



Groke Limited Lifetime Warranty

WARRANTY COVERAGE. Groke Türen und Tore GmbH ("Groke") extends this Limited Warranty to the original consumer purchaser (the "Purchaser" or "you") of a Groke Entry Door (the "Product") from Groke or one of its authorized dealers.

This Limited Warranty applies only if the purchase is made in the United States from Groke or an authorized dealer and the Product and Product Components are installed in a Residence in North America, including Bahamas and Caribbean.

This Limited Warranty on the Product is not transferable by the original Purchaser. If the Product is resold or otherwise provided by Purchaser to someone else, this Limited Warranty will not thereafter apply, and Purchaser is solely responsible for any and all warranty claims.

WARRANTY PERIOD. The Limited Warranty will be effective from the date of purchase and will continue for the period set forth below ("Warranty Period"). Any Limited Warranty claims must be made within thirty (30) days after Purchaser is aware of the alleged non-conformity and, in any event, within the applicable Warranty Period. **ANY CLAIMS AFTER SUCH PERIOD WILL BE BARRED.**

LIMITED WARRANTY.

- **Product:** Except for Product Components (see below), the Product under normal use will be free from material defects in material and workmanship for as long as the Purchaser owns and occupies the single-family residence in which the Product was first installed ("Residence"); *provided* the Product is installed in accordance with applicable Groke installation and operation guidelines.
- **Product Components**
 - **Basic Door and Frame:** Groketherm GT 190 multi-chamber aluminum profiles will be free from material defects in material and workmanship for as long as the Purchaser owns and occupies the Residence.
 - **Glass:**
 - Laminated glass will not become delaminated for a period of ten (10) years.
 - Clear insulated glass and decorative or ornamental glass will be free from material defects in material and workmanship resulting in material obstruction of vision or film formation caused by dust or moisture in the dead air space of a sealed unit for a period of five (5) years.
 - **Finishes:** Powder-coat paint and woodgrain look finishes on the Product will not detach, flake or blister for a period of ten (10) years in a non-coastal region and for a period of five (5) years in a coastal region; *provided* the Product is operated and maintained in accordance with applicable Groke operation and maintenance guidelines. The term "coastal region" as used in this provision means any Residence in North America within three (3) miles of the sea coast or body of salt water.

- Hardware and Product Accessories:
 - Hinges, bolts on hinge side, strike plates, lever handles and outside handles will be free from material defects in material and workmanship for a period of ten (10) years.
 - Mechanical locks will be free from material defects in material and workmanship for a period of three (3) years.
 - Biometric finger scanner and motorized locks will be free from material defects in material and workmanship for a period of two (2) years.

- Weather Seals: All sealing material made of Ethylene Propylene Diene Monomer will be free from material defects in material and workmanship for a period of ten (10) years.

EXCLUSIONS. The Limited Warranty does not apply to:

- Separately sold non-original attachments, parts or accessories.
- Modifications of the Product or Product Component by anyone other than Groke.
- Product or Product Component that has not been paid for in full.
- Damage to the Product or Product Component caused: (i) during or after delivery; (ii) by normal wear and tear; (iii) by weathering or discoloring of finish from Product and Product Component usage, age or exposure to direct sunlight; (iv) by use under circumstances exceeding Groke's specifications or limitations or contrary to any instructions or information contained in Groke's installation, operating or maintenance manuals (as supplemented from time to time by Groke); (v) by non-original equipment manufacturer spare parts or components; (vi) by failure to provide reasonable maintenance; (vii) by improper storage, handling, installation or use; (viii) by Purchaser's failure promptly upon delivery to remove any packaging film; (ix) by exposure to sun or other heat source while in the packaging; (x) by improper repair or alteration; (xi) by corrosion, erosion, abrasion or similar causes; (xi) by accident or neglect; and (xii) by events or causes beyond Groke's reasonable control, including structural settlement, movement or vibration, condensation due to high humidity, breakage of glass, vandalism, and acts of God.
- Minor imperfections or variations in: (i) glass that do not affect the Product's structural integrity or significantly obscure vision; (ii) glass color; or (iii) color or texture of any wood-grain surface.

