

Clopay® Commercial Product Limited Warranty

Models CESD10, CESD20 – Rolling Steel Service Doors
Models CERD10, CERD20 – Rolling Steel Fire Rated Service Doors
Models CERD11, CERD21 –Rolling Steel Smoke Rated Service Doors

For a period of two (2) years from the date of the purchase of a CESD or CERD Series Service Door ("Door"), Clopay Building Products ("Clopay") will repair or replace, at Clopay's option, any Door sub-assembly, parts, or hardware that is defective in material or workmanship. This Limited Warranty extends to, and solely benefits, only the original purchaser ("Purchaser") of the Door.

Clopay shall pay all labor and materials costs associated with any repair work specifically described above. Clopay, shall NOT, however, be responsible for any labor costs associated with the removal and/or reinstallation of any repair, and the installation of any replacement material(s).

Spring wire is specifically warranted against breakage or failure for 20,000 cycles from the date of installation. A cycle is defined as the door traveling to the completely open position and returning to a fully closed position.

Our warranty does not cover these items:

WE WILL NOT PAY FOR ANY DAMAGES, INCLUDING INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, CAUSED BY, OR RESULTING FROM, A DEFECTIVE DOOR SUB-ASSEMBLY, PARTS, OR HARDWARE. Some states do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you.

Any deterioration caused by rust (or rust-through) resulting from damage to the Door curtain or other components.

Any other damage or deterioration (i) caused by normal wear and tear, operation, heat, fire, other accident, casualty, vandalism, radiation, harmful fumes, foreign substances in the atmosphere, or (ii) occurring as a result of any physical damage after the Door left the factory, or (iii) Purchaser's failure to provide reasonable, necessary, and proper maintenance.

Any damages or claims with respect to any Door or components that in any way or degree have been altered, processed, misused, or improperly handled or installed.

Any finish degradation due to normal operation, marking, scratching, rubbing damage, or other conditions. This is considered wear normal to the product type and is not covered by this Limited Warranty.

Any damage to, or degradation of, insulation, weather-stripping, glazing, or other components.

Any electric operators and/or other accessories that may have been purchased in conjunction with the Door. Refer to the operator manufacturer for details.

Any paint film integrity issues, chalking, or fading. This type of damage may be covered under a separate warranty by the color coating manufacturer. Refer to the Clopay Rolling Steel Door Paint Warranty for details.

If your Door does not conform to this Limited Warranty, please notify us in writing at the following address promptly after discovery of the defect: Clopay Building Products Company, 8585 Duke Blvd, Mason, OH 45040.

CLOPAY MAKES NO OTHER WARRANTIES, REPRESENTATIONS, OR COVENANTS, EXPRESSED OR IMPLIED, WITH RESPECT TO THIS PRODUCT, AS TO ANY MATTER WHATSOEVER, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENTS ACT (15 U.S.C. §§ 2301-2312), SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE (1) YEAR FROM THE DATE OF ORIGINAL PURCHASE.

MAXIMUM LIABILITY: In no event shall Clopay's liability for any damages to Purchaser, regardless of the form of action, whether based on contract, tort, negligence, strict liability, products liability, or otherwise, ever exceed the amount of the original purchase price actually paid by Purchaser to Clopay for the Door on which the claim is based.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

KEEP THIS DOCUMENT FOR YOUR RECORDS – DO NOT REMIT

Door Model _____

Installation Company _____

Address _____

City _____ State _____ Zip _____

Date of Purchase _____



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