

DOORS, WINDOWS & HARDWARE

Limited Warranty and Limitation of Liability for Plastpro Door Products

1. Limited Warranty

When sold directly by Plastpro or through an authorized retailer, Plastpro, Inc. ("Plastpro") door products ("Product") are guaranteed to be free of defects in material and workmanship that might unreasonably affect its performance. This Limited Warranty initiates on the original date of purchase from Plastpro or an authorized retailer and continues for the stated duration, so long as the original purchaser continues to own and reside in the property in which the Product was installed. This Limited Warranty is non-transferable. For the avoidance of doubt, this Limited Warranty does not cover any product not manufactured by Plastpro, even if it is sold through Plastpro.

This Limited Warranty excludes any Product defects or failures caused by the following:

- Fire, corrosive fumes, stains, contact with chemically abrasive substances, acts of God, and/or any events or actions not controlled by Plastpro;
- Normal wear and tear;
- Damage caused by high winds, floods, fire and/or other conditions that exceed Plastpro product design and testing specifications;
- Damage caused by localized application of heat, movement of building or building components, and/or expansion or contraction of building or building components;
- Damage caused by freight carriers, common carriers, private transportation, or any other means of transportation or handling that occur after the product leaves Plastpro facility;
- Components not supplied by parties other than Plastpro or its agents;
- Damage or changes to the door by installation or repair; and/or
- Products painted and/or stained with dark colors or with storm doors.

This Limited Warranty sets forth the only warranty for the Products. Plastpro provides no other warranties or representations of any kind, express or implied, statutory or otherwise, with respect to the Products including, without limitation, any implied warranties of merchantability or fitness for a particular purpose. All such warranties are hereby specifically disclaimed. Plastpro shall not be liable for any knowledge of the Product's intended use. Moreover, no statement or conduct by Plastpro or its representatives, in addition to or beyond this Limited Warranty, shall constitute a warranty. For more information about Plastpro's Limited Warranty by product, please refer to Plastpro website and the article "Recommended Door Installation, Care & Maintenance" (<http://www.plastproinc.com/how-to-guides>).

2. Claims

No claim under this Limited Warranty is valid unless: (1) it is received in writing by Plastpro within ten (10) days of the date the alleged defect was discovered; (2) Plastpro is given an opportunity to sufficiently inspect the allegedly defective Product; and (3) at Plastpro's request, you provide representative samples of the allegedly defective Product to Plastpro in accordance with Plastpro's instructions. To file a warranty claim, you should first contact the builder or dealer where you purchased the Product. If not possible, you can contact Plastpro's customer service at CUS-Support@plastproinc.com. Your claim email must contain all of the following:

1. Name and address of the owner of the residential and commercial property;
2. Name of the installer;
3. Proof of purchase and the original date of purchase;
4. Product catalog number and description; and
5. Detailed explanation and pictures of the alleged defect.

3. Limitation of Liability

Your sole and exclusive remedy for Plastpro's breach of this Limited Warranty, and Plastpro's sole and exclusive liability to you for any breach of this Limited Warranty, shall be, at Plastpro's sole discretion: (1) repair of the Product; (2) replacement of the same type, size and quantity of the Product; or (3) a credit or refund of the purchase price of the Product. If Plastpro elects to provide a replacement, the Limited Warranty for the replacement will continue for the balance of the original warranty period for the original Product. If the original purchaser fails to provide satisfactory proof of the date of the purchase, the Limited Warranty shall be deemed to commence on the manufacture date. **Your (the original purchaser's) total remedy and Plastpro's maximum liability shall not exceed the purchase price.** In no event shall Plastpro be liable for any for lost profits, loss of goodwill, loss of business opportunities, damage to reputation, special damages, indirect damages, punitive damages, exemplary damages, incidental damages, or consequential damages, including without limitation any costs incurred relating to the removal or reinstallation of allegedly defective Product.

4. General

This Limited Warranty may only be modified or altered in writing by Plastpro management. In the event that any provision of this Limited Warranty is held to be illegal or unenforceable by any court of competent jurisdiction, the remaining provisions of this Limited Warranty shall remain in full force and effect. This Limited Warranty shall be governed by the laws of the state of California. Any and all disputes arising out of or relating to this Limited Warranty shall be subject to the exclusive jurisdiction of the state or federal courts located in Los Angeles, California or, at Plastpro's sole election, to binding arbitration before a single arbitrator pursuant to the American Arbitration Association's Commercial Dispute Resolution Procedures, with such arbitration taking place in Los Angeles, California. Plastpro reserves the right to revise this Limited Warranty and Limitation of Liability without notice at any time.

JUNE 2016

Exterior Door & Glass Limited Warranty



MASONITE
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Masonite's products are designed and built to high industry standards and are warranted pursuant to the terms of this document.

This warranty applies to Products shipped by Masonite after August 1, 2019 that are installed in residential homes in the United States and Canada.

THIS WARRANTY IS NOT TRANSFERABLE.

