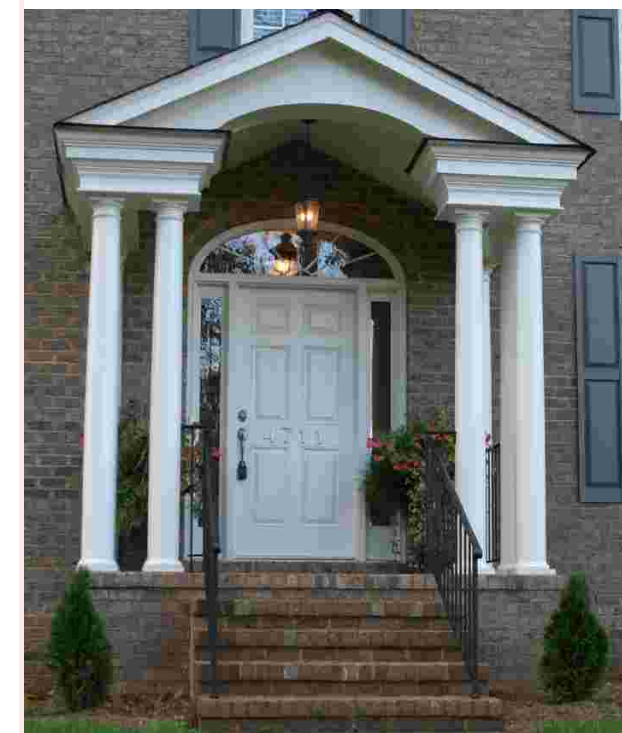




Endura Products, Inc. Warranty Claims Handbook



Endura Products, Inc.
8817 West Market Street • Colfax, NC 27235
800.334.2006 • fax 336.668.4478
www.enduraproducts.com



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It's how doors work.™

Our Commitment

For decades, pre-hangers and builders have counted on Endura Products for the most innovative and well built door components in the industry. At Endura we pride ourselves on combining state-of-the-art design, superior materials and consistent manufacturing to provide products that perform to levels unmatched by our competitors. It is this dedication that has made us one of the largest door component manufacturers in the United States.

Endura offers an unparalleled selection of products. We have more designs, sizes and special options than any other door component manufacturer. We pioneered the creation of products like the Endura Mull Pack System for patio and sidelite applications and continue this innovation with our exclusive Endura Z-Series Synthetic Sills

When you choose a product from Endura, you are assured of the highest quality product, every time. Our manufacturing processes produce consistent quality door components, and we make these components available for delivery on the shortest lead time basis in the industry. We stand behind our products and the measures taken to ensure high quality consistently. To pass this quality on to the customer, Endura offers three different warranties to protect the customer should there be a claim or issue with our products. We offer the Force 5 Warranty*, standard Endura Limited Warranty and our Exterior Door Frame Limited Lifetime Warranty.

*For Force 5 Warranty Claims procedures please see the Force 5 Warranty Handbook. All other warranty claims will be further discussed, as well as the Warranty Claim Form is included in this document.

Endura Limited Waranty

It shall be the sole responsibility of the user to determine the suitability of the Endura product or material for each intended use, and the user assumes all risks and liability in connection with the use or inability to use the product.

To the exclusion of the all other remedies, Endura Products, Inc. warrants & agrees to replace, or at its own option, to provide a refund for that portion of product having been supplied by Endura Products, which is proven upon inspection within 30 days of receipt to be defective in material or workmanship.

No salesman, agent, employee or representative of Endura Products has authority to change the terms of this warranty. In no way shall Endura Products, Inc. be responsible for any indirect, consequential, or incidental damages or loss including, but not limited to, loss of profit or revenues, whether statutory or based on theories of contract or tort.

Exterior Door Frame Limited Lifetime Warranty

All Lifetime Exterior Door Frames, hereafter referred to as "products" sold by Endura Products, Inc., are subject to this Exterior Door Frame Limited Lifetime Warranty (EDF Limited Lifetime Warranty).

EDF Limited Lifetime Warranty

Endura Products, Inc. warrants that its products, if properly stored, transported, used, and installed according to the enclosed Care and Finishing Instructions, will be free of defects in material and workmanship and free of rot and decay for the life of the product.

If Endura Products, Inc. product that is the subject of EDF Limited Lifetime Warranty fails during the warranty period for reasons covered by EDF Limited Lifetime Warranty and the purchaser submits the written service request required under EDF Limited Lifetime Warranty, Endura Products, Inc. will:

REPLACE THE PRODUCT WITH A PRODUCT THAT IS FUNCTIONALLY AT LEAST EQUAL TO THE PRODUCT BEING REPLACED AND PROVIDE UP TO \$300 IN LABOR COSTS.

Extent of EDF Limited Lifetime Warranty

EDF Limited Lifetime Warranty does not cover damages due to external causes, including, but not limited to, accidents, abuse, neglect, changes and alteration, repair, or incorrect or improper installation or maintenance.

