

ONE11 DOORS

Limited Warranty

Warranty Coverage Summary

The table below provides a general overview of warranty coverage for One11 Doors products. Full warranty terms, conditions, limitations, and exclusions are described in the sections that follow.

Component / Item	Coverage Period	Coverage Details
Steel Door Structure	5 Years	Covers defects in steel frame, panels, and welded joints.
Insulated Glass Units	5 Years	Covers seal failure resulting in fogging or condensation between glass panes.
Operational Components	2 Years	Includes glass sash latches, roller catches, flush bolts, hinges, and other functional hardware supplied with the door.
Paint / Finish	2 Years	Covers peeling, bubbling, or cracking caused by manufacturing defects.
Consumable Components	1 Year	Includes weatherstripping, door sweeps, rubber seals, and other wear-related components.
Labor for Warranty Repairs	1 Year	Labor is covered for warranty repairs during the first year after installation. Labor charges may apply after the first year.
Third-Party Hardware	Manufacturer Warranty	Hardware manufactured by third parties (such as handlesets or specialty pulls) is covered by the original manufacturer's warranty. One11 Doors will assist customers with warranty coordination when possible.

Limited Warranty for Iron Door Systems

This Limited Warranty applies to iron door systems sold and installed by One11 Doors. The purpose of this warranty is to define the coverage, limitations, and responsibilities associated with the purchase and installation of a One11 Doors product.

1. Warranty Eligibility

This warranty is valid only when the door system is installed by One11 Doors or its authorized installers.

Installation by any third party not authorized by One11 Doors voids all warranty coverage.

Warranty coverage begins on the installation date and must be reported before it expires; servicing the door does not reset or extend the original warranty period.

To ensure eligibility for warranty or service on your One11 Doors product, all invoices for the door unit must be paid in full, including any applicable late fees or interest.

2. Transferability of Warranty

This warranty runs with the home and is transferable.

The warranty transfers:

- From builder to homeowner, and
- From homeowner to subsequent homeowner upon the sale of the property.

The warranty period does not restart or extend upon transfer and remains valid only for the remaining portion of the original warranty term.

Warranty claims must include:

- Proof of original installation by One11 Doors
- The property address where the door was originally installed
- Documentation or photos of the issue

The warranty applies only to the door installed at the original property address and becomes void if the door is removed or relocated.

3. Structural Warranty (5 Years)

The steel structure of the door system, including:

- Door frame
- Steel panels
- Welded joints

is warranted against defects in materials and workmanship for five (5) years from the installation date.

Structural warranty does not cover damage caused by:

- Structural movement of the home
- Improper use or abuse
- External impact or modification

4. Glass Warranty (5 Years)

Insulated glass units provided with One11 Doors products are warranted against seal failure for five (5) years.

Seal failure is defined as fogging or condensation occurring between glass panes due to failure of the insulated seal.

Glass breakage or failure caused by the following is not covered:

- Impact or accidental damage
- Pressure washing
- Improper operation of the door
- Structural movement of the building

5. Components Warranty (2 Years)

Operational components required for the proper function of the door are warranted for two (2) years against manufacturing defects.

Covered components include but are not limited to:

- Glass sash latches
- Roller catches
- Flush bolts
- Hinges
- Other operational hardware supplied with the door by One11 Doors

Damage caused by misuse, modification, or improper maintenance is not covered.

6. Finish / Paint Warranty (2 Year)

The painted finish of the door system is warranted for one (2) year against defects such as:

- Peeling
- Bubbling
- Cracking due to manufacturing defects

Normal changes in finish appearance caused by environmental exposure are not considered defects. These may include:

- Fading
- Minor discoloration
- Natural aging of the finish

If the paint surface becomes scratched or chipped after installation, the exposed metal must be sealed promptly to prevent corrosion.

7. Consumable Parts Warranty (1 Year)

Certain parts are considered consumable components and are subject to normal wear.

These components are covered for one (1) year from installation.

Consumable parts include:

- Weatherstripping
- Door sweeps
- Rubber seals
- Minor adjustment hardware

Replacement of these items after the warranty period is considered normal maintenance.

8. Rust and Corrosion

Iron and steel products exposed to outdoor environments may develop minor surface oxidation over time due to:

- Moisture
- Humidity
- Environmental contaminants
- Coastal air exposure

Rust resulting from scratches, chips, damage to the paint surface, irrigation exposure, or lack of maintenance is not considered a manufacturing defect.

Homeowners are responsible for touch-up and maintenance of the finish if the paint coating becomes damaged.

