



**OregonDoor**  
we build the doors that build your reputation

## Warranty Coverage

### FRP Rugged Series

#### Coverage

This warranty applies to purchasers of the below-described products from Oregon Door and to resale of them during the warranted time period, including transferees of the product. Oregon Door warrants that its products hereinafter listed, will be free from manufacturing defects which would render them unserviceable or unfit for the normal, recommended use for the designated time period, except as otherwise set forth in this door warranty. Oregon Door is not responsible for damage or unsatisfactory performance caused by others.

No liability whatsoever shall be attached until the door(s) involved have been paid in full.

#### Prior to Installation

Any door made by Oregon Door found by an authorized representative of Oregon Door to be defective within the meaning of this warranty, prior to installation, will, at Oregon Door's option, except as provided hereof with respect to claims relating to door warp or telegraphing, either be repaired, or replaced with an identical Oregon Door product delivered to the location or the structure without charge. If, after a reasonable number of attempts to remedy the problem, repair or replacement is not practical, Oregon Door will refund the purchase price of the product.

Oregon Door does not guarantee safe delivery of goods; therefore Oregon Door's responsibility for freight or handling damage ceases with the issuance of the bill of lading showing delivery in good order to the freight company. All claims for shortages, loss, or damage from any cause must be filed by the consignee upon the freight company.

#### After Installation

If any warranted door becomes defective after installation, Oregon Door will agree, in addition to the above, to pay reasonable expenses for removing, rehunging, and refinishing. Such removal and rehunging shall be performed only with the approval of Oregon Door and after the cost of such work has been approved by Oregon Door. If the defect for which the product is being rejected was visible and apparent prior to installation, Oregon Door cannot be responsible for the cost of removal and reinstallation of the door.

#### Exceptions to Coverage

Oregon Door shall have no liability under this warranty unless such doors have been handled, stored, finished, installed and maintained in accordance with established building practices, WDMA recommendations, and the recommendations set forth in Oregon Door's written installation recommendations, and have been subject only to normal use.

Normal wear and tear, including wear through of the finish is not considered to be a defect. Furthermore, unless the products have been pre-finished by Oregon Door, Oregon Door shall have no liability under this warranty for the finish of such product. This warranty does not apply if the defect or failure of the warranted product to conform to the warranty was caused by damage while in the possession of the consumer. Doors prefinished at the factory should be checked against an approved finish sample prior to hanging. **Installation of prefinished doors and/or frames constitutes acceptance.**

Oregon Door's sole responsibility is as stated in this warranty, and Oregon Door is not liable for consequential indirect or incidental damages. (This warranty gives you specific legal rights, and you may also have other rights that vary from state to state). Only Oregon Door FRP Rugged Series doors and frames are governed by this warranty. Other Oregon Door products are covered by separate warranties.

#### Warranty Period

FRP Rugged Series doors and frames are guaranteed for the life of the product against corrosion-induced failure and for a period of ten (10) calendar years after the date of purchase against defects. All time periods commence as of factory ship date.

#### Warranty Exclusions

1. There is no warranty of the appearance of field finished doors and frames.
2. This warranty does not cover:
  - a. Flush doors with cutouts for lights and/or louvers, any edge that is nearer than 5" to any edge of the door.
  - b. Flush doors, other than FRP-E Extra Heavy Duty doors, with cutout areas exceeding 40% of the area of the face of the door or exceeding half the height of the door.
  - c. All doors having less than 5" between cutouts for lights (flush doors) unit locks, closers and/or other hardware cutouts.
  - d. Any FRP deterioration due to ultra-violet exposure caused by failure to protect and seal all exposed surfaces of the door and the continued proper maintenance of these surfaces.
  - e. The appearance of high gloss paint.
  - f. Doors 7-2' and under with less than 3 hinges or pivots and doors over 7-2" with less than 4 hinges or pivots.
  - g. Repairs or replacements made without prior written consent from manufacturer.
  - h. Normal wear and tear including wear through the finish, or doors deteriorating for reasons other than material and workmanship of the door itself.

