CARE & MAINTENANCE GUIDE

SourcePoint Chateau Steel French Doors

Covers standard and thermally broken configurations.

Version 1.0 · Keep this guide with your warranty documents.

> ⚠ STEEL RUSTS. THAT IS THE WHOLE JOB.
>
> Your door is galvanized under its fluorocarbon finish, which buys you time — but **galvanizing slows rust, it does not stop it.** Everything in this guide comes down to two habits: **keep the door dry**, and **repair any breach in the finish immediately.** Rust is not covered by your warranty in any environment, for any term. Preventing it is what this guide is for. Your finish warranty also depends on documented cleaning — **keep a simple dated log.** A note on your phone is enough.

INSTALLATION

Before and During Installation

- **Confirm your overhang before you install.** A Chateau door without adequate overhang is **not covered by any part of your warranty**, and that cannot be corrected afterward. See the **Overhang Requirement** section of your warranty.
- **Unwrap and inspect the door as soon as you receive it — before installation.** Concealed damage is damage you cannot see until the packaging comes off. Report it to your dealer, in writing, within **24 hours of your receipt**. Report any other defect before the door is installed or altered. A door that has been installed is treated as accepted.
- **Store it dry and under cover.** Never leave a crated door outdoors or let it sit in standing water. Water that gets into an open hardware bore before the lock is fitted will cause the finish to bubble as it evaporates.
- **Confirm the opening before the door arrives.** The rough opening must be plumb, level, square, and supported by an adequately sized header or lintel. Steel doors are much heavier than wood or fiberglass. **The door frame is not a structural member and must never carry building load.**
- Install in true vertical plane, square, and plumb. Nonstandard installation voids the warranty.
- Professional installation by an installer experienced with steel doors is strongly recommended. Waterproofing is the customer's responsibility.

CLEANING

Routine Cleaning — Required Schedule

ENVIRONMENT	MINIMUM FREQUENCY
Sheltered, inland	Every **6 months**
Exposed to weather, or heavy dust, pollen, or traffic pollution	Every **3 months**
Within 5 miles of the coast or salt water	**Every month** — required for coverage

How to clean:

1. Wipe loose dirt and grit off with a dry or barely damp soft cloth first. Grit dragged across the finish scratches it.
2. Wash with **mild detergent and water** and a soft cloth — no abrasive pads, scouring compounds, steel wool, or solvent-based cleaners.
3. Wipe residue off. Detergent left on the finish attracts dirt and holds moisture.
4. **Dry completely.** Do not let water stand anywhere on the door, in the frame, or on the threshold.
5. **Write down the date.**

> ⚠ **Never hose the door down or pressure wash it.** Water is what causes rust. Directly hosing or washing a steel door with water is one of the most common causes of rust we see, and damage from it is not covered.

Never use anything containing sulfur or chlorine — pool chemicals, bleach, many household cleaners — or any harsh solvent, mortar cleaner, or stucco or duct tape. These attack the finish, and damage they cause is not covered.

If your door is near a pool or spa, that is fine — proximity alone changes nothing. Just rinse and dry the door if it is splashed with treated water, and keep pool chemicals off the finish.

FINISH BREACHES

Repair Finish Breaches Immediately

This is the single most important thing you can do for a steel door.

Any scratch, chip, or abraded area that breaks through the finish starts a clock. The galvanizing underneath will hold the line for a while — that is exactly what it is there for — but zinc is consumed as it works, and once it is gone at that spot the steel rusts, and the rust spreads underneath the surrounding finish and lifts it. What starts as a scratch you could have touched up in five minutes becomes a finish failure that is not covered.

Deep scratches, and any damage at a weld, a cut edge, or a drilled hole, need attention soonest — those areas may not carry full zinc coverage.

- Check for breaches at every scheduled cleaning, and after any work is done near the door.
- Touch up immediately. Do not wait for the next cleaning.
- **Ask your SourcePoint dealer for matched touch-up material before using anything else** — an incompatible touch-up product can do more damage than the original scratch.

Minor touch-up after installation is normal and expected on a hand-fabricated steel door. It is not a defect.

RUST

If You See Rust

Treat it as soon as you see it. Surface rust caught early is a ten-minute job.

1. Dry the area completely and find out where the water is coming from — an overhang gap, splashback from a walkway, a sprinkler head, a blocked threshold, condensation running down the interior face.
2. **Fix the water source first.** Anything else is temporary.
3. Remove the surface rust gently with a non-abrasive method, and touch up with matched material from your dealer.
4. Note the date and what you did.

Rust is not covered by your warranty except in one situation: where the finish failed on its own first — not from a scratch, an impact, standing water, or anything else external — and that failure is what let the rust start. In that case it is handled as a finish claim, on the 3-year finish term, on inland installations only.

Every other rust claim is a no. That is why catching it early and fixing the water source matters more than anything else in this guide. **Photograph what you find and note the date** — if it does turn out to be a finish failure, those photographs and your maintenance records are what prove it.

HARDWARE

Hardware Care

- **Lubricate the hinges.** Apply a lubricant or water displacer, or grease through the hinge ports where fitted, at least **twice a year** — monthly in a coastal environment. Hinge coverage depends on it.
- Check that fasteners are tight and that the door swings freely and latches without being forced.
- **Do not force a door that is binding.** Forcing it transfers load into the hinges and the frame. If the door has started to bind, drag, or miss the strike, the opening has usually moved — have it looked at rather than muscled shut.
- **Locking hardware is not covered by your SourcePoint warranty.** Locksets, deadbolts, multi-point locks, and electronic locks carry whatever warranty their own manufacturer provides, and claims on them go to that manufacturer. Keep the paperwork that came with your lock.

