

# ENTRY DOOR AND SIDELITE LIMITED 50-YEAR WARRANTY

## Non-Prorated Limited Warranty

Description. This Limited Warranty is made by THV Compozit® Windows & Doors (“THV”) in connection with the Replacement Entry and/or Patio Door (the “doors”) purchased by:

**PURCHASER** \_\_\_\_\_  
(Full Name)

**ADDRESS** \_\_\_\_\_  
Street City State/Province Zip Code

**TELEPHONE (\_\_\_\_) \_\_\_\_\_** **INSTALLATION DATE** \_\_\_\_\_

**Sold By: DISTRIBUTOR** \_\_\_\_\_  
(Distributor Name)

**DISTRIBUTOR ADDRESS** \_\_\_\_\_  
Street City State/Province Zip Code

**DISTRIBUTOR PHONE NO. (\_\_\_\_) \_\_\_\_\_**

**THV ORDER NO.** \_\_\_\_\_  
(Place Sticker Here)

THV Windows & Doors • 3601 30th Avenue NW • Mandan, ND 58554 • 1.800.662.1832



**THV COMPOZIT® FIFTY YEAR ENTRY DOOR & SIDELITE TRANSFER OF WARRANTY**



**THV COMPOZIT® FIFTY YEAR ENTRY DOOR & SIDELITE WARRANTY**



**I. Description.** This is a Limited Warranty made by THV Compozit® Windows & Doors (THV) in connection with its Replacement Entry Door, Sidelites and/or Patio Door Systems purchased by:

\_\_\_\_\_ on \_\_\_\_\_ from \_\_\_\_\_  
(Purchaser) (Date) (THV Compozit® Distributor)

**II. THV** makes the following warranties to the purchaser/owner of the home or building in which the door is installed.

- A. Units.** Steel and Fiberglass Entry Door slabs and sidelite slabs units are warranted to be free from defects in materials and workmanship for a period of 50 years from date of installation which result in warping, swelling, shrinking, or splitting because of exposure to rain, snow or ocean air.
- B. Insulating Glass.** The insulating glass is warranted to be free of material obstruction of vision resulting from film formation or dust collection between the interior glass surfaces for a period of 50 years from date of installation for Compozit® Patio Doors and 20 years from date of installation for entry doors. Insulating glass units shall conform to federal specification DD-G-451C for type "B" glass. Glass frame components are warranted for 10 years for cracking, splitting or warping and 10 years for paint and stain finish.
- C. All Schlage® Locksets and Finishes.** Warranted for 50 years for mechanical failure and 50 years for finish with the ULTIMA™ Anti-Tarnish Lifetime Finish Warranty. Any part, parts or complete units which fail because of such defects within the above stated period(s) shall at the manufacturer's option, after defective units have been inspected, be repaired or replaced at no charge. Labor and installation charges are the customer's responsibility and are not included in this limited warranty.
- D. Glass Breakage.** Glass is warranted from breakage, for any reason, for 3 years from date of installation, and in the event of breakage, True Home Value will provide replacement glass at no cost.
- E. Miscellaneous Component Parts – Hardware Accessories.** Hardware accessory finishes are warranted to be free from defects in materials and workmanship for a period of 50 years from date of installation.
- F. Miscellaneous Component Parts – Jamb/Threshold System.** Jamb/Threshold System primed, painted or vinyl-coated aluminum cladding finishes are warranted for a period of 5 years from date of installation.
- G. Miscellaneous Component Parts – Hinges & Weather Stripping.** Hinges, weather stripping and other component parts are warranted to be free from defects in materials and workmanship for a period of one (1) year from date of installation, which result in the component failing to perform its intended function in the door
- H. Finish.** Painted or stained finish is warranted to be free from defects in materials and workmanship which result in peeling or blistering of the finish for a period of 10 years from date of installation on Replacement Entry Doors and 25 years from date of installation on Compozit® Patio Doors.

This Warranty shall cover only and shall be limited to the repair or replacement of the defective component part of the door, unless such a repair or replacement is impossible or will not remedy the defect in the door. Only in such an event will the entire door be repaired or replaced. For this Warranty to be valid and effective, Distributor must return to THV the fully completed Door Warranty Certificate attached to this Warranty.

