Warranty Administration
4363 Northeast Expressway, Atlanta, GA 30340
Form SP-WAR-006 · Rev. September 2026

LIMITED WARRANTY — STEEL

SourcePoint Chateau Steel French Doors

PRODUCT LINE	SourcePoint Chateau Steel French Doors — **standard and thermally broken configurations**
SCOPE	Doors, including sidelights and transoms supplied as part of the door unit. **The Chateau line does not include standalone steel windows.**
VERSION	1.0
EFFECTIVE	Products invoiced by SourcePoint on or after January 1, 2026

Read together with the SourcePoint Master Warranty Terms and the SourcePoint Chateau Steel French Doors Care & Maintenance Guide, both provided with this document. All three together form your warranty.

⚠ TWO THINGS DECIDE WHETHER YOUR CHATEAU DOOR IS COVERED

Overhang, and water. Steel is a metal, and rust is what water does to metal. A Chateau door that is not shielded from the elements by adequate overhang is **not covered by this warranty** — that is a condition, not a suggestion, and it cannot be corrected after the fact. Read the **Overhang Requirement** section before you order, not after you install.

COVERAGE

Coverage at a Glance

All coverage periods below run from the coverage start date — see the SourcePoint Master Warranty Terms, Section 1a.

WHAT	HOW LONG
Structural integrity — welds, frame, and door	**10 years**
Mechanical function — hinges and moving components we manufacture	**10 years**
Thermal break — Chateau Thermally Broken Model	**10 years**
Fixed pull handles supplied by SourcePoint	**10 years**
Fluorocarbon paint finish	**3 years**
Any finish — coastal or saltwater environment	**1 year**
Insulated glass — hermetic seal failure	**3 years**
Weatherstripping, sweeps, and other wear components	**1 year**
Rust, corrosion, oxidation, and pitting	**Not covered** — except where caused by a covered finish failure
Locking hardware	**Not covered**

Multi-resident buildings: **2 years** — see the SourcePoint Master Warranty Terms, Section 7. Commercial, hospitality, and other non-residential installations: **1 year**.

WHAT IS COVERED

What Is Covered

Structural integrity (10 years). SourcePoint warrants the welds, frame, and door structure against failure under normal use caused by a defect in SourcePoint's materials or workmanship. This covers welds that crack, break, or separate, and separation of the frame or panel, where the cause is a manufacturing defect.

Mechanical function (10 years). Hinges and the moving components SourcePoint manufactures are warranted against failure to operate as built, under normal use, caused by a defect in material or workmanship. Hinge coverage is conditional on the lubrication schedule in the Care & Maintenance Guide.

Thermal break (10 years, Chateau Thermally Broken Model). The thermal break is warranted against debonding, separation, and loss of thermal continuity caused by a defect in material or workmanship.

This coverage does not extend to a thermal break that has been **bridged after installation** — by fasteners, trim, hardware, security devices, or any other item installed through or across the break. Bridging defeats the thermal break by conducting heat straight around it, and it is the most common cause of thermal complaints on a thermally broken unit. See the Care & Maintenance Guide.

Fluorocarbon paint finish (3 years). The finish is a factory-applied fluorocarbon coating, formulated with fluorocarbon resins to resist weather, chemicals, and ultraviolet exposure. It is warranted against failure as defined below, subject to the overhang requirement and to the maintenance requirements in this warranty and in the Care & Maintenance Guide.

Excludes scratches, and excludes damage to the finish caused during installation, transportation, or misuse.

Insulated glass (3 years). SourcePoint warrants that insulated glass units supplied with a Chateau door will not, for three years from the coverage start date, develop material obstruction of vision between the interior glass surfaces caused by failure of the hermetic seal. **SourcePoint's liability under this provision is limited to shipping a replacement glass unit.** This provision does not apply to broken glass, to units installed by others, or to units to which a retrofit film has been applied.

All claims are subject to inspection and authorization at SourcePoint's sole discretion.

What Counts as Finish Failure

A finish is considered to have failed only where it shows:

1. Substantial cracking, chipping, peeling, blistering, or loss of adhesion caused by deterioration of the finish itself, excluding mechanical damage; **or**
2. Chalking in excess of a numerical rating of **8** as measured per **ASTM D 659**; **or**
3. Fading or color change in excess of **5** units as measured per **ASTM D 2244**.

Uneven fading is not a covered condition. Elevations receive unequal sun and weather exposure, and the resulting variation is environmental, not a defect.

Also not finish failure: variation in the metalwork beneath the coating across a single unit or between units, which is inherent to a hand-fabricated product; change in the appearance of hardware finishes; and any finish condition caused by mechanical damage, an unrepaired breach, or contact with water, chemicals, or cleaning agents.

