

# 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 caused by improper handling or on-site storage.

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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.