

# Steelway Cellar Doors

Residential Products

## 5-Year Limited Warranty

### KD Basement Door/KD Window Well Cover/Well and Cover

Each Steelway Cellar Door product is constructed to function properly and to offer trouble-free service. If a part does not function properly due to flaws in material or workmanship during normal use, a new part will be supplied by Steelway Cellar Doors. Warranty good for 5 years from manufactured date.

## \*Product Finish Warranty

KD Cellar Door/KD Window Well Cover **Primer**

Products must be painted within 40-60 days of installation to keep the 5-Year Limited warranty. Steelway Cellar Doors suggests using **water-based**, outdoor paint. Follow applying instructions on back of paint can. Product not under warranty against damage caused by Sodium Chloride(salt).

## Filing a Warranty Claim

Steelway Cellar Doors

290 E. Church Rd. King of Prussia PA 19406

Please Call 1-877-553-2610

Send photos to [info@cellardoors.com](mailto:info@cellardoors.com) with proof of purchase and installation date. No claim will be handled until issued photos are received.

<https://www.cellardoors.com/contact-us/index.html>

Your information will be recorded and reviewed. Fees may be applicable if the issue is not covered under the Warranty. If repair is not feasible and replacement is not relatively available, Steelway in its sole judgment may choose to, a) reimburse the purchase price of the impacted unit, or b) offer a replacement product at a prorated amount based on the table presented. In no case will Steelway's responsibility hereunder surpass the purchase price of the impacted product(s).

1 Year or less	100%
2-3 Years	80%
3-4 Years	60%
4-5 Years	50%

## **Warranty Conditions:**

1. Defining the appropriateness and agreement with local or other valid building codes or values, of all building apparatuses, including: the use of any Steelway product, and the strategy and installation of any flashing or waterproofing system, is the obligation of the contractor, installer, architect, buyer, user, and/or other construction expert. Steelway will not be held responsible for any issue or harm relating to improper or defective building design or construction, preservation, installation, or collection of goods.
2. Steelway reserves the right to terminate or adjust any of its goods. In the occasion the goods covered under these contracts are not accessible, Steelway reserves the right to exchange a manufactured good or part that, in Steelway's individual judgement, is equivalent in value or cost.
3. Replaced or fixed products are protected for the remainder of the initial warranty period only. Steelway reserves the right to reimburse the purchase value in place of repair or alternative as expressed here.

## **Warranty Exclusions:**

1. Price related to any substandard condition or appearance resulting from owner neglect or failure to correctly preserve the product(s).
2. Freight costs for replacement goods.
3. Flaws and damages resulting from incorrect merchandise installation stemming from failure to follow Steelway's installation directions and regulations.
4. Cost of restoration or substitution completed without Steelway's written consent.
5. Condensation on merchandise surfaces triggered by atmospheric circumstances.
6. Damage caused by foreign objects, or any act of God.
7. Cost of work needed to install alternative product or to remove and dispose of any damaged product.
8. Deformation of components triggered by settling or backfilling of the backfill material.
9. Deterioration due to salt spray or exposure to coastline environments (5-mile vicinity to coastal environments).
10. Fees related to normal wear and tear on products, expected weathering of materials and/or installation hardware.
11. Items that have been exposed to abuse, harm, negligence, or incorrect use or storage.
12. Faults in, failure of, or damage to the foundation wall or material that the unit is installed against or flaws in the product caused by cracking, movement, deformation or sinking of the foundation of the structure.
13. Any destruction resulting from any further reason not including manufacturer flaws in material.
14. A use or circumstance that fails to meet merchandise design criteria and/or accredited performance requirements.
15. Expenses in surplus of the cost of the additional material needed to complete any fix made in occurrence to this contract.