RECORDS

Keeping Records

Because the finish warranty runs three years — and coastal coverage depends on monthly cleaning — the cleaning record is what supports a claim later. A dated list is sufficient. Note the date, what you cleaned, and what you used. Photograph the door once a year if you can.

THE FINISH

What to Expect from the Finish

Chateau doors are fabricated from cold rolled steel, welded by hand, galvanized, then given a factory-applied **fluorocarbon paint finish** — a high-performance coating made with fluorocarbon resins that resist weather, chemicals, and ultraviolet exposure. **Minor differences in the metalwork between units, and across a single unit, are normal** and are part of a hand-fabricated product.

The finish will still change over time. It will gradually fade, dull, and shift in tone with sun and weather, and it will do so faster on a south- or west-facing elevation than on a north-facing one. Gradual fading and chalking within the tolerances in your warranty are natural weathering, not defects. **Uneven fading between elevations** is likewise normal and is not covered — your warranty sets measured thresholds for when fading or chalking does count as a finish failure.

On any finish other than black, the black spacer between dual-pane glass will be visible. That is normal.

SEASONAL

Seasonal Checks

- **Twice a year**, inspect the full perimeter, the threshold, and the frame for standing water, debris, or any breach in the finish. In coastal locations, check monthly along with cleaning.
- Confirm weatherstripping and sweeps are intact and sealing.
- Confirm the threshold is draining and the perimeter sealant is intact.
- **On a thermally broken door**, check that the thermal break has not been bridged by fasteners or trim added after installation. Anything run through or across the break conducts heat straight around it, and bridging added after installation is not covered.
- Check that fixed pull handles are still tight and secure at their fixings.
- Check that no third-party hardware has been fastened through the door.

CONDENSATION

Condensation

Chateau comes in two constructions, and they behave differently in the cold.

- **Standard Chateau** is cold rolled steel tubing filled with polyurethane foam. In extreme cold, steel conducts heat around that insulation and the interior face can develop condensation or frost.
- **Chateau Thermally Broken Model** is thermally broken, which interrupts that heat path. It reduces condensation substantially. It does not eliminate it — any exterior door can sweat if interior humidity is high enough.

Condensation is not a manufacturing defect on either model and is not covered.

On a steel door, wiping it up matters more than on most other materials — standing moisture on the interior face is a rust source, and it will also damage trim and flooring.

Reduce it by lowering interior humidity, moving heat registers away from the door, and running exhaust fans.

If you are building in a cold climate and have not ordered yet, ask your dealer about the thermally broken model. Condensation and interior icing are likely on a standard Chateau door in sustained cold, and this is not something that can be changed after installation.

VOID CONDITIONS

What Voids Your Warranty

- **Inadequate overhang** — this voids coverage in its entirety
- Failing to clean and maintain the door per this guide

- Failing to keep adequate cleaning records
- Leaving a scratch, chip, or abrasion unrepaired
- Hosing, pressure washing, or washing the door down with water
- Using harsh, corrosive, or abrasive cleaners
- Applying aftermarket tints, coatings, or films
- Modification or alteration by any party — cutting, welding, glass replacement, or hinge modification without SourcePoint's written authorization
- Nonstandard installation — out of plumb, out of square, or out of vertical plane
- Installing into an opening that is not properly framed or supported
- **Installing a storm door of any type**, vented or non-vented

NOT COVERED

What Is Not Covered

These do not void your warranty. The specific damage is simply not covered:

- **Rust, corrosion, oxidation, and pitting** — except where a finish failure caused them, as described above. Rust from a scratch, an impact, standing water, hosing, inadequate overhang, or skipped maintenance is never covered, and neither is rust on a coastal installation
- Structural or mechanical failure caused by corrosion, whatever caused the corrosion
- Fading, color change, chalking, and normal weathering, including uneven fading between elevations
- Damage caused by chemical exposure — chlorine, pool and spa chemicals, chemically treated water, sulfur, acids, solvents, mortar cleaner, and harsh cleaning agents
- Condensation, and damage resulting from it
- Scratches, and damage caused during installation or transportation
- Bubbling or scratching around the lock area caused by installation technique
- Glass breakage and glass scratches
- Water entering around the door rather than through it — flashing, sealant, threshold, and installation are the installer's responsibility
- Damage caused by movement of the building or the opening

COASTAL

If You Are Within 5 Miles of Salt Water

Measured in a straight line from your installation address to the nearest ocean, gulf, bay, sound, inlet, tidal river, or other body of salt or brackish water. **Five miles is further inland than most people expect** — if you are anywhere near a coast, check the distance rather than assuming.

> Coverage is **reduced**, not voided.

- Finish coverage drops to **1 year**
- Structural, mechanical, and thermal break coverage step down from 10 years to **5 years**
- **Rust and corrosion are excluded absolutely** — the finish-failure exception does not apply inside the coastal line
- **Monthly cleaning with dated records is required for all coverage — including that 5-year structural coverage**
- Every surface must be washed, rinsed, and **dried completely** each month
- Any breach in the finish must be repaired **immediately**
- Hinges should be lubricated monthly

Salt holds moisture against the metal. On steel, a month of neglect in a coastal environment does what a year of neglect does inland. See your warranty for the full terms.

LOG

Maintenance Log

DATE	WHAT YOU DID	PRODUCT USED

Questions about your door? Contact your SourcePoint dealer. They are your first point of contact for product questions, replacement parts, and warranty claims.

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