



SureDoor Warranty

August 2020

Signature Door Inc. warrants its products sold under this warranty to be free of defects in materials and workmanship and guaranteed against rotting for a period of ten years from the date of invoice. Products containing insulated glasslights are also warranted against glass seal failure for a period of ten years.

This warranty applies to products utilizing "SureDoor" construction specifically, and does not apply otherwise. It is extended only to the original purchaser/consumer who does not purchase for resale or for use in the ordinary course of their business operations (e.g. display purposes).

An overhang and finish maintenance are *not* required to maintain this warranty, however, deterioration of a finish product – whether applied by Signature Door Inc. or not – is to be expected and is not considered a defect. Products left unfinished or unmaintained will remain warranted against rotting, but may see a build-up of mold or other fungi. Though unsightly, the product will remain structurally sound despite the presence of fungi, which is common to be found in high-moisture environments and is generally able to be removed.

This warranty does not cover any damage or defects caused beyond Signature Door's control – including, but not limited to:

- Product failure due to improper or incorrect installation. This includes bow or misalignment in the jamb frame in which door is hung.
- Damages caused by acts of God, fire, flood, earthquake, or other natural disasters
- Modification, alterations (including trimming and cutting down door), repair or service of this product by anyone other than the manufacturer or without their consent.
- Any use of the product other than for which it was intended.
- Door warpage (whether cup, bow, or twist) unless it exceeds the following dimensions:
 - » *1/4" in doors up to a 4/0 nominal width and a 6/8 nominal height*
 - » *3/8" in doors up to a 4/0 nominal width and an 8/0 nominal height*
- Warping of doors in excess of a 6/8 nominal height without a multipoint locking system installed by Signature Door Inc. Though not always detrimental to the structural integrity of a door unit, pressure at a singular point (e.g. tubular or mortise locks installed at an approximately 36" latch height) is known to cause bowing on doors in excess of a 6/8 nominal height.
- "Checks" in Accoya material (checking). Accoya is known to check over time and is not considered a defect.
- Doors in excess of 4/0 nominal width or 10/0 nominal height.
- Door designs that include possible problematic details as warned against by an SDI Customer Service Representative prior to purchase.
- Water infiltration due to excessive or prolonged exposure to water
- Products subjected to unusual stress or strain such as that resulting from the movement or expansion/contraction of building or building components.
- Scratches, abrasions or other damage caused by improper handling or cleaning.
- Issues caused by extreme temperature build-up where a storm door is utilized. Storm doors are recommended to also include an interchangeable screen to allow for appropriate ventilation.

If a product becomes defective within the specified warranty period, Signature Door Inc. will repair or replace, at our discretion, any part(s) concluded to be defective in material or workmanship. The problem should be reported to the original place of purchase, along with the original purchase information. Signature Door Inc. will refund the purchaser the purchase price if the defects in the products are ones covered by this warranty and Signature Door Inc. is unable, by repair or replacement, to make the product perform properly. Signature Door Inc. is not liable for any labor or shipping charges in connection with the inspection, repair, or replacement of defective parts.