RUST

Rust and Corrosion

> ⚠ **Rust is not covered — unless the finish failed first.**

Steel is a metal. Rust is a direct result of water — from rain reaching an unprotected door, from hosing or washing the door down, from standing moisture left unwiped, or from a breach in the finish that exposes bare metal to the air.

Chateau doors are galvanized beneath the fluorocarbon finish. **Galvanizing slows corrosion; it does not prevent it, and it does not make the door waterproof.** Zinc is consumed over time and far faster in salt air, welds and machined areas may not carry full zinc coverage, and no zinc layer protects against standing water left sitting on the door.

The rule

Rust is a symptom. What matters is what made the coating fail at that spot, and there are only two possibilities.

Covered. Where the finish failed on its own — meeting the definition in **What Counts as Finish Failure** above, with no external cause — and that failure is the demonstrated cause of the rust, the rust is treated as part of the finish claim. This applies:

- on the **3-year finish term**, not the 10-year structural term;
- on **inland installations only**; and
- only where the overhang requirement is met and the maintenance conditions of this warranty have been satisfied.

Not covered. Rust from any other cause, including:

- Water exposure, standing moisture, hosing, or pressure washing
- Inadequate overhang
- A scratch, chip, or abraded area left unrepaired
- Mechanical damage, impact, or abrasion
- Chemical exposure
- Failure to clean and maintain the door, or absence of maintenance records
- Any installation within a Coastal or Saltwater Environment — see below

The burden is on the claim. A rust claim must show that the finish failed first, and failed on its own. Photographs of the condition as it developed and dated maintenance records are what establish that. Rust found at a scratch, at an impact point, at a weld or bore left unsealed, or on a door with no maintenance record does not meet it.

Corrosion is not a route into the structural term. Structural or mechanical failure caused by corrosion is not covered under the 10-year structural coverage, whatever caused the corrosion.

Any breach in the finish — scratches, chips, or abraded areas — must be repaired promptly. Bare metal must never be left exposed to the elements. Rust that begins at an unrepaired breach will spread under the surrounding finish and lift it, and it is not covered.

MAINTENANCE

Maintenance Is a Condition of Coverage

The finish warranty applies only where the door has been cleaned and maintained in accordance with the SourcePoint Chateau Care & Maintenance Guide.

SourcePoint may require documented proof of regular cleaning and maintenance as a condition of any finish claim. Keep a simple dated record of each cleaning. Failure to maintain adequate cleaning records is grounds for denial of a finish claim.

OVERHANG

Overhang Requirement

> ⚠ WARRANTY CONDITION
>
> A door that is not shielded from the elements by adequate overhang is **not covered by this warranty.**

Overhang is the single most important factor in the service life of an exterior door, and it matters more on steel than on almost anything else SourcePoint sells. Every material fails in its own way without it: steel rusts, wood moves and rots, finishes crack and lose adhesion, and water finds its way past weatherstripping.

The formula

$$X = \tfrac{1}{2}Y$$

- **Y** = the vertical distance from the bottom of the door to the base of the overhang

- **X** = the required horizontal projection of the overhang from the wall

DISTANCE FROM BOTTOM OF DOOR TO BASE OF OVERHANG (Y)	REQUIRED PROJECTION (X)
8 ft (96 in)	4 ft (48 in)
10 ft (120 in)	5 ft (60 in)
12 ft (144 in)	6 ft (72 in)

Adjusting for exposure

The formula is a minimum for typical conditions. More projection is required where the door faces prevailing wind and driving rain, south or west exposure with long daily sun load, or coastal salt air.

Recessed and sheltered entries

Recessed entries, deep covered porches, and vestibules may satisfy this requirement without a projecting roof, provided the door is genuinely shielded from direct rain and sun.

If you cannot meet the requirement

Talk to your SourcePoint dealer before you order. Some products and finishes tolerate exposure better than others, and your dealer can help you select the right one for the site. A door installed without adequate overhang is not covered, and that cannot be corrected afterward.

HARDWARE

Hardware

Hinges (10 years). Hinges SourcePoint installs are covered against defects in material and workmanship, conditional on the lubrication schedule in the Care & Maintenance Guide.

Fixed pull handles (10 years). Fixed, non-mechanical pull handles supplied and fitted by SourcePoint are part of the door and are held to the same standard as the door itself. A pull that loosens, separates, or tears out of the door is a structural claim, not a hardware claim.

Weatherstripping, sweeps, and flush bolts (1 year). These are wear components. Replacement after the first year is normal owner maintenance.

⚠ LOCKING HARDWARE IS NOT COVERED BY THIS WARRANTY.

Locksets, deadbolts, multi-point locking hardware, electronic and smart locks, keyways, cylinders, thumbturns, and their associated trim are excluded from this warranty in full — whether or not supplied by SourcePoint, and whether or not fitted before delivery. This includes mechanical failure, finish wear, and difficulty of operation.

