



## **Interior Door Slab 5-Year Limited Warranty**

Trimlite's products are designed and manufactured to industry standards and are warranted to the terms of this document. This 5-year warranty applies to any interior door products shipped by Trimlite after January 1, 2023, and are installed in residential homes within the United States and Canada. Trimlite warrants doors at the time of purchase to the original owner to be of good material and workmanship and to be free of defects that would render the doors unserviceable or unfit for recommended use. Interior doors manufactured by Trimlite that were purchased and shipped prior to January 1, 2023 would be subject to a 1-year warranty.

This warranty is not transferable.

## **Commercial Limited Warranty**

All interior door slabs and interior pre-hung door units are subject to a 2-year warranty from the time of purchase to the original owner. The original owner is defined as the original owner of the home or the owner of the building in which the product has been installed. Trimlite defines commercial buildings as multi-family (apartments, condominiums, hotels, or other non-residential residences), retail, office, or industrial.

## **Warranty Exclusions**

The following exclusions are defects in workmanship or material and are not covered in this limited warranty.

- Damage caused by attempts other than Trimlite's to repair the interior door
- Damage caused by improper handling or on-site storage
- Defects caused by improper installation such that the door does not swing freely
- Damage caused by sunlight, water, condensation, or extremes of heat and/or humidity
- Any damage to an interior door installed in any exterior application
- Any issue due to improper alteration of a door by 3<sup>rd</sup> parties
- Misuse and abuse; failure to follow the care and maintenance instructions
- Hardware or other components not provided by Trimlite
- Normal wear and tear or natural weathering of the surfaces
- Failure to properly finish all six sides of the door
- In conformity with the glass industry, an imperfection in the glass is only considered if visible beyond 3 feet (1 meter). Anything you notice at less than a 3 feet distance will not be considered a defect
- Any warp, size or squareness within the tolerances specified below

## Permitted Door Tolerances

- Thickness, width, and height tolerances from nominal sizes shall not exceed 1/16" plus or minus
- A squareness tolerance of not more than 1/8" between two diagonal measurements taken across the face of the door shall be allowed
- For doors 3'0" x 7'0" or smaller, deformation (bow, cup, twist, warp, oil-canning) shall not be considered a defect unless it exceeds ¼" in the plane of the door
- For door heights taller than 3'0 x 7'0" to 3'6" x 8'0", deformation not to exceed 3/8"
- Door widths greater than 3'6" x 8'0" are not covered under this warranty for warping
- Maximum trimming allowance on standard sized doors:
  - Width: Up to ¼" off each side
  - Height: 2" total (we recommend 1-1/2" from bottom of door and up to ½" from top of door to maintain a proportional look)
  - No trimming allowance warranted on bifold doors
  - No trimming allowance warranted on fire-rated doors

## Installation Instructions

Trimlite has a recommended installation instructions posted on its website and subsidiary websites. Failure to follow the manufacturer's specific written installation instructions will void this limited warranty document.

## Finishing Instructions

Trimlite's interior doors are sold unfinished.

- All doors must be finished to Trimlite's finishing instructions.
- The interior door slabs and/or interior door units must be finished within 48 hours of delivery to the jobsite.
- All six sides (top, bottom, sides) of the interior door must be sealed to prevent warping, bowing, or twisting. Primer does not function as a sealer or moisture barrier.

## Storage, Care and Maintenance Instructions

The instructions below are highlights of certain storage, care, and maintenance instructions. Additional instructions may accompany the door or be posted on the Trimlite website and should also be followed

- Do not walk on any door units. Some units contain glass.
- Once the interior doors are received, the doors must be immediately inspected for quality, including correct size, machining, and species of veneer
- Deliver doors to the job site after plaster, drywall, or cement is dry to avoid excess moisture
- Warping may occur, depending on season and humidity levels, until the door become acclimatized to the humidity and temperature of the building
- Keep doors away from direct sunlight and sources of extreme heat, cold, or humidity

- Store door slabs stacked horizontally on a level surface 4" above ground with cross supports; do not lean doors against a wall
- Always keep a cover on doors with a cover sheet, cardboard, or plywood
- Door should be handled with clean dry hands or while wearing clean dry gloves
- Door should be cleaned a few times a year with a mild detergent

## How to Make a Claim

If you detect a warranty issue, please promptly notify the person or company where you purchased the door or the home where the door was installed. You will need to provide the following information:

1. Description of the door and photos of the defect
2. Name and address of the location of the door, and if installed; the builder and/or the installer
3. Proof of Sales if you bought the door and, if not, the date you purchased the home OR the date it was installed
4. Detailed explanation of the defect including the defect was not caused by one of the exceptions listed above
5. Trimlite may decide to visit the job site with a representative of your firm or the homeowner
6. Contact the nearest Trimlite (or subsidiary location) with your claim information

Trimlite may defer action for up to 6 months from the date of the claim to allow the interior door slab to adjust to local humidity and temperature conditions. This will often remedy the issue.

This Limited Warranty document is limited to the amount of the original price paid to Trimlite. Trimlite is not obligated nor does this warranty cover the costs of labor, installation, or finishing for replacement door or door unit. This is the sole warranty granted to any party and there are no other warranties granted, expressed, or implied. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

No representative of Trimlite or any of its dealers or distributors has authority to modify the warranty or assume for Trimlite any additional liability with this warranty.

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