



Residential Limited Warranty

Starpro Doors is committed to delivering high-quality products, crafted with premium materials and exceptional attention to detail. This Limited Residential Warranty applies to the entire garage door, including the door sections and functional hardware, when used under normal residential conditions and in accordance with the manufacturer's installation and maintenance guidelines.

This warranty is valid only at the original installation site—which must be a single-family residence, condominium, or similar residential multi-family property—and is non-transferable, extending solely to the original purchaser.

Warranty Coverage

- **Paint Finish:** Covers steel sections against rust-through caused by cracking, peeling, or splitting for the duration specified in the warranty terms.
 - *Note:* This does not include surface rust, scratches, or chips that result in cosmetic corrosion.
 - Any paint or coating applied outside of the factory will void the Paint Finish warranty.
- **Door Components:** Covers defects in materials and workmanship in the steel and aluminum sections, hardware, and springs when used in standard or low headroom applications.
 - *Excludes:* High-lift and vertical-lift applications, as well as shrinkage of the bottom seal.
- **Windows:** Covers defects in materials and workmanship of window frames, inserts, and glass.
 - *Note:* Non-factory paint on window components voids this portion of the warranty.

Warranty Period

- Paint Finish & Sections: 10 years
- Hardware & Springs: 3 years

Warranty Exclusions

This warranty does not cover damage or deterioration resulting from:

- Normal wear and tear
- Lack of proper maintenance as outlined by the manufacturer
- Misuse, abuse, or accidents
- Unauthorized repairs, alterations, or modifications
- Improper installation or handling
- Use of pressure washers on the door or its surroundings
- Natural disasters (e.g., fire, flood, hail, hurricanes, tornadoes, wind)
- Exposure to corrosive environments (e.g., salt spray, chemicals, animal waste, ash, cement dust)
- Vandalism, neglect, or external influences such as radiation or galvanic corrosion
- Water runoff from incompatible metals like copper, lead, or galvanized flashing

Claims Process

This warranty only covers the material itself. All associated costs—such as shipping, handling, labor, and installation—are the responsibility of the customer.

To submit a warranty claim:

- Contact Starpro Doors in writing promptly after the defect is discovered and before any repairs are attempted.

- Include a detailed description, photographs, and proof of original purchase.
- An evaluation must be completed by a professional installer.

Please email your claim to: sales@starprodoors.ca