



Lumbermen's
AN EMPLOYEE OWNED COMPANY

**Entry Door
Warranty and
Care Guide**

with **THERMA TRU®**
DOORS

Proper Maintenance and Care for your Assembled Door System

Generally:

1. It is recommended that you clean the surface of your door every six months, or on an as-needed basis. To clean doors, wash with a soft towel, mild soap and warm water, rinse with clean water and wipe dry. Do not use abrasive cleaners on the finish of your new door.
2. Keep your weather-stripping clean of dirt for proper seal. Clean with mild soap and water. Rinse with clean water and wipe dry.
3. For scrapes and scratches less than 3/4-inch long and 1/32-inch wide on the door surface, clean as recommended and use the touch-up paint kit provided with your door. For stain touch-up kit, contact the dealer where you purchased your door.
4. A fresh coat of exterior grade high quality, low gloss urethane clear coat should be applied whenever you detect a change in the original finish (such as decrease in gloss or if the top coat feels rough), or every 3-5 years as a part of a preventative maintenance routine. The clear coat should not contain Ethylbenzene.
5. Timely and proper cleaning of your hinges will help extend the finish appearance and discourage the possibility of rust and

corrosion. Hinges should be wiped down periodically with a soft, water-dampened cloth and dried off with a soft dry cloth. Abrasive cleaners or harsh chemicals should never be used on hinges.

6. Lightly oil and tighten screws on hinges as needed. Wipe off excess oil.

Hardware:

1. Exposure to certain environmental conditions, including but not limited to, salt spray, acid rain, high humidity or other corrosive elements may adversely affect the coatings on finishes, as well as the mechanical locking system (door handles and lockset). The finest brass will react naturally to the elements surrounding it. To maintain, wipe down periodically with soft, water-dampened cloth and dry off with a soft dry cloth. You may polish with a nonabrasive automotive or furniture wax. By keeping your hardware cleaned and maintained you will be rewarded with a longer lasting finish. Abrasive cleaners or harsh chemicals should never be used on your door hardware.
2. Tighten screws on lockset and deadbolt when necessary.

REMINDER: TIMELY AND PROPER FINISHING AND MAINTENANCE

TIMELY AND PROPER FINISHING AND ONGOING MAINTENANCE OF THE ASSEMBLED DOOR SYSTEM IS A KEY REQUIREMENT AND OBLIGATION OF THE WARRANTY HOLDER in order to reduce the chance of damage of the type which is not covered by the door component manufacturers' limited warranties, as well as the Limited Assembly Warranty and Lumbermen's Finish Technology Warranty, and to reduce the preparatory work that must be performed by the Residential Warranty Holder or its agents in order to properly finish and maintain the door component and Assembled Door System. This is particularly a consideration for Assembled Door Systems with steel doors and/or sidelites, and especially if these door systems are installed within 5 miles of a body of salt water (coastal) or installed in areas exposed to harsh conditions.

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Entry Door Residential Warranty Information
Lumbermen's Limited Assembly Warranty

Lumbermen's, Inc. ("Lumbermen's") is pleased to provide the original homeowner a 1 year limited warranty on the quality of its assembly workmanship on every entry door system it assembles into an assembled door system ("Assembled Door System") purchased from Lumbermen's Entry Door Division ("Limited Assembly Warranty"). This warranty begins on the date the Entry Door System is purchased from Lumbermen's (not the date of installation or later purchase by homeowner). This Limited Assembly Warranty is provided to the original homeowner who resides inside the United States ("Warranty Holder"). See www.lumbermens-inc.com for full warranty, terms, exclusions and other limitations.

Door Component Manufacturers' Limited Warranties

Leading independent manufacturers manufacture the components that the Warranty Holder selects and that Lumbermen's Entry Door Division assembles into an Assembled Door System. Each door component manufacturer provides its own limited warranties to the Warranty Holder for the manufacturer's components. Lumbermen's does NOT warrant the individual components of the Assembled Door System, and is not authorized to change the manufacturers' limited warranties. A full copy of each component manufacturer's limited warranty, including all terms, exclusions, disclaimers and other limitations is available on the component manufacturer's own website and a copy of each of these limited warranties can be obtained from Lumbermen's or from the dealer from whom the Assembled Door System was purchased.

Warranty Service Process for a Lumbermen's Assembled Door System

If the Warranty Holder believes it is necessary to request warranty service due to any Lumbermen's workmanship in assembling the Assembled Door System, the Warranty Holder must contact the dealer from whom the Assembled Door System was purchased, or Lumbermen's directly in the unlikely event that party is not responsive to the request. If after inspection from the said dealer and/or a Lumbermen's representative it is determined in Lumbermen's sole discretion that the Limited Assembly Warranty applies and that Lumbermen's assembly of the Assembled Door System was non- conforming workmanship, Lumbermen's sole obligation to the Warranty Holder and the Warranty Holder's sole remedy under this Limited Assembly Warranty is to either (i) repair or re-perform Lumbermen's assembly in a conforming manner; (ii) provide a replacement Assembled Door System or replacement component of approximately comparable value; or (iii) refund to the Warranty Holder the wholesale purchase price of the affected component(s) or door system. Lumbermen's, not the Warranty Holder, has the sole right to elect the specific remedy. If Lumbermen's elects remedy (i) or (ii) above, Lumbermen's will also cover the reasonable related labor for removing, reinstalling, and refinishing the Assembled Door System to the same condition as prior to when damages arose, which is not necessarily to "like new" condition. To the extent the warranty service is due to the manufacturers' door component part or improper installation, NOT Lumbermen's assembly workmanship, then Lumbermen's will NOT cover labor costs for removing, reinstalling, and refinishing the Assembled Door System, and Lumbermen's is NOT responsible for the defective door component. If an issue is due to defective door component(s), the Warranty Holder must timely contact the door component manufacturer(s) under the terms of their separate limited warranties.

