



## Lifetime Limited Transferable WARRANTY

Entry Systems / Patio Doors



## MAINTENANCE & CARE FOR YOUR PROVIA ENTRY SYSTEM

### Finish:

1. To clean doors, wash with mild soap and water, rinse with clear water and wipe dry.
2. Keep weatherstrip clean of dirt and grit for proper seal. Wash with mild soap and water, rinse with clear water and wipe dry. Apply a light coat of wax and wipe off excess.
3. For scuff marks on painted finishes, use mild liquid cleanser, rinse with clear water and wipe dry.
4. If finish is accidentally scratched or chipped, clean as recommended above and use touch-up paint supplied or standard wood finish repair crayon.

### Hardware:

1. Much like sterling silver even the finest brass will react naturally to the elements surrounding it. To maintain, polish with a nonabrasive automotive or furniture wax. By keeping your hardware cleaned and maintained you will be rewarded with a long-lasting finish.
2. Tighten screws on lockset and hinges when necessary.
3. Lightly oil hinges as needed. Wipe off excess.

### Caution:

DO NOT USE paint thinners, lacquer thinner, gasoline, kerosene or any other harsh chemical to clean surfaces of door or hardware.

Place  
Stamp  
Here

ProVia  
2150 State Route 39  
Sugarcreek, OH 44681

### Warranty Transfer Instructions:

- 1 - Fill out the reverse side of this card.
- 2 - Include a check or money order for \$50.00 made out to ProVia.

3 - Enclose this Warranty Transfer Certificate and the check or money order in an envelope and mail to:

ProVia  
2150 State Route 39  
Sugarcreek, OH 44681



THE PROFESSIONAL WAY

Doors • Windows • Siding • Stone  
[provia.com](http://provia.com)

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P-MK-65005-18

# SIGNET® FIBERGLASS, HERITAGE™ FIBERGLASS, LEGACY™ 20-GAUGE SMOOTH AND WOODGRAIN TEXTURED STEEL

ProVia LLC, hereinafter “ProVia”, warrants to the original consumer purchaser, that under normal use this product will be free from defects in material and workmanship for as long as the purchaser owns and lives in the single family residence, hereinafter “Home”, in which the product was installed. The details of this warranty are as follows:

## BASIC DOOR & SIDELITE - LIFETIME TRANSFERABLE

The Embarq™ Fiberglass, Signet® Fiberglass, Heritage™ Smooth and Woodgrain Textured Fiberglass and Legacy™ 20-gauge Smooth and Woodgrain Textured Steel are warranted not to shrink, warp, split, crack or delaminate for as long as you own and live in the Home in which the product was installed, provided they are installed without alteration (trimming of brickmold to fit openings is allowable) and in accordance with applicable building codes. This warranty is transferable to one subsequent purchaser.

## INSULATED GLASS - LIFETIME / 10 YEAR

All glass units utilizing ComforTech™ Warm Edge Super Spacer® Glazing (most Decorative glass, Inspirations™ Art Glass, Privacy Glass, DC, DLA, TLA, and TLK glass) have a lifetime limited warranty, including glass breakage and seal failure, for as long as you own and live in the Home in which the product was installed.

All glass units without ComforTech™ Warm Edge Super Spacer® Glazing (internal blind units and Tuscany Decorative glass) are warranted against seal failure and defects in material and workmanship for a period of ten (10) years from date of installation.

## FRAMESAVER® FULL WOOD DOOR FRAME & FRAME COMPONENTS - LIFETIME / 5 YEAR / 2 YEAR

The composite part of the FrameSaver Full Wood Frame and brickmold is warranted against defects in material and workmanship, and against rotting, decay and fungal damage for as long as you own and live in the Home in which the product was installed.

The wood components of the FrameSaver Full Wood Frame for Doors, Sidelites and Transoms are warranted against defects in material and workmanship, and against rotting, decay and fungal damage for as long as you own and live in the Home in which the product was installed, provided that (i) it is installed without alteration and in accordance with applicable building codes and (ii) all exposed wood parts are protected with an aluminum frame cladding system, installed and caulked as specified by ProVia's installation instructions. For (i) inswing installations where all exposed wood parts are only protected with a quality latex paint topcoat or exterior grade wood stain instead of an aluminum frame cladding system or (ii) an outswing frame, this time period will be limited to two (2) years from date of installation. The Sahara® threshold system, bottom sweep, hinges, weatherstripping, astragals, PVC vinyl coated aluminum frame cladding and the sliding patio screen are warranted against defects in material and workmanship for a period of five (5) years from date of installation.