THE RESIDENTIAL WARRANTY IS GRANTED ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND THE FIRST OWNER OF THE RESIDENTIAL HOME WHERE THE PRODUCT WAS ORIGINALLY INSTALLED. THE MULTI-RESIDENT WARRANTY IS GRANTED ONLY TO OWNER OF THE HOME OR BUILDING IN WHICH THE PRODUCT HAS BEEN INSTALLED AT THE TIME OF INSTALLATION (AND ITS BUILDER AND CONTRACTOR).

Subject to the terms stated herein, Masonite warrants that the products listed below ("Products") will be free from manufacturing defects in material and workmanship from the original date of shipment by Masonite until the end of the time periods outlined below.

RESIDENTIAL PRODUCT WARRANTY (Table 1)

MASONITE PRODUCT	Coverage	Factory Finish Coverage
Fiberglass Doors Barrington®, Belleville®, Heritage Series®, Oakcraft®, and VistaGrande®	Lifetime*	2 years
Sta-Tru® Steel Doors Steel Edge and Wood Edge	20 years	5 years
Masonite Insulated Glass Decorative glass and Miniblinds	20 years	N/A
Masonite Factory Finished Lite Frame other than PVC	20 years	2 years
Masonite Factory Finish PVC Lite Frame & SDL bars	5 years	2 years
HD Steel Edge Doors	15 years	2 years
HD Wood Edge Doors	5 years	2 years
Utility Steel Door	1 year	1 year

*The definition of "Lifetime" is as long as the original owner occupies the residential home where the Product was installed.

Masonite Pre-Hung Door Units are subject to this warranty for the relevant components (door, glass, frame and finish) and may be subject to additional warranty terms if provided in writing with the pre-hung units. Masonite does not warrant the hardware or the frame of a pre-hung unit unless specified in the warranty materials that accompany the unit.

Masonite Prefinished Products: Subject to the terms of this warranty, Masonite warrants its Masonite factory applied finishes (paints and stains) will not peel, chip or crack due to a manufacturing defect. The warranty term is from the date of Masonite's shipment until the end of the time period listed above.

A primer coat is not a finish and is not warranted by Masonite.

Masonite does not warrant any finishes that are applied by other parties nor does Masonite warrant that a particular finish will adhere to its primer coat.

MULTI-RESIDENT PRODUCT WARRANTY (Table 2)

MASONITE PRODUCT	Coverage	Factory Finish Coverage
Fiberglass Doors Barrington®, Belleville®, Heritage Series®, Oakcraft®, and VistaGrande®	5 years	2 years
Sta-Tru® Steel Doors Steel Edge and Wood Edge	5 years	2 years
Masonite Insulated Glass Decorative glass and Miniblinds	5 years	2 years
Masonite Factory Finished Lite Frame other than PVC	5 years	2 years
Masonite Factory Finish PVC Lite Frame & SDL bars	2 years	2 years
HD Steel Edge Doors	5 years	2 years
HD Wood Edge Doors	2 years	2 years
Utility Steel Door	None	None

WARRANTY HOLDER CLASSIFICATIONS:

Residential Warranty Holders: If the Product is installed in (i) a new residential home and the first occupant owns the home or (ii) an existing owner-occupied residential home, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "home") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

Multi-resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the home or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Multi-Resident Warranty Holder. For example, this includes owners of multi-resident premises in which the occupant is not responsible (other than through periodic fees/other assessments) for Product replacement whether or not the occupant owns the residential home unit in the premises (including by example, certain condominiums, townhomes, duplexes, apartments, cooperatives).

WARRANTY EXCLUSIONS:

1. Improper installation, storage, care, handling or finishing, including, without limitation, a failure to follow the instructions set forth below, that accompany the Product, or as posted on Masonite's website from time to time.
2. Failure to properly maintain the Product.
3. Exposure of the Product to chemicals, acid or fumes, air pollutants, such as acid rain.
4. Damage caused by improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of God, fire, explosions or other casualty.
5. Any damage resulting from air and water infiltration during severe weather conditions.
6. Any failure of the structure/building/foundation into which the Product is installed.

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7. Any issue due to alteration of the Product by other parties (such as cut downs or light cutouts).

8. Damage caused by not properly finishing the Product or not finishing it in a timely manner (45 days from date of Masonite's original shipment unless prefinished by Masonite).

9. Lite Frames and SDL bars need to be finished to be covered under warranty.

10. Masonite does not warrant hardware such as locksets or other hardware. A separate written warranty may be provided from the manufacturer and included in the materials that accompany a Pre-Hung Door Unit.

11. The finish on any Masonite supplied hardware is not warranted and is purchased "as is".

12. Variations in color or texture in any primed or pre-finished Product coating.

13. Normal wear and tear or natural weathering of surfaces including weather-strip and sweep.

14. Damage or defect arising from or related to improper field finishing of all sides, front, back and all edges of the Product.

15. Slight expansion or contraction of door panels, jams and slabs due to varying environmental conditions.

16. Structural integrity issues caused by improper installation of hardware or improper machining of the Product.

17. Damage or poor Product performance resulting from the installation of Product in a condition that exceeds Product design standards or certified specs and/or does not conform to applicable building standards.

18. Any warp, size, or squareness within the permitted tolerances including those listed below.

19. Damage resulting from or related to a Product being installed behind a non-vented storm door or excessive heat due to being finished a dark color.

