MPDOORS®

Limited Lifetime Warranty for Doors

Nanya Plastics Corporation USA offers a non-transferable limited lifetime warranty of the MP Doors patio door system against: defects in materials and workmanship including; peeling, cracking and delamination. Proper maintenance is required. It does not cover variations or changes in the color of the door panel including but not limited to chalking and discoloration. Should such changes occur, panels may be painted according to manufacturer instructions. Door trim and handle finish are not covered. 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.

Subject to the conditions, exclusion and limitations contained herein, Nan Ya Plastics Corporation USA warrants that the MP Door is free from defects in materials and workmanship from the date of original installation when it has been properly installed in compliance with the manufacturer's installation instructions.

Warranty Coverages

Replacement parts may be provided at no cost (if found to be a warrantable item), but there is no coverage of labor charges for the removal of defective products or for installation of replacement products. Nan Ya Plastics Corporation USA does not have responsibility, liability, or obligation for, nor will it pay for any removal or installation labor costs for the replacement product.

Warranty Details for MP Doors in Owner-Occupied Single Family Homes

This Non-Transferable Limited Warranty applies only to the MP Doors System installed by a licensed and bonded contractor in original owner-occupied single-family detached homes within the continental United States.

1. Door frames: Lifetime for original purchaser as long as purchaser owns home.
2. Astragals: Lifetime for original purchaser as long as purchaser owns home.
3. Door panels: Lifetime for original purchaser as long as purchaser owns home.
4. Locking Mechanism: 10 years for the original purchaser, excludes trim finish.
5. Factory Painted Finish
    - 2 years for the original purchaser against deficiencies of blistering, cracking, peeling or loss of adhesion.
    - Warranty on painted finish applies only to doors that are factory painted by Nan Ya Plastics Corp. USA.
    - Slight imperfections in factory applied finishes; surface cracks that do not compromise the underlaying material are not considered a defect.

6. Glass Components:Door frames: Lifetime for original purchaser as long as purchaser owns home.
    - Non-Impact Glass: 20 year prorated limited warranty against seal failure.
    - Impact Glass: 10 year prorated limited warranty against seal failure.
    - Glass with Mini Blinds: 5 year prorated limited warranty against seal failure only and 1 year warranty of the magnetic components.
    - Decorative Glass: 1 year limited warranty against seal failure. Due to the nature of decorative glass, it is expected that there will be slight inconsistencies in caming and beveled glass pieces. Such inconsistencies are not warrantable.

Nan Ya Plastics Corporation USA warrants that 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 is 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 1036-85 do not make insulated glass units defective. The glass warranty will be void if the door is installed over 4,000 ft. above sea level.

Single Family Residential Warranty for Glass Components				
	Impact	Non-Impact	Mini-Blinds	
Limited Warranty Period (materials only)	10 Years pro-rated	20 Years pro-rated	5 Years for seals	1 Year for components
Pro-Rated Cost to Consumer				
0%	Years 1-4	Years 1-10	Year 1	n/a
50%	Years 5-7	Years 11-15	Years 2-3	n/a
75%	Years 8-10	Years 16-20	Years 4-5	n/a

Warranty Details for MP Doors Multi-Family and Commercial Applications

This Non-Transferable Limited Warranty applies only to MP Doors installed by a licensed and bonded contractor in (1) residential applications other than original owner-occupied single-family detached homes, and (2) commercial applications within the continental United States.

1. Door frames: 10 years from date of purchase.
2. Astragals: 10 years from date of purchase.
3. Door panels: 10 years from date of purchase.
4. Locking Mechanism: 5 years from the date of purchase, excludes trim finish.
5. Factory Painted Finish:
    - 2 years for the original purchaser against deficiencies of blistering, cracking, peeling or loss of adhesion.
    - Warranty on painted finish applies only to doors that are factory painted by Nan Ya Plastics Corp. USA.
    - Slight imperfections in factory applied finishes; surface cracks that do not compromise the underlaying material are not considered a defect.

