

Limited Lifetime Warranty

EFFECTIVE
JANUARY 2018

Neuma
DOORS®

REDEFINING THE HOME... ONE DOOR AT A TIME



NAN YA PLASTICS CORP. USA

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NAN YA PLASTICS CORPORATION USA OFFERS A NONTRANSFERABLE LIMITED LIFETIME WARRANTY OF THE NEUMA PATIO DOOR SYSTEM AGAINST: DEFECTS IN MATERIALS AND WORKSMANSHIP INCLUDING; PEELING, CRACKING AND DELAMINATION. PROPER MAINTENANCE IS REQUIRED. IT DOES NOT COVER VARIATIONS OR CHANGES IN THE COLOR OF THE DOOR PANEL INCLUDING BUT NOT LIMITED TO CHALKING AND DISCOLORATION. SHOULD SUCH CHANGES OCCURE, PANELS MAY BE PAINTED ACCORDING TO MANUFACTURER INSTRUCTIONS. DOOR TRIM AND HANDLE FINISH ARE NOT COVERED.

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH, EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. THE LIMITATIONS ON THE LENGTH OF IMPLIED WARRANTIES VARY FROM STATE TO STATE AND THEREFORE, SUCH LIMITATIONS MAY NOT BE APPLICABLE IN YOUR STATE.

Subject to the conditions, exclusion and limitations contained herein, Nan Ya Plastics Corporation USA warrants that the Neuma Patio Door System is free from defects in materials and workmanship from the date of original installation when it has been properly installed in compliance with the manufacturer's installation instructions.

Warranty Coverages During the First Year

Nan Ya Plastics Corporation USA will repair or replace any factory defective door system components or parts at no charge, during the first year after installation.

Warranty Coverages After the First Year

After the first year, replacement parts may be provided at no cost (if found to be a warrantable item), but there is no coverage of labor charges for the removal of defective products or for installation of replacement products. Nan Ya Plastics Corporation USA does not have responsibility, liability, or obligation for, nor will it pay for any removal or installation labor costs for the replacement product.

Warranty Details for Neuma Door Systems in Owner-Occupied Single Family Homes

This NonTransferable Limited Warranty applies only to the Neuma Patio Door System installed by a licensed and bonded contractor in original owner-occupied single-family detached homes within the United States.

Warranty Coverages for Neuma Door System Components Installed in Owner Occupied Single Family Homes?

1. Door frames: Lifetime for original purchaser as long as purchaser owns home.
2. Mullions: Lifetime for original purchaser as long as purchaser owns home.

3. Astragals: Lifetime for original purchaser as long as purchaser owns home.
4. Door panels: Lifetime for original purchaser as long as purchaser owns home.
5. Transom Frames: Lifetime for original purchaser as long as purchaser owns home.
6. Locking Mechanism: 10 years for the original purchaser, excludes trim finish.
7. Factory Painted Finish:
 - 2 years for the original purchaser against deficiencies of blistering, cracking, peeling or loss of adhesion.
 - Warranty on painted finish applies only to doors that are factory painted by Nan Ya Plastics Corp. USA.
 - Slight imperfections in factory applied finishes; surface cracks that do not compromise the underlying material are not considered a defect.
8. Folding Door System Hardware and Components:
 - Folding door system hardware: 10 years for the original purchaser, excludes finish
 - All hardware must be maintained as recommended in the care instructions as frequently as necessary in order for it to be warranted.
 - Hardware in coastal environments must be maintained in accordance with the Neuma Doors maintenance guide every three months as a minimum and more frequently if necessary.
9. Glass Components:
 - NonImpact Glass: 20 year prorated limited warranty against seal failure.
 - Impact Glass: 10 year prorated limited warranty against seal failure.
 - Glass with Mini Blinds: 5 year prorated limited warranty against seal failure only and 1 year warranty of the magnetic components.