20. Bubbles, lines, slight surfaced imperfections and slight discoloration are normal characteristics of fine hand-crafted glass and are not warranted.

21. Acts of third parties.

22. Non-uniformed fade or, color change after installation.

PERMITTED DOOR TOLERANCES

1. **Size:** Width, height and Thickness +/- 1/16" of a door
2. **Squareness:** +/- 1/8" measured corner to corner across the door's diagonal plane.
3. **Warp:** No more than 1/4" of warp as measured across the plane of the door in a section no greater than 3-6 x 7-0 in 1-3/4" or 3-0 x 7-0 in a 1-3/8" door. For doors that are larger than 3-6 x 7-0 but no greater than 8-0 in height and 4-0 in width, the warp shall not exceed 1/4" in a 3' by 7' section.

Masonite may defer action on any claims for warping for a period of up to 12 months from date of the claim to allow the door slab to adjust to local humidity and temperature conditions. This often remedies the issue.

INSTALLATION INSTRUCTIONS:

Refer to the installation instructions that are provided with the Product or that are found on the Masonite website.

Depending on the region, some areas require additional fasteners to install the unit. Please check with local building codes for additional installation information.

Installation of a Product within 5 miles of any body of salt water will reduce the Warranty period (Lifetime or Warranties of 15 years or greater will be limited to 10 years, other warranties will be reduced by 50%).

FINISHING INSTRUCTIONS

(not applicable to Masonite's pre-finished doors):

Refer to the installation instructions and finishing instructions on the Masonite website.

Also, follow the coating manufacturer's instructions carefully.

Primer does not function as a sealer or moisture barrier and is not a coating.

Masonite recommends cleaning the Product a few times a year using mild detergent and warm water. Repainting or re-applying topcoat every 1 to 7 years will be required depending upon the weather exposure.

STORAGE, CARE & HANDLING INSTRUCTIONS:

The instructions below are highlights of certain storage, care and handling instructions. Other instructions may accompany the Product or be posted on Masonite's website and should also be followed:

1. When Products are received they must be inspected immediately for quality, including correct size, machining, and finish (if factory finished).
2. Unfinished doors and frames must be finished within 45 days of original purchase with a national brand exterior grade paint or stain.
3. Prior to installation, the door/unit shall be stored so that it is not exposed to the elements or allowed to sit in a damp area or standing water.
4. When storing door slabs, keep the doors stacked horizontally and fully supported on a level surface, do not lean the doors vertically against a wall or other structure. When stacking doors, keep the top door covered at all times with a cover sheet, plywood or cardboard.
5. Masonite ships certain Products with spacers. In order to prevent Product distortion, it is required that the packaging spacers remain until the Product is removed to be hung.
6. Pre-hung door units should be stored vertically and secured to avoid accidentally falling over.

HOW TO MAKE A CLAIM:

If you detect a warranty issue, please promptly notify the person or company from whom you purchased the Product or the residential home where the Product was installed and provide the following information:

1. Description of the Product and a photo of the defect;
2. Name and address of the location of the Product and, if installed, the builder and/or the installer;
3. Proof of Sale if you bought the door and, if not, the date you purchased the residential home or date it was installed;
4. Detailed explanation of the defect; and,
5. Statement that the defect was not caused by any of the exceptions listed in this warranty.

At Masonite's discretion, a warranty claim may be subject to site inspection.

REMEDY AND LIABILITY LIMITATION:

If a warranty issue is detected during the applicable warranty term, Masonite, in its sole discretion, will either a) repair or provide a replacement Product or component or b) will refund the original purchase price paid to Masonite for the product (Prorated price for glass see Table 2). The remaining warranty term for any replaced or repaired product will run from the date of the original door warranty. Masonite will not be liable for any labor, rehang charges,

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painting/staining, installation, incidental, special or consequential damages or other costs under this warranty.

GLASS PRO-RATED WARRANTY (Table 3)

Period (years)	Charge to Customer	refund to customer
0-5	None	100%
6	20%	80%
7	30%	70%
8	40%	60%
9	50%	50%
10	60%	40%
11-15	70%	30%
16-20	80%	20%

MASONITE MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE. MASONITE IS NOT OBLIGATED AND THIS WARRANTY DOES NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT PRODUCT. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow the exclusion of consequential, incidental or special damages, this limitation will not apply.

Unless Masonite agrees in writing to an alternative, any dispute under this warranty or related to the warranted Product, shall be resolved by mandatory arbitration administered by the American Arbitration Association ("AAA") and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration. The parties agree not to exercise any option to proceed in any small-claims court and waive any such right. Any in-person arbitral proceedings shall occur in Tampa, Florida. If the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim ("claimant"), then the arbitration will occur in a location more convenient for the claimant as specified by the arbitrator. Neither you nor Masonite will be entitled to join or consolidate claims in arbitration.

No representative of Masonite or any of its dealers or distributors has authority to modify this warranty or assume for Masonite any additional liability or responsibility in connection with this warranty. Only an officer of Masonite may vary the terms.