## PERMATECH™ COMPOSITE DOOR FRAME - LIFETIME

The PermaTech™ Composite Frame and Brickmold for Doors, Sidelites, and Transoms are warranted against defects in material and workmanship, and against rotting and decay for as long as you own and live in the Home in which the product was installed, provided that (i) it is installed without alteration and in accordance with applicable building codes and (ii) it is installed and caulked as specified by ProVia's installation instructions and (iii) there is no storm door installed into the same opening and (iiii) if exterior frame & brickmold are painted, the paint must have a LRV of 57 or higher (where 100 is white and 0 is black).

The terms of this Limited Warranty excludes (i) weathering or discoloring of the unfinished white frame and brickmold and (ii) warping or failures of the frame and brickmold which are the result of or involve stress caused by localized application of heat, movement of building or building components, or expansion/contraction of building or building components.

## STEEL L-FRAME & FRAME COMPONENTS - 5 YEAR

Steel L-frame and stops, Sahara® threshold system, bottom sweep, hinges and weatherstripping are warranted against defects in material and workmanship for a period of five (5) years from date of installation.

## FINISHES - 10 YEAR / 7 YEAR / 90 DAY

Paint, stain and glazed finishes on the door slab and metal frame components of the Signet Fiberglass Door are applied using the DuraFuse® Finishing System and are warranted against flaking, checking, blistering or peeling for a period of ten (10) years from date of installation.

Paint and stain finishes on the door slab and metal frame components of Legacy and Heritage doors are warranted against flaking, checking, blistering or peeling for a period of seven (7) years from date of installation.

Stain finishes on the exterior components of the Full Wood Frame are warranted against flaking, checking, blistering or peeling for a period of ninety (90) days from date of installation.

## LIFETIME FINISH HARDWARE & ACCESSORIES - LIFETIME / 10 YEAR

Schlage® hardware, Emtek® hardware, Hoppe® hardware, Kick Plates, Mail/Magazine Slots, Door Knockers and Door Knocker Viewers with Lifetime Bright Brass, Satin Nickel and Aged Bronze finish are warranted against tarnishing and mechanical defects for as long as you own and live in the Home in which the product was installed. Schlage® Keypad Electronic Access Locksets and Deadbolts are warranted against electronic defects for a period of one (1) year from date of installation. Lifetime Finish Trilennium™ Multi-Point Locking Hardware is warranted against tarnishing for as long as you own and live in the Home in which the product was installed and warranted against mechanical defects for a period of ten (10) years from date of installation. Colonial Door Knockers with an Oil Rubbed Bronze finish are not warranted against tarnishing.

## BRINKS® HARDWARE - 10 YEAR / LIFETIME

Brinks® lock products with are warranted against mechanical defects for as long as you own and live in the Home in which the product was installed and against tarnishing for a period of ten (10) years from date of installation.

## HARDWARE ACCESSORIES - 5 YEAR

Kick Plates, Mail/Magazine Slots, Door Knockers, Door Knocker Viewers, Peepsites, Door Closers, Push/Pull Plates, Clavos, Hinge Straps, and Speakeasies with standard finish are warranted against mechanical defects and tarnishing for a period of five (5) years from date of installation.

## WINDOW TRIM - 10 YEAR / 7 YEAR

Signet window trim is warranted against defects in material and workmanship for a period of ten (10) years from date of installation and Heritage and Legacy is warranted against defects in material and workmanship for a period of seven (7) years from date of installation. This includes doors that are installed behind a storm door.

## TRANSFERABLE WARRANTY

The Warranty on the basic door unit is transferable by the original purchaser to one subsequent purchaser for purchaser's personal residence provided ProVia receives the Warranty Transfer Certificate within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a check or money order in the amount of \$50.00 per home.

## NON-RESIDENTIAL APPLICATIONS

Where the structure in which the product is installed is not a single family residence occupied by the purchaser, or is owned by a public or private corporation for profit or non-profit, an unincorporated association or other business entity of any type recognized by law, a church, a school, a governmental or public authority, the time periods stated in this warranty shall be limited as follows: Basic Door – 5 Year (non-transferable); Clear Glass – 10 Year (glass breakage not included); Decorative Glass & Internal Blinds – 5 Year; Door Frame & Frame Components – 1 Year; Finishes – 1 Year; Lifetime Finish Hardware & Accessories – 10 Year; Schlage® Hardware – 1 Year (mechanical and finish); Hardware Accessories – 1 Year; and Window Trim – 1 Year.

## COASTAL APPLICATIONS

For products that are installed in a Coastal region the time periods stated in this warranty shall be limited as follows: Frame Components – 5 Year; Schlage, Emtek & Trilennium Hardware, Kick Plates, Door Knockers, Door Knocker Viewers, Peepsites, Door Closers, Decorative Long Trim Handles & Push/Pull Plates – 5 Year Finish.

**Definition of Coastal Regions:** For information and maps of Coastal regions please go to [www.provia.com/coastalwarranty](http://www.provia.com/coastalwarranty).

