

# Therma-Tru® Fiberglass and Steel Door Systems

## Residential Limited Warranty

For purchases made on or after February 1, 2011

Fiberglass - Classic-Craft®, Fiber-Classic®, Smooth-Star®

Steel - Profiles™ and Traditions insulated steel and wood edge; and Therma-Tru® Fire Door TR 12-24 steel edge

### 1. WHAT THE LIMITED WARRANTY COVERS AND FOR HOW LONG

#### a) PRODUCT DEFINITION:

THERMA-TRU® DOOR SYSTEM ("Product") consists of a Therma-Tru® fiberglass or steel door named above and the following parts when they are genuine Therma-Tru® components: sidelites, any applied or inserted panels, dentil shelf, divider bars on doors and sidelites, glass lite inserts with Therma-Tru® logo glass temper blaze, wood grilles, hinges, weather-stripping, door bottom gaskets (sweep), corner seals, door sill, astragal; and only a multi-point lock system (on fiberglass Products only.) This Limited Warranty applies only when all of these parts are genuine Therma-Tru® components. Except for wood grilles, other all-wood parts including but not limited to door jambs, mull posts, brickmould and mull casing, and steel Product's locking systems are not covered by this Limited Warranty.

#### b) COVERAGE:

Subject to the limitations and exclusions below, and for the duration of the applicable stated Warranty Period, Therma-Tru warrants the Product's:

**NON-GLASS COMPONENTS:** are free from non-conformities in material and workmanship. All hinges in fiberglass and steel Product and multi-point locking system installed in a fiberglass Product (excluding installations within five (5) miles of a body of salt water), are also warranted against non-conformities in the mechanical and locking mechanism and in the finish (excluding brass) which result in peeling, flaking, pitting or blistering.

**GLASS COMPONENTS:** are free from non-conformities in material and workmanship resulting in internal glazing failure, seal failure, internal insert slippage and permanent and material visual obstruction from moisture or dust film formation in the air space of the sealed glass unit.

#### NOTES ABOUT TIMELY FINISHING OF DOOR SYSTEMS:

- For continued warranty coverage, all fiberglass Therma-Tru® door systems (Products) must be finished within 6 months of the installation date; and all steel Therma-Tru door systems (Products) must be finished within several days of the installation date. However, all bare or unprotected wood surfaces (such as door frames) on all steel and fiberglass Products (note: including any bare or unprotected wood surfaces used or exposed by builders, contractors, dealers or distributors on or in conjunction with the Products) should be primed and painted or stained and top coated within the lesser of 2 weeks of installation or exposure to weather. All doors must have all 6 sides finished (note: If a genuine Therma-Tru® door bottom gasket (sweep) is properly applied by the builder, contractor, dealer, or distributor to the bottom edge of the door, then only the 5 remaining sides of the door require finishing.) For all doors --sides, top and bottom-- must be inspected and maintained as regularly as the front and back face surfaces.
- Improper or untimely finishing of the Product by the Warranty Holder or its agents (i) increases the chance for Product damage of the type which is NOT COVERED by this Limited Warranty and (ii) increases the preparatory work that must be performed by the Warranty Holder or its agents in order to properly finish and maintain the Product in a manner not inconsistent with Therma-Tru's recommendations and instructions. This is particularly a consideration for steel Products.
- Therma-Tru® Same-Day® stain finishing product is recommended for staining and top coating fiberglass Products that do NOT have a Therma-Tru factory-applied exterior finish, that is, for Classic-Craft® and Fiber-Classic® Product and is covered by a separate 5 year limited warranty from the date of purchase (request a copy for all terms and provisions from Therma-Tru as indicated in Section 6 below or from your builder, dealer or contractor who installed or sold the Product).
- See Therma-Tru's recommendations and guidance for proper finishing of fiberglass and steel Products at [www.thermatru.com](http://www.thermatru.com) (i) "Recommendations For Proper Finishing and Painting or Staining", and (ii) Frequently Asked Questions.

**SUMMARY OF LIMITED WARRANTY PERIODS FOR PRODUCTS:**  
For Residential Warranty Holders effective February 1, 2011

This table summarizes for Residential Warranty Holders the Warranty Periods under this Limited Warranty that apply to Products when the following genuine Thermo-Tru® manufactured or recommended components are incorporated into the Door System. This table is provided for your convenience ONLY.  
READ the entire Limited Warranty for the conditions and limitations that apply to this information.

Commercial/Multi-Resident Warranty Holders are subject to different Warranty Coverage, Warranty Periods and Transferability restrictions which are stated in Section 1(c) Warranty Duration.

