



WOOD WINDOWS AND DOORS - LIMITED WARRANTY

This Limited Warranty applies to Caoba Doors windows and doors, purchased from an authorized Caoba Doors dealer, and extends to the original owner of the structure in which the products are installed and commences when the product is delivered. This limited warranty is fully transferable. This Limited Warranty is applicable only to product installed in the North America, Central America and any other territory serviced by an authorized Caoba Doors dealer. For information on warranties available in other countries, please contact Caoba Doors.

Wood Components, Manufacturer and Craftsmanship

Non-Glass Components

Caoba Doors warrants the quality, workmanship and materials of all door and window components be free of defects which might render the product unserviceable for a period of three (3) years. This refers specifically to the structural integrity of the door and window. Natural texture and color variations in the wood do not constitute defects. Slight expansion and contraction of the wood due to differences in temperature and humidity do not constitute a defects. It is the responsibility of the customer to properly maintain the finish of all products against moisture or excessive dryness, and to see to it that all surfaces, whether finished by Caoba Doors or by the customer, remain adequately sealed. Failure to do shall null and void the warranty.. Except as provided in **Caoba Doors' Limited Warranty Supplement for Products in Coastal Environments**, (see page 3). Operating hardware is warranted to be free from manufacturing defects for ten (10) years.

Glass Components

Glass warranties apply to factory-installed glass or Caoba Doors-supplied glass installed by Caoba Doors-authorized service personnel. Clear insulating glass is warranted against seal failure resulting in visible obstruction through the glass for ten (10) years from the original date of purchase. Laminated SGP Glass has a limited ten (10) year warranty for delamination. Laminated PVB Glass has a limited five (5) year warranty for delamination. Bent Glass is warranted from factory to job site only. All other glass and glass features are provided with the same warranties, limitations, and exclusions from Caoba Doors receives from its supplier. Contact Caoba Doors for further details

Finish

Factory-applied stain and opaque finishes are warranted to be free from defects for a period of two (2) years . Customer must perform the biannual maintenance as described in **Caoba Doors Care and Maintenance instructions**. Aluminum Clad has a 15 year warranty against loss of adhesion, chalking or fading according to the AAMA specification 2605-11.



Exclusive Remedy

If a covered defect appears during the term of the applicable warranty, Caoba Doors will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, and disposal costs and services are not included. Caoba Doors will attempt to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warranted for the remainder of the original product warranty and specifically do not include freight, finishing or installation charges.

Product Damaged During Shipping

If you believe the product was damaged during shipping, you must note it on your freight bill and immediately notify CAOBA so a freight claim can be filed.

Exclusions

Damage, defects or problems resulting from causes outside Caoba Doors' control are excluded from coverage under the Limited Warranty. Such cause include without limitations:

- installation not in conformance with **Caoba Doors installation instructions** and applicable building codes
- improper or non-standard field finishing
- field mulls; field finishes
- glass installed above 5000 feet without capillary tubes
- installation or use near saunas, hot tubs, or other high-humidity environments
- failure to follow **Caoba Doors Care and Maintenance instructions**
- use of brick wash, razor blades or other inappropriate cleaners or chemicals
- misuse, abuse, modification, alteration, accident, negligence- "misuse" of a door includes, but is not limited to, using a door on any part of a building without providing adequate overhang or an appropriate finish color.
- on all wood doors and windows surface checks of up to 3/64" in width and/or 2 1/4" in length and do not compromise the structural integrity of the product.
- panel movement (shrinkage) of 3/16" or less. Temperature and humidity may cause the wood panels in your door or window/ to shrink and expand, leaving an unstained line along the panel edge. The panels in your door or window have been designed to "float". Occasional touch ups may be necessary.
- Damage due to the failure to properly seal and finish all 6 surfaces of door panels.
- Damage due to failure to perform normal homeowner's maintenance, including maintaining the finish
- Damage due to unauthorized repairs
- Failures or operating difficulties resulting from exposure to corrosive fumes or condensates
- Damage due to stress from movement of the structure in which the windows are installed
- Damage due to use of films or coatings on the interior of the glass
- damage caused by extreme temperature build up where a storm door is utilized. Storm door usage voids this warranty.
- damage caused by trimming more than 1/2" from top, or 1 1/2" from the bottom of the doors.
- normal wear and tear; normal discoloration or fading of finishes
- variation in wood color, texture and grain
- glass imperfections consistent with ASTM or other industry standards, which do not affect structural integrity
- war, insurrection, civil unrest, terrorism, or other Acts of God
- in all species, natural variation in the color, texture or grain of the wood.
- texture location, size & quantity for any distress finish including wire brush, hewn, adze, or faux weathered.
- an inconsistent face plane where stiles or mullions meet rails is acceptable up to a depth change of 1/16", and apparent open connection between stiles and rails is acceptable to a width of 1/32".



Warp, Bow, twist, and warp shall not be considered defects unless in excess of 1/4" in the plane of the door. Doors 8' or higher ordered without Caoba Doors installed multi-point hardware are not performance-certified and are not warranted against bow, twist or warp.

If warp is the claimed defect Caoba Doors may defer repairing or replacing the door for a period of up to 12 months from the date of claim or date of installation in order to allow the door or window to permit conditioning and equalizing to humidity and temperature conditions or to determine if the door or window has been properly installed. It is not uncommon for a temporary warp condition to occur as the door adjusts o the local conditions. The deferred period will not be counted against the one year warranty period.

