door lites is a normal occurrence and is not covered under this warranty. Glass breakage is not covered under this warranty.

VINYL CLADDING LIFETIME WARRANTY

North Star vinyl cladding is warranted against such defects in material that might result in blistering, peeling, and flaking, corroding and uneven discolouration not listed in exclusions.

See North Star Windows & Doors® Website for full warranty details.



LIMITED LIFETIME NON-PRORATED
TRANSFERABLE WARRANTY





comforts of home



WHAT NORTH STAR® WILL DO

Your claim will be investigated and the appropriate action taken within 30 days after North Star receives all the information noted below. If it is determined there is a defect, your door system will either be repaired or replaced. If the request for service proves not to be justified or the problem has been misdiagnosed, travel and labour costs will be billed.

HOW TO GET ASSISTANCE

If there is a problem with your North Star Door System, immediately contact your authorized North Star Dealer. North Star can respond quickly and efficiently after you provide the following information to your authorized Dealer:

- date and location of purchase
- original invoice
- the address where the product can be inspected
- a description of the problem and the product
(*photographs are helpful*).

WARRANTY LIMITATIONS

North Star's liability is limited solely and exclusively to repair or replacement, at the option of North Star, and under no circumstance will North Star be liable for incidental or consequential charges, such as, but not limited to, labour, or refinishing for any purpose, inconvenience, damages or injury to persons or property, or any other expense. This warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters the product in any way. North Star reserves the right to discontinue or change any door currently manufactured.

TRANSFER OF DOOR SYSTEM OWNERSHIP

This warranty is transferable to future owners of the property subject to written notice to North Star by the new owner within 30 days after taking possession of the property where the product was originally installed. This warranty will expire should the new owner fail to notify North Star.

RECOMMENDED CLEANING

It is recommended that the use of a liquid solution of mild household soap and water be applied with a sponge to wipe off accumulation of surface dirt on the entry system.

No Distributor, Dealer or representative of North Star has the authority to change, modify or expand this warranty.

EXCLUSIONS FROM WARRANTY COVERAGE

- The stain process attempts to replicate a wood door. As in wood doors, the stain may be deeper in certain sections and lighter in others. This is common in fiberglass doors and such variations are excluded from warranty.
- Installation of a storm door on any entry system will render this warranty null and void. Excessive heat build up due to the storm door can cause doorlite failures and peeling paint.
- Any door which has been repaired or modified or attempted to have been repaired or modified by any person other than a North Star authorized representative.
- Damage or poor product performance resulting from installation in a condition that exceeds product design standards and/or certified performance specifications and/or non-compliance with building codes.
- Warp not exceeding 3/16" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung.
- Structural integrity issues or other problems caused by improper fitting of hardware or improper sizing of the door system.
- Damage or malfunction caused by improper shipping or handling.
- Problems related to water and/or air infiltration due to installation errors or flaws in building design and construction.
- Condensation or ice build-up (*Note: Most condensation or ice build up problems are related to excessive humidity levels in a structure.*)
- Doors installed within 8 km from any body of salt water carry a 2 1/2 year paint and 10 year components warranty.
- Normal wear and tear and natural weathering of surfaces. Exposure to sunlight, air pollutants and normal atmospheric conditions may cause a stained door or vinyl cladd surfaces to gradually fade.
- Acts of God, or damage as a result of any cause beyond our control (e.g. fire, flood, earthquakes, other acts of nature and acts of a third party outside of our control).
- Economic loss, problems due to misuse or abuse, intentional or accidental acts, and negligence. Damage caused by scratches to the door panel surface or frame cladding surface resulting in rusting/blistering and peeling of paint or coating.
- Failure to follow the care and maintenance instructions or exposure to harmful chemicals or pollutants.
- Products suffering an accumulation of surface dirt or stains.