



# LIMITED WARRANTY

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Caoba Doors (“Caoba”) warrants to the original single family residential homeowner, that any Caoba manufactured products shall be free of material defects in manufacturing and/or materials which affect product performance for the period specified below. This Limited Warranty (the “Limited Warranty”) applies to the Caoba product under normal use and service and is subject to the limitations and conditions specified herein and only for so long as set forth below.

Caulking is used on certain installations to seal the building envelope from water and/or air penetration. Caulking and water proofing systems for surfaces are not a part of the Caoba product, and as such, are not covered by this Limited Warranty. Periodic care and maintenance of caulk is a required maintenance responsibility of the owner.

In addition to the exclusions set forth below, this Limited Warranty, shall be null, void and of no further force or effect if harmful solvents are used to clean the Caoba product or if aftermarket products, such as films, are applied to the Caoba product.

## Sole and Exclusive Remedy

If a covered defect appears during the term (as set forth below) of the applicable Limited Warranty, Caoba will, at its option, repair or replace the product or component (color may vary due to age, weathering or dye lot differences), 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.

The original terms of this Limited Warranty shall not be extended by any such repair or replacement, and replacement parts, including upgrades, are warranted for the remainder of the original product warranty and specifically do not include freight, finishing or installation charges.

Caoba reserves the right to modify or discontinue the manufacture of any product or use of any part. Should the component of any Caoba product no longer be available, Caoba reserves the right to provide such part that Caoba determines to be of comparable quality and performance.



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## Wood and Clad Components

Caoba warrants the quality, workmanship and wood and clad materials of all door and window products to be free of defects which might render the product unserviceable for a period of five (5) years. This refers specifically to the structural integrity of the door or window. Natural texture and color variations in the wood, as well as slight expansion and contraction due to differences in temperature and humidity do not constitute defects. As set forth below, it is the responsibility of the owner to properly maintain the finish of all Caoba products against moisture or excessive dryness, and to see to it that all surfaces, whether finished by Caoba or others, remain adequately sealed. Failure to do so shall null and void the warranty.

## Finish

Except as provided in Caoba's Limited Warranty Supplement for Products in Coastal Environments (see below), Caoba's in-house stain and opaque finishes on all door, window and millwork products are warranted to be free from defects for a period of four (4) years for stain finishes and five (5) years for opaque finishes; opaque finishes do not include architectural paint or other products not suited specifically for wood windows, doors and general millwork. Caoba's Painted Aluminum Clad finish meets rigorous European standards and, except as provided in Caoba's Limited Warranty Supplement for Products in Coastal Environments, (see below), has a 20 year warranty against loss of adhesion, chalking or significant ultraviolet discoloration caused by natural environmental atmospheric conditions. Customer must perform the maintenance process as described in Caoba's latest Maintenance Guidelines and maintain thorough documentation of maintenance performed to the doors, windows and millwork in general; these documents shall include invoices or valid proof of purchase of the products used for the maintenance procedures, complemented with any other form of formal records that may include, but not be limited to dated photographs, schedules and signed job completion reports (sent via e-mail to Caoba upon diligent completion of maintenance procedures). If no proof of required maintenance is available, this Limited Finish Warranty is null and void.

## Glass

Glass warranties apply to factory-installed glass or Caoba supplied glass installed by Caoba 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 –



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certain oversize units may have a restriction on the warranty. 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 which Caoba receives from its supplier.

## Hardware

Except as provided in Caoba's Limited Warranty Supplement for Products in Coastal Environments, (see below), operating hardware is warranted to be free from manufacturing defects for ten (10) years, except for electric operators supplied with Caoba products and hardware installed in Coastal Areas which are warranted for the same warranties, duration, limitations and exclusions which Caoba receives from its supplier.

## Corrosion

Finish failure or corrosion of aluminum 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 aluminum cladding and hardware in products installed within one (1) mile of a seacoast is not covered, except as provided in Caoba's Limited Warranty Supplement for Products in Coastal Environments (see below). Anodized and other specialty finishes and non-Coastal Hardware installed within one (1) mile of a seacoast or other salt water source is not warranted.

## Caoba's Limited Warranty Supplement for Products in Coastal Environments

Caoba products installed in coastal environments (within one [1] mile of a sea coast or other salt water source): (i) carry a ten (10) year warranty against loss of adhesion, chalking and significant ultraviolet discoloration caused by natural environmental atmospheric conditions on aluminum clad finishes; (ii) carry a warranty on hardware for the same warranties, duration, limitations and exclusions which Caoba receives from its supplier; (iii) require installation of hardware with coastal finishes; (iv) must be given correct maintenance following the Caoba Finish Maintenance Guidelines and (v) require additional maintenance which includes lubrication of all hardware biannually and clean water wash of all exterior





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surfaces four times yearly or more frequently, if necessary, to prevent the build-up of salt or corrosive residue. Failure to comply with the regular cleaning and maintenance requirements, or a lack of proper documentation of such cleaning and maintenance, voids this Limited Warranty.

## 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 with proper documentation so a freight claim can be filed.

## Exclusions

Damage, defects or problems resulting from causes outside Caoba's control are excluded from coverage under this Limited Warranty. Such causes include, without limitation:

- Installation not in conformance with Caoba's installation guidelines and applicable building and other codes
- 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's General Care and Maintenance guidelines
- Pressure washing, use of brick wash, razor blades or other inappropriate cleaners or chemicals over finished surfaces
- 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 (see below) or an appropriate finish coat
- Surface checks of up to 3/64" in width and/or 2 1/4" in length which do not compromise structural integrity
- 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
- Failure to properly seal and finish, outside of Caoba's facilities, all 6 surfaces of door panels, windows or millwork in general, within 6 weeks of being shipped from Caoba's facility or after any jobsite trimming work performed on the product
- Unauthorized repairs and/or modifications
- Exposure to corrosive chemicals, fumes or condensates
- Stress from movement of the structure in which the products are installed
- Use of films or coatings on the glass and/or finished surfaces
- Storm door usage voids this warranty, unless hurricane impact certified
- Trimming more than 1/2" from top, or 1 1/2" from the bottom of a traditional door
- Normal wear and tear; normal discoloration or fading of finishes, variation in wood color, texture and grain



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- Glass imperfections consistent with ASTM or other industry standards, which do not affect structural integrity
- Texture location, size & quantity for any distress finish including wire brush, hewn, adze, or faux weathered
- 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"
- War, insurrection, civil unrest, terrorism, or other Acts of God

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

If warping is the claimed defect Caoba 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 to 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 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 does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features. All glass features are provided with the same warranties, limitations, and exclusions which Caoba receives from its supplier.

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.

Exterior 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. To reduce the chance of warping or checking, dark color finishes should be avoided on all surfaces, especially on light colored wood species. South facing units are most likely to be affected and proper overhang should be considered. (EXTERIOR DOORS ONLY).



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## Disclaimers, Limitations and Additional Terms and Conditions

Disclaimers: This Limited Warranty is the only warranty, written or oral, express or implied, provided by Caoba. No dealer, employee, or agent of Caoba, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Caoba. **ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF 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 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 PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE OR REFUND.**

Limitations: **IN NO EVENT WILL CAOBA BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL CAOBA'S 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 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 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 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.

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 dealer or distributor. If you do not know



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

Caoba Doors