9. Irrigation and Water Exposure

Iron doors are designed for exterior use but are not intended for continuous direct water exposure.

Sprinkler systems, irrigation heads, or landscape watering that repeatedly spray the door, frame, or threshold may cause:

- Premature finish deterioration
- Corrosion
- Seal damage

Damage resulting from irrigation systems, standing water, or improper drainage is not covered under this warranty.

Homeowners are responsible for ensuring sprinkler systems do not spray directly onto the door system.

10. Operable Glass Panels

Some One11 Doors models include operable glass panels.

Glass panels must be fully closed and securely latched to maintain proper weather sealing.

Water or air infiltration caused by:

- Glass panels not being fully latched
- Improper operation of glass panels

is not considered a manufacturing defect.

Homeowners should ensure glass latches are properly secured after ventilation or cleaning.

11. Structural Movement of the Home

Iron doors are precision-built products that rely on proper alignment of the wall opening.

Homes may experience movement due to:

- Foundation settling
- Expansive soils
- Structural shifting

Issues resulting from structural movement of the building, including:

- Door misalignment
- Rubbing
- Gaps
- Latching issues

are not considered manufacturing defects.

Adjustments related to structural movement may be performed as a service call subject to labor charges.

12. Repainting, Modifications, or Alterations

Repainting, refinishing, or modification of the door by anyone other than One11 Doors voids the finish warranty.

Examples include:

- Repainting the door
- Applying aftermarket coatings or sealers
- Sanding or grinding the metal
- Installing unapproved hardware
- Drilling additional holes or modifying hardware locations

Structural warranty may remain valid if the modification did not contribute to the failure.

13. Adhesives and Surface Attachments

Tape, adhesives, hooks, or mounted accessories applied directly to the door surface may damage the finish.

Examples include:

- Adhesive doorbell mounts
- Wreath hangers with adhesive backing
- Stickers or tape

Damage caused by adhesives or mounted accessories is not covered under this warranty.

14. Third-Party Hardware and Accessory Warranty

Certain hardware and accessories supplied with One11 Doors products are manufactured by third-party companies and are covered by the original manufacturer's warranty, not by One11 Doors.

Examples of third-party hardware may include, but are not limited to:

- Handlesets and locksets manufactured by other manufacturers
- Decorative door pulls manufactured by other manufacturers
- Electronic locks or smart lock systems
- Specialty hardware components not manufactured by One11 Doors

These manufacturers provide their own warranty terms, coverage periods, and claim procedures.

While One11 Doors does not directly administer or fulfill warranties for third-party hardware, we are happy to assist customers by contacting the manufacturer's warranty department on their behalf and facilitating the warranty process whenever possible.

Customers should be aware of the following:

Warranty approval, replacement, or repair decisions are determined solely by the third-party manufacturer.

Replacement products are subject to the manufacturer's availability and policies.

Labor associated with removal or installation of replacement hardware may not be covered by the manufacturer's warranty and may be subject to service charges from One11 Doors.

If a hardware issue occurs, customers should contact One11 Doors customer service, and our team will assist in coordinating communication with the manufacturer whenever possible.

15. Labor Coverage

Labor for warranty repairs is covered for one (1) year from the installation date.

After the first year:

- Replacement parts may still be covered under their respective warranty periods.
- Labor required to perform repairs will be charged at the current service rate.

16. Service Call and Trip Charge Policy

Warranty service requests may require an on-site inspection.

After the first year from installation, service visits may include:

- Evaluation fees
- Trip charges
- Labor charges

If a service visit determines that the issue is not related to a manufacturing defect, standard service charges will apply regardless of warranty status.

These situations may include but are not limited to:

- Home settling or foundation movement
- Improper operation of the door
- Environmental exposure
- Maintenance-related issues

17. Exclusions

This warranty does not cover:

- Normal wear and tear
- Damage caused by misuse or abuse
- Impact damage
- Natural disasters or extreme weather events
- Improper maintenance
- Chemical exposure or harsh cleaners
- Pressure washing

- Damage caused by third-party modifications

18. Limitation of Liability

One11 Doors' responsibility under this warranty is limited to repair or replacement of defective components, at its sole discretion.

One11 Doors shall not be liable for:

- Incidental or consequential damages
- Property damage related to structural conditions of the home
- Costs associated with third-party labor or repairs

19. Warranty Claim Process

To submit a warranty claim, please provide:

- Customer name
- Property address
- Proof of installation by One11 Doors
- Description of the issue
- Photographs of the problem

Claims should be submitted to:

One11 Doors

Customer Service Department

office@one11doors.com

940-299-6730