Where locking hardware is supplied with the door, it carries whatever warranty its own manufacturer provides, and any claim on it is made to that manufacturer. **SourcePoint is not the warrantor of locking hardware and does not process claims on it.**

Damage the door itself sustains during lock installation is covered by neither party — see **Damage Around the Lock Area** below.

COASTAL

Coastal and Saltwater Environments

What Counts as a Coastal or Saltwater Environment

A **Coastal or Saltwater Environment** means any location within **five (5) miles** of an ocean, gulf, bay, sound, inlet, tidal river, or other body of salt or brackish water, measured in a straight line from the installation address to the nearest such water.

Note for dealers and installers: the coastal line for Chateau is **five miles** — the same as Forge, and not the two miles that applies to Element aluminum. Steel corrodes at a far greater distance from salt water than a powder-coated aluminum extrusion does. Check the distance before you quote.

Why Coverage Is Different Here

Salt air is corrosive and abrasive. Airborne salt deposits on every exposed surface and holds moisture against the finish. On steel, that combination is unforgiving.

Even with constant and correct maintenance, product installed in a Coastal or Saltwater Environment will deteriorate faster than the same product installed inland. That accelerated deterioration is a property of the environment, not a defect in the product.

Coverage in a Coastal or Saltwater Environment

WHAT	STANDARD	COASTAL
Structural integrity — welds, frame, door	10 years	**5 years**
Mechanical function	10 years	**5 years**
Thermal break — Chateau Thermally Broken Model	10 years	**5 years**
Fluorocarbon paint finish	3 years	**1 year**
Insulated glass — seal failure	3 years	**3 years — unchanged**
Rust, corrosion, oxidation, pitting, or tarnish — **and any structural or mechanical failure caused by them**	Not covered	**Not covered**

> ⚠ **The finish-failure exception in Rust and Corrosion does not apply here.** Inside the coastal line, rust and corrosion are excluded absolutely, whatever the condition of the finish.

Required Maintenance — Conditions of Coastal Coverage

All coverage in a Coastal or Saltwater Environment, **including the 5-year structural coverage**, is conditional on all of the following:

- **Monthly cleaning.** Every surface must be washed with mild detergent and water at least once per month, then rinsed and **dried completely**. Salt must not be allowed to build up on any surface.
- **Immediate finish repair.** Any scratch, chip, or abraded area that breaches the finish must be repaired immediately. Bare metal must never be left exposed.
- **Documented maintenance.** Dated records of the above are required to support any claim.

Full requirements are in the SourcePoint Chateau Steel French Doors Care & Maintenance Guide.

Building on the Coast?

Talk to us before you order. We would rather help you specify the right product than reduce your coverage after the fact.

THE MATERIAL

About the Material

SourcePoint Chateau doors are fabricated from **cold rolled steel** and welded by hand. Minor differences between units are normal and are expected in a hand-fabricated product; they are not defects. Steel is never flawless, and natural imperfections of the steel, glass, and components will vary within tolerances that are standard in the industry.

Chateau doors are protected by two layers, and neither one makes steel weatherproof. The steel is galvanized, then given a factory-applied fluorocarbon finish. The fluorocarbon coating is the primary weather barrier; the zinc beneath it is the backup, and it is a sacrificial one — zinc is consumed as it works, faster in salt air, and welds, cut edges, and drilled or machined areas may not carry full coverage.

That is why an unrepaired scratch or chip still matters on this product, and why the overhang requirement is a condition of coverage rather than a recommendation.

Do not hose, pressure wash, or wash the door down with water. Keep the door clean and dry. Prolonged exposure to moisture will lead to rust if it is not wiped away promptly.

Exposure to natural elements and frequent use is expected to cause the door to age naturally. Surfaces exposed to water or sunlight will change in appearance over time. That change is expected and is not covered.

Two constructions

MODEL	CONSTRUCTION
Standard Chateau	Cold rolled steel tubing filled with polyurethane foam insulation
Chateau Thermally Broken Model	Thermally broken cold rolled steel construction, for cold climates and high interior humidity

Both models are covered on identical terms under this warranty. The difference is thermal performance and condensation behavior — see **Extreme Weather and Condensation** below.

All SourcePoint Chateau doors are manufactured overseas.

EXCLUSIONS

Not Considered Defects

- Minor metal, glass, or finish imperfections allowable under industry standards
- Variation in the metalwork inherent to a hand-fabricated product
- Condensation, frost, mold, mildew, corrosion, or fungus on product surfaces
- Temporary thermal expansion or bowing from direct sunlight or from a significant differential between indoor and outdoor temperatures
- Natural aging and color variation from exposure to the elements and frequent use
- Uneven fading between elevations, and fading or chalking within the tolerances stated above
- Normal wear and tear, and changes in the color of hardware finishes
- A black spacer visible between dual-pane glass on any finish other than black
- Minor touch-up required after installation

Damage caused by chemical exposure is not covered. This includes damage from chlorine, pool and spa chemicals, chemically treated water, sulfur, acids, solvents, mortar cleaner, stucco and duct tape, and harsh cleaning agents.

