

# The Marshfield DoorSystems, Inc. Exclusive Warranty

Series of Door	Coverage	Warranty Period for Interior Application	Exterior Application
Signature	Full	Lifetime	Not warranted
Accent	Limited	5 Year Option: Full Lifetime	Not warranted
Harmony	Limited	Lifetime	Not warranted
PerfectMatch	Limited	Lifetime	Not warranted
Carte Blanche	Limited	Lifetime	Not warranted

For the applicable warranty period set forth above, Marshfield DoorSystems, Inc. warrants its doors to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary purposes for which each door is recommended.

This warranty does not cover any condition described in the "Tolerances" set forth below if such door conforms to the Tolerances. In addition, the warranty does not cover any condition described in the "Exclusions" set forth below.

This warranty covers the original installation of the door for the end-user when performed in accordance with the installation instructions contained in the Marshfield DoorSystems Care & Handling Guide. Claims must be processed through the supplier from whom the door was acquired unless the door was purchased directly from Marshfield DoorSystems. The claims process is described below.

If any Marshfield DoorSystems door does not comply with this warranty within the warranty period, Marshfield DoorSystems will, at its option, resolve warranty issues by (1) repairing the door at no charge; (2) replacing any door as it was originally manufactured; or (3) refunding the purchase price of the door.

If any door covered by the Full Warranty becomes defective after installation, with preapproval from Marshfield DoorSystems, Marshfield DoorSystems will pay a reasonable amount to remove and rehang the door, including the reasonable cost of finishing.

If any door covered by the Limited Warranty becomes defective after installation, Marshfield DoorSystems will not be obligated to pay for any expense relating to the removal or rehang of the door under any circumstances.

Marshfield DoorSystems will not pay for any expense relating to the removal or rehang of a door when any defect for which the door is being rejected was apparent prior to installation.

This warranty shall be void, and Marshfield DoorSystems shall have no obligation hereunder, in the event that: (1) the door is modified by the purchaser or another in any manner without prior written consent from Marshfield DoorSystems; (2) the door has been repaired or serviced by anyone other than a servicer authorized by Marshfield DoorSystems; (3) the door has not been installed in accordance with the installation instructions contained in the Marshfield DoorSystems Care & Handling Guide; (4) the product has not been used, operated or maintained in accordance with the Marshfield DoorSystems Care & Handling Guide; or (5) repair or replacement of the door or component parts is necessary due to normal wear and tear or due to the fault or negligence of the purchaser or others.

MARSHFIELD DOORSYSTEMS MAKES NO WARRANTIES AS TO THE DOORS, EXCEPT AS EXPRESSLY STATED IN THIS EXCLUSIVE WARRANTY. MARSHFIELD DOORSYSTEMS EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO REPRESENTATIVE OF MARSHFIELD DOORSYSTEMS MAY CHANGE OR ALTER THIS EXCLUSIVE WARRANTY OR MAKE ANY ADDITIONAL WARRANTY.

THE REMEDIES DESCRIBED HEREIN SHALL BE THE EXCLUSIVE REMEDY FOR ANY CLAIM OF PRODUCT DEFECT, MALFUNCTION OR FAILURE TO PERFORM OR ANY OTHER CLAIM ARISING OUT OF THE USE, REPAIR OR PERFORMANCE OF THE DOOR. MARSHFIELD DOORSYSTEMS EXPRESSLY DISCLAIMS AND EXCLUDES, AND ASSUMES NO RESPONSIBILITY FOR, ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE, REPAIR OR PERFORMANCE OF THE DOOR.

Record this information in case of claims

Purchaser

Owner

Bldg. Address

Warranty Type

Installer

Mill Order No.

Date Shipped

Date Installed

Door Type(s)

SEE REVERSE SIDE FOR IMPORTANT TERMS AND INSTRUCTIONS RELATING TO THE WARRANTY.



## Tolerances

1. Size tolerances: nominal length, width and thickness  $\pm 1/16"$ ; prefit sizes  $\pm 1/32"$
2. Squareness tolerance: diagonal measurement difference will not exceed  $1/8"$ .
3. Factory hardware preparation: a plus  $1/32"$  minus  $0"$  tolerance will be allowed on hinge and lock front preparation cutouts. A  $\pm 1/32"$  tolerance will be allowed on hinge and lock front locations.
4. Stile, rail and core show-through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of  $1/100"$  in any three-inch-span.
5. Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%. Temperature must not be less than  $50^{\circ}\text{F}$ , nor greater than  $90^{\circ}\text{F}$ .
6. Warp is a defect only when it exceeds  $1/4"$  of the door plane in any  $3/6 \times 7/0$  section. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist.

## Exclusions

This warranty does not cover:

1. Any condition or appearance caused by failure to follow Care & Handling instructions.
  2. The appearance of field finished or factory primed doors.
  3. The appearance of high gloss plastic, or factory finished doors with a gloss higher than  $35^{\circ}$  (based on  $60^{\circ}$  gloss meter).
  4. Doors altered by others (not to include machining subject to exclusions herein).
  5. The warranty against warp does not apply to the following:
    - a. Doors that are wider than  $3/0$  or longer than  $7/0$  and less than  $1-3/4"$ .
    - b. Doors hung without a hinge or pivot for every  $30"$  of door height. This exclusion is waived on non-rated SCL core doors up to  $8'0"$ .
  - c. Doors with unbalanced construction.
  - d. Doors wider than  $4/0$  and longer than  $10/0$ . (Stile & Rail to  $8/0$ )
- Note: Action on any claim for warp may be deferred, at the option of Marshfield DoorSystems, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity.
6. Doors that are improperly hung or do not swing freely.
  7. DPC Doors that have lite and/or louver cutout areas exceeding 1,296 square inches of visible glass, or one continuous dimension of  $54"$  long or  $38"$  wide or less than  $3-1/4"$  between lock and lite cutouts, or less than  $5"$  between lite cutout and door edge or other cutouts. (See next item for DCL doors)
  8. DCL Doors that have lite and/or louver cutout areas exceeding 2,835 square inches of visible glass, or one continuous dimension of  $81"$  long or  $38"$  wide or less than  $1-1/4"$  between lock and lite cutouts, or less than  $5"$  between lite cutout and door edge or other cutouts.
  9. Doors with concealed closers deeper than  $2"$  or wider than  $1-1/4"$  or machined pockets that leave less than  $1/4"$  thick cavity walls.
  10. Doors with reveals that are greater than  $1/4 \times 1/4$  both faces, or not the same pattern each face.
  11. Fading due to exposure to ultra-violet light sources.
  12. Incompatibility of hardware with a particular door construction.
  13. Natural variations in color or texture of wood.
  14. Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself.
  15. Doors shipped outside North America.
  16. No hardware is to be mortised into or attached to a transom that does not include a metal transom bar in the door frame.

## Claims Procedure

Since Marshfield DoorSystems cannot control the handling or exposure of doors after shipment, the purchaser must inspect the doors when received. Written notice of any claim must be given by the

purchaser / installer to the supplier and to Marshfield DoorSystems within 30 days of delivery. Forwarding of doors prior to inspection for damage will waive all opportunity to file a freight claim. All

parties must be given a reasonable opportunity to investigate the reported problem and Marshfield DoorSystems must be given reasonable opportunity to implement corrective action.

Marshfield DoorSystems, Inc. · Sales and Service Center

1401 East Fourth Street · P.O. Box 7780 · Marshfield, WI 54449  
Toll-free: (800) 869-3667 · [www.marshfelddoors.com](http://www.marshfelddoors.com)