Nan Ya Plastics Corporation USA warrants that insulated glass shall be free from any failure or material obstruction of vision due to a failure of the glass seal for the warranty period. A failed glass seal is defined as one that shows a significant amount of obstruction due to moisture created by a seal failure. Small marks, scratches, and spots which do not exceed company standards or federal government specifications, C 103685 do not make insulated glass units defective. See glass warranty chart for more information.

Door System installed by a licensed and bonded contractor in (1) multi-family applications (2) light commercial applications within the United States.

Warranty Coverage for Neuma Door System Components Installed in Multi-family and Light Commercial Applications

1. Door frames: 10 years from date of installation.
2. Mullions: 10 years from date of installation.
3. Astragals: 10 years from date of installation.
4. Door panels: 10 years from date of installation.
5. Transom frames: 10 years from date of installation.
6. Locking Mechanism: 5 years from the date of installation, excludes trim finish.
7. Factory Painted Finish:
 - 2 years for the original purchaser against deficiencies of blistering, cracking, peeling or loss of adhesion.
 - Warranty on painted finish applies only to doors that are factory painted by Nan Ya Plastics Corp. USA.
 - Slight imperfections in factory applied finishes; surface cracks that do not compromise the underlying material are not considered a defect.
8. Folding Door System Hardware and Components:
 - Folding door system hardware: 10 years for the original purchaser, excludes finish
 - All hardware must be maintained as recommended in the care instructions as frequently as necessary in order for it to be warranted.
 - Hardware in coastal environments must be maintained in accordance with the Neuma Doors maintenance guide every three months as a minimum and more frequently if necessary.
9. Glass Components:
 - NonImpact Glass: 5 year prorated limited warranty against seal failure.
 - Impact Glass: 5 year prorated limited warranty against seal failure.
 - Glass with Mini Blinds: 5 year prorated limited warranty against seal failure only and 1 year warranty of the magnetic components.

Warranty Details for Neuma Door Systems in Multi-Family and Light Commercial Applications

This NonTransferable Limited Warranty applies only to the Neuma Patio

Nan Ya Plastics Corporation USA warrants that insulated glass shall be free from any failure or material obstruction of vision due to a failure of the glass seal for the warranty period. A failed glass seal is defined as one that shows a significant amount of obstruction due to moisture created by a seal failure. Small marks, scratches, and spots which do not exceed manufacturer standards or federal government specifications, C 103685 do not make insulated glass units defective. See glass warranty chart for additional information.

Warranty Exclusions

Generally, Nan Ya Plastics Corporation USA, d/b/a Neuma Doors does not cover normal wear and tear, or damage resulting from improper installation, misuse, abuse, neglect, improper maintenance, and alterations or damage caused by others. Doors must be properly maintained to preserve their appearance. Nan Ya Plastics Corporation USA does not have responsibility, liability, or obligation, for property damages arising from a Warranty claim on a Neuma Door System. Maintenance guide can be found at <http://www.neumadoors.com/pdf/Maintenance.pdf>.

The following are not covered under this Warranty and are hereby disclaimed:

- TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE
- General wear and tear, including wear and tear of weatherstripping and hardware
- Damage due to improper installation, modification, adjustment, or installation correction
- Structural integrity issues, including improper sizing of header and movement or sagging of the frame or header, flaws in building design and construction, improper installation that does not conform to our installation instructions
- Damage due to improper maintenance and exposure to abrasive and corrosive materials, chemicals or cleaners (i.e., brick wash, sanding, power washing, painter's masking tape, harsh or concentrated glass cleaners, or other door coverings, etc.)
- Damage due to improper caulking application or maintenance
- Damage due to negligence, or improper use
- Damage due to nonfactory mulled door systems that are improperly mulled
- Damage due to removal and reinstallation of doors at another location
- Damage due to water infiltration other than from defect in manufacturing, materials, or workmanship