6. Glass Components:
    - NonImpact Glass: 20 year prorated limited warranty against seal failure.
    - Impact Glass: 10 year prorated limited warranty against seal failure.
    - Glass with Mini Blinds: 5 year prorated limited warranty against seal failure only and 1 year warranty of the magnetic components.
    - Decorative Glass: 1 year limited warranty against seal failure. Due to the nature of decorative glass, it is expected that there will be slight inconsistencies in caming and beveled glass pieces. Such inconsistencies are not warrantable.

Nan Ya Plastics USA warrants that 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 is 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 manufacturer standards or federal government specifications, C 1036-85 do not make insulated glass units defective. The glass warranty will be void if the door is installed over 4,000 ft. above sea level.

Light Commercial and Multi-Family Warranty for Glass Components				
	Impact	Non-Impact	Mini-Blinds	
Limited Warranty Period (materials only)	5 Years pro-rated	5 Years pro-rated	5 Years for seals	1 Year for components
Pro-Rated Cost to Consumer				
0%	Year 1	Year 1	Year 1	n/a
50%	Years 2-3	Years 2-3	Years 2-3	n/a
75%	Years 4-5	Years 4-5	Years 4-5	n/a

Pet Door Warranty Details:

- Please be aware - the pet doors are not waterproof against inclement weather or any excessive water exposure.
- This pet door, or any of its accessories, parts, or attachments may not prevent adults, children, animals, insects or objects from passing through or using the opening created by the pet door.
- Nan Ya Plastics Corp. USA will not be liable for any unintended or accidental usage, misuse, abuse, criminal conduct, water intrusion, acts of God, damages or injuries occurring or accruing from the use of this product.
- The pet door components have a One Year Warranty from the date of purchase to be free of manufacturers defects in workmanship and materials. This express One Year Warranty is limited only to the original purchaser and is non-transferable. Satisfactory proof of purchase must be provided for this One Year Warranty to apply.
- In the case of a defect in workmanship or materials, the defective parts will be replaced at no charge. No refunds will be provided to the purchaser. No service contract is being provided under this One Year Warranty.
- Any and all implied warranties are expressly disclaimed and of no force or effect. These warranties include, but are not limited to, the implied warranties of merchantability, implied fitness for any intended purpose, and any warranties under the Song-Beverly Consumer Act.
- This One Year Warranty is void if the damage is due to improper installation, intentional misuse or abuse, repairs by anyone other than the manufacturer, failure to follow manufacturers' instructions, or if the product is being used for commercial purposes. Purchaser assumes all risks and liabilities for the misuse or abuse of the product, the commercial use of the product or the failure to follow the manufacturer's instructions.
- This One Year Warranty only applies if the product is used for domesticated animals. Nan Ya Plastics Corp. USA is not responsible and shall not have any liability for damage or defects caused by acts of God, criminal activity, dog abuse including, but not limited to chewing on the door, lightning, abuse, alteration, trespassing, children's use of product, unauthorized access, entry by non-domesticated or "stray" animals, or any other unintended use or misuse of the product.
- Nan Ya Plastics Corp. USA disclaims and excludes any liability for incidental, consequential, punitive, general, special or other damages arising out of or connected with the purchase, use, or misuse of the product or concerning any warranty herein.

Warranty Exclusions

Generally, Nan Ya Plastics Corp. USA, d/b/a MP Doors does not cover normal wear and tear, or damage resulting from improper installation, misuse, abuse, neglect, improper maintenance, and alterations or damage caused by others. Doors must be properly maintained to preserve their appearance. Nan Ya Plastics Corporation USA does not have responsibility, liability, or obligation, for property damages arising from a Warranty claim on an MP Door.

