



## LIMITED LIFETIME WARRANTY

VTI Architectural Products, Inc. and Eggers Division, LLC ("VT") warrants that all wood doors manufactured by VT ("Doors"), shall be free from defects in materials and workmanship from the date of purchase from VT, subject to the following terms, conditions, tolerances and exclusions.

The owner's sole and exclusive remedy against VT shall be limited to repair or replacement of Doors determined to be defective or refund of the purchase price of the defective Doors only as determined by VT in its sole discretion. VT will not be liable for any removal, refinish and/or reinstallation costs. Inspection of the Doors must be made upon receipt by owner and any claim must be received by VT within thirty (30) days after discovery of the defect(s). Failure to so notify VT shall fully and completely relieve VT from any obligation under this warranty. VT shall not be liable for any Doors repaired or replaced without its prior written approval.

Record this information in case of claims

Customer \_\_\_\_\_  
Project \_\_\_\_\_  
Location \_\_\_\_\_  
VT Order # \_\_\_\_\_  
Door Type(s) \_\_\_\_\_

## TOLERANCES

1. Stile, rail and show-through (telegraphing) on 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.
2. Warp shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself. Warp is any distortion in the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. For doors 1-3/4" or thicker, warp will not exceed 1/4" in doors 3'-6" x 7'-0" or smaller; nor will it exceed 1/4" in any 3'-6" x 7'-0" section of larger doors. For doors less than 1-3/4" thick, warp will not exceed 1/4" in doors 3'-0" x 7'-0" or smaller. Warp is measured by placing a straightedge on the concave face and determining the maximum distance from straightedge to door face. Warp tolerances are further subject to the warp exclusions set forth below.
3. Action on any claim for warping or for telegraphing may be deferred, at the option of VT, for a period of time not to exceed 12 months from the date of claim. If a door has been installed prior to such claim, the door must remain in the original hung installation during the period of deferment to permit conditioning of the door to humidity and temperature.

## EXCLUSIONS

1. Unsatisfactory service or appearance caused by failure to follow the "Storage, Handling, Job Finishing and Installation Instructions" set forth below.
2. The appearance of field finished doors. Unfinished, paintable surface, or primed doors are not supplied ready for finishing. VT is not responsible for final preparation for finish.
3. The appearance of doors with high gloss, transparent, or opaque finishes; or otherwise unorthodox finishes.

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4. Natural variations in the color, texture, character or cut of the wood. Color change related to exposure to ultraviolet light (natural or interior) and oxidation.
5. The warranty against warp does not apply to the following:
  - a. Doors with different face materials or veneer grain configurations on opposite sides of the door.
  - b. Doors that are improperly installed or do not swing freely.
  - c. Warp on doors less than 1-3/4" thick and larger than 3'-0" x 7'-0".
  - d. Appliques on one face of the door only, creating an unbalanced condition.
  - e. Applied mouldings exceeding 3-1/2" wide or covering more than 25% of the door face.
6. This warranty does not cover doors with:
  - a. Cutouts for lights (lites) and/or louvers, any edge of which is nearer than 5" to any edge of the door.
  - b. Cutouts having less than 3-5/16" on non-rated & 20-minute fire doors, and less than 5" on 45-, 60-, and 90-minute fire doors between adjacent cutouts for unit locks, closures, or other hardware cutouts on flush doors; and cutouts having less than 1-1/2" on stile and rail doors and on non-rated SCL core flush doors.
7. Cracking of high pressure decorative laminate faced doors with openings cut by other than the manufacturer or its authorized representative. Radius of 1/4" at corners of lite cutouts must be maintained.
8. The manufacturer's warranty applies to any accessories supplied by VT and are not covered by this warranty.
9. Doors altered by others.
10. Normal wear and tear, including wear-through of the finish, or deterioration for reasons other than material and workmanship of the door itself.
11. Incompatibility of hardware with a particular door construction.
12. Doors where self-tapping or combination metal/wood screws are used to attach surface-applied hardware.
13. Interior doors used in an exterior application. An exterior opening is defined as an opening that cannot be climate controlled for temperature and/or humidity on both sides. This warranty applies only to the following door types for exterior use: SCL and Stile & Rail non-rated doors and is limited to three years from the date of original installation. All other exterior doors are not warranted. See VT Useful Jobsite brochure for further exclusions and requirements.
14. Acoustical doors requiring hardware other than hardware specifically tested and included in VT's test reports.
15. In order not to induce warp or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight. Doors painted any dark color with exposure to sunlight will not be warranted.
16. Placement quantity or size of knots that are manufactured from any "knotty" species are not covered under the terms of this warranty.
17. Doors machined for corner mortised flush bolts unless installed with metal end cap or channels.
18. Doors machined for specified concealed vertical rods (CVR) unless installed with metal CVR cap. Consult factory for applicable CVR devices.
19. Doors that have any form of face grooving which penetrates the crossbanding in excess of limitations set by the factory and doors with face grooving on one face of the door only.

20. Door manufactured with warranty exclusion agreements.

#### **STORAGE, HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS**

Refer to [VT Useful Jobsite Brochure](#) online.

**NO OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, ARE MADE, INCLUDING, BUT NOT LIMITED TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. UNDER NO CIRCUMSTANCES SHALL VT BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE ITS PRODUCTS, OR FOR ANY SPECIAL PUNITIVE, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. NO DEALER, DISTRIBUTOR, FABRICATOR, INSTALLER, AGENT OR EMPLOYEE OF VT HAS THE AUTHORITY TO ADD TO OR MODIFY THE OBLIGATIONS OR LIMITATION OF THIS WARRANTY. THIS WARRANTY SHALL BE INTERPRETED EXCLUSIVELY UNDER THE LAWS OF THE STATE OF IOWA. VT RESERVES THE RIGHT TO REVISE OR TERMINATE THIS WARRANTY AT ANY TIME. ONLY DOORS PURCHASED FROM THE EFFECTIVE DATE OF THIS WARRANTY THROUGH THE DATE OF ANY REVISION OR TERMINATION OF THIS WARRANTY WILL BE COVERED BY THIS WARRANTY.**