See Notes (*)	Fiberglass		Steel	
	Classic-Craft® Fiber-Classic® Smooth-Star®	Profiles™ Insulated Steel Wood Edge	Traditions Insulated Steel Wood Edge	Therma-Tru® Fire Door (TR 12-24) Steel Edge
<b>Door System*</b>				
<b>Warranty Period</b>	Lifetime	10 years	5 years	15 years (10 years within 5 miles of salt water)
<b>Door a/k/a Door Slab And Panels</b> – applied or inserted	YES	YES	YES	YES
<b>Fire-Rated **</b>	Select Product Codes (20-minute)	Select Product Codes (20-minute)	Select Product Codes (20-minute)	90-minute**
<b>Glass lites</b> – Clear, Low E, Deco, and Lite Frames Glazing, seal, internal insert placement, absence of permanent/material obstruction from moisture or dust formation in air space & applied wood grilles	YES	YES	YES (10 years)	NO
<b>Hardware</b> – Hinges Mechanical & absence of peeling, flaking, blistering of finish (excluding brass or on installations within 5 miles of salt water)	YES	YES	YES	YES
<b>Lockset</b> – Multi-Point System Mechanical and locking mechanisms & absence of peeling, flaking, blistering of finish (excluding brass or on installations within 5 miles of salt water)	YES	NO	NO	NO
<b>Corner Seal Pad</b> (excluding normal wear & tear)	YES	YES	YES	YES
<b>Sills</b>	YES	YES	YES	YES
<b>Door Bottom Gasket</b> (Sweep) – Weatherstripping (excluding normal wear & tear)	YES	YES	YES	YES
<b>Rain guard /Rain deflector</b> (Optional)	YES	YES	YES	YES
<b>Aluminum Astragal</b> (Optional)	YES	YES	YES	YES
<b>Frames</b> – rot-resistant and sourced from Thermo-Tru	YES	YES	YES	YES
<b>Frames</b> – and framing components of any type that are not sourced from Thermo-Tru (see Section 2(a) 10 <sup>th</sup> bullet)	NO	NO	NO	NO
<b>Tru-Defense® Door System eligibility and Warranty Rider</b>	Note ***			

\*A “door” and a “door system” are not the same. A “door system” is assembled by a person (for example, your builder, contractor, dealer, or distributor) who sources and combines various separate components, including the “door slab,” into an entry system. If your door system is assembled using all genuine Thermo-Tru® parts, then you receive far more than just a beautiful door. You are purchasing an entry system in which every component has been manufactured or recommended by Thermo-Tru to work together as an integral “door system” ....AND you will get the full benefit of a Thermo-Tru® door system limited warranty.

\*\* A 20-minute Fire rated door must be permanently labeled with a fire door certification label to signify that the Product is qualified as fire rated. To determine if an eligible door has been machined and is certified for use as a fire door, an official fire door certification label will be affixed, usually between the top and middle hinge, on the edge of the hinge side of the door slab. In the event that a fire door certification label is missing or has been removed, for a Fire-rated door to retain its fire rating it must be field labeled by the certification entity that originally certified the door (usually Warnock Hersey Intertek or Underwriters Laboratories). A Thermo-Tru® Fire Door (TR12-24) Steel Edge must be installed with a Thermo-Tru® Adjusta-Fit® 2 frame with a lock bore sleeve and a smoke and draft intumescent seal to achieve a 90-minute or 60-minute positive pressure rating.

\*\*\*Tru-Defense® Fiberglass Door System: A Thermo-Tru® Fiberglass door system may qualify for supplemental reimbursement under the Tru-Defense® Door System Warranty Rider that provides for additional payment to the Warranty Holder of up to a maximum of \$2,000 reimbursement if water infiltrates under a properly assembled, installed and maintained fiberglass door system that meets the additional provisions stated in the Tru-Defense® Door System Warranty Rider. A copy of the Tru-Defense® Door System Warranty Rider for Fiberglass Door Systems is available from Thermo-Tru, 1750 Indian Wood Circle, Maumee, OH 43537, at 800-537-5322 or at www.thermatru.com, or from the builder, dealer or contractor who installed or sold the Product.

c) WARRANTY PERIOD:

Product	Warranty Holder Classification	
	Residential Warranty Holder	Commercial/Multi-Resident Warranty Holder
Fiberglass: • Classic-Craft® • Fiber-Classic® • Smooth-Star®	Lifetime <sup>1</sup>	3 years <sup>3</sup>
Steel: • Profiles™ (Insulated Steel; Wood Edge)	10 years <sup>2</sup>	1 year <sup>3</sup>
Steel: • Traditions (Insulated Steel; Wood Edge)	5 years <sup>2</sup>	1 year <sup>3</sup>
Steel: • Therma-Tru® Fire Door (TR 12-24) Steel Edge	15 years <sup>2</sup> (10 years <sup>2</sup> within 5 miles of salt water)	1 year <sup>3</sup>

- <sup>1</sup> Measured from date Product was originally purchased from an authorized dealer and continuing for as long as the original Residential Warranty Holder owns and resides in the premises in which the Product was installed (“Lifetime Limited Warranty”), unless a shorter duration is expressly stated for the Product component. Not transferable.
- <sup>2</sup> Measured from date Product was originally purchased from an authorized dealer and continuing for the stated duration period as long as the original Residential Warranty Holder owns and resides in the premises in which the Product was installed during that entire duration period. Not transferable.
- <sup>3</sup> Measured from the earlier of the date Product was shipped from Therma-Tru or an authorized dealer; transferable to successor Commercial/Multi-Resident Warranty Holder during and for the balance of the original Commercial/Multi-Resident Warranty Period.

d) WARRANTY HOLDER CLASSIFICATIONS:

**RESIDENTIAL WARRANTY HOLDERS:** If the Product is installed in (i) a new residential dwelling and the first occupant owns the dwelling or (ii) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a “dwelling”) in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

**COMMERCIAL/MULTI-RESIDENT WARRANTY HOLDERS:** If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible (other than through periodic fees/other assessments) for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

2. WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

a) GENERALLY:

- General wear and tear, including without limitation, wear and tear of weather-stripping, corner pads, door bottom gasket (sweep) or the multi-point locking system.
- Minor scratches or minor visual imperfections within the Product’s standard manufacturing and quality specification parameters.
- Multi-point locking system (door handles and lockset) brass finish, any finish discoloration, tarnishing, and/or minor scratches or visual imperfection. Multi-point locking systems are also not covered if the Product is installed within five (5) miles of a body of salt water. Further, Therma-Tru does not recommend use of a multi-point lock system with steel Products. If any multi-point locking system is used with steel Products, its use is “AS IS” WITH NO WARRANTIES.
- EXPRESS OR IMPLIED WARRANTIES, INCLUDING NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE OTHER PROVISIONS OF SECTIONS 4 AND 5 OF THIS LIMITED WARRANTY APPLY.

- Negligence; improper use, assembly of the Product (door system) other than by Therma-Tru, installation, finishing, maintenance (including failure to properly maintain finish, see “NOTES ABOUT TIMELY FINISHING OF DOOR SYSTEMS” above) or operation inconsistent with Therma-Tru recommendations and written instructions that are generally available in Therma-Tru® Product Manual as updated by bulletins or other written communications, or on the Therma-Tru® website [www.thermatru.com](http://www.thermatru.com). 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, AND REFINISHING, AND OTHER REPAIRS in accordance with Therma-Tru’s above referenced recommendations and written instructions.
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations.
- Misapplication of Products or faulty building design or construction, including inadequate flashings, caulking, building settlement or structural failures of walls or foundations, or inadequate overhangs.
- Installation in locations or a manner that exceeds or deviates from Product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes.
- 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 weather-stripping, door bottom gasket (sweep) and corner seals.
- Rotting, splitting, warping, swelling, or other adverse condition, of or attributed to or arising from a frame system, unless the frame system is a genuine Therma-Tru® rot-resistant component part. Use of a non-Therma Tru frame system by the Warranty Holder (or its door system dealer, distributor, builder, installer, contractor, or other agent) will not automatically void this Limited Warranty. However, while Therma-Tru recommends the use of a rot-resistant or rot-free frame, Therma-Tru does NOT warrant the performance or integrity of any third party frame product (even if the manufacturer claims that its frame product is rot-resistant or rot-free), and therefore, this Limited Warranty will not apply to Product non-conformities or damages attributed to or arising from the rotting, splitting, warping, swelling or any other condition of a third party frame product.
- Damages aggravated or worsened because of failure by the Warranty Holder or its agents to timely take reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the Warranty Period.
- Harsh natural environmental conditions, including by example, from substantial exposure to sun, salt spray, or airborne pollutants, or other harsh conditions including exposure to harsh chemicals or solvents, such as acidic brick washes or stucco leach; or damage from vandalism, or caused by domestic or wild animals.
- Damage due to excessive artificial or natural temperature buildup or exposure, including by example, occurring from the use of storm doors under certain circumstances, or other conditions that cause thermal deflection beyond the Product design standards and/or testing and certified performance specifications.
- Labor for removing, installing, or replacing Product or components or labor for other materials that are removed, reinstalled or refinished in conjunction with repairing or replacing the Product or component.
- Any painting, staining, scratching or other alteration of a Therma-Tru® factory-applied exterior coating surface of the Products.
- Fading, discoloration, or color change of a Therma-Tru® factory-applied color coating that equals or is less than five (5) Delta E units, calculated in accordance with ASTM E 308-85, ASTM E 805-81, and ASTM D 2244-85, effective on the date the Product is manufactured, and which covers less than a material portion of the exterior of the Product. Color change will be measured on an exposed color surface of the Product that has been properly maintained and cleaned of soils, and the corresponding values measured on the original or unexposed color surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions.

