



SINCE 1946

**NORTHWEST DOOR®**

# TWENTY YEAR LIMITED WARRANTY

**500 SERIES STEEL DOORS,  
MODELS: 501, 502, 511, 511, 50C AND 51C**

The Series 500 Door, when installed for residential use is warranted against deterioration resulting in sections rusting through for a period of Twenty Years to the original homeowner. Minor scratches and abrasions, which occur in shipping or handling of the doors are not considered a factory defect. All paint system infractions must be touched up to maintain the door warranty. To further maintain this warranty the paint system must be kept free of harmful foreign substances. Normal weather conditions usually would dictate cleaning of the door annually. Doors exposed to harsh environmental conditions such as salt air or high humidity (ABOVE 85%) require more frequent and additional maintenance. Color fading and or chalking of the paint finish is inherent due to prolonged exposure to natural sunlight and is not considered a defect. Paint performance and surface variations which meet or exceed industry standards are not considered reasonable cause for replacement.

Upon inspection, Northwest Door agrees to repair or replace any garage door sections found to be defective by Northwest Door at no charge for up to Five Years, at 75% discount for up to Ten Years, 50% discount up to Fifteen Years and 25% discount up to Twenty Years. All other components of the door and hardware system are warranted against defects in material and/or workmanship for a period of one year from the shipment date. Northwest Door will not be responsible for painting, shipping, transportation, labor, and/or field service charges.

No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not. No other warranties are expressed or implied by Northwest Door, nor shall they extend beyond the stated time period.

Northwest Door reserves the sole right to determine whether the defect is a result of product failure or abuse to the product. This warranty shall be void, if in Northwest Door's judgment, the product was subjected to abuse, misuse, neglect or if the product was altered during or after installation in any way that may have impaired its safety, operation or efficiency. Northwest Door will not be responsible for damages resulting from the product being subjected to an accident.

Northwest Door's warranty is strictly and expressly limited and is in lieu of all other warranties, expressed or implied, by operation of law or otherwise. In no event shall Northwest Door be liable for special, incidental or consequential damages, subject to specific rights afforded to a buyer in various states regarding limitations and time periods.

**WARNING:** Only an **EXPERIENCED DOOR TECHNICIAN** such as your Northwest Door Dealer should make any adjustments to the door. **Serious injury can result from improper adjustments to the product!**

**PAINTING YOUR DOOR:** This quality steel door comes with a baked on polyester enamel coating. To add another finish the door, the following procedures are recommended. To improve the adhesion of the paint, lightly scuff the door's surface with a "Scotch Bright" type scouring pad to reduce gloss (**DO NOT USE STEEL WOOL**). Do not expose bare metal. Any exposed bare metal must be coated with a primer specifically intended for metal. First clean your door with a mild solution of Tri Solvent Phosphate, followed by a 10:1 mixture of water and vinegar. Rinse the door thoroughly with clean water and let dry completely before painting. **DO NOT PAINT IN DIRECT SUNLIGHT or if THE DOOR'S SURFACE IS WARM TO THE TOUCH.** Dark colors are not recommended where the door is exposed to direct sunlight for extended periods, such as a southern to western exposure. Dark colors absorb and retain the heat and can lead to peeling of the paint coating. A top coating of a high quality 100% acrylic exterior latex paint is recommended for the door. At this point, care must be exercised not to paint joint and edge seals, in that; surfaces painted and pressed against the seal will adhere and cause seal damage. Also, to ensure the finish paint is compatible, always paint a sample area to test adhesion. Finally, check your paint manufacture's instructions carefully for any additional recommendations and future maintenance requirements.

**INSTALLATION OF A GARAGE DOOR OPENER (G.D.O.):** Installation of a G.D.O. requires the full width the top section of the door to be properly reinforced. Northwest Door recommends a professional installing dealer for your G.D.O. needs. Any G.D.O. not installed by a professional garage door installation company voids this warranty. **Garage door openers, when not installed correctly can cause injury or death.** Check the G.D.O. owner's manual for proper installation and adjustments. Monitor these adjustments monthly. Damage to your door by a G.D.O. is not a factory defect and not covered under this warranty.

*This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Northwest Door's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.*

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Effective: November 1, 2015