**III. Limitations.** The duration of all warranties implied by law relating to the doors, including warranties of merchantability and fitness for a particular purpose, shall be limited to the period of time specified within this limited warranty; any other warranty, express or implied, is limited solely and exclusively to repair or replacement as set forth in this limited warranty. Under no circumstances will THV be liable for incidental or consequential damages, including damage to or loss of other property or equipment and the cost of removing, installing or reinstalling any doors or any component parts. Some states or provinces do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages or the limitation of the remedies for breach of warranty, so the above limitations of exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

**IV. Transferability.** Unless a restriction on the transfer of warranties of this type is prohibited by law, this Warranty may be transferred only one time and only to the next immediate owner of the home or building in which the door(s) are installed (the "First Transferee"). For any transfer of this Warranty to be effective, the First Transferee must notify THV in writing of the transfer by completing and returning to THV at the address listed on the reverse side, the Transfer of Warranty Certificate attached to this Warranty, with the warranty transfer handling fee in the amount of

\$50.00. For a transfer of this Warranty to be valid and effective, the notice of transfer must be received by THV within 60 days of the transfer or closing of the sale of the home or building in which the door is installed and the warranty transfer handling fee must be paid by certified check or money order. The First Transferee shall be entitled to no greater rights than the original Purchaser under this Warranty, and no further transfer of this Warranty shall be permitted. At such time as the First Transferee no longer owns the home or building in which the door is installed, this Warranty shall terminate and be of no force or effect.

**V. Exclusions.** This Warranty covers only the material to repair or replace the defective window or its component parts. All other costs, including, without limitation, labor, installation and shipping costs (F.O.B. Manufacturer), are not covered by this Warranty. This Warranty also excludes the following:

- A.** Damage or problems arising from unreasonable use and/or failure to perform reasonable maintenance.
- B.** Doors installed outside the North America or in ships or vehicles.
- C.** Torn screen cloth.
- D.** Damage or problems resulting from (1) failure to handle or install the door in accordance with THV's instructions. (2) Use of component parts or labor supplied by parties other than THV Compozit® Windows & Doors (3) stresses resulting from settlement or structural effects of the building in which the door is installed. or (4) The localized application of heat or expansion or contraction of framing members.
- E.** Damage or problems resulting from fire, wind, hail, flood, lightning or any other Acts of God or casualty loss, intentional acts, accidents, negligence or exposure to chemicals or pollutants, or fading of paint and stained finishes.
- F.** Entire product installed behind a storm door not manufactured by THV Compozit® Windows & Doors that is painted or stained a color finish specifically excluded in THV's finish line as noted in catalog.
- G.** Entire product installed in high-moisture environments, such as swimming pool enclosures or greenhouses.
- H.** Entire product not finished, painted or stained by THV.
- I.** Entire product if door, sidelite and/or components are drilled or altered without THV's approval.
- J.** Failure to appropriately follow the Entry Door and Sidelite Homeowner Maintenance and Care Instructions included with this certificate.

**VI. Purchaser's Remedy.** THV's obligation under this Warranty or under any applicable express or implied warranty is limited exclusively to the repair or replacement of the door or component parts that do not comply with this warranty. THV is not responsible for labor, installation or shipping costs. Comparable parts may be substituted for any parts that may no longer be maintained in stock by THV at time of the repair or replacement.

**VII. Remedy Procedure.** In the event of a warranty claim, Purchaser must notify in writing Distributor at its address set for the above, who will be responsible for communicating the claim directly to THV. If Purchaser either is dissatisfied with Distributor's performance of THV's warranty obligations, Distributor is no longer in business, or Purchaser is otherwise unable to contact Distributor, Purchaser must notify THV in writing directly at its address listed on the reverse side. All notices of a warranty claim must include Purchaser's name, address, phone number, date of installation and a brief description of the defect or problem. Once notice of the warranty claim is received, Purchaser will be contacted by either distributor or THV to discuss the claim, if either repair or replacement is necessary. In addition, if Distributor is no longer in business, Purchaser may be required to send a deposit to THV at the address listed on the reverse side, in an amount equal to the cost of the window unit or component part claimed to be defective, prior to THV's shipment of a replacement door or component to Purchaser. Any such deposit will be returned to Purchaser by THV upon determination that the door or component was defective and covered by this Warranty after inspection by THV. THV will ship repaired or replaced items to Purchaser, at Purchaser's expense. **As in any colored finish, it is possible to rub, chip or peel the finish with excessive use or abuse, or normal wear and tear. In such instances, touch-up will be remedy under this warranty.**