b) GLASS:

- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision from moisture formation between the panes.
- Glass covered with after-market window films.
- Accidental glass breakage, including by example, caused by debris or foreign objects striking the glass, or breakage that may occur under conditions exceeding the Product’s performance parameters.
- Condensation, frost or mold resulting from humidity within the building and interior/exterior temperature differentials. Note: there is no such thing as a “condensation-free” window in high humidity conditions. Controlling the amount of moisture in your home is the most effective action you can take to avoid condensation.
- Stresses from localized heat which cause excessive temperature differentials over the glass.
- Post-manufacture dissipation of inert gases (as argon), or the amount of gas in Products with inert gas-filled insulating glass.
- Scratches or other imperfections, unless readily observable more than four feet away.
- Any sound that occurs from decorative grids striking the glass due to vibrations from daily use or outside traffic is not considered an imperfection, nor is the grid touching the glass [primarily in triple-strength window units] considered a defect.
- Mineral deposits.

c) ADDITIONAL LIMITATIONS, EXCLUSIONS AND CONSIDERATIONS:

- This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders.
- This 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 that are test evaluated and certified as referenced in Therma-Tru's published literature. 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. However, with exposure over time to environmental conditions, including by example, high wind events and other forces of nature, the Product will be subjected to normal and abnormal wear and its performance capability may change. It is the Warranty Holder's (and its building agents) responsibility to consult local building code laws and 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 high-wind or other severe storm events are not a guarantee against water and air infiltration and Therma-Tru is not responsible for claims or damages caused by water or air infiltration of Product.
- Product selection is the sole responsibility of the Warranty Holder and its building agents, not Therma-Tru.
- Damage from failure to inspect Product following each high-wind or impact event is not covered under this Limited Warranty.
- This Limited Warranty will be void if the Product rusts due to reasons other than nonconformities in material and workmanship, including without limitation, rusting (on steel Products) arising from misuse, abrasions, environmental conditions, solvents, corrosives, salts, chemicals, excessive moisture or any other damage due to normal wear and tear that could have been addressed by routine, timely and proper initial finishing or periodic corrective maintenance.

3. THIS LIMITED WARRANTY'S EXCLUSIVE REMEDY:

a) GENERALLY:

If the Product or any components fail to meet this Limited Warranty, Therma-Tru's sole obligation is to either (as Therma-Tru elects):

- Repair the component(s) (color and graining matching not guaranteed), or
- Provide replacement component(s) to the Warranty Holder or Therma-Tru's dealer designated (color and graining matching not guaranteed), or
- Refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price).

Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. Therma-Tru reserves the right to discontinue or change any Product. If the Product or component is not available, Therma-Tru may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover any of the following costs and expenses: (i) labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (ii) shipping/ freight expenses to return the Product to Therma-Tru; (iii) normal maintenance; (iv) consequential, special, or indirect losses or damages of any kind.

4. DISCLAIMER OF WARRANTIES:

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. THERMA-TRU® DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

5. LIMITATION OF LIABILITY:

THERMA-TRU'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT, WILL THERMA-TRU BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING, TEMPORARY/ PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.) SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL THERMA-TRU'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

6. CLAIMS:

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If that party is unknown or unreachable, contact Therma-Tru Corp., 1750 Indian Wood Circle, Maumee, Ohio 43537 at 800-537-5322 or at [www.thermatru.com](http://www.thermatru.com). Claimant will be required to provide proof of premise ownership and the date of Product purchase and may be required to return the Product or component to Therma-Tru (at Claimant's expense).

# Therma-Tru® Door System Genuine Component Part Identification Guide