Care and Finishing Instructions are clearly labeled and included with the packing materials you received with the product. Any use or care not in accordance with these Care and Finishing Instructions voids EDF Limited Lifetime Warranty, and any damage caused by such use or care is not covered under Exterior Door Frame Limited Lifetime Warranty.

EDF Limited Lifetime Warranty is limited to the original purchaser and is not transferable.

Warranty Limitations and Exclusions

This warranty replaces all other warranties expressed or implied, including, but not limited to, the implied warranties of merchantability and appropriateness for a particular purpose. Endura Products, Inc. makes no express warranty beyond those stated in this warranty. Endura Products, Inc. simply disclaims all other warranties that are expressed or implied including without limitation, implied warranties of merchantability and fitness.

Some laws do not allow the exclusion of implied warranty, in this case Endura Products, Inc. limits all expressed or implied warranties to the limited warranty period, and no warranties apply after that period.

The use of any sample or model during the negotiations leading to the purchase of the product serves merely to indicate a type of product that will be tendered to the purchaser. These samples or models create no warranty that the product will conform to the samples or models.

Limitations of Liability

Endura Products, Inc.'s responsibility under this or any other warranty, implied or expressed, is limited to replacement and up to \$300 in labor costs as set forth above. THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY. Endura Products, Inc. is not responsible for indirect, special, incidental or consequential damages resulting from any breach of warranty or any other legal theory. Some jurisdictions may have other laws that give you certain legal rights.

Warranty Service

Endura Products, Inc. reserves the right to inspect first hand any claim for warranty service prior to remuneration, in order to verify that all Preparation and Painting of Endura's Lifetime Exterior Door Frames has been done in proper accordance with these instructions referred to in this document. Any tampering of the original frames, or removal and/or replacement from the original location and installation will void this warranty.

To obtain warranty service, the purchaser must submit a written service request to Endura Products, Inc. at Endura Products, Inc. P.O. Box 8908, Greensboro, NC 27419. A written service request must include: (1) proof of purchase, (2) a copy of EDF Limited Lifetime Warranty, and (3) an explanation of the problem.

Warranty Limitations and Exclusions

This warranty replaces all other warranties expressed or implied, including, but not limited to, the implied warranties of merchantability and appropriateness for a particular purpose. Endura Products, Inc. makes no express warranty beyond those stated in this warranty. Endura Products, Inc. simply disclaims all other warranties that are expressed or implied including without limitation, implied warranties of merchantability and fitness.

Some laws do not allow the exclusion of implied warranty, in this case Endura Products, Inc. limits all expressed or implied warranties to the limited warranty period, and no warranties apply after that period.

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Limitations of Liability

Endura Products, Inc.'s responsibility under this or any other warranty, implied or expressed, is limited to replacement and up to \$300 in labor costs as set forth above. THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY. Endura Products, Inc. is not responsible for indirect, special, incidental or consequential damages resulting from any breach of warranty or any other legal theory. Some jurisdictions may have other laws that give you certain legal rights.

IMPORTANT: SAVE WARRANTY INFORMATION

Lifetime Exterior Door Frame Limited Lifetime Warranty Terms and Conditions Preparation, Installation and Painting Instructions



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Lifetime Exterior Door Frame Limited Lifetime Warranty

Terms and Conditions Preparation, Installation and Painting Instructions

Exterior Frames Overview

Endura Products' Lifetime Exterior Door Frames, are treated with Endura's Lifetime Water Repellent Wood Preservative. This water-repellent preservative is formulated to prevent moisture from penetrating deep into the component wood fibers. This treatment provides effective protection against mold, mildew and other decaying fungi, as well as improves dimensional stability and assists in the prevention of excessive dimensional swelling, splitting, end checking, shrinking and grain raising.



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REV. 2/18/05

Lifetime Exterior Door Frame Limited Lifetime Warranty Terms and Conditions

All Lifetime Exterior Door Frames, hereafter referred to as "products" sold by Endura Products, Inc., are subject to this Exterior Door Frame Limited Lifetime Warranty (EDF Limited Lifetime Warranty).

EDF Limited Lifetime Warranty

Endura Products, Inc. warrants that its products, if properly stored, transported, used, and installed according to the enclosed Care and Finishing Instructions, will be free of defects in material and workmanship and free of rot and decay for the life of the product.

If Endura Products, Inc. product that is the subject of EDF Limited Lifetime Warranty fails during the warranty period for reasons covered by EDF Limited Lifetime Warranty and the purchaser submits the written service request required under EDF Limited Lifetime Warranty, Endura Products, Inc. will:

REPLACE THE PRODUCT WITH A PRODUCT THAT IS FUNCTIONALLY AT LEAST EQUAL TO THE PRODUCT BEING REPLACED AND PROVIDE UP TO \$300 IN LABOR COSTS.

Extent of EDF Limited Lifetime Warranty

EDF Limited Lifetime Warranty does not cover damages due to external causes, including, but not limited to, accidents, abuse, neglect, changes and alteration, repair, or incorrect or improper installation or maintenance.