Care and Finishing Procedure for Wood Doors

Handling

1. Do not walk on any door units. Some units contain glass.
2. Avoid dragging doors across one another and keep doors clean. Handle with clean gloves.
3. Store flat on a level surface in a dry, well ventilated building. Avoid exposure to direct sunlight.
4. Doors should be conditioned to average prevailing relative humidity of the locality before hanging.
5. Doors should not be subjected to extreme or rapid changes in heat or humidity. Avoid sudden changes such as forced heat to dry out a building.
6. If the doors are to be stored on the job site, all surfaces including ends and edges must be sealed with an effective quality oil-base sealer within 72 hours to prevent undue moisture absorption.
7. Use three hinges on doors 7'0" in height or less, and four hinges on doors over 7'0" in height.

Preparation for Finishing

1. Before applying the first coat of finish, sand the entire surface lightly with (180 grit) sandpaper. This removes fingerprints and handling marks, as well as opening the wood grain to enhance the stain penetration. For doors with square shaker sticking, lightly ease the outside edge of the sticking with sandpaper. To avoid cross-grain scratches, always sand with the direction of the grain.
1. SPECIAL NOTE: Douglas Fir doors should also be wiped down with Acetone prior to sanding. As Douglas Fir has a heavy sap content, this extra step will clean the surface of any sap stain.
2. Adjust or align components if necessary before finishing. Wood panels "float" and may be knocked into alignment with a wood block and hammer. Be careful not to damage door.
3. After sanding, clean door thoroughly with a cloth to remove all dust or foreign material. Do not use caustic or abrasive cleaners.
4. Hang door before finishing, and then remove to finish properly.
5. All surfaces of the door must be properly finished. The edges (top, bottom and sides) should be coated with each and every coat of finish that is applied to the exterior surface of the door. Doors must be dry before finishing.

6. On exterior doors that are glazed with clear glass, the finish used should be flowed from the wood slightly onto the glass. This will provide assurance against water leakage and protect the glazing compound "putty" from drying out. In areas exposed to occasional rain, a secondary "CAP BEAD" caulking must be applied between glass and molding. **See Figure 1**

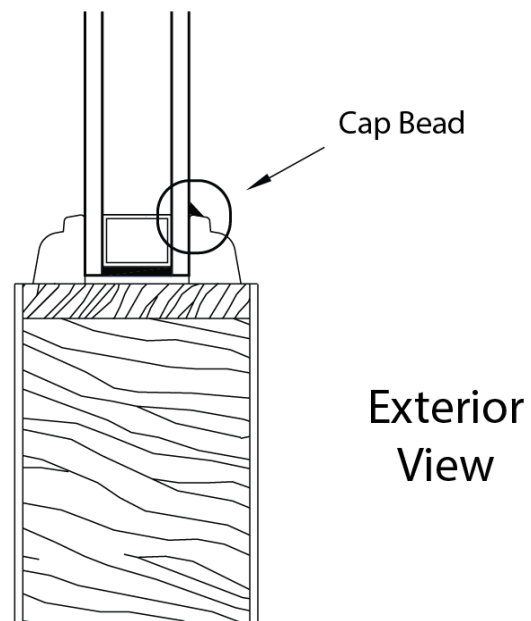


Figure 1: Caulk between Exterior Glass and Molding

*Note: It is the finisher's responsibility to protect glass prior to and during finishing.

7. On doors that have plastic film protection on glass, removal of plastic film protection immediately after applying the finish is required. Failure to remove the plastic film at this time may cause harm to the glass and will create difficulty in removing the film at a later time. Do not use razor blades or sharp objects to remove the film or clean the glass. These items will scratch the glass.

DOOR WARRANTY AND POLICIES

Exterior Finishing

NOTE: Avoid "DARK COLOR FINISHES" in areas exposed to direct sunlight. Dark colors will contribute to warp and or checking.

Avoid exposure to direct sunlight. The UV rays will cause a "SUNBURN EFFECT" that will permanently discolor the door (or portion of door exposed) and will in some cases be impossible to remove without sanding through the veneer.

1. Stain-and-Clear Finish

The first coat should be stain-and-sealer, a combination of stain and sealer, which colors the door and seals the surface. It is available in a wide range of colors. The stain-and-sealer should have an alkyd-resin base. Under no circumstances should a lacquer-based toner or any other lacquer-base finish be used on exterior doors.

The second and third coats (two top coats minimum) may be a solvent-borne (oil-base, alkyd-resin base, polyurethane resin-base) or a water-borne (latex resin-base) clear finish. Coatings must be adequate to bridge the stile & rail joints to seal the door. Here are the Pros and Cons of solvent-borne vs. Water-borne clear finishes:

*Solvent-Borne

Advantages: Faster drying, harder and more water resistant. May be applied under variable weather conditions.

Disadvantages: Subject to ultraviolet degradation and not as flexible or durable as water-borne clear finish.

*Water-Borne

Advantages: very flexible, greater ultraviolet resistance, and good exterior durability.

Disadvantages: Cannot be applied below 10°C (50°F), long drying period required, and may not cure fully for several weeks. Water sensitive until cure is complete.

Note: Do not sand between coats of clear latex. All stain-and-clear finishes will perform measurably better if protected from direct effects of sunlight and weathering, and refinishing will not be required as frequently.

2. Paint Finish

Either oil-base or latex resin-base exterior grade paints may be used with success on panel doors. Oil-base paints offer more resistance to the passage of

water (liquid and vapor) than latex resin-base paints, but the latter have better durability and color retention.

