

# Warranty Terms and Conditions

## WARRANTY HOLDER CLASSIFICATIONS

The warranty is non-transferable.

**Residential Warranty:** The residential warranty is only granted to the original purchaser of the product and the first owner of the residential home where the product was installed.

**Commercial/Multi-Resident Warranty:** The commercial/multi-resident warranty is granted only to the original owner of the home or the building in which the product was originally installed.

## COVERAGE

Subject to the terms of this warranty, and the duration of the applicable Warranty Period, this warranty applies to Products shipped by UHD/Titan and installed in homes in the United States and Canada. The Home Protection Guarantee<sup>4</sup> for specified products, provides replacement of same or equal value (product only, no installation) at 1) no charge, or 2) up to \$1,000 of your insurance deductible, should the home be burglarized AND entry was accomplished through a properly installed UHD/Titan security door with a locked deadbolt or a 3-point locking system on a door equipped with a perforated metal or Meshtec® screen.

UHD/Titan warrants the Product against manufacturing defects under normal, residential use for a period as described by product below:

Product Line	Product Category	Model	Manufacturing Defects Warranty <sup>1</sup>		Rust Warranty <sup>2</sup>		Finish Warranty <sup>3</sup>		Factory Installed Components (locks, handles, rollers, sweeps)		Home Protection Guarantee <sup>4</sup>	
			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Steel Security Screen Door	Basic	Su Casa, Muralla, Del Flor	5 Years	1 Year	NA	NA	5 Years	1 Year	NA	NA	NA	NA
	Enhanced	Arcada, Meridian, Cottage Rose - Expanded Mtl Screen										
		El Dorado										
	Premium	Estate, Arbor, Apollo, Birds of Paradise, Bolero, Diplomat, Far East, Graceland, Largo, Marquis, Pastoral, Roma, Sunray, Watchman Duo, Zenith										
Arcada Max, Solana, La Entrada, ClearGuard, Cottage Rose - Perforated Mtl Screen												
			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Steel Security Screen Door with Rust Shield 	Enhanced	Arcada, Meridian, Vista Cottage Rose - Expanded Mtl Screen	5 Years	1 Year	5 Years	1 Year	5 Years	1 Year	NA	NA	NA	NA

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			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Steel Security Screen Door with Rust Shield 	Premium	Arcada Max, Solana, La Entrada, ClearGuard, Cottage Rose - Perforated Mtl Screen	10 Years	1 Year	10 Years	1 Year	10 Years	1 Year	NA	NA	NA	NA
			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Premium Aluminum Security Screen Door	Ultimate	Standard and Custom sizes Acadian, Basillica, Biltmore, Classic French, Deer Meadow, Elegante, Enso, Essex, Folkstone, French Hummingbird, Full View, Halcyon, Harvard, Heart of Texas, Haven, Kokopelli, Lakewood, Lancaster, Leeds, Longfellow, Manchester, Martini, Matrix, Modern Cross, Modern Trellis, Nogales, Nottingham, Opus, Playa, Prosperity, Queen Mary, Retreat, Sheraton, Spaniard, Stencil, Strata, Sunfire, Terra, Trellis, Winchester, Windfall, Yale	15 Years	3 Years	Lifetime	3 Years	15 Years	3 Years	1 Year	1 Year	Lifetime	3 Years
			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Ultimate Security Screen Door with Meshtec	Ultimate	Standard and Custom sizes	15 Years	3 Years	Lifetime	3 Years	15 Years	3 Years	1 Year	1 Year	Lifetime	3 Years

