SUPERIOR WOODWORK PRODUCT WARRANTY

Superior Woodwork products are designed and built to provide lasting value for your home. We warrant to the original owner, if your Superior Woodwork product exhibits a defect in material or workmanship within the time periods outlined below from the initial purchase.

Product	Door Slab
Fiberglass Doors R400, L300 and R200 Series	Lifetime Limited

Superior Woodwork, at its sole discretion, will repair, replace warranted door or refund the original purchase price. **Superior Woodwork maximum liability is limited to the amount of the original purchase price and will not cover the costs of labor, installation or finishing for any replacement door.** The manufacturer will not be liable for any door(s) repaired or replaced without prior written consent.

This warranty is in lieu of any other warranties, expressed or implied, including implied warranties of fitness for a particular purpose and merchantability. Moreover, in no event will Superior Woodwork be liable for special, incidental or consequential damages. This warranty protects your legal rights. Other rights vary from state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, the length of any implied warranty shall be one (1) year or the shortest time in excess of one year permitted under applicable law. Similarly, some states do not allow exclusions or limitation of consequential damages and, if applicable, this limitation will not apply.

Action on any claims for warping or for photographing may be deferred, at the option of the manufacturer for a period not to exceed 12 months from date of claim. Please see care and handling instructions for additional information.

This limited warranty including all following facets, subjects, classifications and descriptions regarding qualified slabs, glass and components does not cover the following circumstances and are not considered the responsibility of Superior Woodwork.

- Locksets or components not provided by Superior Woodwork
- Normal wear and tear, and natural weathering of surfaces
- Vandalism, misuse, neglect, impact by foreign objects, acts of god, fire, explosion or other casualty
- Problems resulting from misuse and or abuse, failure to follow care and maintenance instructions, and improper installation application or procedure Problems related to
- improper finishing of all surfaces, front, back, sides, top and bottom of door, door unit, sidelites and/or transom

- Natural variations in color or texture in any finish shall not be considered a defect
- Failure to provide a proper overhang, damage caused by direct rain exposure, damage caused by extreme temperature, either from direct sunlight and or installation of a storm door
- In most climate conditions you need to have an overhang that extends at least half the distance of the height of your entryway. For example, if the measurement from the base of the door to bottom of the overhang is 10 feet, the overhang should extend 5 feet, and a minimum of 3 feet width projection on each side of unit
- For southern and western warm climates, wet climates or if your door will receive direct sunlight during the hottest part of the day, you should have an overhang that extends the full height and up to twice the distance of the height of your entryway
- Installing a storm door can cause extreme heat buildup from the sun or trap moisture depending on your environment. Upon inspection, if the installation of storm door caused damage to the door, that may void the warranty
- If proper flashing is not used including a sill pan and head, flashing could void the warranty
- Slight expansion or contraction of door panels, jambs and slabs due to varying environmental changes is considered normal and not a defect
- Wood decay for any wood components that come in direct contact with soil, mildew/mold are not considered decay
- Condensation and or damage as a result from condensation
- Structural integrity issues caused by improper installation of hardware or improper sizing of door slab
- Superior Woodwork exterior door glass does not have capillary tubes and will not be warrantied above 5000 FT MSL

SUPERIOR WOODWORK PRODUCT WARRANTY

- Damage or poor product performance resulting from the installation of product in a condition that exceeds product design standard or certified specs, and/or does not conform to applicable building standards
- Decorative glass, caming, grilles, clavos, and clear beveled glass panels are hand-made and may vary from one piece to another. Slight variations in color, thickness, beveled width, distortion, bubbles and minor scratches are not considered defects.
- The exposure of knots in knotty alder, knotty pine door slabs, jambs, casing and brickmold is not considered a defect.
- The pet doors on door units are very durable and with the proper care will provide many years of service for you and your pet. However, please be aware the pet doors are not waterproof against inclement weather or any excessive water exposure. This product has a one year warranty from the date of the purchase of the product to be free of manufacturer's defects in workmanship and materials

LIFETIME LIMITED WARRANTY INFORMATION

PRODUCT DEFINITION:
Superior Woodwork ("product") consists of fiberglass door slab(s) (named above) when used with the following parts and when they are genuine Superior Woodwork components: sidelites, any applied or inserted panels, dentil shelf, simulated divided lites on doors and sidelites, glass lite inserts , hinges, weatherstrip, door bottom sweep (gaskets) sill pan, screens, internal grids, corner seal pads, door sill, astragal, rot resistant jambs, rot-resistant mullion and rot-resistant brickmold. This Lifetime Limited Warranty applies only when all of these parts are genuine Superior Woodwork components. Other all-wood parts including primed pine jambs, primed pine mullions, primed pine brickmold, mull casing, and locking systems are not covered by this Lifetime Limited Warranty. The Lifetime Limited Warranty is for the original purchaser of unit and is not transferable. Slabs are warranted to be free of defects including splitting and delamination, and composite jambs are warranted from splitting or rotting.

