

Manhattan Steel Door & Window Co.

Limited Product Warranty

This Limited Warranty ("Warranty") is issued by Manhattan Steel Door & Window Co., a division of ID LLC, an Arkansas limited liability company ("Manhattan Steel"). This Warranty applies to steel doors and window products manufactured by Manhattan Steel unless otherwise stated in a written contract. Coverage begins on the date the product ships from Manhattan Steel's facility ("Shipment Date"). This Warranty applies to products sold within the United States and is not transferable to subsequent owners of the property on which the product is installed.

During the first two (2) years following the Shipment Date, Manhattan Steel may, at its sole option, repair the product, replace the affected component, or supply replacement parts at no charge for materials or labor.

Craftsmanship & Material Characteristics

Manhattan Steel products are custom fabricated and hand-finished. As such, slight variations in appearance, finish, texture, weld character, or coloration are inherent to steel fabrication and finishing processes. Certain design adjustments may be required based on product size, configuration, or structural requirements. These characteristics are not defects, but are natural attributes of custom steel products and do not affect structural performance.

Product Warranty Coverage

Manhattan Steel warrants that its steel doors and windows will be free from defects in materials and workmanship (excluding surface finishes) for the following periods, measured from the Shipment Date:

- Thermally Broken Steel Systems: Ten (10) Years
- Exterior Non-Thermally Broken Systems: Five (5) Years
- Interior Steel Doors & Windows: Five (5) Years

If a covered defect is confirmed, Manhattan Steel will, at its discretion, repair the product, replace the defective component, or issue a credit equal to the original invoice price of the affected product.

Warranty Claims Process

Written notice of any claimed defect must be submitted to Manhattan Steel within thirty (30) days of discovery. For visible or apparent defects, notice must be provided within thirty (30) days of delivery. Failure to provide timely written notice will void this Warranty.

This Warranty does not apply to:

1. Materials or components not supplied by Manhattan Steel
2. Products altered, modified, or repaired by others without written authorization
3. Products used in combination with non-approved components
4. Issues arising from improper installation, improper storage, or inadequate maintenance
5. Failure to protect products from moisture, excessive dryness, or job-site damage

Glass Warranty

This Warranty applies only to factory-installed insulated glass units or glass installed by an authorized Manhattan Steel representative.

Clear insulated glass units are warranted against internal fogging caused by seal failure for ten (10) years, subject to the glass manufacturer's pass through warranty.

The following are excluded: Glass exceeding 60 square feet; Bent, curved, bullet-resistant, notched, or breather tube glass; Broken or cracked glass after delivery; Glass damage caused by job-site conditions, improper handling, or misuse

Glass inspection standards shall follow ASTM guidelines and the glass manufacturer's published inspection criteria. Once delivered or installed, protection of the product becomes the responsibility of the purchaser.

Finish Warranty

Painted Finishes

Standard Exterior Painted Finishes: Three (3) Years

Coverage applies only to defects exceeding normal fading, chalking, or loss of adhesion.

Patina Finishes

Patina finishes are considered living finishes and will naturally evolve due to handling, climate, and environmental exposure. Color change and variation are expected and are not warranted.

Coastal Environments

Products installed within one (1) mile of saltwater or exposed to salt air are subject to accelerated wear. Finish degradation consistent with coastal exposure is not considered a defect.

Hardware & Mechanical Components

Hardware and non glass components are warranted against manufacturing defects for two (2) years, or per the hardware manufacturer's warranty, whichever is longer.

- PVD hardware finishes are warranted for ten (10) years in coastal environments
- All other hardware finishes are excluded from coastal warranty coverage
- Motorized or automated components are covered under the supplier's warranty

Warping

Warping, bowing, or twisting is not considered a defect unless it exceeds 1/4 inch across the plane of the door. Doors exceeding 8 feet in height without multi-point locking hardware are not warranted against warp or twist.

Moisture, Condensation & Water Exposure

This Warranty does not cover:

- Condensation caused by interior humidity
- Mold, mildew, frost, or fungus
- Products installed without proper drainage, flashing, or moisture management

Products installed without adequate overhangs, drainage systems, or protection from snow accumulation or standing water are excluded from coverage.

Exclusions & Limitations

The Limited Warranty does not apply to damage, failure, or performance issues resulting from conditions outside of Manhattan Steel Door Co.'s control, including but not limited to the following:

- Exterior inswing door assemblies installed without a protective overhang equal to at least one-half (1/2) of the door's overall height
- Glass units exceeding sixty (60) square feet, including bent glass, ballistic or bullet-resistant glass, or notched glass
- Products installed within one (1) mile of saltwater, or otherwise exposed to salt air or marine environments
- Damage caused by natural disasters or force majeure events, including but not limited to hurricanes, floods, earthquakes, or similar acts of God
- Exposure to acid rain, salt spray, chemical agents, or other corrosive substances
- Installation methods that deviate from AAMA, ASTM, or manufacturer recommended standards, including unauthorized field modifications or mullions
- Use of any product in a manner that exceeds its intended design limits or performance ratings
- Deficiencies in building design, construction, or maintenance, including but not limited to:
 - Out-of-plumb framing
 - Inadequate door pans or flashing
 - Insufficient overhangs
- Structural movement, settlement, vibration, or shifting of the building or supporting substrate
- Insulated glass units installed at elevations above 5,000 feet without properly specified capillary (breather) tubes
- Installation in high-humidity or wet environments, including pools, spas, steam rooms, saunas, hot tubs, or areas lacking proper drainage or moisture control
- Improper use, abuse, mishandling, neglect, unauthorized alteration, or modification by parties other than Manhattan Steel
- Failure to adequately protect newly delivered or installed products from moisture, standing water, or excessive dryness
- Improper storage of products prior to installation
- Any repair, adjustment, or modification performed without prior written authorization
- Damage resulting from the use of razor blades, abrasive tools, harsh chemicals, or non-approved cleaning agents
- Minor cosmetic imperfections, normal wear and tear, finish variation, patina development, or discoloration that does not affect

structural integrity

- Exposure to conditions or environments outside the product's intended application
- Damage arising from acts of war, terrorism, civil unrest, or governmental actions

Compliance with building codes and installation standards is the responsibility of the architect, contractor, installer, or purchaser.

Disclaimer of Implied Warranties

MANHATTAN STEEL DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Manhattan Steel shall not be liable for incidental, consequential, or indirect damages. Liability shall not exceed the original purchase price of the affected product.

Limitation of Liability

Manhattan Steel's liability is strictly limited to the remedies outlined in this Warranty. Under no circumstances shall Manhattan Steel be liable for labor removal costs, downtime, loss of use, lost profits, or attorney fees.

Arbitration & Governing Law

This Warranty shall be governed by the laws of the State of Arkansas, without regard to conflict-of-law principles. Any dispute arising under this Warranty shall be resolved through binding arbitration, administered by the American Arbitration Association, with one arbitrator. Judgment upon the award may be entered in any court of competent jurisdiction.

Low-Threshold & No-Sill Disclaimer

Steel doors with low-profile thresholds or no sills inherently reduce resistance to water and air infiltration. Accordingly:

- No warranty is provided for water or air penetration
- No warranty applies to structural or performance characteristics
- Multi-point hardware performance is not warranted

By accepting delivery, the purchaser acknowledges these limitations and assumes full responsibility for use and installation.

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A Division of ID LLC