



At Moeller Door & Window, we are committed to quality and stand behind both our products and our workmanship. All products are backed by the manufacturer's warranty, which protects against defects in materials or workmanship as specified by the manufacturer. Please note that manufacturer warranties do not cover labor. In addition, we provide a separate labor warranty that covers the workmanship of our installation and service. This ensures that both your product and the quality of our labor are protected — each under its respective warranty. All warranties issued by Moeller Door & Window are non-transferable and apply exclusively to the original purchaser.

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ORDER NUMBER



ENTRY DOOR WARRANTY

PRODUCT COVERAGE

Entrance Door Components

Subject to the conditions, exclusions, and limitations stated herein, Moeller Door & Window warrants its entrance door components (the “Product”) to be free from defects in material and workmanship that render the product unfit for its normal and recommended use.

- Door Slab: Lifetime coverage for the original homeowner in single-family residential installations.

Upon receiving a valid warranty claim, Moeller Door & Window will, at its sole discretion:

- (A) Repair the Product, or
- (B) Provide a replacement Product (or part) of similar kind and design.

HARDWARE

Emtex Hardware

- Lifetime Limited Warranty for the original consumer user against defects in material and workmanship, valid for as long as the Original User occupies the residence.
- Electronic Components: 2 years.
- Finish Warranty:
 - Lifetime: Polished Brass, Polished Nickel, Satin Brass, Stainless Steel.
 - No Warranty: Deep Burgundy, Flat Black Patina, Medium Bronze Patina, Polished White Bronze, Rust, Silver Patina, Tumbled White Bronze, Unlacquered Brass.
 - All other finishes: 5 years.

Schlage Hardware

- Mechanical & Finish: Limited Lifetime Warranty.
- Finish Exception: Oil Rubbed Bronze (613) is a living finish and is not covered against discoloration.
- Electronics: 3 years.
- Covered Products: Schlage Arrive™, Encode Plus™, Encode™, Sense®, Connect®, Touch® series; Keypad Deadbolt/Lever; Mechanical F & B Series; Custom™ Series; Barn Door Hardware; Accessories.

PRE-FINISH

Painted or stained units are covered for a period of 5 years. Under normal use, all metal, fiberglass, and composite parts of the door or sidelites will remain free from major defects such as paint or stain delamination, cracking, and chalking.

Maintenance & Care

1. Clean doors with mild soap and water, rinse with clear water, and wipe dry. For full maintenance instructions, refer to the Moeller Door & Window Maintenance Checklist provided with your warranty packet or available at moellerdoorandwindow.com/warranty.
2. Protect the finish by spraying and wiping with a protectant (e.g., Meguiar’s Detailing Spray).
3. For stained finishes exposed to extreme weather, periodic painting with a non-yellowing clear coat is recommended.
4. If the finish is scratched or chipped, clean the unit and use the provided touch-up paint or stain.

Exclusions (Pre-Finish)

This coverage does not apply to:

- Units not properly maintained.
- Primed jambs or any wood products.
- Installation of storm doors (which voids this warranty).
- Minor dings, dents, or waves in panels.
- Dark-colored finishes on doors installed on the south side of buildings.
- Rust.
- Slight color variation and sheen differences are inherent in natural materials and not considered defects.

If the customer requests repair of excluded issues, costs will be their responsibility. All returned units must be in their original packaging; otherwise, damage will be at the customer’s expense.

GLASS

- Insulated Glass Units: 20 years from the date of purchase.
- Internal Blinds: 20 years on operation, insulated glass seal, and external controls.
- Glass Frames: Lifetime limited warranty.

Pro-Rated Replacement Schedule

If manufacturer replaces the insulated glass or internal blind components, the customer will be charged a percentage of the current wholesale price according to this schedule:

Years After Purchase	Customer Pays
0 - 5 years	0% (no charge)
6th year	20%
7th year	30%
8th year	40%
9th year	50%
10th year	60%
11-15 years	70%
16-20 years	80%

EXCLUSIONS & LIMITATIONS

Warranties are valid only for standard residential use. Products installed in commercial or non-residential applications are not covered. Additional exclusions include, but are not limited to:

- Damage during shipping or due to improper handling, installation, finishing, cleaning, or maintenance.
- Damage from accidents, misuse, abuse, vandalism, acts of God, or causes beyond the manufacturer's control.
- Exposure to extreme or abnormal conditions (e.g., excessive moisture, heat, chemicals, severe weather, or building movement).
- Minor scratches, imperfections, or conditions within manufacturer's quality standards.
- Use in non-standard applications or inconsistent with design, performance, or code requirements.
- Finishing with non-recommended paints, stains, or topcoats.
- Products installed behind storm doors or painted in dark colors that cause heat buildup.
- Labor costs of any kind, including removal, reinstallation, finishing, or service work, as well as shipping or handling charges.
- Damage resulting from failure to take timely corrective action.
- Installations outside the United States or Canada.

LABOR

Years	% of Labor Covered by MDW	% of Labor Covered by Customer	\$100.00 (i.e. Covered by MDW)
0 - 1.99	100%	0%	\$100.00
2 - 3.99	80%	20%	\$80.00
4 - 5.99	60%	40%	\$60.00
6 - 7.99	40%	60%	\$40.00
8 - 9.99	20%	80%	\$20.00
10+	0%	100%	\$0.00

WARRANTY CLAIM PROCEDURE

To file a warranty claim, scan the QR code to fill out this form or visit www.moellendoorandwindow.com/warranty



