

## Exclusive Warranty

### Products Covered

#### **DDC Premium Architectural Doors**

**Lifetime of the original installation for interior applications.**

#### **DDC Commercial Grade Doors**

**Two Years of the original installation for interior applications.**

**Exterior use applications are NOT WARRANTED**

For the warranty period as per the above, Denton Door Company, Inc. warrants its doors to be of good material and workmanship and to be free from defects at the time of shipment which would render them unfit for use or unserviceable for the ordinary recommended use.

This warranty covers the original installation of the door for the end-user when performed in accordance with the installation instructions contained in the Denton Door Company Care & Handling Guide. Claims must be processed through the selling Denton Door distributor as outlined below.

If any Denton Door Company door does not comply with this warranty, Denton Door Company will, at its option, resolve warranty issues by (1) repairing the door at no charge; (2) replacing any door as it was originally manufactured; or (3) refunding the Denton Door Company Sales price of the door. Denton Door Company will not pay for removal or re-hanging of doors if the defect was apparent and could have been noticed before or during installation. Denton Door Company will not pay for any removal or re-hanging unless cost and service provider has been preapproved by Denton Door Company in writing. Denton Door Company shall not be liable for more charges than those explained herein.

This warranty shall be void if any of the following applies:

The door is modified by the purchaser or another in any manner without prior written consent from Denton Door Company; the door has been repaired or serviced by anyone not authorized by Denton Door Company; the door has not been installed in accordance with the installation instructions contained in the Denton Door Company Care & Handling Guide; the product has not been used, operated or maintained in accordance with the Denton Door Company Care & Handling Guide; or repair or replacement of the door or component parts is necessary due to normal wear and tear or due to the fault or negligence of the purchaser or others.

**DENTON DOOR COMPANY MAKES NO WARRANTIES AS TO THE DOORS, EXCEPT AS EXPRESSLY STATED IN THIS EXCLUSIVE WARRANTY. DENTON DOOR COMPANY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION HEREIN. NO REPRESENTATIVE OF DENTON DOOR COMPANY MAY CHANGE OR ALTER THIS EXCLUSIVE WARRANTY OR MAKE ANY ADDITIONAL WARRANTY.**

THE REMEDIES DESCRIBED HEREIN SHALL BE THE EXCLUSIVE REMEDY FOR ANY CLAIM OF PRODUCT DEFECT, MALFUNCTION OR FAILURE TO PERFORM OR ANY OTHER CLAIM ARISING OUT OF THE USE, REPAIR OR PERFORMANCE OF THE DOOR. DENTON DOOR COMPANY EXPRESSLY DISCLAIMS AND EXCLUDES, AND ASSUMES NO RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE, REPAIR OR PERFORMANCE OF THE DOOR.

THIS WARRANTY IS EXPRESSLY MADE IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DENTON DOOR COMPANY BE LIABLE FOR INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, FOR ANY AMOUNT IN EXCESS OF DENTON DOOR COMPANY'S SALE PRICE FOR THE PRODUCTS INVOLVED.

### **Allowable Tolerances**

Size tolerances: nominal length, width and thickness  $\pm 1/16"$ ; prefit sizes  $\pm 1/32"$

Squareness tolerance: diagonal measurement difference will not exceed  $1/8"$ .

Factory hardware preparation: a plus  $1/32"$  minus  $0"$  tolerance will be allowed on hinge and lock front preparation cutouts. A  $\pm 1/32"$  tolerance will be allowed on hinge and lock front locations.

Stile, rail and core show-through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of  $1/100"$  in any three-inch-span.

Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%.

Temperature must not be less than  $50^{\circ}\text{F}$ , nor greater than  $90^{\circ}\text{F}$ .

Warp is a defect only when it exceeds  $1/100$  of the door plane in any  $3/6 \times 7/0$  section. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist.

### **Exclusions**

This warranty does not cover:

Any condition or appearance caused by failure to follow Care & Handling instructions.

The appearance of field finished or factory primed doors.

The appearance of high gloss plastic or factory finished doors with a gloss higher than  $35^{\circ}$  (based on  $60^{\circ}$  gloss meter).

Doors altered by others (not to include machining subject to exclusions herein).

***The warranty against warp does not apply to the following:***

***Doors that are wider than 3/0 or longer than 7/0 and less than 1-3/4".***

***Doors hung without a hinge or pivot for every 30" of door height. This exclusion is waived on non-rated SCL core doors up to 8'/0".***

***Doors with unbalanced construction.***

***Doors wider than 4/0 and longer than 10/0. (Stile & Rail to 8/0)***

***Note: Action on any claim for warp may be deferred, at the option of Denton Door Company, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity.***

### **Exclusions Continued**

Doors that are improperly hung or do not swing freely.

Doors that have lite and/or louver cutout areas exceeding 1,296 square inches of visible glass, or one continuous dimension of 54" long or 38" wide or less than 3-1/4" between lock and lite cutouts, or less than 5" between lite cutout and door edge or other cutouts.

Doors with concealed closers deeper than 2" or wider than 1-1/4" or machined pockets that leave less than 1/4" thick cavity walls.

Doors with reveals cut into faces.

Fading due to exposure to ultra-violet light sources.

Incompatibility of hardware with a particular door construction.

Natural variations in color or texture of wood.

Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself.

Cracking of High Pressure Laminate faced doors with openings cut by other than the manufacture.

No hardware is to be mortised into or attached to a transom that does not include a metal transom bar in the door frame.

Doors for exterior use. An exterior doors is defined as an opening that cannot be climate controlled for temperature and/or humidity on both sides

### **Claims Procedure**

Since Denton Door Company cannot control the handling or exposure of doors after shipment, the recipient must inspect the doors when received. The recipient must file any and all claims of carriage damage. The claim must be delivered to the carrier within the time period specified in the carrier's contract and/or tariff, or that time prescribed by law. Forwarding of doors prior to inspection for damage will waive all opportunity to file a freight claim.

The Purchaser and/or intermediary must inspect the doors when received. In order to provide coverage under this warranty, it is required upon any discovery of any suspected defect in the product by any person or persons(s) notice must be provided to Denton Door Company within 5 days of discovery.

All parties must be given a reasonable opportunity to investigate the reported problem and Denton Door Company must be given reasonable opportunity to implement corrective action.