

THE FRENCH STEEL COMPANY



Limited Warranty Summary

Warranty Coverage

The French Steel Company warrants its products against defects in materials and workmanship

Component	Warranty Period
Steel Welds/Structural Integrity	10 Years from the date of shipment*
Glass seals	3 Years for Classic Series / 5 Years for Tuscan Series from the date of shipment*
Factory-Applied Paint Finish	3 Years for Classic Series / 5 Years for Tuscan Series against spontaneous peeling, flaking, or bubbling
Hardware (handles, locks)	Covered under the original hardware manufacturer's warranty. Warranty terms and duration vary by manufacturer.
Extended Warranty	Available by quotation through separate written Warranty Agreement

*Warranty periods begin on the date product ships from The French Steel Company.

What Is Covered

During the applicable warranty period, The French Steel Company warrants that:

- Steel doors and windows will materially conform to published product specifications.
- Factory-applied paint finishes will remain free from spontaneous peeling, flaking, or bubbling under normal conditions.
- Insulated glass units will be free from insulated seal failures (fogging) for 3 Years for Classic Series and 5 Years for Tuscan Series Products.

If a covered manufacturing defect is confirmed, The French Steel Company will, at its sole discretion:

- Repair the defective product or component; or
- Replace the defective product or component.

What Is Not Covered

This Limited Warranty does **not** cover:

- Damage during shipping, after delivery or on-site at construction job site.
- Improper handling, storage, installation, maintenance, abuse, or misuse. (Door, window and hardware products must not be allowed to become wet in their original crates or packaging. They must be received and stored in a dry condition/location until uncrating and install.)
- Alterations or repairs performed by anyone other than The French Steel Company.
- Damage caused by attempts to repair the product, or by any circumstance beyond our control, including but not limited to damage caused by misuse, abuse, accident, mishandling, or acts of nature
- Normal wear and tear.
- Minor color, finish, size, or dimensional variations that are within accepted industry standards.
- Modifying the product from its original design
- Wear and tear to weather-stripping
- Failure to perform normal homeowner maintenance and refinish.
- Appearance-related claims after the product has been installed.
- Paint damage related to the use of mortar cleaner, pressure washing, duct tape or stucco tape.
- Chemical corrosion due to improper maintenance and/or refinishing
- Insulated glass damage caused by impact, improper installation, thermal stress, building movement, accidental breakage, or any condition other than a manufacturing defect.

- **Hardware and other third-party manufactured components are not covered under The French Steel Company's Limited Warranty and are covered solely by the original manufacturer's warranty. Examples: Emtek, Ashley Norton, Amsbury-Truth, GU, Schlage, LCN, etc.**
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Owner Responsibilities

To maintain warranty coverage:

- Protect products from construction activity after delivery.
 - Inspect products before installation.
 - Report warranty claims in writing within the applicable warranty period.
 - Follow all installation, care, and maintenance instructions.
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Warranty Claims

To submit a warranty claim, please provide:

- Project name or order number
- Description of the issue
- Photos of the affected product
- Date of shipment or installation (if available)

Warranty claims must be submitted at **([French Steel Warranty & Service Form Link](#))**

Questions?

For warranty assistance, please contact your authorized French Steel dealer or The French Steel Company Customer Service team.

This document provides a summary of The French Steel Company's Limited Warranty. The complete Limited Warranty and Terms & Conditions govern all warranty claims.