Doors should be sealed with good quality oil-base primer followed by two top coats of either an oil-base or latex resin-base paint. Of course, both primer and top coat should be made by the same manufacturer and be designed to be used in combination.

Note: where possible exposure to direct sun or rain is a factor, doors should be sealed with premium quality oil-based primer followed by two top coats of a premium quality oil-base paint.

3. Caution

Trimlite cannot evaluate all the available paints and stains, or the customers' specific application requirements, your paint dealer should know of suitable finish systems that give satisfactory results in your region. It is highly recommend that top quality finishes be selected, and the application instructions on the container be followed explicitly.

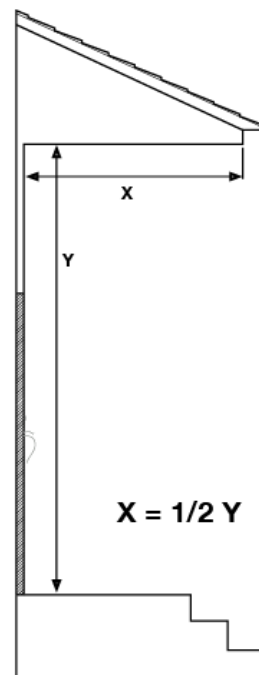


Figure 2: Overhang Guide

Figure 2: Where X is the length of the overhang required and Y is the distance from the bottom of the door to the base of the overhang.

DOOR WARRANTY AND POLICIES

Interior Finishing

1. Stain- and-Clear Finish
A solvent-borne finish system is recommended for interior doors and may be a lacquer-based system. If a brush application is to be used, it is recommended that a pre-sealer be used prior to staining. For best performance, a minimum of two clear top coats should be used over stains.
2. Doors should be sealed with a good quality oil-base primer followed by two top coats of a solvent-base or latex enamel.

Fitting and Hanging

1. When hanging door, allow adequate clearance for swelling of door or frame in damp weather. Allow approximately 3/16" clearance for swelling when the door is installed in fully dry conditions. Jambs must be plumb.
2. Do not cut doors down in height by more than 2" (1-1/2" maximum from bottom, 1/2" maximum from top). Care should be taken in cutting doors down in width to avoid exposing engineered components. Use a sharp fine-tooth saw for trimming ends of doors.
3. Caution must be used to avoid impairing the strength of the door when fitting for locks. Allow at least 1" of wood back of mortise.
4. Use three hinges on doors up to 7' in height and four hinges on doors over 7'. Hinges must be set in a straight line to prevent distortion.
5. Prior to exterior exposure, doors must be finished with complete finish system.

Maintenance

Your door has been handcrafted to last for years to come. But, like any fine piece of furniture, its finish will require some simple, periodic maintenance to keep it looking and great and provide protection against the elements. Regular finish maintenance is also a requirement of the warranty that's included with every Trimlite Door.

Here are some signs to watch for. They indicate that it's time for some simple, easy-to-perform maintenance:

- Hairline cracks in the top coat of the finish
- Changes in the color of the finish
- Changes in the texture of the finish, such as flaking or scaling
- Dullness or chalkiness in the finish

If you live in a severe climate or your entry receives a lot of direct sunlight from a southern or western exposure, you'll want to examine your door's finish often. Depending on the conditions, you may also need to maintain the door finish more frequently.

Stile and rail wood doors have multiple areas for moisture to gain access, therefore it's very important to pay particular attention to adequate overhang and use only premium high quality coatings and finishing techniques. In the event of little or no overhang please ask your Trimlite Customer Service Representative for other door options.

Warranty

Trimlite guarantees all doors for a period of one year from date of shipment from our plant against defects which renders them unserviceable for the use for which they are intended by the manufacturer provided the following conditions are met:

1. Manufacturing defects must be reported promptly before fitting, finishing, or hanging.
2. Provided that doors are operative, action on any claims after installation may be deferred at the option of Trimlite for a period of six months from date of complaint. During this time period, doors must remain hung in the original installation to permit conditioning to humidity and temperature.
3. Trimlite agrees, at our option, to repair or replace any doors that are defective within the meaning of this guarantee. Claims for rehanging, refinishing, or other expenses for work not originally performed by the manufacturer will not be allowed.
4. Due to extreme weather conditions, exposures, and architectural designs, Trimlite will not guarantee any double door units, or outswing units for air or water infiltration where there is not sufficient overhang to protect the door.
5. The entire door, including edges, top, bottom, and sides must receive at least two coats of an

oil base paint, varnish, or sealer at the time of installation. (See section: Finishing Instructions)

Allowable Tolerances

1. Thickness, width, and height tolerances from nominal sizes shall not exceed 1/16" plus or minus.
2. A squareness tolerance of not more than 1/8" between two diagonal measurements taken across the face of the door shall be allowed.
3. For doors 3' x 7' or smaller, deformation (bow, cup, twist, warp) shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself
(door larger than 7' warp not to exceed 3/8")
When measure as specified in Clause 3.1.2.2 C.S.A. Standard -132.2- 1972.