Limitations

All warranties are made subject to the proper use of the Assembled Door System. This Limited Assembly Warranty does not cover any damage resulting from: improper installation of the Assembled Door System; modification, refurbishment or repair of the Assembled Door System without Lumbermen's prior consent; neglect, abuse, or abnormal use; damages resulting from acts of God, lightning, fire, windstorms, earthquakes, wind-borne objects, coastal applications; damage caused by freight carriers, private transportation, or any other means of transportation, handling, or storage occurring after initial shipping from Lumbermen's; other causes beyond the control of Lumbermen's or considered beyond reasonable, normal use; failure to properly maintain the Assembled Door System as set forth below; or damages aggravated or worsened due to a failure to promptly take reasonable actions to mitigate any alleged damages. THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED ASSEMBLY WARRANTY ARE THE ONLY LUMBERMEN'S WARRANTIES APPLICABLE TO THE ASSEMBLED DOOR SYSTEM AND ARE EXPRESSLY IN LIEU OF ANY OTHER WARRANTY BY LUMBERMEN'S EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. LUMBERMEN'S SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFIT OR REVENUE. Some states do not allow for limitations on liability or warranties, so the above limitations may not apply to you.

Summary of Door Components and Warranty Duration

Subject to the above, the following information may serve as a convenient SUMMARY of the door components that Lumbermen's typically uses in its Assembled Door Systems, and the duration of the separate limited warranty that the named door component manufacturer typically provides to the original residential warranty holder so long as the homeowner resides in the home. This Summary is not binding on the component manufacturers.

Finish	Lumbermen's Nano-technology applied paint finish: warranted against peeling, checking, flaking or blistering. Exceptions for Classic-Craft®, Fiber-Classic®, Smooth-Star®, and Pulse™: 5 years for installations within 5 miles of salt water (coastal); 4 years Extreme Exposure States: AK, FL, HI, ID, MT, ND, NM, OR, SD, UT, WA, W.	10 years Classic-Craft®; Fiber-Classic®, Smooth-Star®, Pulse™, Dura-Tech and Dura-Plast 3 years
	PrismaGuard by Lumbermen's applied stain finish: warranted against peeling, checking, chalking, flaking or blistering.	10 years
Door /Glass ³	Therma-Tru® Classic-Craft®, Fiber-Classic®, Smooth-Star®, Pulse™ fiberglass doors, sidelites, and glass	Lifetime
	Therma-Tru Traditions wood edge steel doors and sidelites	5 years
	Therma-Tru Traditions glass for doors and sidelites	10 years
	Therma-Tru Profiles™ steel doors, sidelites, and glass	10 years
	Non-Therma-Tru ⁴ glass	10 years
Door Framing	Non-Therma-Tru ⁴ direct-set sidelite glass	10 years
	Dura-Frame™ exterior wood jambs, mull posts and brickmold	Lifetime
	Dura-Plast™ composite jambs and brickmold	Lifetime
	Dura-Tech stainable woodgrain jambs, mull posts and brickmold	Lifetime
	Therma-Tru Adjusta-Fit® ² steel door frames	Door Unit Warranty
Other Door System Components	Non-Therma-Tru ⁴ steel jambs	1 year
	Corner seal pads, sills, door bottom sweeps (gaskets), rain guards / rain deflectors, sill pan, screens, internal grids, weatherstrip, aluminum or stainable astragals, and wood grills will generally be sourced from Therma-Tru and then will be warranted by Therma-Tru for the same duration as the door unit. For example, for a Traditions Steel Door, these components are warranted under Therma-Tru's residential limited warranty for 5 years. (Certain wear and tear and other limitations apply.)	Door Slab Warranty Period
	Transoms	Door Unit Warranty Period
	Therma-Tru transoms with any Therma-Tru glass (clear, Low-E, decorative)	10 years
	Non-Therma-Tru ⁴ transoms with clear glass and low-e glass transoms with or without internal mutins or wood grilles	10 years
Hardware	Non-Therma-Tru ⁴ transoms with decorative glass	10 years
	Therma-Tru multi-point locking system, mechanical component and locking mechanisms only (excluding coastal installations, installation on steel doors, and hardware finish)	Lifetime
	Schlage® handles and lock products: finish and mechanical components are warranted for lifetime of product; electronic components are warranted for 1 year	See Hardware Note
	Schlage® non-lock products, including mail slot, kick plate, peep sight, knocker or viewer, push/ pull plates, and ball catch	1 year
	Hinges ⁴ (mechanical) (excluding coastal installations and finish)	Door Unit Warranty Period

¹ Lumbermen's reserves the right to discontinue or make component product changes.
² Subject to the terms, exclusions, disclaimers and limitations stated in the component manufacturer's limited warranty.
³ "Door" means the door slab, including when ordered: any inserted panels, dentil shelf, divider bars on doors (and sidelites). The Glass component limited warranty typically relates to glazing, seal, internal insert placement, absence of permanent/material obstruction from moisture or dust formation in air space and wood grills.
⁴ The identity of "Non-Therma-Tru" door component manufacturers is available from Lumbermen's on request. Therma-Tru®, Classic Craft®, Fiber Classic®, Smooth Star®, Pulse®, Profiles™, Adjusta-Fit®2, and Traditions are trademarks of Therma-Tru Corp (www.thermatru.com); all other trademarks are the property of their respective owners.