



America's #1 Selling Storm Door

STORM DOOR WARRANTY PROGRAM

Larson Manufacturing COMPANY, referred to below as the COMPANY, offers the following limited warranty. Larson Manufacturing Company is located in Brookings, South Dakota.

LIMITED WARRANTY

1. This warranty applies to the original purchaser of all owner-occupied homes provided the door has not been cut or altered in any way. In order to obtain performance under this warranty the owner must notify Larson Manufacturing of defect with a **proof of purchase**.
2. Each series is provided with a warranty for a specific amount of time (refer to the Door Series/Warranty Guide page to determine the warranty for your door). The company also reserves the right to repair or replace defective components as needed, including a processing and handling fee.
3. This is a do-it-yourself project. Reinstallation is up to the homeowner. The COMPANY does not provide a reinstallation credit.
4. There is no informal dispute settlement procedure available which is offered by the warranty but you are required to resort to the procedure outlined in this limited warranty before resorting to any legal remedies in a court of law.
5. The legal remedies available to you are as follows:
 - a. Customer protection agencies available in the respective states.
 - b. General courts in each state.
6. The COMPANY will perform the obligations under this limited warranty during the normal working hours of its dealers and distributors.
7. The obligations under this warranty will be completed within ninety (90) days after notice of a defect or malfunction has been furnished.

Storm Door Warranty Limitations:

- Warranty only applies to original homeowners of owner-occupied residential properties and covers manufacturer's defects.
- Modification of door will void warranty.
- Damage or breakage to the screen/glass insert is not covered under warranty.
- Wind damage and acts of nature are not covered under warranty.
- Labor cost and reinstallation fees are not covered under warranty.
- Water damage due to lack of rain diversion or structural overhang is not covered under warranty.
- Certain coastal applications, chemicals or airborne pollutants such as salt or acid rain are not covered under warranty.
- Your exclusive remedy is limited to the repair and replacement of the defective product.

**For warranty or manufacturing defects please
call: 1-888-483-3768
or visit www.larsondoors.com**

The following information is necessary to process your warranty:

1. Registration Number
2. Proof of Purchase
3. Pictures of Damage

WARRANTY DETAIL

Applies to original purchaser of door only; covers manufacturer's defects only.

Heavy Duty Aluminum	Limited Lifetime Warranty
Solid Core DuraTech® and Aluminum Clad	10-Year Warranty
Solid Core Vinyl Clad	5-Year Warranty

DOOR FRAME AND HINGES: LARSON® warrants the door frame and mounting rails to be free from defects in manufacturing, materials, paint adhesion, or workmanship, under normal use, for the period stated above.

COMPONENTS: LARSON® warrants the components of the door including hardware, window sash, screen frame, retainer strips, closers, locksets (mechanical operation and finish), to be free from defects in manufacturing, materials, tarnishing and workmanship for a period of one year from the date of original retail purchase.

RETRACTABLE SCREEN: LARSON® warrants the retractable screen of its ScreenAway® doors to be free from defects in manufacturing, materials, and workmanship for a period of five years from the date of original retail purchase.

In the event a component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period specified above, and upon written proof of purchase, LARSON, at its option, will provide a replacement component as long as the original consumer purchaser owns the home in which the door was initially installed. Installation is not included.

Warranty claims made one (1) year after purchase are subject to a shipping and processing fee.

SECURE ELEGANCE® (349-20, 349-17, 349-15) INTRUSION PROTECTION: The Intrusion Protection Warranty is offered by KeepSafe® Glass. Terms and conditions are outlined on the KeepSafe Warranty card. A written claim for the Break-in Protection Warranty must be submitted to Solutia at KeepSafe, Dept. 204, P.O. Box 66760, St. Louis, MO 63166-5890 within 30 days of alleged KeepSafe window damage and the subsequent burglary. KeepSafe® is a registered trademark of Solutia, Inc.