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			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Sliding Patio Security Screen Door with Meshtec		Standard and Custom sizes	15 Years	3 Years	Lifetime	3 Years	15 Years	3 Years	1 Year	1 Year	Lifetime	3 Years
Ultimate Window Screen with Meshtec		Non-Oversize and Oversize										
Heavy Duty Patio Screen Door with Meshtec		Custom sizes	15 Years	3 Years	Lifetime	3 Years	15 Years	3 Years	1 Year	1 Year	NA	NA
			Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident	Residential	Commercial/ Multi-Resident
Metal Hinged Screen Door	Hinged Screen	Biscayne, Catalina, Coronado, Delray, Riviera, Ventura	1 Year	1 Year	NA	NA	1 Year	1 Year	1 Year	1 Year	NA	NA
Custom Hinged Screen Door	Hinged Screen		1 Year	1 Year	NA	NA	1 Year	1 Year	1 Year	1 Year	NA	NA
Adjustable Fit Sliding Patio Screen Door	Patio Screen		1 Year	1 Year	NA	NA	1 Year	1 Year	1 Year	1 Year	NA	NA
Custom Fit Sliding Patio Screen Door	Patio Screen		1 Year	1 Year	NA	NA	1 Year	1 Year	1 Year	1 Year	NA	NA
Window Guards	Window Guards	Su Casa - Vertical Fixed - Horizontal Hinged - Horizontal	1 Year	1 Year	NA	NA	1 Year	1 Year	NA	NA	NA	NA
Window Guard	Accessories		1 Year	1 Year	NA	NA	1 Year	1 Year	NA	NA	NA	NA
Security Door	Accessories		1 Year	1 Year	NA	NA	1 Year	1 Year	NA	NA	NA	NA

## Descriptions:

**Manufacturing Defects Warranty<sup>1</sup>:** This product is warranted against defects in materials or workmanship caused by manufacturing issues. Coverage includes, but is not limited to, welded frames, pickets, and lockboxes, provided the product is used as intended within the specified timeframe. This warranty does not cover damage from abuse, misuse, neglect, improper care or maintenance, structural settling, or acts of nature. Failure to follow the included installation instructions will void this warranty.

**Rust Warranty<sup>2</sup>:** This product is guaranteed not to rust within the specified timeframe. While steel doors may naturally rust over time, this warranty covers only rust arising from manufacturing defects. It will be void if rust results from misuse, neglect, or non-manufacturing causes. For complete details, please refer to the Additional Limitations section outlining specific exclusions.

**Finish Warranty<sup>3</sup>:** The factory applied finish is warranted against blistering, cracking or peeling defects not associated with rust.

**Home Protection Guarantee<sup>4</sup>:** If your home is burglarized and entry was accomplished through a properly installed UHD/Titan security door locked with a double deadbolt, 3-point locking system or single deadbolt on a door equipped with a perforated metal or Meshtec screen or a properly installed and locked Ultimate Window Screen or Sliding Patio Security Screen Door, you are covered by the Home Protection Guarantee and will receive a replacement product (installation excluded) at no charge or reimbursement of up to \$1,000 of your insurance deductible.

## WARRANTY EXCLUSIONS

UHD/Titan shall have no obligation for product failure, damage or costs due to or related to the following:

1. Improper installation, storage, care, handling or finishing, including failure to follow the maintenance and care instructions (see maintenance and care instructions section) that accompany the Product or as posted on the Company's website.
2. Damage resulting from use other than the Products' intended purpose.
3. Improper maintenance, including but not limited to use of brick wash, razor blades, sanding, use of a power washer or improper washing.
4. Damage or failure resulting from or related to use or application of any paint or finish over the factory applied finish (excluding factory supplied touch up paint).
5. Any failure of the structure, building or foundation onto which the Product is installed.
6. Issues due to the alteration of the Product beyond what is recommended in the installation instructions.
7. UHD/Titan does not warrant hardware, componentry, or other accessories not manufactured by UHD/Titan (including installation) except set forth herein
8. Variation in color or texture in any pre-finished Product coating. Slight surface imperfections including lines or minor discoloration are associated with and considered normal characteristics of a hand-crafted, powder-coated product.
9. Accidents that result in damage to the Product.
10. Outside natural occurrences such as fire, flood, storms, wind, wind borne objects, and other acts of nature.
11. Normal wear and tear or weathering of components including weather-stripping, corner pads, door bottom/sweep, door top-seal, hinges and multi-point locking systems.
12. Expansion or contraction of door panels and jambs due to varying environmental conditions.
13. For any Product installed within 5 miles of a body of salt water, the stated rust warranty period will be reduced by 50%.
14. Glass breakage not associated with a manufacturing defect.