What the Lifetime Limited Warranty does not cover
This Lifetime Limited Warranty does not include non-conformities or damages attributable to, or arising from:

- Normal wear and tear, and natural weathering of surfaces, including without limitation to wear and tear of weatherstrip, or the multi-point locking system
- Minor scratches or minor visual imperfections outside the product's standard manufacturing and quality specification parameters
- The finish on a multi-point locking system (door handles and lockset) and hinges is not warranted and is purchased "AS IS". (Superior Woodwork provided multi-point handlesets carry a 1 year warranty for mechanical function only.)
- The hardware and locking mechanism on the multi-point locking system if the product is installed within 5 miles of a body of salt water
- The warranty holder is responsible for maintaining the mechanical features of hinges and the multi-point locking system.
- **Express or implied warranties, including no warranties of merchantability or fitness for a particular purpose, and the other provisions of this Lifetime Limited Warranty apply.**
- **Steel products, particularly those installed within five 5 miles of a body of salt water, require prompt and careful initial finishing and maintenance by the warranty holder, including periodic cleaning, finishing, refinishing, and other repairs in accordance with Superior Woodwork. recommendations and any supplied written instructions.**
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations
- Faulty building design or construction, including inadequate flashings, caulking, building settlement, or structural failures of walls or foundations
- Product reinstalled after removal from its original installation, except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstrip, door bottom sweep (gasket), and corner seal pads.
- Reliant and Element doors with glass are not recommended to be installed behind a storm door, or to be painted dark colors if exposed to direct sunlight. The Superior Woodwork door system will continue to be subject to the terms and provision of this Lifetime Limited Warranty.
- The alteration or application of any aftermarket films, coatings, tints, or other similar products will void this Limited Warranty.
- This Lifetime Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof.
- This Lifetime Limited Warranty does not cover damage attributable to or caused by acts of God that include, but are not limited to, stresses, high winds, floods, fire and other conditions that exceed product designs and testing specifications.
- **Certification approval, rating and references to other performance standards mean that the product meets the established specification parameters of the certification process or standard testing at the time the product is manufactured.**

- It is the warranty holder's (and its building agents) responsibility to consult local building code laws, the certification and rating agencies published materials, and websites for guidelines on the standards necessary to meet all regulations and codes in the area where the product will be installed.
- Product features designed to help address pressurization of a building during highwind or other severe storm events are not a guarantee against water and air infiltration, and Superior Woodwork is not responsible for claims or damages caused by water or air infiltration of product.

SUPERIOR WOODWORK PRODUCT WARRANTY

CLAIMS

Freight claims must be initiated during inspection period. Upon receiving door unit/slab inspect immediately and report any damages or defects to Superior Woodwork. Concealed damages will not be covered after 48 hours. Warranty claims must be initiated during the warranty period. To initiate a claim, please contact the warranty claims dept at warranty@stevesdoors.com or call 1-866-669-0082. Claimant will be required to provide proof of premise ownership and the date of product purchase. Note that this Lifetime Limited Warranty applies only to products purchased and installed in the USA. For products purchased or installed outside the USA, Superior Woodwork disclaims any and all warranties of any kind, express
or implied, by operation of law or otherwise, and any and all liability for damages of any kind. This is effective January 1, 2020.

ADDITIONAL WARRANTY INFORMATION

Product	Glass	Factory Finish
Fiberglass Doors R400 Series	5 Years	1 Year
Fiberglass Doors L300 Series	5 Years	1 Year
Fiberglass Doors R200 Series	5 Years	1 Year

PHOTOGRAPHING AND WARP TOLERANCES

Action on any claims for warping or for photographing may be deferred, at the option of the
manufacturer for a period not to exceed 12 months from date of claim. "Photographing" refers to imperfections in the door skin. Stile, rail and core show through
(photographing) on flush doors shall not be considered a defect unless the faces of the door vary
from a true plane in excess of 1/100 inch in any three inch span.

For 1-3/8" doors, the warp allowance is no more than 1/4" as measured across the plane of a door in a section of 36" width by 78" height. For 1-3/4" doors, the warp allowance is no more than 1/4" as measured across the plane of a door in a section of 42" width by 78" height. For 1-3/8" or 1-3/4" doors larger than 42" width by 84" height and not larger than 48" width or 96" in height, the warp shall not exceed 1/4" in a 36" width by 78" eight section.