STORM DOOR WARRANTY LIMITATIONS:

- Warranty only applies to original homeowners of owner-occupied residential properties and covers manufacturer's defects.
- Modification of door will void warranty.
- Damage or breakage to the screen/glass insert is not covered under warranty.
- Acts of nature including wind damage and flooding are not covered under warranty.
- Damages resulting from improper installation or misuse are not covered under the warranty.
- Labor cost and reinstallation fees are not covered under warranty.
- Water damage due to lack of rain diversion or structural overhang is not covered under warranty.
- Certain coastal applications, chemicals or airborne pollutants such as salt or acid rain are not covered under warranty.
- Your exclusive remedy is limited to the repair and replacement of the defective product.

WARRANTY REPLACEMENTS:

CUSTOMER SERVICE HOTLINE: 1-888-483-3768

www.LARSONdoors.com

Visit our website or call for detailed warranty information related to your model. Proof of purchase is required to obtain warranty replacements. When placing the call, please have the registration number available (located on hinge-side of door).

LARSON® reserves the right to alter or discontinue any model, specification, warranty or price without notice.

Warranty Information

Helping Your Customers with Warranty Questions/Concerns

For warranty situations where you are unable to meet the customer's needs at the store, LARSON® proudly offers the consumer a direct warranty claim program. This direct to consumer program is beneficial for you and the homeowner. In most cases, we can ship replacement components directly to the home, thereby saving you and your customers valuable time and money.

Replacement Parts

1. If the customer is not sure of the model, please give them a copy of the Door Identification Questionnaire Form located at the end of warranty section.
2. Customers can fill out the form and contact our Homeowner Helpline phone number listed on the form or visit the "Questions & Answers" section of the website at www.larsondoors.com.

The information will be reviewed with the customer.

If necessary, replacement parts will be shipped directly to the home.

Storm Door Warranty

1. In the case of door defects, LARSON will process any potential warranty claims direct with the homeowner. Have the homeowner visit the warranty section of the website at:

www.LARSONdoors.com

or call

1-888-483-3768

2. Customer should complete the claim form and return to us with the appropriate information.
3. Once LARSON verifies model, age, and warranty coverage, in most cases we will ship a replacement door frame (less inserts, hardware and mounting rails) directly to the customer via Fed Ex.
4. LARSON will instruct customers how to reinstall their new door. Disposal of the old door will be the customer's responsibility.

In a few isolated cases, such as glass inserts, we may need to direct the customer back to your store for assistance. We will generally send a warranty letter to the customer, or provide them a reference number for you to contact us with. We will then work with you to resolve the issue.

Larson Manufacturing

Storm Door Warranty Claim Form



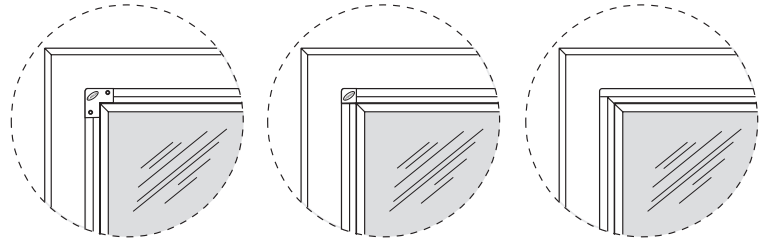
We regret that you are having difficulty with your LARSON® Storm Door. You can be assured that we will address your concerns as quickly as possible. Larson Manufacturing strives for customer satisfaction, and we take pride in offering the best warranty in the industry.

For warranty claims on the core or door rim, have customer complete the form and mail it to the address below.

If the customer needs parts (including warranty parts) or help troubleshooting a problem with the door, and does not know the model number, have them complete the Door Identification Questionnaire located at the end of the Warranty Section. Then call the LARSON Helpline: **www.LARSONdoors.com** or **1-888-483-3768**.

