



ENTRE/MATIC

**Limited Warranty for Amarr Residential Doors
General Information**

See Reverse Side for
More Information

Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint, replace items of an Amarr Residential Garage Door that are defective in material or workmanship and at the home of original installation for the warranty periods stated in the Limited Warranty Table on the reverse of this form, pursuant to the terms of this Limited Warranty which includes more specific Limited Warranties on the reverse side.

The Amarr Limited Warranty is for installations of complete Amarr garage doors (sections and hardware) for single-family residential, residential condominium or similar residential multi-family housing. The Amarr Limited Warranty does not apply to commercial, industrial, rental property or non-residential uses. The Amarr Limited Warranty is not transferable or assignable in whole or part.

The Amarr Limited Warranty extends to normal usage when the door has been installed and maintained in accordance with manufacturer's instructions. The warranty period begins at the time of purchase. The Amarr Limited Warranty is extended to the original purchaser only. **Warranty does not apply to any damage or deterioration caused by:** abuse or misuse, failure to provide reasonable and necessary maintenance as defined by manufacturer's maintenance and installation instructions, use of a pressure washer to clean the areas surrounding the garage door or the door itself, improper installation of garage door or electric garage door opener, improper handling of garage door or electric garage door opener, fire, hail, hurricanes, tornadoes, flood, wind or any other acts of God or nature, normal wear and tear, product misuse, repair, alteration and/or additions to door, any puncture or hole drilled into the door not shown on the Amarr's installation instructions and the results of such puncture or hole, failure of paint applied after manufacture and distribution, atmospheric and other local conditions, including, but not limited to: areas subject to fallout or exposure to corrosive chemicals, fumes, salt spray, ash, cement dust, animal waste or foreign substances and areas subject to abrasive cleaners, vandalism, accident, neglect radiation, or water runoff from lead, copper or galvanic metal flashing, or any cause beyond the reasonable control of Entrematic.

To make a claim under this warranty, contact us promptly after discovery and within the applicable warranty period, in writing at the address listed below or via email to **ask.amarr@entrematic.com**. Send a complete description and photographs of the issue and proof of purchase. Upon receiving the claim, Entrematic may, at its discretion, send its agents or personnel to inspect the product before repair, repaint, replacement, refund or payment. Entrematic may also instruct the purchaser to return the specified item(s) to the nearest Amarr facility, shipping prepaid. As a condition of payment to the original purchaser, original purchaser must sign a legal waiver for any warranty payment, product provided or work performed. Response may take up to two weeks from receipt of warranty claim.

KEEP THIS DOCUMENT FOR YOUR RECORDS – DO NOT REMIT

**Entrematic Service Center
3800 Greenway Circle
Lawrence, KS 66046**

ASK.AMARR@ENTREMATI.COM

Name of Installation Company _____

Address _____ City _____ State _____ Zip _____

Date of Purchase _____

If Entrematic determines the item(s) to be defective within the applicable limited warranty period, Entrematic agrees, at Entrematic's option, to repair, repaint, replace, refund at the original purchase price, or pay the original purchaser to repair, repaint or replace the defective item(s). Any charges for freight, removal, installation, painting or labor shall be the responsibility of the original purchaser. **REPAIR, REPAINT, REPLACEMENT, REFUND OF ORIGINAL PURCHASE PRICE OF SPECIFIED PARTS OR PAYMENT TO REPAIR, REPAINT OR REPLACE IS THE SOLE REMEDY OFFERED BY THIS WARRANTY. IN NO EVENT, SHALL AMARR BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR ITEM(S).**

Some states do not allow the exclusion or limitations of incidental or consequential damages or on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or province to province.

ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED. TO THE EXTENT THAT ANY IMPLIED WARRANTIES ARE NOT DISCLAIMED, THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTIES HEREIN.

AMARR LIMITED WARRANTY TABLE

The applicable limited warranty periods from the date of purchase by the original owner are as follows:

| | GARAGE DOORS | | | | | | | | |
|--|---|---------------------|---|---|--------------------|---|---|---------------|-----------------------|
| | STEEL | | | | | | | ALUMI- NUM | WOOD |
| | Stratford ST1000/ Lincoln LI1000 | Lincoln LI1500 | Stratford ST2000/ Lincoln LI2000 | Stratford ST3000/ Lincoln LI3000 | Heritage HR1000 | Heritage HR2000/ Olympus OL3138 | Heritage HR3000/ Olympus OL3200 | Vista | Amarr by Design |
| | Oak Summit OS1000/ OS1200 Hillcrest HI1000 | Hillcrest HI1500 | Oak Summit OS2000/ OS2200 Hillcrest HI2000 | Oak Summit OS3000/ OS3200 Hillcrest HI3000 | Classica CL1000 | Classica CL2000/ Carriage Court CC4000/ Designer's Choice DC3138 | Classica CL3000/ Designer's Choice DC3200 | | |
| Paint System- Single Family Homes | 15 Years | 20 Years | 25 Years | Lifetime | Lifetime | Lifetime | Lifetime | 5 Years | n/a |
| Paint System- Condominium or similar Multi-Family Housing | 5 Years | 6 Years | 7 Years | 10 Years | 10 Years | 10 Years | 10 Years | 1 Year | n/a |
| Section, Part, Hardware & Spring | 1 Year | 2 Years | 2 Years | 3 Years | 3 Years | 5 Years | Lifetime | 5 Years | 1 Year |

Limited Warranty for Amarr Steel and Aluminum Garage Doors

Paint System Limited Warranty

If your Amarr steel or aluminum garage door sections rust through because of the paint finish cracking or peeling, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective section for the warranty period listed in the Limited Warranty table above. Surface rust, chips or scratches in the paint, which result in cosmetic or surface corrosion, are not covered in this warranty. Painting an Amarr steel or aluminum door voids the Paint System Limited Warranty.

Section, Parts, Hardware & Springs Limited Warranty

For all Amarr steel and aluminum garage door models, if any section, part, spring or hardware, excluding perimeter seal, is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for the warranty period listed in the Limited Warranty table above. For Amarr Carriage Court door models, Entrematic warrants to the original purchaser that the overlay trim and window grille will not discolor for 10 years from the date of purchase and the overlay trim will not delaminate for 5 years from date of purchase. This section, parts, hardware and springs warranty applies to standard lift and low headroom applications only (not to hi-lift or vertical lift).

Window, Window Frames & Inserts Limited Warranty

For all Amarr steel garage door models, if any DecraGlass™, DecraTrim, insulated glass or window frame is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for ten (10) years from the date of purchase. For any glass or laminated glass that is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for one (1) year and five (5) years respectively from the date of purchase. This warranty excludes single pane glass and decorative hardware. This warranty shall be void when insulated glass is installed in high-moisture environments (swimming pool enclosure, sauna, Jacuzzi, hot tub, sky light, refrigeration unit or greenhouse).

Limited Warranty for Wood Garage Doors

If your Amarr wood sections are defective in materials or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, replace, refund the original purchase price or pay the original purchaser to repair, repaint, or replace the defective section for the warranty period listed in the Limited Warranty table above, This warranty excludes the glass and the decorative hardware.

Amarr wood doors have natural wood variations that enhance its natural beauty, and the uniformity of wood section color and grain is not warranted. Some splitting and cracking is a natural characteristic of wood and is not covered under warranty. Damage caused by failure to finish and care for the wood door is excluded from this warranty. Finishing and care information is available on www.amarr.com. No warranty of paint or stain compatibility is made or implied.