"Warping" is any distortion of 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 "warping" shall include bow, cup, and/or twist. To measure the amount of warping present in a door, the following method shall be used: bow, cup, and/or twist shall be measured by placing a straight-edge, taut wire or string
on the suspected concave face of the door at any angle (i.e., horizontally, vertically, and diagonally), with the door in its installed position. The measurement of bow, cup, and/or twist shall be made at the point of maximum distance between the bottom of the straight-edge, taut wire or string and the face of the door. Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself. NON-GLASS COMPONENTS are free from non-conformities in material and workmanship. All Superior Woodwork hinges and locksets installed in a fiberglass, wood or steel product are also warranted against non-conformities in the mechanical and locking mechanism
(excluding installations within 5 miles of a body of salt water) for a period of one year.

CARE AND FINISHING

RECOMMENDED HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS

Inspect door unit/ slab(s) upon receipt and deliver to the job site only after plaster, texture and/or cement is dry.

If doors are stored at job site for more than one week, all edges should be sealed.

Handle with clean gloves and do not drag doors across one another or across other surfaces.

Store flat on a level surface in a dry, well ventilated building. Cover to keep clean, but allow air circulation.

Door units/slabs stored in excess of 60 days prior to installation will void the warranty.

SUPERIOR WOODWORK PRODUCT WARRANTY

CARE AND FINISHING (Continued)

Doors should not be subjected to abnormal heat, extreme dryness, humid conditions or sudden change therein. They should be conditioned to average prevailing relative humidity of the locality before hanging.

The utility or structural strength of the door must not be impaired in the fitting of the door, the application of hardware, or cutting and altering the door for lights, louvers, panels or any other special details.

For all doors use three hinges, except two hinges may be used for hollow core doors weighing less than 50 pounds or 6' 8" less in height. All doors 7' 6" or higher require four hinges. Allow a fitting clearance of 1/16" on the hinge side and 1/8" on the lock side.

When light or louver cutouts are made in interior doors, they shall be properly protected to prevent moisture from leaking into the core. Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.

Immediately after fitting, or cutting for closure, weather-strip and/or threshold, and before hanging any interior or exterior door on the job, the entire door, including the top and bottom edges, must receive an application of a primer and two coats of a good grade of paint, varnish or lacquer. Adequate drying time must be allowed between coats. For job-site finishing, do not use a water-thinned paint unless an oil base prime coat is first applied. Exterior finishes shall be used on the exterior face and all edges of exterior doors.

Interior doors will generally have approximately the same temperature and humidity on one side as on the other, in which case warp will seldom occur. In cases where the door separates a heated from an unheated space, or a humid space from a dry space, some bowing may be expected if the temperature or humidity differential is large.

If stops and jambs are not set plumb and in a true plane, or if jambs are not properly squared, opening and closing the door will result in stress, and cause distortion. Similarly, if hinges are not set in a straight line, the door will be constantly under stress. As stated previously under the subject of door hardware, three hinges will restrain distortion better than two, but these must be set with greater care to have all three in perfect alignment.

It has been frequently observed that doors have warped during the early stages of their use but have straightened out after ve they ha become fully conditioned to the moisture and temperature of the environment. This is known as the seasoning process and should embrace one full heating season. After seasoning the warp difficulty usually disappears.

Faulty installation methods are common causes of warp. In cases where the doors are fitted and hung before the building is completed, they may become subjected to conditions which cause moisture imbalance. If exposed to high temperatures or humidity on one side and low humidity on the other, warping may result. Care should therefore be taken to equalize moisture conditions between the interior and exterior of the building, to the extent possible, before the doors are hung.

Steel and Fiberglass doors must be finished within 30 days from time of pu chase.

In all too many instances the doors are hung before finishing which means that the bottom edge will probably receive no paint or sealer. The bottom edge is the most vulnerable point, particularly on an exterior door. Free water on the door faces will flow toward the bottom by force of gravity. Water on the sill will be drawn toward the bottom of the door and held there

Cutting away of the stiles for the mortise lock weakens the lock stile and reduces the restraint it offers to bowing. The tubular type of lock requires a minimum of cutting and will have less weakening effect than the mortise type. Similarly, cutting for lights, louvers, panels or door closures may result in some distortion within the door if the frame or large areas of the face are thereby weakened.

Lack of weather protection of exterior doors is a common cause of warp. Recessed openings, porches, vestibules, and overhangs materially reduce weather exposure and minimize the tendency of exterior doors to warp.

Failure to apply protective coatings to the edges and faces of the door, particularly the top and bottom edges, may permit moisture changes and resultant warp.