The following Exclusions are not covered and shall otherwise not be considered to be defects in material or workmanship as applied to this limited warranty:

- Door or Glass damage, breakage or deformity due to installation at elevations higher then 4,000 ft. above sea level.
- Damage due to improper installation or maintenance not in adherence with the manufacturer's written instructions
- Damage due to improper handling or storage
- Damage due to modification or alteration of the door system, including installation of a peephole, pet door, mail slot or kickplate
- Damage due to use of a storm door
- Damage due to freight carriers, common carriers, private transportation, or any other transportation, and handling upon arrival to destination
- Damage due to transportation after the door system is in the possession of the customer
- Damage concealed by packaging that is not reported within 5 calendar days of receipt of product
- Damage due to accident, abuse or improper use
- Damage due to misuse, neglect, vandalism, or impact by foreign objects.
- Damage due to fire, explosion, corrosive fume, condensate damage, acts of God or any other events beyond the control of Nan Ya Plastics Corporation USA
- Damage due to improper maintenance and exposure to abrasive and corrosive materials, chemicals or cleaners
- Harsh natural environmental conditions, including by example, substantial exposure to salt spray, or airborne pollutants, or other harsh conditions including exposure to harsh chemicals or solvents, such as acidic brick washes or stucco leach; or damage from vandalism, or damages caused by pets or other domestic or wild animals
- Damage due to excessive artificial or natural temperature build-up or exposure, including by example, occurring from the use of storm doors under certain circumstances, or other conditions that cause thermal deflection beyond the Product design standards and/or testing and certified performance specifications
- Warp not exceeding ¼" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung
- Stress due to localized application of heat, movement of building or building components, or due to expansion or contraction of building or building components
- Any failure of the structure into which the door is installed
- Discoloration of the factory finished door may occur when exposed to extreme sunlight. Discoloration that is within the accepted tolerances contained within Delta E 7 according to ISO 11341-2004 for stains and paints is excluded.
- Unfinished doors and door components must be painted or stained within 45 days of receipt. Discoloration, variations or changes in the color and chalking of the unfinished door components is excluded.

- Condensation on the door or glass
- Discoloration or irregularity in glass that is not visible from farther than 6 feet
- Due to the nature of decorative glass, it is expected that there will be slight inconsistencies in caming and beveled glass pieces. Such inconsistencies are not warrantable.
- Small marks, scratches and spots which do not exceed company standards or federal government specifications. C 1036-85
- Glass breakage is not covered. This includes, without limitation, breakage that may occur without visible impact, due to thermal stress/temperature differentials, installation conditions, or other causes.
- Discoloration of hardware finish after ONE (1) YEAR
- Normal weathering caused by exposure to the elements
- General wear and tear, including wear and tear of weather-stripping and hardware
- Air and water infiltration during severe weather conditions
- All taxes and freight charges
- Any MP Door sold on clearance
- Use of dark paint with a light reflective value (LRV) of 0 to 56, where white=100 and black=0 may void warranty. Follow manufacturer instructions regarding painting and staining the door and use appropriate product with a LRV of 57 or greater. Consult a professional paint manufacturer for recommendations on the use of heat and light reflective paint options.

Limited Warranty Exclusive Remedies:

- If within the applicable Limited Warranty duration, a door system or component, determined by Nan Ya Plastics Corporation USA, to be deficient in materials or workmanship, then in Nan Ya Plastics Corporation USA's sold discretion, Nan Ya Plastics Corporation USA will replace or repair the door system or defective components or will refund a percentage of the original amount paid for the door system. Nan Ya Plastics Corporation USA repair or replacement options do not include any labor charges in connection with repair, removal or installation of either the original or a replacement product. Any labor costs will be the responsibility of the customer. Nan Ya Plastics Corporation USA may substitute replacement or repair products or components of comparable quality or price for discontinued or modified products.

- If Nan Ya Plastics Corporation USA elects to refund the purchase price, the terms of this Limited Warranty will be prorated from the date of purchase in the following manner: 0-5 years, 100% of the original price; 6-10 years, prorated at 75% of the original purchase price; 11-20 years, prorated at 50% of original purchase price; and 21 years and over, prorated at 25% of original purchase price.

- In no event will Nan Ya Plastics Corporation USA be responsible for any repair or replacement costs in excess of the original purchase price of the door.

How to Request Warranty Service

To initiate a Warranty claim, contact MP Doors customer service department at:
1-888-366-7717 or customerservice@mpdoors.com

The remedies set forth herein are the original purchaser's exclusive remedies for breach of warranty. Owners can sue under state law without first using the remedies set forth but before suing under the Magnuson-Moss Act the owner must first try to resolve the dispute through the procedures set forth above.