



**H O E L S C H E R**

**WEATHERSTRIP MANUFACTURING CO., INC.**

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### **Custom Entry Door Collection Warranty**

Hoelscher Weatherstrip Mfg. Co., Inc. offers a limited warranty for One (1) Year on all wood doors from the original date of installation of the door. This warranty assures that each such door, for this period, is of good material and workmanship, and free from rendering the door unserviceable or unfit for the ordinary, recommended use. This shall be void if the door has not been stored, installed, and maintained in a good workable manner. If the door is installed unfinished, the warranty is void unless the door is sealed within a 72 (seventy two hour) period. During this period, if the door is exposed to rain or any water infiltration, the warranty shall be void.

### **Conditions not Considered Defects Covered by the Hoelscher Warranty**

The following conditions are not considered defects which are covered under the Hoelscher warranty; warp (as defined and within the limits prescribed below); bow or nonalignment of the frame or jamb in which the door is hung; variations or unsatisfactory results in the finish; texture or appearance from the application of paint or other finishing materials; natural variations in wood colour or texture; natural surface checking of the wood; damage resulting from causes beyond the control of Hoelscher (within limits prescribed below); defects resulting from failure to perform normal home owner maintenance or from attempts by non-Hoelscher workmen to repair the door; surface checks in the door that are less than 1/32" in with or less than 2" in length; panel movement or shrinkage of 3/16" or less (temperature, humidity, and direct sunlight may cause the wood panels on your door to shrink slightly, leaving an unstained line in the panel. This movement is normal and the door's construction is designed to allow this movement.); damage caused by the installation of a storm door; leakage in the speakeasy opening in doors with such a feature (with or without decorative iron grille); reducing the height of the door by removing more than one (1") inch from the bottom rail and/or half (1/2") an inch from the top rail of the door; reducing the width of the door by removing more than one half (1/2") inch from either edge. Warp, as mentioned above, is defined as any distortion in the door itself, and does not refer to the frame or jamb in which it is hung. However, the term "warp" shall not include the related terms of "bow," "cup," or "twist." To be considered warp for the purposes of the warranty, the distortion would have to exceed 1/4" on a 6'8" tall door and 1/2" on an 8'0" tall door. Doors wider than 36" or taller than 8' are not warranted against warp. If the claimed nonconformity is warp, Hoelscher may defer repairing or replacing the product for up to twelve (12) months from the date of the claim or the date when the product was installed, as it is not uncommon for temporary warp conditions to occur as the door adjusts to local humidity and temperature. The aforementioned damages caused by forces beyond Hoelscher's control include, but are not limited to, damage caused by misuse, abuse, accident, mishandling, fire, flood, earthquake, storm, tornado, or other acts of nature. In addition to the above, the Hoelscher warranty does not cover any damages resulting from exposure due to installation without sufficient roof overhang protection, which causes the door to be exposed to an unusual amount of sunlight and/or precipitation. Specific roof overhang depends upon the specific installation and weather patterns of the area of installation, but typically it means an overhang over the entry or door extending outwards from the height elevations measured from the bottom of the door to the bottom of the overhang at the point that the overhang is furthest from the door or entry.

### **Prefinished Doors:**

Hoelscher Weatherstrip Mfg. Co. offers a twelve (12) month warranty on all of our prefinished doors. The Warranty period begins on the original date of purchase.

### **Glass Panels:**

Hoelscher Weatherstrip Mfg. Co. does not warrant any product against glass breakage or glass damage for any reason.

### **"IG" Insulated Glass Panels:**

Your insulated glass panel is warranted for a period of five (5) years from the date of manufacture. It is warranted against any material obstruction of vision through the unit due to accumulation of dust, moisture, or film on the internal surfaces caused by the failure of the unit's edge seal due to defects in material or workmanship under normal conditions. This warranty shall be void if; the unit is installed in high moisture environments (such as greenhouses or swimming pool enclosures) or film, shades, blinds, or any foreign materials, are used on or near the surface of the unit.

### **Claims Procedure and Limit on Remedies**

All warranty claims must be presented as outlined above, within the warranty period for the specific product as outlined above. Hoelscher will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by Hoelscher of any warranty claim, Hoelscher will at its option: 1) Repair the product, and return it FOB our Houston, Texas facility, freight collect: 2) Furnish a comparable replacement product (or if the product is no longer produced, a replacement which, in the sole opinion of Hoelscher, constitutes a comparable replacement) FOB our Houston, Texas facility, freight collect: 3) Refund the purchase price paid by the original purchaser of the product by Hoelscher. Hoelscher Weatherstrip Mfg. Co., Inc. reserves the right to inspect, in the field or on our premises, any product which is alleged to be defective, and must be given a thirty (30) day opportunity to have any door which is subject of a warranty claim field inspected by a company or field representative of Hoelscher.