Exclusion

The following are not defects in workmanship of material and are not covered by this written warranty:

1. Damage caused by attempts other than Trimlite's to repair the door and/or unit.
2. Failure to properly seal the door.
3. Defects caused by improper installation such that the door does not swing freely.
4. Damage cause by improper handling or on-site storage.



Warranty

5. This warranty shall be void and Trimlite shall have no liability hereunder if the purchaser installs, treats, or retains, for more than thirty days, a door and/or unit containing an obvious defect, without giving the notice is required herein, or if the purchaser fails to give the required notice within reasonable time after discovery of defect.

Door Policy

1. RECEIVING: Upon receiving, order must be checked for accuracy or damaged. If damage is apparent, it must be noted on the delivery receipt.
2. SPECIAL ORDERS: Care must be taken to insure order accuracy. Order sheets with swing diagrams are available. Special order cancellation will not be accepted once work has begun on the unit.
3. RETURN GOODS AUTHORIZATIONS (RGA)
Contact your Trimlite representative to request inspection and return authorization. All doors approved for return must be shipped back to Trimlite in the same condition in which it was shipped. No credit will be given for doors return in non-saleable condition.

Claim Policy

1. A representative of your firm must inspect the unit.
2. Provide purchase order number, invoice number, and original ship date.
3. Identify product and problem.
4. Provide contact names and phone numbers.
5. With the above information, Trimlite will make arrangements to go to the job site with a representative of your firm.
6. After determination of the problem has been established, Trimlite will repair or replace the unit as per the guarantee.





Residential & Commercial Locks/Hardware Warranty

Taymor is pleased to offer a Mechanical and Finish Warranty against defects in materials and workmanship for one full year to the original purchaser, effective from the date of purchase, unless otherwise specified. This warranty excludes products that have been damaged through misuse, accidental damage, alteration, normal wear and tear, or the use of corrosive or abrasive cleaning agents. This warranty is non-transferrable and applies to products installed in a residential setting. Commercial use is only covered for our Commercial products as outlined in the chart below. Taymor is not liable for damages caused by incorrect installation nor incidental or consequential damages. At the company's discretion, Taymor will replace any part or finish that proves to be defective in material and/or workmanship under normal installation, use and service.

	THE PREMIER LINE	PROFESSIONAL SERIES®	PROSET® SERIES	BUILDERS SERIES	EPIC LOCK SERIES®	COMMERCIAL GRADE 1 Locksets, Door Closers & Exit Hardware	COMMERCIAL OTHER Locksets, Door Closers & Exit Hardware	GENERAL HARDWARE
Mechanical	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	10 year	5 year	1 year
Finish	Lifetime*	5 year	5 year	5 year	1 year	1 year	1 year	1 year
Electronic**	-	1 year	-	-	-	-	-	-

* Limited Lifetime

**Applies to Taymor Professional Series® Concierge electronic deadbolts only.

Care and Cleaning Tips

Taymor uses advanced technology to create a finish highly resistant to the effects of weather and normal wear and tear. Over time, frequency of use will cause some finishes to gracefully age in appearance. Additionally, exposure to atmospheric conditions and elements such as cleaning chemicals may cause some changes to occur. These finish changes are not considered manufacturing defects and are not covered by warranty. Rather, they are indicative of normal wear and tear. As always, following the manufacturer's care instructions will safeguard the longevity of your cherished Taymor product.

DO: Clean the product with mild soap and warm water. For best results, dry immediately with a soft, clean cloth.

DON'T: Do not use abrasive sponges or scouring agents for cleaning. We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.

For additional information or questions regarding Taymor warranties, please contact our Customer Service team:

WESTERN CANADA 1 800 267 4774 | custserv@taymor.com

EASTERN CANADA 1 800 387 7064 | customerservicetor@taymor.com

*WARRANTY APPLIES IN CANADA ONLY

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taymor.com

03/2020

Ply Gem reserves the right to discontinue or make changes to any products, including color changes. In the event products covered by these warranties are not available, Ply Gem reserves the right to substitute a product or component that, in Ply Gem's sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference.

Ply Gem reserves the right to change, without notice, the provisions of its warranties for any or all of its products. The warranty in effect for each Ply Gem product at the time of sale of such product remains in effect regardless of subsequent changes in warranty policy.

Replacement parts, components and products are warranted for the balance of the original product warranty.

No dealer, distributor, retailer, contractor, salesperson or other representative of Ply Gem products is authorized to change or add to this warranty. Owner agrees that no action or inaction of Ply Gem shall constitute a waiver.

IMPORTANT OWNER INFORMATION:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES, WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE AND INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PART, COMPONENT OR PRODUCT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM WINDOW AND DOOR PRODUCTS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the extent required by such law. This warranty gives you specific legal rights and you may also have other rights that vary from province/state to province/state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM'S OPPORTUNITY TO RESPOND.

PRODUCT RATINGS: Ply Gem products are designed and tested in accordance with required standards. These measure performance of sample products in a laboratory setting. To pursue consistency, Ply Gem manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

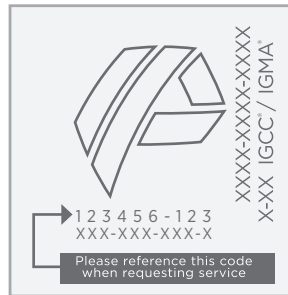
HOW TO MAKE A WARRANTY CLAIM:

If you have a warranty claim with your Ply Gem window or door, you must immediately contact the dealer or contractor who provided you the product or us directly (visit www.plygem.ca) and provide written notice of such warranty claim within thirty (30) days of product failure.

