

**LIMITED WARRANTY FOR EXPOSURE-RATED EXTERIOR DOORS**

- i. This Limited Warranty applies exclusively to Exposure-Rated Exterior Doors (defined as exterior doors or exterior door units, including sidelites and transoms, manufactured with Accoya or Tricoya, or split wood species including Accoya or Tricoya on the exterior surface) manufactured by Exclusive Wood Doors, Inc. ("EWD"). This warranty does not cover products not designated as "Exposure-Rated" which are subject to a separate Limited Warranty, nor does it apply to any products sold "AS IS" or in "clearance" condition. Coverage is strictly contingent upon the product meeting the protection condition and adhering to the exclusions set forth in this Limited Warranty.

**1. WOOD COMPONENTS**

- i. Wood components are warranted to be free from defects in material or workmanship that impair operation and function for the recommended use. Coverage applies from the date of shipment for a period of ten (10) years for wood components with a factory-applied paint finish, five (5) years for wood components with a factory-applied primer, and three (3) years for wood components with a factory-applied translucent or stain finish. Unfinished wood components are not covered.

**2. FINISH****A. Factory-Applied Wood Finish**

- i. Coverage applies for a period of one (1) year from the date of shipment for finish defects. Finish defects include cracking, peeling, or other surface adhesion defects not attributed to contact, misuse, or abuse, and do not include color change, change in sheen, or natural variations in color, grain pattern, and texture. Any disclaimers expressed in writing pertaining to factory-applied finish are applicable.

**B. Anodized Finish**

- i. Coverage applies for a period of three (3) years from the date of shipment for finish defects, except for anodized aluminum installed in coastal or other harsh environments, which are not covered. Finish defects are defined as substantial fading or color change.

**C. Powder-Coated Finish**

- i. Coverage applies for a period of ten (10) years from the date of shipment for finish defects, except for products installed within one (1) mile of coastal or other harsh environments, which are covered for one (1) year from the date of shipment. Finish defects include substantial fading or color change, cracking, peeling, or other surface adhesion defects not attributed to contact, misuse, or abuse.

**3. GLASS****A. Insulated Glass**

- i. Coverage applies for a period of ten (10) years from the original date of purchase for permanent material obstruction of vision due to failure of the glass seal, except for all art, decorative, and specialty glass (defined as all non-flat glass, such as beveled, etched, textured/patterned, or stained/leaded glass), which is covered per the warranties provided to EWD from the applicable manufacturer or supplier.

**B. Laminated Glass**

- i. Coverage applies for a period of five (5) years from the original date of purchase for permanent material obstruction of vision due to delamination, except for all art, decorative, and specialty glass (defined as all non-flat glass, such as beveled, etched, textured/patterned, or stained/leaded glass), which is covered per the warranties provided to EWD from the applicable manufacturer or supplier.

**C. Insulated Laminated Glass**

- i. Coverage applies per the respective terms of the Insulated Glass and Laminated Glass components. All exclusions for art, decorative, and specialty glass remain applicable.

#### 4. HARDWARE AND OTHER COMPONENTS

- i. Coverage for hardware and other components (defined as door accessories, hinges, handles, locking systems, weatherstrip, and any components not listed) is provided per the warranties provided to EWD by the applicable manufacturer or supplier.

#### **PART 2: NOTICE PROCESS:**

- i. Any claim for coverage under this Limited Warranty must be submitted in writing with supporting documents (defined as photos, videos, documents, and proof of purchase) to EWD via email at support@ewdoors.com or via mail to 2000 NW 95th Avenue, Doral, FL 33172, immediately upon discovery and within the applicable warranty period; any defect that an ordinary inspection would reveal but is not reported immediately upon discovery is not covered. Upon receipt of a claim, EWD must be provided a period of 30 days to schedule an on-site inspection.

#### **PART 3: EXCLUSIVE REMEDY:**

- i. If a claim is made for a covered defect during the warranty period, EWD will, at its sole discretion, repair the product or component, provide a replacement as originally supplied, or refund the original purchase price. Replacement products or components may differ from the original and are warranted only for the remainder of the original warranty period. Transportation, labor, finishing, installation, or any other costs related to or associated with replacement products or components are not covered. EWD reserves the right to determine if a covered defect exists and may charge for all costs related to or associated with an on-site inspection if the claim is found not to be covered under this Limited Warranty.

