



PORTELLA® LIMITED WARRANTY

Portella Custom Doors, LLC., warrants its steel doors windows and glass, to be free from defect in material and workmanship (excluding finish) for a period of TEN (10) years from the date of shipment from the Portella Factory (“Shipment Date”) and will repair or replace any defective product or parts at Portella Custom Doors, LLC., sole discretion. Portella Custom Doors, LLC., warrants factory-applied product finish to be free from defect for a period of FIVE (5) years from the date of installation to the user and will repair at Portella Custom Doors, LLC., sole discretion.

Portella Custom Doors, LLC., products are handcrafted and therefore, there will be variances in the design, finish and overall appearance. Some designs may necessitate slight variances to ensure structural integrity. Design elements may be modified dictated the by size of the door, window gate, insert or railing built by Portella Custom Doors, LLC. Imperfections, variations or discoloration are not considered to be a defect, but rather a normal process considered to be part of the charm and uniqueness of a custom fabricated steel product.

This Limited Warranty does not cover: (a) any non-Portella Custom Doors branded components or attachments (e.g., non-Portella pull-handles or other hardware, deadbolts, lock mechanisms, closer hardware or other miscellaneous hardware, weather-stripping or thresholds); (b) any Product that has not been paid for in full; or (c) any failure, loss or damage due to (i) improper storage, handling, installation, finishing, use, modification or maintenance; (ii) damage caused by using non-Portella recommended products (e.g., non-Portella pull-handles or other hardware, deadbolts, lock mechanisms, closer hardware or other miscellaneous hardware, weather-stripping or thresholds not suited for the Products); (iii) damage caused by others, or by any cause outside the control of Portella including, but not limited to, accident (including accidental glass breakage), misuse, abuse, mishandling or neglect; (iv) non-Portella applied finishes, sealants or caulking; (v) deficiencies in building design, construction or maintenance (including walls out of plumb); (vi) structural settlement or movement, vibration, or excessive sunlight, extreme heat or moisture environments (including improper drainage, water leakage, condensation or frost), environments in which there are extreme temperature differences between the inside and outside surfaces of the Product, environments in which there are temperatures consistently below twenty (20) degrees Fahrenheit (i.e., thirty (30) or more days per year); (vii) acts of God; (viii) acts of terrorism; (ix) acid rain, salt spray or other corrosive elements, and projects located within 2 miles of coastal water; (x) subjecting the Product to conditions outside of their design limitations; (xi) finish problems due to mechanical abrasions or damage; (xii) discoloration of non-visible parts; (xiii) attempts to repair a Portella Product with out prior authorization; or (xiv) normal wear and tear. In addition, this Limited Warranty does not cover minor imperfections, cosmetic details, variations or discoloration in the metal and/or finish that do not affect the Product’s structural integrity.

NEITHER PORTELLA CUSTOM DOORS, LLC., NOR ANY SELLER OF PORTELLA CUSTOM DOORS, LLC., PRODUCTS WILL BE RESPONSIBLE FOR THE INCIDENTAL OR CONSEQUENTIAL DAMAGES (WHETHER UNDER THEORIES OF TORT, STRICT LIABILITY, CONTRACT, WARRANTY OR OTHERWISE) WHICH MAY RESULT FROM A PRODUCT DEFECT OR MALFUNCTION. 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.

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ACCESSORY LIMITED WARRANTY

1. The insulated glass is warranted for seal failure for a period of ten (10) years. The Warranty does not cover glass breakage, glass color, bent glass, decorative/art type glass, distortion, minor glass imperfections that do not affect the normal vision or product performance and the imperfection shall not be detectable at a distance great than 10 feet. Any other failure or operating difficulties due to accident, abuse, misuse, alteration, misapplication, exposure to elements when the glass has not been installed by Portella, improper or insufficient handle, storage, installation, maintenance or service. Handle with clean gloves, and do not drag doors/windows across one another or across other surfaces.
2. The discoloration or rust of decorative metal accent options, (Ventilation hardware, Grills, Clavos, Straps, etc.

INSTALLATION

1. All windows and doors shall be installed into openings prepared by others in accordance with the final approved shop drawings. Prior to installation, all opening shall be inspected by the Installer to verify opening are square and have been prepared to sizes and details in the approved drawings. Windows shall not be installed into any opening until the conditions are correct.
2. Set all windows and doors plumb, level, true , with out warp or rack of frames or ventilators.
3. Anchor units securely to surrounding construction with approved fasteners.
4. Pack fibrous insulation in shim spaces at perimeter of assembly to maintain continuity of thermal barrier.
5. Attach ventilator hardware, as required, and adjust ventilators to operate smoothly free from twist and to be weather tight when closed and latched.

FINISH MAINTENANCE INSTRUCTIONS

1. The General Contractor/and or Owner shall be responsible for protecting the windows and related material during storage on the job and during and after installation.
2. The General Contractor/and or Owner shall be responsible for the final cleaning of the windows and related materials.
3. Touch-up any abraded surface of the window/door finish with an air dry paint furnished by Portella to match factory applied finish before Substantial product degradation occurs.

There are no warranties that extend beyond the warranties described on the face hereof, and the manufacturer's sole responsibility under this warranty is as stated herein. Portella shall not be liable for consequential, indirect or incidental damages, not for any amount in excess of the manufacturer's price for the door involved, whether the claim is for breach of warranty or negligence.