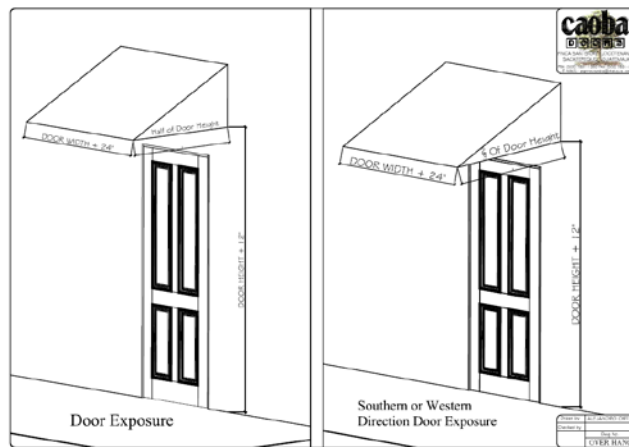
Synthetic Stucco Installation in structures that do not allow for proper moisture management, e.g., exterior insulation and finish systems or synthetic stucco is not covered under the Limited Warranty.

Thermal Efficiency Caoba Doors does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time, and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. Caoba Doors does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other products features.

Condensation Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

Screens Screens are not designed to, and will not prevent falls.

Entry Door Overhang Adequate overhang depends on the typical weather conditions of the area where the door is to be used, but typically means an overhang projecting a distance from the structure one half the elevation difference between the bottom of the door and the base of the overhang structure at the point which is farthest from the door. (Diagram below). To reduce the chance of warping or checking, dark color finishes should be avoided on all surfaces, especially on light colored wood species. (ENTRY DOORS ONLY)





WOOD QUALITY VALUE
DESIGNS LIMITED ONLY BY YOUR IMAGINATION

Caoba Doors' Limited Warranty Supplement for Products in Coastal Environments

Caoba Doors and Windows installed in Coastal environment require additional maintenance which includes installation of hardware with coastal finishes, lubrication of all hardware biannually and clean water wash of all exterior surfaces four times yearly

Corrosion Finish failure or corrosion of aluminium cladding, anodized and other specialty finishes, hardware, or other components due to environmental conditions such as air pollutants, acid rain, salt, sand chemicals, or other corrosive substances is not covered by the Limited Warranty. Corrosion, deterioration, or wear of aluminium cladding and hardware in products installed within one (1) mile of a seacoast is not covered, except as provided in Caoba Doors' Limited Warranty Supplement for Products in Coastal Environments. Anodized and other specialty finishes and non-Coastal Hardware installed within one (1) mile of a seacoast is not warranted.

Disclaimers, Limitations, and Additional Terms and Conditions

Disclaimers **This Limited Warranty is the only warranty, written or oral, express or implied, provided by Caoba Doors. No dealer, employee, or agent of Caoba Doors, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Caoba Doors. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Caoba Doors product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY CAOBA DOORS PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE OR REFUND.**

Limitations: **IN NO EVENT WILL CAOBA DOORS BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL CAOBA DOORS' LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT.** The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

Certifications and Ratings: Certifications and ratings apply to single products only and do not apply to mulled or combined products. Performance of individual products may vary and will change over time, depending upon the conditions of use.

Suitability: Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Caoba Doors products, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Caoba Doors will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Caoba Doors does not warrant any product's compliance with local or other applicable building codes or standards, or its suitability for use in connection with a project seeking third party certification to any standard.



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Warranty Claims: All warranty claims must be made within thirty (30) days of the appearance of the defect. To make a warranty claim, contact your local Caoba Doors dealer or distributor. If you do not know the name of your local dealer or distributor, call Caoba Doors or contact us at www.caobadoors.com to locate one nearest you. If after five days, your dealer or distributor has not responded, send a written request to Caoba Doors, WARRANTY@CAOBAdoors.com or Fax 215 747 8908. Include the following information: your name, address, and telephone number, the date you purchased your product, the name of the dealer or distributor from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer or distributor.

Once we've received your letter, Caoba Doors reserves the right and must be given at least a thirty (30) day opportunity to have a door or window, which is subject of a warranty claim, field inspected by a Caoba Doors representative. Buyer shall not return any goods to Caoba Doors until Caoba Doors has been provided a reasonable opportunity to inspect the goods at buyer's premises to determine whether a defect exists. Caoba Doors will not be liable for any doors repaired, returned, or replaced without prior written consent. Should a Caoba Door stile and rail door fail to confirm to this written warranty, Caoba Doors shall be limited to, at Caoba Doors' option, either to repair the door, ship a replacement door or refund the purchase price of the door to the buyer. Doors will be replaced in the same stage of fitting and/or finishing as they were originally supplied. Caoba Doors shall not pay any cost to remove the defective doors or to install new doors, nor is Caoba Doors responsible for any finishing costs or consequential damages. All cost relating to the replacement of the door shall be the sole responsibility of the distributor or person making the warranty claim. Final warranty inspection will be made at Caoba Doors factory upon receipt of defective product. If claim is found to be invalid, neither credit nor refund will be issued for the replacement door or the original door.