Fusion Collection Express Limited Warranty

This Fusion Collection Express Limited Warranty applies to eligible products purchased through an authorized Elephant channel and installed within the United States.

R70 / R90 screens: 18 months. Entry doors: component-specific coverage.
Effective November 9, 2026. See the following terms and conditions.



Elephant Windows & Doors Inc. Fusion Collection Express Limited Warranty

Elephant Windows & Doors Inc. ("Elephant") provides the following limited warranty for eligible Fusion products purchased through an authorized Elephant channel and installed in the United States. This revision applies to orders accepted on or after November 9, 2026. Earlier orders retain the warranty commitments applicable when accepted. This revision does not retroactively reduce existing rights.

COVERAGE START DATE

All stated coverage periods begin when the product is first delivered to the original purchasing customer or that customer's authorized recipient at the agreed delivery location. For customer pickup, the pickup date applies. Delivery or pickup records establish the date. Deposits, factory shipment, and later installation do not determine or extend the start date. Proper storage and protection remain required. Replacement parts retain only the remaining original coverage period.

R70 AND R90 SCREENS

R70 and R90 screen systems are warranted for eighteen (18) months against defects in materials or manufacture that prevent normal intended use. Coverage includes supplied mesh, frames, tracks, rollers, retracting mechanisms, operating components, and any motor supplied as part of the warranted model. Manufacturing defects in mesh are covered; damage from use is subject to the exclusions below.

Other screen and screen-door models have no additional Elephant express limited warranty. This does not affect rights that cannot lawfully be excluded. Screen doors belong to the Fusion Collection. Screens and screen doors are insect barriers, not fall-prevention or personal-safety devices.

SCREEN CONDITIONS AND EXCLUSIONS

Install, operate, clean, and maintain the system according to the supplied instructions. Coverage excludes damage caused by improper assembly, installation or adjustment; misuse or modification; normal wear and aging; impact, pulling, cuts, abrasion or damage by people, pets or objects; debris or inadequate cleaning; unsuitable chemicals or heat; construction activities; and wind or other environmental damage. A manufacturing defect is not excluded merely because the affected component is mesh.

Standard product coverage excludes removal, installation, service-call, labor and travel costs unless separately promised in writing. Separate installation-service commitments remain applicable.

ENTRY DOOR COMPONENTS

Door frame: twenty (20) years for defects in frame materials or manufacture that cause structural failure or prevent normal intended use. This covers the door frame itself, not every component of the complete door system. It does not automatically include the door leaf, internal leaf skeleton, core, decorative panels, finishes or hardware. Any separate coverage for those leaf components must be identified in the agreed product specification before purchase.

Standard insulated glass: ten (10) years for seal failure caused by manufacturing defects that creates permanent fogging or visual obstruction between panes. Impact damage, edge damage after delivery, spontaneous tempered-glass breakage, and condensation on exposed glass surfaces are excluded. Specialty glass follows the written terms identified before purchase.

Mechanical hardware: five (5) years for defects in materials or manufacture that prevent normal operation of hinges, pivots, mechanical lock bodies and other supplied mechanical hardware. Hardware finishes are governed by the applicable finish terms.

Electronic locks: one (1) year for defects in materials or manufacture that prevent normal electronic operation. Normal battery depletion, external power or network problems are not manufacturing defects. The electronic-lock assembly has this separate one-year

Elephant coverage, not the five-year general hardware period. Any independent manufacturer warranty remains available under its own terms; Elephant will assist with eligible claims.

CUSTOM ENTRY DOOR FINISHES

The finish schedule agreed before purchase must identify the substrate, coating or facing process, intended interior or exterior use, exposure conditions including coastal conditions, coverage period, covered failures, and maintenance requirements. Finish coverage does not inherit the twenty-year frame warranty.

Unless a different period is expressly agreed in writing before purchase, Elephant provides twelve (12) months of coverage for material or manufacturing defects in factory-applied entry-door finishes, including defect-caused delamination, peeling or abnormal blistering. Longer coverage may be stated in the order.

Normal aging, disclosed hand-applied texture or patina variation, and normal weathering are not manufacturing defects. Color and handcrafted appearance must be evaluated against approved samples and agreed permissible variations; not every color discrepancy is automatically excluded. Damage caused by impact, improper cleaning, chemicals, deficient maintenance or use outside the agreed exposure conditions is excluded. Specialty or coastal finish provisions must be disclosed before purchase; an omitted finish schedule does not remove the default coverage.

OTHER FUSION PRODUCTS

Smart pergolas, sunrooms, smart shading systems and other Fusion products follow the product-specific written warranty identified with the quotation or order. Request any missing document before purchase. General supplier-warranty language does not cancel or shorten the R70/R90 or entry-door coverage expressly provided here.

REMEDY AND CONDITIONS

Follow the supplied installation, finishing, operation and maintenance instructions and product design limits. Damage caused by improper installation or drainage, misuse, impact, incompatible controls or power, or neglected maintenance is excluded.

For covered claims under Elephant's warranty, Elephant may repair, replace or refund the amount received for the affected product or component. Unless expressly included, labor, travel, removal, installation, finishing, disposal, shipping and taxes are excluded, subject to applicable law and separate written service commitments. Replacement does not restart coverage. Independent manufacturer remedies follow that manufacturer's terms.

PROCEDURE FOR CLAIMS

Notify Elephant in writing within thirty (30) days of discovering the condition and within the applicable warranty period, subject to rights preserved by applicable law. Include the order number, model, delivery or pickup record, installation location, issue description and photographs. Obtain written authorization before undertaking work for which reimbursement is requested. Additional supplier claim procedures may apply.

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NOTICE OF RIGHTS

Nothing here limits rights or remedies that cannot lawfully be excluded, including applicable implied warranties. Customization alone does not eliminate stated coverage. Additional rights may vary by state. Invalid terms do not invalidate the remainder. Warranty changes require a written agreement signed by an authorized Elephant officer.