

This Limited Warranty applies to TruStile<sup>®</sup> brand exterior wood door products and exterior wood door systems (including sidelites and transoms), purchased directly from an authorized TruStile Exterior Door dealer, and installed in the U.S.A. or Canada. This Limited Warranty extends to the owner of the structure in which the products are installed and is fully transferable.

**Door Systems and Component Parts — Overhang Requirements**

When properly installed with an overhang projecting out at least 1/2 the distance from the foot of the door to the base of the overhang and projecting sideways at least 3 feet beyond each side of the exterior door system, exterior door systems and component parts are warranted to be free from manufacturing defects for five (5) years from the original date of purchase if factory-finished or factory primed, and three (3) years from the original date of purchase if unfinished; except alder door systems and components parts, which are warranted for one (1) year from the original date of purchase, whether finished or unfinished. Exterior door systems and component parts are not warranted when installed without an appropriate overhang. Applications with extreme sun or precipitation exposure may require additional overhang protection.



Minimum overhang requirements for TruStile wood entry door systems

**Factory Finish**

Factory-applied finish is warranted to be free from Finish Defects for a period of one (1) year. Finish Defects include peeling, blistering, and flaking. The color of wood changes, typically darkening over time, and is not a defect. The application of stains and/or clear finish does not prevent this natural process. Color change may be more noticeable in woods treated with a clear coat or light-colored stain. The appearance of a raised grain or other natural variation in the wood grain may be enhanced by the finish and is not a defect. Factory-primed and unfinished door systems must be finished according to TruStile’s written Finishing Instructions. The finish on all door systems requires routine maintenance according to TruStile’s written Care and Maintenance Instructions.

**Glass Components**

Glass warranties apply to factory-installed glass or TruStile-supplied glass installed by TruStile-authorized service personnel. Clear insulating glass with stainless steel spacers is warranted against seal failure resulting in visible obstruction through the glass for ten (10) years from the original date of purchase. All art glass, specialty, and other glass and glass features are provided with the same warranties, limitations, and exclusions TruStile receives from its supplier; contact TruStile for further details.

## **Exclusive Remedy**

This Limited Warranty is made as of the original date of product purchase and is not a warranty of future performance. Warranty notice periods begin on the original date of purchase. If a covered defect is reported during the term of the applicable warranty notice period, TruStile will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, refinishing, and disposal costs and services are not included. TruStile will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades are warranted for the remainder of the original product warranty. Labor costs associated with the replacement of any product are not covered under the Limited Warranty. The end user is responsible for any costs, including labor costs, incurred by TruStile if a claim is found not be covered or valid under the Limited Warranty.

## **Exclusions**

Damage, defects, or problems resulting from causes outside TruStile's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

### **Installation, Maintenance, and Acts of God**

- Installation not in conformance with TruStile's installation instructions and applicable building codes
- Improper or non- standard field finishing
- Failure to finish and seal according to TruStile's finishing instructions; exposure to the elements prior to sealing
- Field mulls; field finishes
- Damage due to trimming more than one-inch (1") total of the product, including no more than ¼" from the top and either side.
- Installation or use in applications exceeding design standards
- Insulating glass installed more than 5000 feet above sea level without capillary tubes (except as referenced in the High-Altitude Limited Warranty supplement)
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments or sources of chlorine
- Failure to follow TruStile's care and maintenance instructions; failure to properly treat, seal, and maintain exposed wood or wood finishes
- Wood thresholds and sills
- Use of razor blades, brick wash, or other inappropriate cleaners or chemicals
- Shifting or settling of the structure in which the product is installed
- Extreme weather events, extreme or unusual atmospheric or environmental conditions; prolonged snow buildup; elevated temperatures due to storm door use
- Misuse, abuse, modification, alteration (including cutting into stile and rail joints), accident, negligence
- Normal wear and tear; normal discoloration or fading of wood, metal, and other finishes, including brass tarnishing
- Variation in wood color, texture, and grain
- Glass imperfections consistent with ASTM or other industry standards which do not affect structural integrity
- War, insurrection, civil unrest, terrorism, or other Acts of God

### **Expansion, Contraction, Warp**

Wood doors are susceptible to expansion and contraction caused by temperature and humidity variation. The natural characteristics of wood movement and their effects cannot be warranted, as some shrinking and expansion may occur under certain conditions. These variations are not considered flaws.

Bow, twist, and warp are not considered defects unless in excess of ¼" in the plane of the door for doors less than 7' tall, or excess of ⅜" in the plane of the door for doors over 7'–8' tall. Warp is a 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. Doors wider than 3'6" or taller than 8' are not warranted against bow, twist, or warp. Action on claim for bow, twist, or warp may be deferred at TruStile's option for a period not to exceed twelve months after installation to permit the door in question to acclimate to temperature and humidity conditions.

**Screen and storm doors are not warranted against bow, twist, or warp.**

Doors painted or stained in dark colors are not warranted for bow, twist, warp or cracking caused by wood movement in applications with high sun exposure.

**Synthetic Stucco**

Installation in structures that do not allow for proper moisture management, e.g., exterior insulation and finish systems (EIFS) or "synthetic stucco" is not covered by the Limited Warranty.

**Thermal Efficiency**

TruStile does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. TruStile does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

**Condensation**

Condensation is not a product defect, but the result of excess humidity. Condensation, frost, mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

**Corrosion**

Finish failure or corrosion of hardware or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered by the Limited Warranty.

**Disclaimers, Limitations, and Additional Terms and Conditions**

**Disclaimers**

This Limited Warranty is the only exterior wood door warranty, written or oral, express or implied, provided by TruStile (collectively "TruStile" in this Limited Warranty). No dealer, employee, or agent of TruStile, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of TruStile. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.

Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written TruStile product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY TRUSTILE PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

**Limitations**

IN NO EVENT WILL TRUSTILE BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL TRUSTILE'S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT. The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

### **Product Ratings**

Many standard TruStile products are labeled with National Fenestration Rating Council (NFRC) ratings. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. Certifications and ratings typically apply to single products only. Performance of individual products may vary and will change over time, depending upon the conditions of use. NFRC ratings are not performance warranties. For details on NFRC Energy Performance ratings, go to [www.NFRC.org](http://www.NFRC.org).

### **Suitability**

Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any TruStile product, and the design and installation of any flashing, sealing, drainage, or water management system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. TruStile will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Windows and doors are only one element of a structure; TruStile does not warrant that third-party certification of a building or project to any specific standard will be achieved through the use of any TruStile product.

### **No Waiver**

TruStile may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of TruStile's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

### **Warranty Claims**

All warranty claims must be made in writing, prior to any attempted repair, and within sixty (60) days of the appearance of the defect and within the applicable warranty notice period. To make a warranty claim, send a written request describing the defect and proof of purchase to: TruStile Doors, LLC; 1111 East 71st Ave., Denver, CO 80229. Upon receipt of a claim, TruStile requires a thirty (30) day opportunity to schedule a field inspection.