To avoid unnecessary delays, please provide the following information:

- 1. Copy of the Proof of Purchase**
- 2. Pictures of the door showing the following:**
 - a. Front view showing the entire door
 - b. The damaged or defective area
 - c. The LARSON Logo Corner Caps on the inside face of the door in the upper left hand corner of the window opening (select models, refer to illustration)
- 3. Answer all the questions on the back side of this form.**



INSIDE VIEW OF DOOR (TOP LEFT -HAND CORNER)

4. Daytime phone number: _____

5. E-mail address: (if available) _____

6. Please provide shipping address:

NAME _____

STREET _____

CITY _____ STATE _____ ZIP _____

7. If your mailing address is different than above, please indicate below.

STREET _____

CITY _____ STATE _____ ZIP _____

Once you have completed this form, send the form along with the pictures of the door and a copy of your sales receipt to:

LARSON MANUFACTURING
ATTN: WARRANTY CLAIMS DEPT.
2333 EASTBROOK DRIVE
BROOKINGS, SD 57006

or email a copy to us at:
customerservice@LARSONdoors.com
*Files must be in a pdf, png, jpg or gif format
and less than 2MB each in size.*

Once we review this information, we will then contact you regarding to the status of your claim. The information provided will help us determine your warranty needs. We regret any difficulty you are having with your LARSON Storm Door. We appreciate your business and will work to resolve this matter in a timely manner.

If your door has been damaged by an act of nature, or has been modified, altered or shortened in any way, the warranty is void. Do not dispose of the door or its components until your warranty claim is settled. Warranty applies to the original owner only and Proof of Purchase is required. Reinstallation cost is not covered under the warranty. Processing charges may apply.

For faster service ensure all answers are completed

1. What color is your door? _____

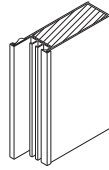
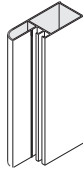
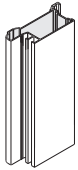
2. What color is the inside handle? _____

3. How thick does the door measure? _____
(measure at thickest point)

OVERLAP FRAMES
1-3/8" thick
1-5/8" thick
1-7/8" thick

CLASSIC-VIEW
1-1/4" thick
1-1/2" thick

WOOD-CORE
1" thick



Door finish: smooth metal finish
rough vinyl texture

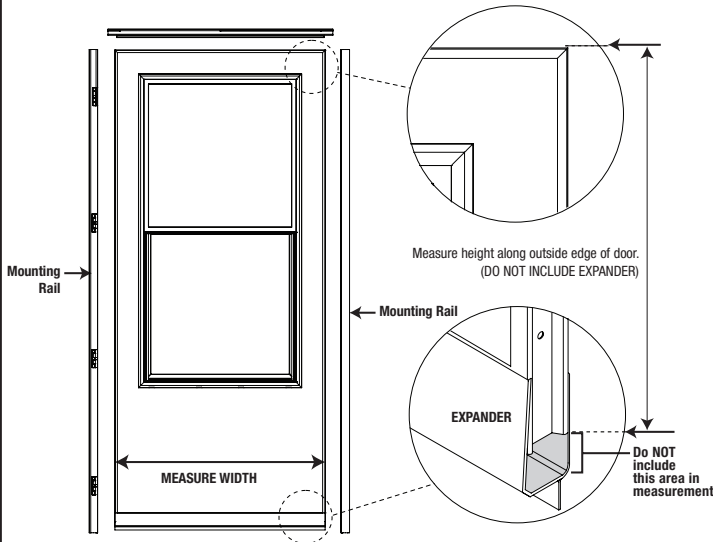
4. Measure the width and height of the **door only**. Do **NOT** include the side mounting rails or expander in the measurement.

See www.LARSONdoors.com/warrantyfaq/

DEFINITIONS:

Mounting rail is the frame attached to the house

Expander fits over the bottom of the door and includes black rubber sweep



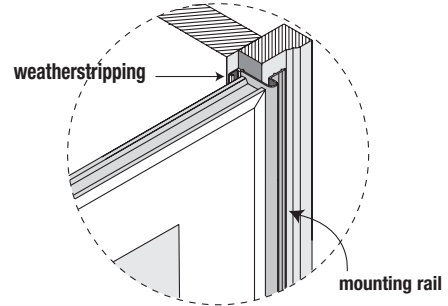
WIDTH: _____ HEIGHT: _____

5. Is the expander on the bottom of the door made of (check one):

- metal
 vinyl (plastic)