**VIII. Effective Date.** This Limited Warranty will become effective upon installation of door(s) in premises.

## DOOR TRANSFER OF WARRANTY CERTIFICATE

(First Transferee complete and forwards to THV Compozit® Windows & Doors. Must be completed in full in order to be validated.)

**TRANSFER:** In order to transfer warranty to first transferee this form must be completed and mailed with a money order or certified check in the amount of \$50.00, payable to THV Compozit® Windows & Doors, 3601 30th Avenue NW, Mandan, ND 58554. This monetary fee covers warranty transfer handling cost. Transfer must be received within 60 days of ownership change or closing.

**Property Transferred from:**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip

Original Order/Invoice # (from Sticker) \_\_\_\_\_

Original purchase date \_\_\_\_\_

**Property Transferred to:**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip

Requested transfer date \_\_\_\_\_

Distributor purchased from \_\_\_\_\_

## THV COMPOZIT® WINDOWS & DOORS – DOOR WARRANTY CERTIFICATE

Distributor completes and forwards to THV. Copy for customer. Must be completed in full in order to be validated.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Certify that on \_\_\_\_\_  
Distributor Name IBM # THV # Date

I completed installation of \_\_\_\_\_ door(s) for \_\_\_\_\_  
# of Units Customer Name First and Last. Mr. & Mrs.

\_\_\_\_\_  
Address \_\_\_\_\_  
Customer Phone Number

\_\_\_\_\_  
City State Zip Distributor Signature

## Entry Door and Sidelite Homeowner Maintenance and Care Instructions

### **Paint Finish: Water Reducible Enamel**

1. Should dust or other loose particles accumulate on the door, remove with a soft brush, soft cotton or flannel cloth.
2. Should the door develop residues such as body oils, cooking vapors, soils or other contaminations, simply wash off with a mild soap and warm water mixture.
3. To prevent scratching keep the weather-strip free of dirt and grit. Wash with a mild soap and warm water mixture.
4. Should the finish become scratched or chipped, use the professionally matched touch up paint furnished.

### **Stain Finish: Artist Oil and Clear Coat Polyurethane**

1. The clear coat polyurethane finish on the woodgrain stainable steel and woodgrain fiberglass finishes should be cleaned the same as the painted finish.
2. If you should want to freshen the clear coat surface of the finish after a period of time, we recommend a clear non-yellowing acrylic lacquer or other similar type of coating (Krylon or Sherwin Williams brand). Always test the new coating in a small area before refinishing the entire door.

**Do not use:** (a) cloths made of a coarse fabric; (b) harsh or abrasive chemical cleaners; (c) scotch or masking tape. Use of these materials may cause damage to the paint or stain finish.

### **Hardware and Hardware Accessories Finishes**

Schlage ULTIMA™ Anti-Tarnish Finishes and Hardware Accessory Finishes: In most cases, water and a soft cloth should clean the lock. If required, use a mild household soap. In severe climates a residue may appear which can easily be removed with standard glass cleaner or chrome polish and a soft cloth.

### **Hinge Adjustment (Steel Entry Doors Only)**

Weather and/or normal settling of your home may cause your door to come out of adjustment. With THV's patented adjustable hinge system, readjustment is a simple process. If your door does not have proper margin at top or does not fit flush with the frame, adjust as follows: Open door and loosen screws holding hinges to door, shift door up or down and twist in or out as necessary. Then retighten screws.

### **Tempered Safety Glass**

1. Clean with mild soap and water.
2. Do not use harsh detergents or solvents.
3. Cloth should be free of grit to prevent scratching.