



**NEULITE DOORS LIMITED LIFETIME WARRANTY
EFFECTIVE NOVEMBER 1, 2022**

Nan Ya Plastics Corporation USA offers a nontransferable limited lifetime warranty of Neulite Doors and components ("The Products") against: defects in materials and workmanship including; peeling, cracking and delamination.

Proper finishing and maintenance is required.

This limited warranty is in lieu of and excludes all other warranties not expressly set forth, express or implied by operation of law or otherwise including without limitation to any implied warranties of merchantability or fitness for a particular purpose to the extent that any implied warranties may nonetheless exist by operation of law, such warranties are limited to the duration provided by law. The limitations on the length of implied warranties vary from state to state and therefore, such limitations may not be applicable in your state.

WARRANTY COVERAGE

Subject to the conditions, exclusions and limitations contained herein, Nan Ya Plastics Corporation USA warrants that The Products are free from defects in materials and workmanship from the date of purchase when The Products have been properly finished according to the requirements outlined herein.

Nan Ya Plastics Corporation warrants that factory installed insulated glass shall be free from any failure or material obstruction of vision due to a failure of the glass seal for the warranty period. A failed glass seal, defined as one that shows a significant amount of obstruction due to moisture created by a seal failure. Small marks, scratches and spots which do not exceed company standards or federal government specifications, C 103685 do not make insulated glass units defective. See glass warranty coverage herein.

This non-transferable warranty applies only to The Products that have been properly finished according to the finishing requirements outlined herein.

TIMELY FINISHING OF THE PRODUCTS

For continued warranty coverage, The Products must be finished within 90 days of the date of installation. Improper or untimely finishing of The Product by the warranty holder may void warranty coverage. View recommendations for proper finishing of The Products at www.neulitedoors.com.

Summary of Warranty Coverage for the Original Purchaser

Single Family Residences in the United States

- Door Panels: Limited Lifetime Warranty
- Frames: Limited Lifetime Warranty
- Factory Installed Glass:
 - Non-Impact Glass – 20 year limited warranty against seal failure
 - Impact Glass – 10 year limited warranty against seal failure
 - Glass with Blinds – 5 year limited warranty against seal failure and 1 year warranty of the magnetic components
- Factory Painted Finish:
 - 2 year against deficiencies of blistering, cracking, peeling or loss of adhesion
 - Applies only to doors that are factory painted by Nan Ya Plastics Corp. USA
 - Slight imperfections in factory applied finished, surface cracks that do not compromise the underlying material are not considered a defect.

Summary of Warranty Coverage for the Original Purchaser

Multi-Residential and Light Commercial Applications in the United States

- Door Panels – 5 Year Warranty
- Frames – 5 Year Warranty
- Factory Installed Glass:
 - Non-Impact Glass – 5 year limited warranty against seal failure
 - Impact Glass – 5 year limited warranty against seal failure
 - Glass with Blinds – 5 year limited warranty against seal failure and 1 year warranty of the magnetic components
- Factory Painted Finish:
 - 2 year against deficiencies of blistering, cracking, peeling or loss of adhesion
 - Applies only to doors that are factory painted by Nan Ya Plastics Corp. USA
 - Slight imperfections in factory applied finished, surface cracks that do not compromise the underlying material are not considered a defect.

WARRANTY EXCLUSIONS

Nan Ya Plastics Corporation USA does not cover normal wear and tear, or damage resulting from improper finishing, installation, misuse, abuse, neglect, improper maintenance, and alterations or damage caused by others. Nan Ya Plastics Corporation USA does not have responsibility, liability, or obligation, for property damages arising

from a warranty claim on a Neulite door. Finishing and Maintenance guides are available at www.neulitedoors.com.

The following are not covered under this warranty are hereby disclaimed:

- TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE
- General wear and tear
- Damage due to installation at elevations higher than 4000 ft
- Damage due to improper handling, modification or installation
- Damage due to improper maintenance and exposure to corrosive materials, chemicals or cleaners (i.e., brick wash, sanding, power washing, painter's masking tape, harsh or concentrated glass cleaners, etc.)
- Damage due to negligence or improper use
- Damage due to removal and reinstallation of doors at another location
- Damage due to water infiltration other than from defect in manufacturing materials or workmanship
- Damage due to fire or corrosive fumes
- Damage due to freight carriers, common carriers, private transportation, or any other transportation, and handling upon arrival to destination
- Non-structural variations or changes in the door color, finish or appearance
- Any damage caused beyond the reasonable control of Nan Ya Plastics Corporation USA (for example, fire, flood, earthquake, other acts of nature and acts of third parties outside of our control)
- All paint and stain finishes applied by owner/contractor
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required
- All labor costs related to the removal or installation for the replacement product
- Removal and disposal of defective product
- Applicable taxes and freight charges

LIMITATIONS OF LIABILITY

Nan Ya Plastics Corporation USA does not have any responsibility, or obligation, nor will pay for any removal or installation labor or finishing costs related to product replacements. Nan Ya Plastics Corporation USA's maximum liability is limited to the amount of the retailer/dealer's original purchase price. If a warranty claim occurs, Nan Ya Plastics Corporation USA, at its sole discretion, will furnish a replacement door, repair the door or refund the original purchase price.

No distributor, dealer, Nan Ya Plastics Corporation USA representative or other person has the authority to change or modify this warranty nor to assume for Nan Ya Plastics Corporation USA any other liability or responsibility in connection with the door warranted herein.

In no case shall Nan Ya Plastics Corporation USA be liable to the homeowner or any other person for general, incidental, or consequential damages. There is no other warranty, expressed or implied; including warranties of merchantability and the fitness for a particular purpose, except as is set forth herein. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Nothing herein guarantees safety for persons or property, or guarantee that the premises will be hurricane proof or impact proof. Follow the advice and warnings of your local weather and news reports in the event of severe weather, and always obey your local authorities' instructions regarding shelter and evacuation.

CLAIMS

In the event of a warranty claim, please contact the retailer/dealer from which you purchased the Neulite door. The retailer/dealer who supplied you with your Neulite door must send written notice of the defect to the Neulite door with the required information. If the retailer/dealer is no longer in business, it is the purchaser's responsibility to provide documentation.

The following information is required for all claims:

- Description of the door such as the unit size and glass option
- A detailed description of the suspected defect and where the door is installed
- Original proof of purchase, date purchased, your name, address, and telephone number

For faster service, include the following additional information:

- Name and address of the owner, installer and the date and place of purchase