6. What type of weatherstrip does the mounting rail have?

- Felt
Rubber



7. Remove either the screen or the glass insert and measure tip to tip:

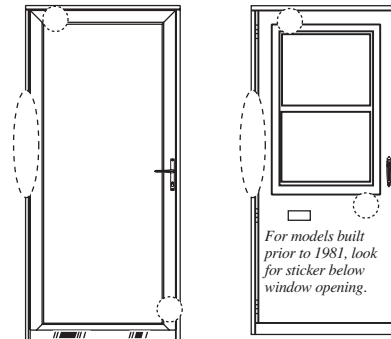
WIDTH: _____ HEIGHT: _____

NOTE: do not remove the screen or glass on Screen Away® models

Does the screen insert take up the entire window opening or just half? _____

8. What is the door's Registration Number?

Possible Registration Number locations



The number is in different locations depending on the model/date of your door. See www.LARSONdoors.com/warrantyfaq/

For doors manufactured before 1997, the registration number is a 9 digit number stamped into the inside face of the door.

For doors manufactured after 1997, look for the sticker (similar to one below), either on the hinge side mounting rail or edge of door.

Example:

Larson Manufacturing REG#: 0388324U.111970506
--

NOTE: formats may vary

Door Identification Questionnaire



Use this form if you do not know what model door you have, need a part replaced, have a general question to answer, or need help with troubleshooting.

We pride ourselves on having the best Customer Service in our industry. We strive to answer your questions and solve any problems you have with your product.

Please complete this form or visit www.LARSONdoors.com.

Call our **Customer Homeowner Help Line at 1-888-483-3768** while near your door; we may need to ask additional questions.

- Are you the original owner? Yes No
- If any part is not original equipment, please let us know which one. _____
- Have you added any accessories to your door? _____

Where did you purchase your door? _____ When? _____

Model _____ Registration # _____ Door Color _____ Door Opening Size _____

A.

1

up to 9"

2

10"-16"

3

18"-24"

4

30" and above

Measure from the bottom of the window opening to the bottom of the door. Circle the number beneath the frame that most closely matches yours.

B. How thick is your door? _____
(measure at thickest point)

<p>OVERLAP FRAMES 1-3/8" thick 1-5/8" thick 1-7/8" thick</p>	<p>CLASSIC-VIEW 1-1/4" thick 1-1/2" thick</p>	<p>WOOD-CORE 1" thick</p>
---	--	--------------------------------------

Door surface: Smooth metal
 Wood grain
 Textured vinyl

C. Does your door have any molding(s) beneath the window opening?

1

2

3

D. How much area does your screen fill?

Entire window opening
 Half of window opening
 Retracts into top of door

Are there one or two glass inserts in the door? _____

Measure the **operating** insert size:
 Width: _____
 Height: _____

E. Handle Set

Select the answers that most closely resemble your handle set.

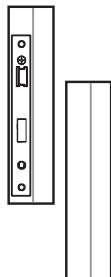
Hardware type:

Mortise style

latch extends out from edge of door
Note: some models may have only latch on side

Surface mount

Side of door is blank



Exterior Handle shape:

1. Straight lever
2. Curved lever
3. Knob shape
4. Push button



Key Lock: Yes No

If Yes, is the Key Lock:

- Separate from door handle
 Part of door handle assembly

Interior Handle

To open door, do you:

- Turn up, down or both
 Push in

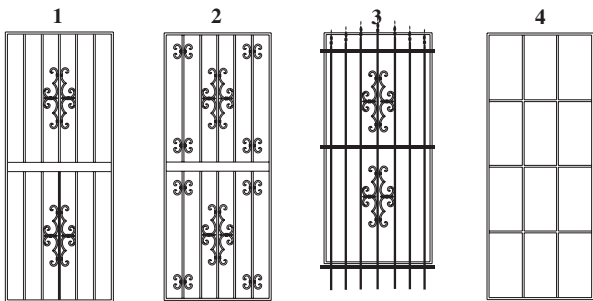
Handle Color

What color are your handles?