- Damage due to fire and exposure to corrosive fumes
- Damage due to freight carriers, common carriers, private transportation, or any other transportation, and handling upon arrival to destination
- Non-structural variations or changes in the door system factory color, finish and appearance.
- Variations and changes to the color and finish of hardware
- Variations and changes to the color of prefinished stained components
- Metal hardware and mechanisms without H.P.V.D. coating on installations within five (5) miles of a body of salt water
- Damage to doors or factory painted finish installed in high moisture environments such as swimming pool enclosures or greenhouses.
- Any damage caused beyond the reasonable control of Nan Ya Plastics Corp. USA (for example fire, flood, earthquake, other acts of nature and acts of third parties outside of our control)
- All glass components not factory installed by Nan Ya Plastics Corp. USA
- All paint and stain finishes applied by owner/contractor
- Conventional & Vanishing screens and screen cloth
- Color variation on cloth and screen color
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required
- All labor after the first year of warranty
- All labor performed by without written authorization by Nan Ya Plastics Corp. USA
- Removal and disposal of defective product
- Applicable taxes and freight charges

Limitations of Liability

In no case shall Nan Ya Plastics Corporation USA be liable to the homeowner or any other person for general, incidental or consequential damages. There is no other warranty, expressed or implied; including warranties of merchantability and the fitness for a particular purpose, except as is set forth herein. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Nothing herein guarantees safety for persons or property, or guarantee that the premises will be hurricane proof or impact proof. Follow the advice and warnings of your local weather and news reports in the event of severe weather, and always obey your local authorities' instructions regarding shelter and evacuation.

No distributor, dealer, or Nan Ya Plastics Corporation USA representative has the authority to change or modify this warranty. Nan Ya Plastics Corporation USA. limits maximum liability to the amount of the retailer's/

dealer's original purchase price.

How to Request Warranty Service

THE EVENT OF A WARRANTY CLAIM, PLEASE CONTACT THE RETAILER/DEALER FROM WHOM YOU PURCHASED THE NEUMA DOORS. THE RETAILER/DEALER WHO SUPPLIED YOU WITH YOUR NEUMA PATIO DOOR MUST SEND WRITTEN NOTICE OF THE DEFECT TO NEUMA DOORS WITH THE REQUIRED INFORMATION. IN THE EVENT THAT THE RETAILER/DEALER IS NO LONGER IN BUSINESS, IT IS THE PURCHASERS RESPONSIBILITY TO PROVIDE DOCUMENTATION.

- Description of the door system such as exterior color and unit size
- A detail description of the suspected defect and where the door system is installed
- Original proof of purchase and date
- Your name address and telephone number

For Faster service, include the following additional information:

- Name and address of the owner and installer
- Date and Place of purchase

The following information is required for all claims:

Warranty Charts

Limited Warranty for Door Components (materials only)		
	Single Family Use Warranty Period	Commercial Use Warranty Period
Door Frames	Lifetime, as long as purchaser owns home	10 Years
Mullions	Lifetime, as long as purchaser owns home	10 Years
Astragals	Lifetime, as long as purchaser owns home	10 Years
Door Panels	Lifetime, as long as purchaser owns home	10 Years
Transom Frames	Lifetime, as long as purchaser owns home	10 Years
Locking Mechanism	10 years for original purchaser only	5 Years
Factory Painted Finish	2 Years for original purchaser only	2 Years

Single Family Residential Warranty for Glass Components				
	Impact	Non-Impact	Mini-Blinds	
Limited Warranty Period (materials only)	10 Years pro-rated	20 Years pro-rated	5 Years for seals	1 Year for components
Pro-Rated Cost to Consumer				
0%	Years 1-4	Years 1-10	Year 1	n/a
50%	Years 5-7	Years 11-15	Years 2-3	n/a
75%	Years 8-10	Years 16-20	Years 4-5	n/a

Light Commercial and Multi-Family Warranty for Glass Components				
	Impact	Non-Impact	Mini-Blinds	
Limited Warranty Period (materials only)	5 Years pro-rated	5 Years pro-rated	5 Years for seals	1 Year for components
Pro-Rated Cost to Consumer				
0%	Year 1	Year 1	Year 1	n/a
50%	Years 2-3	Years 2-3	Years 2-3	n/a
75%	Years 4-5	Years 4-5	Years 4-5	n/a