Damage Around the Lock Area

Bubbling finish and scratches around the lock area are almost always caused by installation technique, not by a defect, and are not covered. The three common causes:

1. **The lower lock bore is drilled out of alignment**, and the installer over-tightens the lock to compensate. The tightening presses on the finish, marking and scratching the area around it, and slightly bows the lock in the center.
2. **The lock is straightened or realigned after the screws are in.** Alignment must be done before the screws are set.
3. **Repeated attempts to install the lock.**

VOID CONDITIONS

Conditions That Void This Warranty

This warranty is **void** if:

- The door is not protected from the elements by adequate overhang (see **Overhang Requirement** above)
- The door is not installed or maintained in accordance with SourcePoint's requirements, industry standards, and applicable building codes
- Installation is nonstandard, including installation out of vertical plane, sloping glazing, or out-of-square / out-of-plumb
- The rough opening is not structurally sound, correctly framed, and supported by an adequately sized header or lintel. **A Chateau door frame is not a structural member and must never carry building load.** Steel units are substantially heavier than wood or fiberglass units, and the opening and its support must be designed accordingly.
- The door is subjected to stresses from structural settlement, vibration, soil movement, or other building movement, or to localized heat application causing excessive temperature differentials across the surface or glass

- The door is exposed to corrosive materials, including sulfur, chlorine, or harsh cleaning agents
- Aftermarket tints, coatings, films, or other modifications are applied
- The door is exposed to extreme weather or atmospheric conditions or Acts of God
- The door is modified or altered by the purchaser or any third party, including cutting, welding, glass replacement, or hinge modification performed without SourcePoint's written authorization
- The door is improperly used or maintained, or maintenance records are not kept
- A storm door of any type is installed in front of the door (see the SourcePoint Master Warranty Terms, Section 6a)

Excluded Accessories

This warranty does not cover optional accessories, parts, add-ons, equipment, supports, pans, caps, screens, safety or panic hardware, or other aftermarket items — whether or not affixed to a SourcePoint product, and whether or not manufactured by SourcePoint. **Locking hardware is excluded in full — see Hardware above.**

COLD CLIMATES

Extreme Weather and Condensation

Standard Chateau. Standard Chateau doors are cold rolled steel tubing filled with polyurethane foam. In extreme cold, steel conducts heat around that insulation, and the interior face of the door may develop condensation or frost. Contributing factors include elevated interior humidity, heat registers located near the door, and large temperature differentials between inside and outside.

Chateau Thermally Broken Model. This model is built to interrupt that heat path and performs substantially better in cold climates. It reduces condensation; it does not eliminate it. Condensation can still form on any exterior door where interior humidity is high enough.

> ⚠ **Building in a cold climate?** Specify the thermally broken model. Condensation and interior icing are likely on a standard Chateau door in sustained cold, and on steel, standing moisture is a rust source. **Talk to your dealer before you order** — this cannot be corrected after installation.

Moisture build-up is not evidence of substandard manufacturing or a product defect on either model, but left unattended it will damage the door, trim, and flooring. **Wipe it up promptly. SourcePoint does not warrant against condensation on either model and is not responsible for damage from "sweating."**

TERMS

Ownership and Eligibility

End User only. Non-transferable, and does not pass to any subsequent owner of the property. U.S. residential installations only, during your ownership.

INSTALLATION	TERM
Single-family residence	**As stated in Coverage at a Glance**
Condominium, apartment, or other multi-resident residential building	**2 years** — see the SourcePoint Master Warranty Terms, Section 7
Commercial, hospitality, and other non-residential	**1 year**

Clearance and Surplus

Chateau doors sold as "surplus" or "clearance" are sold **as-is with no warranty**. Each has been inspected and determined to be fully functional and free of mechanical defects before leaving the warehouse. **All sales final.**

Special Order

Chateau doors special-ordered to your specifications are **not eligible for return or exchange under any circumstance** and are supplied on estimated lead times only.

Claims, Returns, and Remedy

Claims are made through the dealer or representative from whom you purchased. Your dealer holds the records SourcePoint needs and submits the claim on your behalf.

See the SourcePoint Master Warranty Terms — Sections 4 (Our Remedy), 5 (Inspection, Reporting, and Claims), and 9 (Returns).

A trip charge applies only after a site visit, and only where SourcePoint or an approved vendor attends and the condition is found not to be covered by this warranty. The amount is quoted to you and agreed before the visit is scheduled.

SourcePoint Doors and Windows LLC

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