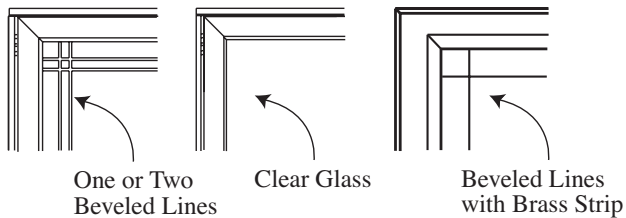
Interior: _____

Exterior: _____

G. If the door has one of these grids, which one is the closest match? _____



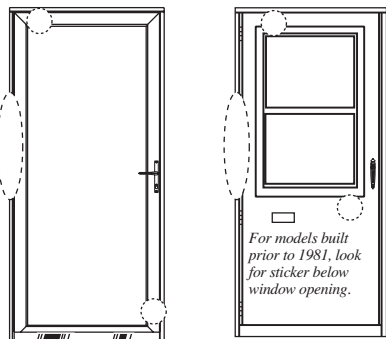
H. Which glass most closely resembles yours? _____



I. Enter the Registration Number on the front page. The number is in different locations depending on the model/date of your door.

For doors manufactured before 1997, the registration number is a 9 digit number stamped into the door.

Possible Registration Number locations



For models built prior to 1981, look for sticker below window opening.

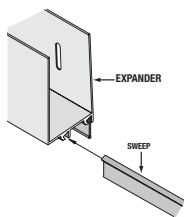
For doors manufactured beginning in 1997, look for the sticker (similar to one below), either on the edge of the door, or on the hinge side mounting rail.

Larson Manufacturing
1-800-352-3360
REG: 038832U.111970506

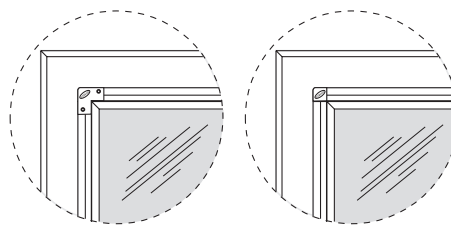
J. Is the expander at the bottom of the door made out of vinyl or metal? _____

What color is the expander? _____

How many sweep channel(s) are there? _____



K. For doors one inch thick, which plastic corner cap is on the inside? _____



INSIDE VIEW OF DOOR (TOP LEFT-HAND CORNER)

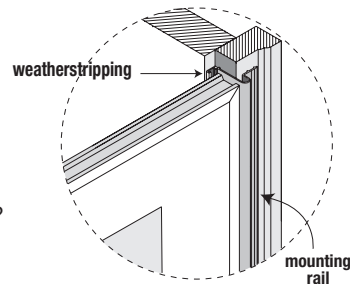
L. HINGES
Do you have 3, 4 or 5 individual hinges? _____

Is the hinge a continuous hinge (entire length of mounting rail)? Yes No

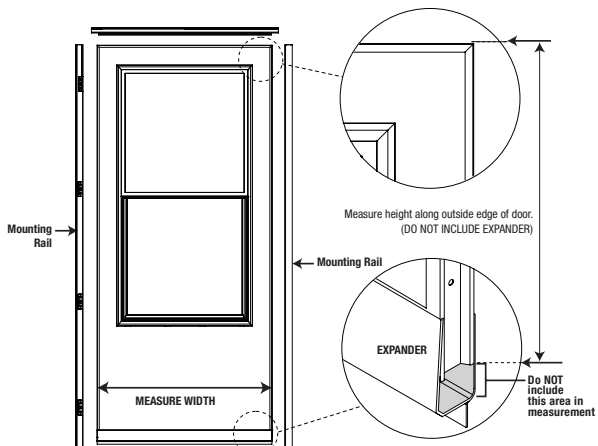
WEATHERSTRIPPING
What type weatherstripping does the mounting rail have?

Felt _____ Rubber _____

What color is the weather stripping? _____



M. Measure the width and height of the door only. Do not include the side mounting rails or expander.



WIDTH: _____ HEIGHT: _____

N. If the door itself needs replacement, please provide the store with your opening size measurements. Use this drawing as a reference when measuring. You may need to remove the door to obtain an accurate measurement.