To help us serve you faster, please have the following information available when contacting Ply Gem:

- Your name, address and daytime telephone number.
- A description of the alleged product failure for which the claim is being made (photographs are useful)
- The date the product was purchased (or possession date)
- The name of the Ply Gem dealer/contractor from whom the product was purchased/supplied (if known)
- In the case of insulated glass, provide the date of manufacture as printed on the spacer bar or etched on the surface of the glass.

Ply Gem shall have no obligation whatsoever without proper notice from the owner and an opportunity to respond. Upon proper notice, Ply Gem shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay for the costs of an inspection which reveals that no action is called for under this warranty. In no event shall Ply Gem be liable for the costs of repair or finishing for products not supplied by Ply Gem.



PLYGEM.CA

LIMITED WARRANTY
Windows & Doors

Since 1958, Gienow Canada Inc. (doing business as Ply Gem Canada and Gienow Renovations (“Ply Gem”)) window and door products have been manufactured to specific engineering standards utilizing quality materials and craftsmanship. We are committed to stand behind our products with a comprehensive warranty, and as a consumer-purchaser, we will respond to notice from you regarding any product concerns according to the terms set forth below. This warranty is effective for all Ply Gem window and door products delivered on or after December 1, 2014 and is applicable only in Canada. Any previous warranties will continue to apply to products manufactured by Ply Gem and/or Gienow prior to this date.

WARRANTY COVERAGE

If a Ply Gem window and door product shows evidence of any of the following defects in material or workmanship, upon notice from you as required herein, Ply Gem will, at our option, repair, replace or refund the original purchase price of the part, component or product per the terms set forth herein provided such defect is directly caused by a defect in the product as manufactured by Ply Gem and has resulted in a significant impairment in operation and usage as determined by Ply Gem. Any replacement part, component or product supplied outside the Skilled Labour time period will be delivered to the original point of purchase.

A. Skilled Labour

Unless otherwise specifically noted, skilled labour to repair or replace any affected component is provided for two (2) years from the date of delivery. Skilled labour includes work in which specialized product knowledge or methods are required to complete a repair and does not include any reinstallation, repair, refinishing or refurbishment of materials or products beyond the affected Ply Gem product.

Ply Gem reserves the right to apply a travel charge when products are installed in remote areas, areas outside our branches normal territory or areas outside Canada's four (4) western most provinces. Normal territory coverage varies from branch to branch but generally encompasses Central Metropolitan Area (CMA) and a zone within 40km of the CMA. Contact your dealer or Ply Gem directly to determine how your home/territory is covered.

B. Insulated Glass Unit (IGU)

Should an IGU fail (evidenced by moisture within the IGU caused by failure of the hermetic seal), Ply Gem will supply a replacement unit (or complete sash, including IGU, at Ply Gem's discretion) for the failed unit free of charge for as long as you own your home.

Ply Gem warrants NEAT® monolithic glass coating for a period of ten (10) years from date of delivery.

Ply Gem warrants that under normal circumstances removing the PRESERVE® film within one (1) year of delivery date will ensure easy removal with little or none of the films adhesive remaining on the glass. Under the rare occasion where adhesive transfer occurs, a faint visible line could appear on the glass. This history or ghosting is not considered a defect. Rattling of in-glass decorative panels, such as blinds or grill bars, is not a defect.

C. Vinyl Window and Patio Door Extrusions

Peeling, cracking, flaking or blistering under normal use, application and proper care are warranted for twenty (20) years from the date of delivery. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

D. Factory Painted Vinyl and Aluminum Extrusions

Peeling, cracking, flaking or blistering under normal

use, application and proper care are warranted for ten (10) years from the date of delivery. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

E. Door Slabs

Slab warpage exceeding 8mm (5/16”) along the plane of the door is warranted per the applicable warranty period set forth below, provided

- the slab is installed with standard lock and hinge preparation,
- insulated glass units within the slab do not exceed 21” x 65”,
- the slab is installed with multi-point hardware when the slab height is greater than 84”,
- the slab width is not less than 28” or greater than 42”, and
- the slab is finished per the finishing/sealing instructions/timelines outlined herein.

Steel and Fiberglass Slabs:

Ten (10) years from date of delivery

Metal Clad Wood Slabs:

Five (5) years from date of delivery

Action on any warpage claim may be deferred, at Ply Gem's option, for a period of twelve (12) months from the date of delivery to permit the slab to condition to local environmental factors.

F. Decorative Door Lites

Door IGU's, door lite frames, plastic components, operating mechanisms and internal mini-blinds are warranted for ten (10) years from the date of delivery.

G. Hardware and Components

Failure or breakage of locking mechanisms, rollers, balance systems, hinges, cranks and handles under normal usage and proper care are warranted for ten (10) years from the date of delivery.