## EXTREME EXPOSURE APPLICATIONS

For products that are installed in an Extreme Exposure region the time periods stated in this warranty shall be limited as follows: Signet Fiberglass Finishes – 6 Year, and Heritage Fiberglass & Legacy Steel Finishes – 4 Year.

**Definition of Extreme Exposure Regions:** The following states are considered to be an Extreme Exposure Region: AK, FL, HI, ID, MT, ND, NM, NV, OR, SD, UT, WA and WY.

## WARRANTY CONDITIONS

No warranty herein covers damages resulting from improper installation, abuse, negligence, abnormal or unreasonable use (including failure to provide reasonable and necessary maintenance), damage resulting from fire or lightning, windstorms, earthquakes, wind-borne objects, strain applied to the unit by movement of the building, inadequate provision for expansion or contraction of framing members, installation in ships or vehicles, installation outside the Continental United States, seal failure (if the seal has been subject to immersion in water), acts of God, or other causes beyond the control of ProVia.

This lifetime limited warranty does not apply with respect to (1) condensation damage due to high humidity in the house; (2) breakage of glass (other than clear glass).

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

Any claim must be accompanied by a copy of the Warranty certificate and a copy of the contract evidencing purchase of the ProVia products.

PROVIA DOOR SHALL NOT BE LIABLE TO PURCHASER 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.

PURCHASER'S EXCLUSIVE REMEDY SHALL BE THE REPLACEMENT OF DEFECTIVE FINISH, COMPONENTS, OR PARTS, ALL AS PROVIDED HEREIN. IN ANY EVENT, THE LIABILITY OF PROVIA DOOR WITH 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 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 purchaser.

THIS WRITING CONTAINS THE ENTIRE AGREEMENT BETWEEN PROVIA DOOR AND PURCHASER. DEALERS, CONTRACTORS, APPLICATORS, OR DISTRIBUTORS OF PROVIA DOOR PRODUCTS HAVE NO AUTHORITY TO GIVE WARRANTIES ON PROVIA DOOR'S BEHALF, THAT ARE DIFFERENT FROM OR EXCEED THOSE LISTED HEREIN. PURCHASER SHOULD THEREFORE EXAMINE THIS LIMITED WARRANTY CAREFULLY.

ALL WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE TERMS HEREOF.

Some states do not allow limitations on how long an implied warranty lasts; so the above limitations may not apply to purchaser.

This Lifetime Limited Warranty extends only to the door(s) which were originally installed in your Home or other structure as recorded on the warranty certificate and shall not be valid or enforceable if you cannot prove that the door(s) were so installed. It will help us if you will fill out the Certificate of Registration setting out the date and address of the Home or structure which you had the door(s) installed if you experience any warranty problems.

**Important Note: Failure to return the Certificate of Registration will not affect your rights under the warranty if you can show the date of purchase and the location the door(s) were installed in a reasonable way. (Your receipt of purchase and the receipt from the contractor who made the installation in your Home showing the address is one such way. Please keep them in a safe place.)**

This warranty gives purchaser specific legal rights and he or she may also have other rights which vary from state to state.

## Warranty Transfer Certificate

Signet® Fiberglass; Heritage™ Fiberglass,  
Legacy™ 20-Gauge Smooth and Woodgrain Textured Steel.

Property Transferred From:

Name	Transfer Date
Street Address	
City	State Zip Code
Signature	Date
Property Transferred To:	
Name	State Zip Code
Street Address	
City	State Zip Code
Signature	Date

In order to transfer warranty to second homeowner under terms of limited warranty, this form must be completed and signed by both the original owner and the new owner and be accompanied by a check or money order in the amount of \$50.00 per home.

## Entry Door Certificate of Registration

**Mail this certificate of registration within 30 days of installation or register at [provia.com/warranty](http://provia.com/warranty).**

Age of Homeowner: <input type="checkbox"/> 20-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50	Age of Home _____ Years What was/were the major factor(s) that made you decide on this ProVia product? <input type="checkbox"/> Quality <input type="checkbox"/> Color Selection <input type="checkbox"/> Dealer Recommendation <input type="checkbox"/> Energy Efficiency <input type="checkbox"/> Product Features <input type="checkbox"/> Security <input type="checkbox"/> Other _____	<input type="checkbox"/> Price <input type="checkbox"/> Style Selection <input type="checkbox"/> Value <input type="checkbox"/> Size Selection <input type="checkbox"/> Warranty	Order Number: _____ Dealer or Installer: _____ Comments: _____
Name _____	Street Address _____	Email Address _____	_____
City _____	State _____	Zip Code _____	_____
Signature _____	Date _____	_____	_____

I have read the Lifetime Limited Transferable Warranty and conditions set forth on the attached page and agree with the terms.

Signature of Homeowner

Date