HOW TO RECEIVE SERVICE. In order for the Limited Warranty to apply, and in order to be eligible for service under this Limited Warranty, Purchaser MUST: (a) inspect the Product and Product Components immediately upon receipt as well as after installation and (b) within thirty (30) days of the purchase of the Product either (i) return the Warranty Registration Form attached below or (ii) register online at www.grokedoor.com/warranty. THE TIMELY RETURN OF THE WARRANTY REGISTRATION FORM OR REGISTRATION OF THE LIMITED WARRANTY ONLINE IS A CONDITION PRECEDENT TO OBTAINING COVERAGE UNDER THIS LIMITED WARRANTY.

If problems exist with any Product or Product Components, first consult the troubleshooting section of the installation and operation manual or the online guide and tips available at www.grokedoor.com. If problems persist, please call 844-604-7653 between the hours of 8:00 AM to 6:00 PM Eastern Time, Monday through Friday to speak with a customer service technician or by writing to:

Groke Service Center
 1430 West Pointe Drive, Suite Q
 Charlotte, NC 28214
 Email: info@grokedoor.com

If the customer service technician cannot solve the problem over the phone, Purchaser may be directed to remove and ship, both at Purchaser's risk and expense, the Product and/or Product Components to Groke or an authorized service center for diagnosis or repair, in which case Purchaser will be provided with shipping information, packaging instructions and a return merchandise authorization number. DO NOT SHIP THE PRODUCT OR PRODUCT COMPONENTS UNTIL GROKE ISSUES A RETURN AUTHORIZATION. PURCHASER MUST PROVIDE A COPY OF THE PURCHASE RECEIPT OR OTHER PROOF OF PURCHASE (INCLUDING THE DATE AND LOCATION OF PURCHASE) AND PROOF OF RESIDENCE OWNERSHIP.

WHAT GROKE WILL DO. As Purchaser's sole and exclusive remedy for any Product or Product Components which Groke finds to be non-conforming and covered by the Limited Warranty, Groke will, at Groke's sole discretion, either: (a) repair the Product or Product Components or provide a replacement Product or Product Components at no charge and ship the repaired or replaced Product or Product Components to the Purchaser or an authorized Groke dealer; or (b) refund the original purchase price of the Product or Product Components or the original catalog list price, whichever is lower. Groke reserves the right to discontinue or make changes to any Product and Product Component without notice. Groke also reserves the right that if any Product or Product Component is not available for whatever reason, Groke may provide a replacement product or component of comparable quality and price.

Any replaced parts become Groke's property. REPAIRS OR EXCHANGES PERFORMED UNDER THIS LIMITED WARRANTY DO NOT EXTEND THE WARRANTY PERIOD. If Groke determines that any Product or Product Component is not covered by the Limited Warranty, Purchaser will be given a price quote for the repair and return of the Product or Product Component.

Purchaser is responsible for all labor costs, including reinstallation and refinishing charges, associated with the installation of the repaired or replaced Product or Product Component in the Residence. In case of shipment of the replacement Product or Product Component to an authorized Groke dealer, Purchaser must pick it up at the authorized Groke dealer or pay for transportation to the Residence.

LIMITATIONS.

ALL IMPLIED WARRANTIES FOR THE PRODUCT AND PRODUCT COMPONENTS, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE RESPECTIVE LIMITED WARRANTY PERIOD SET FORTH ABOVE, AND NO IMPLIED WARRANTIES WILL EXIST OR APPLY AFTER SUCH PERIOD FOR THE PRODUCT AND PRODUCT COMPONENTS. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL GROKE BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, ARISING FROM OR RELATING TO THE USE OF, INSTALLATION OF, DEFECT IN, INABILITY TO USE, OR PROPERTY DAMAGE CAUSED BY THE PRODUCT, THE PRODUCT COMPONENTS OR OTHERWISE, EVEN IF GROKE HAS BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES. 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.

IN NO EVENT SHALL GROKE'S LIABILITY, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVER EXCEED THE PURCHASE PRICE OF THE PRODUCT OR PRODUCT COMPONENT AT ISSUE.

This Limited Warranty is the only warranty Groke gives to Purchaser. No dealer, distributor, sales representative, employee or other person is authorized to offer or establish additional warranties or remedies or to expand or otherwise modify this Limited Warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Groke Warranty Registration Form

To validate your warranty please complete form and return to:

Groke Service Center
1430 West Pointe Drive, Suite Q
Charlotte, NC 28214

First name: _____

Last name: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Country: _____

Phone: _____

Email: _____

Door ID number (located on the door slab/ hinge side): _____

Purchased from: _____

Date of purchase: _____

Privacy Statement: Groke is committed to protecting your privacy. We promise to keep all the information that you share with us confidential. We do not share your information with any outside parties.