

Subject to the limitations, conditions, and exclusions set forth below, Carden Door Company warrants its products to be free from manufacturing defects in material and workmanship under normal use and service.

This warranty applies only to the original purchaser and the original installation location and is non-transferable.

DOOR PANEL WARRANTY

Carden Door Company warrants door panels from the date of original installation as follows:

- **MHD Premium Steel** - 1 Year
- **Smooth Fiberglass** - Lifetime
- **Textured Fiberglass** - Lifetime
- **Wood** - 1 Year

Commercial Applications: Door panels installed in commercial or multi-family applications are warranted for 5 Years on Fiberglass and 1 Year on MHD Premium Steel.

Door panels and sidelights are warranted against manufacturing defects resulting in splitting, delamination, or warping exceeding acceptable industry tolerances.

This warranty excludes defects caused by improper installation, improper finishing, lack of maintenance, exposure to chemicals or fumes, standing water, structural movement, or environmental conditions beyond normal residential exposure.

All unfinished doors must be properly sealed and finished on all six sides within 90 days of installation.

WOOD DOORS - SPECIAL CONDITIONS

Wood is a natural material and will respond to environmental conditions such as humidity, sunlight, and temperature changes. The following conditions are considered normal characteristics and are not defects:

- Small knots (less than 1/2" diameter) or mineral streaks
- Natural variations in grain, color, or texture
- Panel movement (shrinkage or expansion) of 1/8" or less
- Warpage less than 1/4" measured across the plane of the door
- Minor surface checking or joint separation caused by seasonal movement
- Veneer shrinkage or slight cupping due to moisture changes
- Glass imperfections not visible from 3 feet away

Wood doors should be installed in protected openings. A roof overhang equal to at least one-half the height of the door is strongly recommended.

Failure to maintain finish coatings will accelerate deterioration and void warranty coverage.

GLASS WARRANTY

Carden Door Company warrants insulated glass panels against permanent failure of the hermetic seal resulting in visual obstruction for:

- **MHD Premium Steel** - 10 Years
- **Smooth Fiberglass** - 10 Years
- **Textured Fiberglass** - 10 Years
- **Wood** - 5 Years
- **Custom Glass** - 3 Years
- **Blinds in Glass / Door Transformations** - 10 Years

Glass leakage related to maintenance items such as caulking or sealing is covered for 1 year from installation.

Glass lights require periodic maintenance including caulking and sealing. Failure to maintain these areas is considered normal maintenance and not a manufacturing defect.

Painting light frames dark colors may increase expansion and maintenance requirements. Caulking residue may appear or "weep" during high heat exposure and is considered normal.

DOOR FRAME & COMPONENT WARRANTY

Carden Door Company warrants frame systems against rot for:

- **Armalast No-Rot Jamb** - 10 Years
- **Dura-Tech** - 10 Years
- **Vinyl Clad** - 20 Years
- **Thresholds, Astragals, Weatherstrip, Sweeps** - 5 Years

Commercial Applications: Frame systems installed in commercial or multi-family applications are warranted for 5 Years against rot.

Frame warranties apply to rot resistance only. Surface checking, cracking, fading, or expansion caused by sunlight, moisture, or environmental exposure are not considered defects.

PREFINISHED DOORS - FINISH WARRANTY

Factory-applied finishes are warranted for 1 year from installation.

Any door painted or stained a dark color with a Light Reflective Value (LRV) of 57 or lower will not be covered under the finish warranty beyond 1 year.

Dark colors exposed to direct sunlight increase surface temperatures and accelerate finish breakdown even when properly applied. Failures resulting from these conditions are not manufacturing defects.

DOOR SYSTEM WARRANTY

Carden Door Company warrants complete door systems for **1 year** from installation against excessive air infiltration or water penetration under normal residential conditions.

Door systems must be properly flashed and installed to allow drainage. Decks, patios, or porches must not sit level with the threshold in a way that allows standing water.

Installations exposed to heavy wind or water conditions may require a vented storm door.

WARRANTY LIMITATIONS - WARRANTY VOID IF:

1. The door is not sealed on all six sides with a minimum of four coats of exterior-grade finish.
2. Finishes are not maintained or allowed to deteriorate.
3. Dark paint (LRV 57 or lower) is used in direct sun exposure beyond one year.
4. A non-vented storm door is installed.
5. Damage results from misuse, abuse, vibration, excessive moisture, or extreme temperature changes.
6. The door is trimmed more than ½" in width or 1" in height.
7. Wood doors are installed without adequate overhead protection.
8. Installation occurs in unprotected commercial, coastal, or extreme exposure environments.
9. The concern is cosmetic, including:
 - o Warp under ¼"
 - o Minor glass blemishes not visible from 4 feet
 - o Alignment or plumb issues caused by installation or structure movement

PURCHASER'S EXCLUSIVE REMEDY

If a covered defect occurs, Carden Door Company will, at its sole discretion:

- Repair or refinish the product
- Replace the defective component
- Provide a refund not exceeding the original purchase price

Labor, removal, reinstallation, refinishing, painting, or incidental damages are not covered.

Carden Door Company's maximum liability shall not exceed the original purchase price.

WARRANTY CLAIM PROCESS

To submit a warranty claim, provide:

1. Product description
2. Name and address of purchaser and installer
3. Proof of purchase
4. Detailed explanation and photographs of the issue

Claims must be submitted through the original Carden Door Company dealer.

LEGAL NOTICE

This warranty is in place of all other express or implied warranties, including warranties of merchantability or fitness for a particular purpose, to the extent permitted by law.

Some states do not allow limitations on implied warranties or exclusion of incidental or consequential damages. Where prohibited, such limitations may not apply.

This warranty provides specific legal rights, and additional rights may vary by state.