#### **PART 4: CONDITIONS**

##### 1. PROTECTION

- i. An overhang is not required for coverage; however, the architecture, design, and surrounding structure must prevent the effects of sheeting rain or water, or the effects of water accumulation.

##### 2. WARP

- i. Warp is defined as bow, cup, and twist in the plane of the door itself, as determined by using a taut string. Warp does not refer to the relationship between the door and the frame or jamb in which it is installed. EWD may defer repairing or replacement of the product for warp for a period of one (1) year from the date of claim, as it is not uncommon for a door to adjust to local conditions. This deferral period will not be counted against the warranty period.

#### **PART 5: EXCLUSIONS**

- i. Improper product selection, storage, handling, assembly, or installation; improper installation includes, but is not limited to, improper integration into the structure, movement of surrounding substrates, or any other stresses transferred from the surrounding structure to the product; failure to properly drain water from weep holes in the sill; performance of product that is not installed in compliance with applicable building codes or specification requirements; or in any application that exceeds design standards.
- ii. Improper finishing, including, but not limited to, failure to properly finish all wood surfaces and sides immediately and before exposure to weather; appearance resulting from finish applied by anyone other than EWD; or failure to immediately repair any damage in any finish.
- ii. Warp which does not exceed 1/4" in the plane of the door itself for doors 84" (7') tall or smaller, or any 84" (7') tall section of a larger door; warpage on doors 96" (8') tall or larger without a multipoint locking system; warpage on doors larger than 120" (10') without aluminum profile reinforcement; warpage caused by leaving doors in the open position or failure to properly engage the multipoint locking system when in the closed position; warp that

- does not impair normal operation and function; any disclaimers expressed in writing pertaining to the door dimensions requested; or any doors exceeding 48" (4') in width and 144" (12') in height, except for Pivot Doors, which are not covered if they exceed 84" (7') in width or 144" (12') in height.
- iii. Installation in or near high-humidity environments, including but not limited to swimming pools, saunas, or hot tubs; or exposure to corrosive agents such as chlorine, salt spray, or harsh chemicals.
  - iv. Variations in wood color, grain pattern, and texture; resin or sap bleeding; or any disclaimers expressed in writing pertaining to any wood species; or surface checking, small splits, and expansion or contraction (including panel misalignment or contraction of 1/4" or less) that does not impair normal operation and function caused by changes in weather or ambient temperature differences between interior and exterior surfaces.
  - v. Normal weathering, wear, and tear; failure to properly clean and maintain products; or damage resulting from the use of abrasive cleaners, solvents, or high-pressure water
  - vi. Imperfections in glass that do not affect the product's structural integrity or obscure normal vision, or that cannot be detected per ASTM C 1036.
  - vii. Products modified, repaired, or replaced without consent expressed in writing by an authorized officer of EWD; products that have not been paid in full; products not supplied by EWD.
  - viii. Acts of God, accident, misuse, abuse, negligence, fire, flood, earthquake, tornado, hurricane, snow accumulation, or any other extreme weather events, war, or by any cause beyond the control of EWD.

**PART 6: DISCLAIMERS**

- i. THIS LIMITED WARRANTY, AS AMENDED BY ANY SPECIFIC DISCLAIMERS EXPRESSED BY EWD IN WRITING AT THE TIME OF SALE, IS THE SOLE AND EXCLUSIVE WARRANTY FOR THE PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW ARE LIMITED IN DURATION TO THE APPLICABLE EXPRESS WARRANTY PERIODS SET FORTH IN THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.
- ii. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

**PART 7: LIMITATIONS**

- i. IN NO EVENT WILL EWD BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. EWD'S MAXIMUM LIABILITY IS STRICTLY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT PAID TO EWD. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**PART 8: AMENDMENTS AND ADDITIONAL DISCLAIMERS**

- i. This Limited Warranty, including any specific disclaimers expressed by EWD in writing at the time of sale, is the sole and exclusive warranty for EWD Exposure-Rated Exterior Doors. This Limited Warranty may only be modified in a writing signed by an authorized officer of EWD. Any amendment will apply only to the specific purchase identified in that writing.

**PART 9: JURISDICTION**

- i. This Limited Warranty is governed by Florida law. Any legal action related to this Limited Warranty must be filed and heard exclusively in Miami-Dade County, Florida.