

## LIMITED LIFETIME WARRANTY

### THERMA ELITE™

Page 1 of 2

Northwest Door, Inc. warrants the Therma Elite™ garage door to the original purchaser (customer) when installed for normal residential use and conditions.

**Northwest Doors recommends the Therma Elite garage door be ordered with a complete factory finish. However, if the door was ordered from the factory with prime paint only, the door must be field finish painted to validate this warranty.** See field finish painting requirements below. **No part of the door must ever be power washed as this will damage the finish.**

The Therma Elite when ordered with a factory finish and/or properly field painted is warranted against deterioration resulting in the steel door sections rusting through to the original purchaser for as long as you own your home. The polystyrene core is warranted against deterioration of insulation efficiency or "Thermal Drift" for a period of **(20) Twenty Years**.

The composite overlay material is warranted against rot or delaminating for a period of **(5) Five Years**. This five year warranty is pro-rated from the date of shipment. For the first year the door will be replaced at 100% of the door's original value. Each year thereafter the replacement value (amount Northwest Door will warrant) will be reduced by 15% for five years:

- **1st year Northwest Door warrants 100%, replacement value**
- **2nd year Northwest Door warrants 85%, replacement value**
- **3rd year Northwest Door warrants 70%, replacement value**
- **4th year Northwest Door warrants 55% replacement value**
- **5th year Northwest Door warrants 40% replacement value**

All other components of the door and hardware system are warranted against defects in material and/or workmanship for a period of **One (1) Year** from the shipment date.

**To validate this warranty the door(s) must be inspected twice annually (we recommend in the Spring and the Fall). After inspection if any voids are present in the caulking seal between the composite overlay and the steel door face, they must be repaired/caulked immediately. The paint system must also be inspected and touched up when required.**

Please visit our website for touch up instructions. **"Field Painting Your Pre Painted Metal Door":**

<https://www.nwusa.com/wp-content/uploads/2021/04/2021-Painting-Your-Pre-Painted-Metal-Door.pdf>

(White Therma Elite touch up paint is available from your Northwest Door Dealer).

#### **Field Finish Painting Requirements**

At no time prior to applying top finish coats should the door be exposed to moisture. **(Do not allow the door to get wet)** First, all factory caulked edges should be inspected and repaired using a high quality paintable exterior caulk. Second, fill and sand if any undesired imperfections exist on the surface and or on edges of profile. Following the instructions on **"Field Painting Your Pre Painted Metal Door"** apply two coats of high quality exterior grade acrylic latex paint in accordance with the paint manufacturer's recommendations.

Upon inspection, Northwest Door will supply only the defective parts to the original purchaser. Northwest Door agrees to repair or replace (at Northwest Door's discretion) at no charge any part, parts, or complete unit found to be defective by Northwest Door within the specified time periods mentioned above. Northwest Door will not be responsible for painting, shipping, transportation, labor, and/or field service charges.

**Minor scratches during transit are not considered defects and can be touched up by the installing company.**

(Continued on page 2 of 2)

## LIMITED LIFETIME WARRANTY

### THERMA ELITE™

Page 2 of 2

Northwest Door's warranty is strictly and expressly limited and is in lieu of all other warranties, expressed or implied, by operation of law or otherwise. In no event shall Northwest Door be liable for special, incidental or consequential damages, subject to specific rights afforded a buyer in various states regarding limitations and time periods. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not. No other warranties are expressed or implied by Northwest Door, nor shall they extend beyond the stated time periods.

**Northwest Door reserves the sole right to determine whether the defect is a result of product failure or abuse.**

This warranty shall be void if, in Northwest Door's judgment:

- The product was subjected to abuse, misuse, neglect, or
- The product was improperly finished, improperly maintained, or
- The product was altered during or after installation in any way that may have impaired its safety, operation, or efficiency.

The warranty shall be void if this product has prolonged contact with or is submerged in water or other liquids. Northwest Door will not be responsible for damages resulting from the product being subjected to an accident.

**WARNING:** Only an **EXPERIENCED DOOR TECHNICIAN** such as your Northwest Door Dealer should make any adjustment to the door. **Serious injury or death can result from improper adjustments to or disassembly of the product!**

#### **INSTALLATION OF A GARAGE DOOR OPENER (G.D.O.)**

Installation of a G.D.O. requires the full width the top section of the door to be properly reinforced. Northwest Door recommends a professional installing dealer for your G.D.O. needs. Any G.D.O. not installed by a professional garage door installation company voids this warranty. Garage door openers, when not installed correctly can cause injury or death. Check the G.D.O. owner's manual for proper installation and adjustments. Monitor these adjustments monthly. Damage to your door by a G.D.O. is not a factory defect and not covered under this warranty.

**This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Northwest Door's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.**