

# BILCO

## Limited 5 Year Warranty

For Residential Products: The warranties offered in this document apply only to products manufactured after (July 1, 2014)

*Steel Door, Classic Series, Door Only#*  
*Steel Door, SLW Series, Door Only#*  
*Powder Coat Steel Doors; Door Only\**  
*ULTRA Door*  
*ScapeWEL Window Wells*  
*StakWEL Window Wells*

***Every BILCO product is designed to operate properly and to provide trouble-free service. Should a part fail to function, due to defects in material or workmanship during normal use, a new part will be furnished by The Bilco Company. This warranty extends for a period of 5 Years from the date of manufacture.***

### **\*Powder Coat Paint Finish:**

The factory applied powder coat paint finish on BILCO Classic Series Basement Doors carries a one-year warranty against flaking, peeling, or blistering under normal conditions. This warranty excludes damage caused during the product installation process or resulting from falling objects, scratching, abrading, or misuse or abuse of the product in any way.

### **#Primed Coat Finish**

Door must be painted within forty-five (45) days of installation. Bilco recommends using Oil Based Exterior Enamel in White or a light color. For best results carefully follow directions on the Manufacturer's label.

### **Customer Responsibilities**

The claimant must inspect the product, make a request (below) and provide proof of the date of purchase, date of installation, and Bilco date code or serial number, for any request or claim to be processed. Claimant must also provide digital photos of areas of concern to the warranty email address with submission. No claim will be processed until requested photos are received.

### **Special Conditions:**

Replaced or repaired products are covered for the balance of the original warranty period only. Bilco reserves the right to refund the purchase price in lieu of repair or replacement as stated herein. Individuals must use standard reasonable care in backfilling window wells and must adhere to Bilco backfill instructions or this limited warranty may become void.

### **Suitability**

Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including; the use of any Bilco product, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Bilco will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products.

### **How To Request Assistance or Make a Warranty Claim:**

#### **The Bilco Company**

Customer Service  
3400 Jim Granger Dr.  
Zanesville, OH 43701  
[warranty@bilco.com](mailto:warranty@bilco.com)

**What Bilco WILL do:**

Bilco will acknowledge receipt of your claim (generally within seven business days), investigate your claim and take appropriate action (generally with 30 days after notification). If the product does not have a defect covered by the warranty, Bilco may charge an inspection fee for any onsite inspection that you request. If repair is not practicable and replacement is not reasonably available, then, Bilco in its sole discretion may choose to, a) refund the purchase price of the affected unit, or, b) provide a replacement product at a cost with a proration pursuant to the specification in the table below. In no event shall Bilco’s liability hereunder exceed the purchase price of the affected product(s).

**Limitations**

- Misuse, abuse, neglect, or improper handling or storage;
- Installation or defects and damages resulting from installation but not limited to any defects resulting from failure to follow Bilco’s installation instructions and guidelines;
- Impact of foreign objects, or any Act of God;
- Defects in, failure of, or damage to the basement wall or material against which the product was installed or defects in the product caused by movement, distortion, cracking or settling of the foundation of the building;
- Distortion of parts caused by backfilling, or settling of the backfill medium;
- Any damages resulting from any other cause not involving manufacturer defects in material;
- Cost of labor required to install replacement product or to remove and dispose of any damaged product;
- An application or condition that exceeds product design standards and / or certified performance specifications
- Costs of repairs or replacements performed without Bilco’s written consent;
- Costs associated with an unsatisfactory condition or appearance resulting from failure to follow Bilco’s written installation instructions.
- Costs associated with any unsatisfactory condition or appearance resulting from the homeowner’s neglect or failure to properly maintain the product(s)
- Costs of shipping any replaced product between the homeowner’s location and Bilco;
- Costs in excess of the value of the replacement material required to complete any repair made pursuant to this warranty.
- Costs associated with normal wear and tear, natural weathering of surfaces and / or fastening hardware.
- Bilco reserves the right to discontinue or make changes to any of its products. In the event the products covered by these warranties are not available, The Bilco Company reserves the right to substitute a product or component that, in Bilco’s sole discretion, is equal in quality or price.

**Bilco Products (listed above) 5 Year Limited Proration Warranty**

1 Year or less	100%
2 Years or less	80%
3 Years or less	60%
4-5 Years	50%

**Important Legal Information**

THESE LIMITED WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES, WARRANTIES, GUARANTIES, OR LIABILITIES, EXPRESSED NOR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY WITH RESPECT TO FITNESS AND MERCHANTABILITY). THE BILCO COMPANY SHALL NOT BE LIABLE FOR AN INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE NATURE OF THE CLAIM OR WHETHER OR NOT OCCASIONED BY BILCO’S NEGLIGENCE. IN NO EVENT SHALL THE LIABILITY O F BILCO EXCEED THE PURCHASE PRICE OF THE AFFECTED PRODUCTS. Depending on the state in which you live, these limitations and exclusions may not apply to you. This warranty shall not be extended, altered or varied except by a written instrument signed by The Bilco Company. This warranty is effective for all Bilco Residential Products (listed above) manufactured on or after (xx/xx/xxxx). This warranty together with together with the Bilco product specification sheet and installation instructions for the specific product set out the entire liability for The Bilco Company with regard to the product. The Bilco specification sheet and installation instructions contain important information related to Bilco products. If these materials have not been provided, they may be obtained at [www.bilco.com](http://www.bilco.com).