Care and Finishing Instructions are clearly labeled and included with the packing materials you received with the product. Any use or care not in accordance with these Care and Finishing Instructions voids EDF Limited Lifetime Warranty, and any damage caused by such use or care is not covered under Exterior Door Frame Limited Lifetime Warranty.

EDF Limited Lifetime Warranty is limited to the original purchaser and is not transferable.

Preparation, Installation and Painting of Lifetime Exterior Door Frames

- Machining:** Only the routing of mortise for hinges and locks may be done to the door jambs, mull posts and mull casing. NO OTHER CUTTING, OR TRIMMING MAY BE DONE IN ANY WAY.
- Storage:** Store only in dry and clean areas. Wood is dimensionally influenced by moisture changes in its surrounding environment. Damp, moist, or extremely humid environments are not good for wood.
- Scratching the Product:** Do not drag, scrape or slide the door units. They should be lifted and carried. Any damage from mishandling of the product will void this and all future warranty claims.
- Rough Opening:** No more than 1" higher and no more than 1-1/2" wider than the outer dimensions of the jamb (door system frame). The rough opening should be no more than 1/8" out of plumb over the height of the opening. Floor or subfloor (sub sill), the lowest horizontal structural member of the rough opening) should be capable of being leveled to within +1/16" over the width of the opening. The subsill should not slope toward the interior of the home.
- Caulking Sealer:** Must be applied to the rough opening as required. Assure that air-tight seal is formed beneath the sill or threshold.
- Level, Plumb and Square:** Assure that the door system frame is located within the rough opening and shim so that the frame is level, plumb and square. Shim behind the hinges, lock strike of the frame and upper and lower shims on the strike side of the frame.

- Anchoring:** Nail or screw the actual frame into the rough opening structure, do not use the brickmould to anchor unit to the rough opening. At least one of the fasteners and anchors for each of the hinges and lock strike locations should penetrate through the door system frame and into the framing structure to provide maximum holding strength and secure anchorage.
- Flashing:** Install at the jambs, sill and head as required to prevent water from penetrating into the wall cavity.
- Caulking:** All joints must be caulked between the rough opening and the door system frame. Fill all gaps of 1/4" or more with filler and use only recommended caulking sealants and apply in accordance with the caulking sealant manufacturer's installation instructions.
- Field Service:** It is the responsibility of the installing contractor and painter to fill all nail or screw holes, and refinish raw surfaces that result from job fitting, and the cleaning of surfaces prior to painting.
- Pre-Painted Surface Preparation:** Thoroughly dry, make free of dust, dirt, oil, grease, wax, chalk, and other contaminants.
- Paint Application:** Paint should be applied on product, when surface, and air temperature is between 50 and 90 degrees F. Relative humidity should be below 85%.
 - Two coats of high-quality acrylic paint must be applied to the frames, brick mould, and mulls within 30 days of installation. Apply paint in accordance with the manufacturer's instructions.
 - Do not paint the weather strip.
 - Routine maintenance (painting and caulking) must be performed as necessary.

Endura Products, Inc.

General Warranty Claim Procedures

Endura Products, Inc. reserves the right to inspect first hand any claim for warranty service prior to remuneration, in order to verify that all Preparation and Painting of 'Decade' Exterior Door Frames has been done in proper accordance with these instructions referred to in this document. Any tampering of the original frames, or removal and/or replacement from the original location and installation will void this warranty.

1. To obtain warranty service the purchaser must submit a written service request to Endura Products, Inc. at Endura Products, Inc. 8817 West Market Street, Colfax, NC 27235
2. The written service request must include: (1) proof of purchase, (2) a copy of EDF Limited Lifetime Warranty, and (3) a written explanation of the problem
3. Purchaser/ Prehanger, together with an Endura sales representative ("Endura Rep"), field the call for a more detailed inspection to determine the cause of the complaint.
5. The Purchaser/ Prehanger and Endura Rep determine whether the unit in question was installed and assembled according to the Limited Lifetime Warranty Terms and Conditions.
6. Once the problem has been identified as an Endura Warranty Claim, Endura will replace the product with a product that is functionally at least equal to the product being replaced and provide up to \$300 in labor costs.

Problems resulting from improper installation or improper painting procedures explained in numbers 1 through 12 on the Lifetime EDF Limited Lifetime Warranty Brochure shall be the responsibility of the Purchaser.

Endura Warranty Written Notice

To obtain warranty service, please photocopy form, attach (1) proof of purchase and (2) a copy of EDF limited warranty and mail to: Endura Products, Inc., 8817 West Market Street, Colfax, NC 27235

Complainant Information

Name: _____

Dates of: _____

Home Purchase: _____

Address: _____

Complaint: _____

Tel: _____

Fax: _____

email: _____

Original Homeowner? ____ Yes ____ No

Builder and Pre-Hanger Information

<i>Builder/Contractor Responsible for Installation</i>	<i>Pre-Hanger Responsible for Assembly</i>
Contact: _____	Contact: _____
Company: _____	Company: _____
Address: _____	Address: _____
_____	_____
_____	_____
Tel: _____	Tel: _____
Fax: _____	Fax: _____

Description of Warranty-Related Problem and Associated Damages