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### Dimensional Tolerances

1. Size tolerance: thickness  $\pm 1/16"$ , length  $\pm 1/8"$ , widths  $\pm 1/16"$ .
2. Squareness tolerance: diagonal measurement difference shall not exceed  $1/8"$ .
3. Factory hardware preparation tolerance: a plus  $1/32"$  minus "0" tolerance will be allowed on all hardware preps.
4. Stile, rail and core show-through (photographing) on flush doors and frames shall not be considered a defect unless the faces of the door vary from a true plane in excess of .010's of an inch in any 3" span.
5. Warp shall not be considered a defect unless it exceeds  $1/4"$  in the plane of the door itself when measured in a section not exceeding 3-6 x 7-0. "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. In measuring the amount of warp present in a door, the following method shall be used; bow, cup and 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, diagonally) with the door in its installed position. The measurement of the bow, cup and 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.
6. Thermal bow is a type of warpage when opposing sides of a door are exposed to extreme variations in climate conditions. A typical example would be an exterior door being exposed to direct sun. A door exposed to direct sun may bow and appear to be warped during part of the day and then straighten as the direct sun passes over it. This is not a defect and is not subject to measurement for warp.

### Handling, Job Finishing and Installation Instructions

1. Deliver door(s) to building site and store in a dry protected area away from direct sunlight
2. Handle with clean gloves and do not drag doors across one another or across other surfaces.
3. Store flat on a level surface in a dry, well-ventilated building. Cover to keep clean but allow circulation.
4. The utility or structural strength of the door must not be impaired in fitting of the door, the application of hardware, or cutting or altering the door for lights, louvers, panels or any other special details.
5. Doors should be fitted with  $1/8"$  clearance at head and each side.
6. When vision lights, louvers, hardware, etc. are installed in exterior doors, appropriate sealant should be used to insure no moisture penetration to the core.
7. If doors and frames are furnished factory primed only, they are primed with a water base polyurethane primer. This is a prime coat only and still needs a field applied top coat. The primer may be top coated with a water base, enamel or polyurethane paint. Consult with your local paint supplier regarding the best topcoat to use given your doors application. Epoxy paints are not recommended. Follow paint manufacturer's instructions.

8. Before finishing, remove handling marks, and any foreign substances, which may have accumulated on the material during shipping and installation. All doors and frames must be thoroughly sanded all over using automotive grade wet/dry sandpaper. Wipe surfaces clean before applying finish. Failure to perform these steps may result in a blotchy appearance to the finish or poor paint adhesion. Sanding and finishing should be done in a horizontal position.
9. Factory finished doors shall be individually wrapped in plastic bags to protect the finish.
10. Installer shall use all means necessary to protect doors from damage prior to, during and after installation. All damaged doors shall be repaired or replaced by Contractor at no cost to Owner.

### Claims Procedure

Claims should be processed through the intermediate suppliers (distributors). It is the responsibility of Oregon Door's intermediate suppliers to make the initial jobsite visit on a complaint to verify the issue and collect necessary documentation (i.e. photos, sizes, door numbers, etc.). On occasion, it may be necessary for Oregon Door to send a representative to the jobsite. If an Oregon Door representative is required to go to the jobsite and the issue is determined not to be a manufacturer's issue, then the intermediate supplier will be charged for all applicable expenses related to the jobsite visit.

Since Oregon Door 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 intermediate supplier and to Oregon Door 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 reasonable opportunity to investigate the reported issue and Oregon Door must be given reasonable opportunity to implement corrective action.

Warranty provisions are exclusive and in lieu of all other warranties expressed or implied, including but not limited to any warranty of merchantability or of fitness for a particular purpose or any other warranty of merchantability.

Purchaser \_\_\_\_\_  
Project Name \_\_\_\_\_  
Project Location \_\_\_\_\_  
Product(s) Supplied \_\_\_\_\_  
Order Number(s) \_\_\_\_\_  
Date Shipped \_\_\_\_\_ Date Signed \_\_\_\_\_  
By \_\_\_\_\_