**Note:** UHD/Titan assumes no responsibility for labor costs of any kind for removal, replacement of parts, repair, or reinstallation.

## ADDITIONAL LIMITATIONS

1. The Warranty does not guarantee safety to persons or property, nor does it make premises hurricane-proof or impact-proof.
2. This warranty will be void if the Product rusts due to a factor other than defects in the material and fabrication, including, but not limited to:
  - a. Rusting arising from misuse, abrasions, scratches, extreme environmental conditions, solvents, corrosives, salts, chemicals, or any other damage due to normal wear and tear that could have been avoided by timely and routine care and maintenance as presented in the care and maintenance section of the installation instructions or online.
  - b. The formation of rust caused by the penetration of the paint finish and coating is not covered unless otherwise specified. Attachment of a UHD/Titan specified component will not void the warranty provided the installation instructions relating to post alteration care and maintenance are followed. Steel is used in products for its durability, strength and security. However, steel can and will rust if not properly maintained. Upon installation completion, all areas that may have been scratched or scraped must be immediately touched up using a rust inhibitive sealant. Failure to perform this step can and will void the rust warranty. Additionally, the Product should be periodically checked for signs of wear including scrapes, cuts or oxidation and be treated with a rust inhibitive sealant to prolong the life of the Product.

# REMEDY FOR VALID WARRANTY CLAIMS

If any Product or components fail to meet this warranty, UHD/Titan's sole obligation is to either:

- a) Repair the product/component(s) or
- b) Provide replacement component(s) to the Warranty Holder or UHD/Titan's designated reseller or
- c) Provide a refund to the UHD/Titan reseller who would then refund the Warranty Holder

**Note:** In the event the product/component(s) cannot be replaced with an exact replacement component, the Company will either provide a suitable replacement (1 time) or refund the Warranty Holder's purchase price as stated in c) above or credit the value of the original door toward a higher priced replacement. Original proof of purchase, with date of purchase, must be included in all warranty claims.

Please note that any replacement product provided under the original warranty is covered only for the remainder of the original warranty period. The warranty is not transferable and does not reset or extend with the replacement. The replacement product does not carry a new or separate warranty.

## HOW TO MAKE A CLAIM

To make a claim under this Warranty, provide a brief written description of the problem, a picture(s) of the claim/issue, proof of purchase, and your contact information to:

1. The retailer, dealer, or other with where the product was originally purchased. They can help facilitate making the claim.
2. Otherwise, send the same requested information to Unique Home Designs/Titan, Attn: Warranty Claims, 1811 S. Alma School Rd. Ste 190, Mesa, AZ 85210 or send an email to warranty@uhdco.com

## Maintenance & Care Instructions

Over time, airborne dust, dirt, and impurities can accumulate, which will cause visual defects to the security door, screen, hinged screen door, patio sliding screen door, window guards, window security screen. If not regularly and properly cleaned, it can lead to surface damage, staining, and corrosion. Your cleaning schedule depends on your environment:

<b>ENVIRONMENT</b>	<b>DESCRIPTION</b>	<b>CLEANING SCHEDULE</b>
Mild	Inland, rural, and away from urban activity	every 6 months
Moderate	Urban/suburban, inland	every 3 months
Extreme	Urban/suburban, coastal (within 25 miles)	every 2-4 weeks

Thoroughly wash the UHD/Titan frame and screen. Use a soft cloth, mild soap, and water. Do not use strong solvent or abrasive based cleaners. Take care to avoid exposing handles, hinges, and lock(s) to excessive amounts of water. After cleaning, use a dry, soft cloth to remove any excess water from these components. Also dry the screen and frame attachment area fully. Avoid using any sharp objects or abrasive materials on the frame or screen. Finally, use white grease to lubricate the hinges at each cleaning. Failure to properly maintain your UHD/Titan product could void the warranty.