H. New Home Envelope

When an Enhanced Service Package (i.e. window, door and screen final lockout) is available and purchased, Ply Gem warrants that its products properly installed will not directly cause a failure in the building envelope for a period of five (5) years from the last Enhanced Service Package service date.

The New Home Envelope warranty does not cover installation of Ply Gem products, their tie in with the building envelope nor does it supersede any other conditions of warranty noted herein. Products with components manufactured with natural products (i.e., wood) are not covered by this warranty.

I. Installation

When Ply Gem installs its products, the installation will be warranted to not directly cause water infiltration for ten (10) years from date of install. Ply Gem is not responsible for damage to property resulting from pre-existing conditions of the home including, but not limited to, dry rot, cracked stucco, leaking siding, existing leaks or water damage.

Transferability: If the original property owner/ purchaser sells the property in which a Ply Gem product is installed that's covered by this warranty, Ply Gem will extend the coverage provided by this warranty to the subsequent property owner/purchasers until ten (10) years from date of delivery unless a shorter period is specified under this warranty. The new owner/purchaser must register in writing directly with Ply Gem within 90 days of title transfer. Visit the Ply Gem location nearest your residence or www.plygem.ca.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY:

Any Ply Gem obligation is contingent upon proper installation per manufacturer's or governing bodies instructions, good building practice, normal product use, maintenance and proper care by owner. Ply Gem will assume no liability for the stated warranties under, but not limited to, the following conditions:

- Installation or any defects attributable to installation, including but not limited to, improper management/ drainage of moisture, installation in non-vertical, upside down, on the side, or out-of-square positions unless noted otherwise herein, installation of products within 2.4km of salt water.
- IGU's whose area exceeds 4.05m², that are not factory installed or not installed by Ply Gem authorized third parties.
- Condensation or frost on windows or doors. Condensation or frost, and any related water damage, which may occur as the natural result of humidity or changes in interior versus exterior temperatures is not a defect and is not covered by this warranty.
- High moisture environments including, but not limited to, pools, hot tubs or greenhouses.
- Product or component performance decline caused by normal wear and tear, aging, natural processes and normal deterioration, including normal wear and tear of weather-stripping, natural weathering of surfaces or variations in the colour or texture of wood or finish, naturally occurring changes to hardware finishes and inert gas dissipation. *Note:* Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Product failure due to alterations, modifications or unauthorized repair to the product, such as customer applied tints, paint finishes or security systems.
- Conditions caused by but not limited to misuse or abuse (including contact with corrosive or abrasive products), neglect, accident, damage, mishandling, vandalism, lack of or improper maintenance, improper care, improper or harmful cleaning, stresses from localized application of heat (such as a barbeque), chemicals or airborne pollutants, brick wash and unapproved sealants.
- Finish failure or corrosion of finishes or components (such as aluminum cladding) caused by chemicals (i.e., brick wash) or environmental conditions such as salt or acid rain.
- Replacement vinyl or aluminum components may vary in colour or gloss in comparison to the original vinyl or aluminum components and Ply Gem shall not be responsible or liable as a result of such variance
- Repainting and/or refinishing of products or components.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards, certified performance specifications and/or does not comply with applicable building codes.

- Damage or poor product performance because of settlement of the building structure or structural defect of the building.
- Failing to properly finish/seal any wood, door slab or door lite frame of a product within thirty (30) days of delivery. This includes, but is not limited to, all sides of a door slab (i.e. exterior, interior, top, bottom, and both sides), door frame or wood grilles. Failure to do so will void the warranty on this product.
- It is recommended that the application of dark paint colours be avoided when steel or fiberglass doors are exposed to extreme direct sun or when installed in conjunction with a non-ventilated storm door. Ply Gem does not warrant steel or fiberglass door products, including door lite frames, under these conditions.
- Adjustments of locking mechanisms, strikers and door sills are the responsibility of the homeowner as part of regular maintenance and are not covered under warranty.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity or significantly obscure normal vision are not considered a defect. Slight colour variations in glass are not considered a defect.
- Ply Gem makes no warranty and will have no responsibility with respect to: an Insulated Glass Unit (IGU) with any post-manufactured film or coating applied; deflection in glass surface due to temperature or barometric pressure; installing window blinds (i.e., venetian blinds, heavy drapes, black out blinds, etc.) less than 5cm (2”) from the glass; the level or retention of gas in a particular gas-filled IGU; or any installation over 4,400 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled.
- Caulking is sometimes used to seal the frames or accessories from water and/or air penetration. Exposed caulking is considered a maintenance responsibility of the homeowner is not covered under this warranty.
- Ply Gem's obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Ply Gem makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from the failure of insect screens to keep persons or animals in or out.
- Warranties for products purchased from outside manufacturers will be limited to that manufacturer's original warranty or guarantee. These products include, but are not limited to, skylights, glass block, custom/ decorative door lites and window/door operating hardware.
- Acts of God and perils such as fire, flood, earthquake, storms, acts of nature or any other causes beyond Ply Gem's control.
- When Ply Gem has not been fully paid for the products supplied or when claims are made beyond the expiration date of any of the specified warranty periods.
- Selection and purchase of Ply Gem products to conform to applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner. Ply Gem assumes no responsibility for compliance of your selection or purchase.