

# Limited Warranty

General two-year product warranty

Revision: September 30, 2026

## Coverage and period

FISO Door warrants to the original purchaser that products manufactured by FISO will be free from defects in materials and workmanship for two (2) years from delivery, when properly stored, installed, used and maintained for their intended application. The purchaser should retain the delivery record and purchase documents. A different period expressly stated in a product-specific written warranty or accepted order remains applicable to that product. This general warranty does not shorten previously issued written coverage.

## What FISO will do

For a covered defect verified by FISO, FISO will, at its option, repair the affected product, provide a replacement product or component, or refund the purchase price of the affected product. FISO will coordinate a reasonable remedy and any necessary return instructions with the purchaser. Unless agreed in writing, coverage does not include removal, reinstallation, site labor, equipment rental, access costs or project delay costs. A repaired or replaced item is covered for the remainder of the original warranty period, subject to applicable law.

## Requirements for coverage

Products must be selected for the actual exposure and application; stored in a dry, protected environment; installed in accordance with approved drawings and applicable instructions; and maintained as appropriate for the finish, hardware and operating conditions. Fire, wind, security, thermal and environmental ratings apply only to the specific listed or approved assembly and configuration. This warranty does not certify an entire building or equipment system.

## Exclusions

Coverage does not extend to normal wear; cosmetic changes from normal aging; misuse; impact; vandalism; improper storage, installation or maintenance; unsuitable cleaners or chemicals; unauthorized modifications; building movement; or damage from floods, fires or other external events. Corrosion, water intrusion or finish failure caused by an unsuitable environment, damaged coating or neglected maintenance is excluded unless the applicable written specification expressly covers that exposure. Shipping damage is handled separately with the carrier and FISO.

## **Hardware and third-party components**

Components manufactured by others, including locks, operators, glazing and accessories, are subject to the applicable manufacturer's warranty unless FISO expressly includes them in a written product warranty. FISO can assist the purchaser with identifying the relevant manufacturer and claim process.

## **How to make a claim**

Notify FISO in writing at [Info@fisodoor.com](mailto:Info@fisodoor.com) during the warranty period and reasonably promptly after discovering a suspected defect. Include the purchaser's name, order or invoice number, delivery date, product identification, installation location, a description of the issue and clear photographs. Keep the product available for reasonable inspection. Do not return products or undertake chargeable remedial work without coordinating with FISO. For assistance, call 443.952.2108.

## **Limits and legal rights**

This is a limited product warranty, not an unconditional performance guarantee. No additional warranty is created by general marketing statements. Any limitation on implied warranties or damages applies only to the extent permitted by applicable law; rights and remedies that cannot lawfully be limited remain in effect. This warranty gives specific rights, and other rights may vary by jurisdiction. Written order terms and product-specific warranties may provide additional coverage.