



# ODL DOOR LIMITED WARRANTY FIBERGLASS AND STEEL ENTRY DOORS

## WARRANTY COVERAGE

Subject to the conditions, exclusions and limitations stated herein. ODL Incorporated (ODL) warrants that its door product (Product) is free from defects in material and workmanship that would render the Product unfit for its normal and recommended use.

This warranty applies only to the first purchaser (Customer) of the Product from ODL and extends to the first owner of the residential home where the Product was installed.

THE DURATION OF THIS WARRANTY BEGINS ON THE DATE OF PURCHASE BY THE CUSTOMER AND EXTENDS FOR THE FOLLOWING PERIODS:

Door Type	Product	Warranty	
		Residential Single Family	Residential Multi-Family
Fiberglass	Estate, Shaker, Contemporary, Pro Oak, Flush Glazed	Limited Lifetime	3 Years
Steel	Steel Pro	5 Years	3 Years
	Steel Mark & Steel Mark Plus	20 Years	3 Years

**Note:** All ODL Fiberglass Doors must be finished within six (6) months of the installation date and all ODL Steel Pro and Steel Mark Doors must be finished within four (4) weeks of the installation date for continued warranty coverage. All doors must have all six (6) sides finished and on outswing doors, the sides, top and bottom must be inspected and maintained as regularly as all other surfaces. All doors must be stored in a climate-controlled environment prior to pre-hanging or pre-finishing. All door preparations that expose the interior wood surfaces on ODL Steel and Fiberglass Doors (including any surfaces used or exposed by builders, contractors, dealers, or distributors on or in conjunction with the Product) must be protected in cases where the Product is exposed to rain and high moisture environments until the final hardware installation.

**Definitions:** Residential refers to buildings that will be lived in, including single-family homes, duplexes, triplexes, fourplexes, townhouses, and condominiums. Residential single-family refers to a single dwelling (single family home). Residential multi-family refers to low-rise dwellings up to 3 stories (duplexes, triplexes, fourplexes, townhouses, and condominiums).

## EXCLUSIONS FROM COVERAGE

This warranty does not cover:

1. Defects or damages arising out of shipment by common carriers, private transportation, or other means of transportation.
2. Defects or damages arising out of improper handling, cleaning, or maintenance, defective or improper installation, or finishing (including installation or finishing not in accordance with ODL's instructions), accident, acts of God, intentional human acts, misuse, abuse, or any circumstances beyond the control of ODL.
3. Minor scratches and imperfections that are outside the ODL Door Quality Manual.
4. Defects or damages arising out of extreme weather conditions such as high winds, rain, hail, flood or fire.
5. Product installed in or submitted to high heat conditions (such as behind a non-vented storm door), high moisture conditions, high vibration, or extreme temperature changes.
6. Product exposed to both harsh natural environments and chemical environments (such as brick acid wash or stucco) as well as damages incurred by vandalism or wild animals.
7. Product subjected to stress resulting from localized application of heat, movement of building and/or building components, or expansion or contraction of framing members.
8. Product installed in a faulty building design or poor construction resulting in expedited wear of the Product.
9. Product installed in a manor or location that does not comply with Product design standards and/or testing and certified performance specification, and/or not in compliance with building codes.
10. Labor, shipping, or other charges incurred or claimed by the Customer.
11. Accessories manufactured by persons other than ODL.
12. Any damages precipitated by warranty holder not taking corrective action to mitigate further damage to the Product.
13. Products installed outside of the US or Canada.

## INSPECTION AND DISCOVERY OF DEFECT

It is the Customer's responsibility to inspect the Product immediately upon receipt of shipment. If a defect is uncovered upon such inspection, then the Customer must follow the Warranty Claim Procedures set forth below. ODL shall have no obligation under this warranty with respect to any defect reasonably discoverable upon immediate inspection after the Product has been installed (or otherwise used). If a defect occurs after receipt of shipment within the warranty period, then the Customer must also follow the Warranty Claim Procedures set forth below.

## WARRANTY CLAIM PROCEDURES

The Customer must adhere to the following procedure in order to make a claim under this warranty:

1. The Customer must request a warranty claim
  - a. Claim must be written to ODL Incorporated, 215 East Roosevelt Avenue, Zeeland, MI, 49464, within 30 days after discovering a defect.
  - b. ODL must receive this written claim within the Products lifetime.
2. The Customer must use reasonable diligence to include in the written claim all of the following:
  - a. Adequate description of the claim defect(s).
  - b. Identification of Product (Product Type/Model).
  - c. Exact Product size.
  - d. Date Product was manufactured
  - e. Date of the Customer's purchase, the place of purchase, the purchase price and the date of delivery to the Customer.
3. The Customer must, if requested by ODL permit ODL or it's representative to inspect the Product.
4. If the first owner of the residential home where the Product was installed needs to request a warranty claim, they must do so through the Customer (first purchaser) of the Product.

## REMEDIES

After receiving a valid claim, ODL will repair or provide a replacement product (or part of like kind and design).

The limited warranty on the replacement Product will last for the balance of the warranty on the original Product. If the Customer fails to provide satisfactory proof of the date of purchase, the date of manufacture shall be used instead.

ODL's liability under this warranty is limited to repair or replacement, and ODL will in no event be responsible for shipping, labor, removal of original Product, installation of Product, re-finishing, expenses, or other charges, costs or claims incurred by the Customer.

## DISCLAIMER OF WARRANTY

ODL MAKES NO IMPLIED WARRANTY, INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT OR ANY REPLACEMENT, AND ODL MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), EXCEPT TO THE EXTENT PROVIDED HEREIN.

## LIMITATION OF REMEDIES

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR NEGLIGENCE. IN NO CASE SHALL ODL BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Unless modified in a later writing signed by both ODL and the Customer, this warranty is the complete and exclusive warranty related to the Product, and it supersedes all earlier agreements and other communications relating to the Product. No employee of ODL or any other party is authorized to make any warranty in addition to this warranty. Invalidation of any one or more of the provisions of this warranty shall not invalidate or affect one of the other provisions.

Effective September 1st, 2024.



Building Value Into  
Building Products®

215 East Roosevelt Ave., Zeeland, MI 49464  
800.253.3900 www.odl.com