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*"NXT
Generation"
Warranty*

DOORS

Effective January 1, 2017

WORKMANSHIP

Subject to the terms and conditions stated herein, Humphrey Products warrants to the original purchaser that Humphrey Products doors and door systems will be free from manufacturing defects as a result of workmanship in the production and final assembly of the finished door systems for a period of Five (5) years from the date of the original customer purchase.

HARDWARE

Humphrey Products warrants that the original hinges and striker will remain free from rust and corrosion for a period of ten (10) years.

STEEL PANELS

Subject to the limitations and conditions set forth by the manufacturer, the manufacturer warrants the door panel to be free of manufacturing defects in material and workmanship for ten (10) years from the date of its original installation, including thermal bowing and delamination. The door slab or sidelite product shall be covered under warranty provided that the door has been installed correctly and that none of the exclusions below apply.

Door Slab Warping

On a 79" door, Thermal Bowing of less than 1/4" or .25" along the full length vertically of the slab is acceptable. The temperature differential between outside and inside temperatures not to exceed 40 degrees centigrade, and any distortion that does not exceed the criteria set out in standards CAN/CGSB-82.5-M88 and AAMA/CSA/101/I.S.2/A440-05, will be considered as being acceptable.

FIBERGLASS DOOR PANELS

Subject to the limitations and conditions set forth below, the manufacturer warrants the door panel to be free of manufacturing defects in material and workmanship for twenty-five (25) years from the date of its original installation, including thermal bowing and delamination. The door slab or sidelite product shall be covered under warranty provided that the door has been installed correctly and that none of the exclusions below apply.

Door Slab Warping

On a 79" door, Thermal Bowing of less than 1/4" or .25" along the full length vertically of the slab is acceptable. The temperature differential between outside and inside temperatures not to exceed 40 degrees centigrade, and any distortion that does not exceed the criteria set out in standards CAN/CGSB-82.5-M88 and AAMA/CSA/101/I.S.2/A440-05, will be considered as being acceptable.

On a 95" door, Thermal Bowing of less than 1/4" will be considered as being acceptable. To complete the warranty process, the defective slab(s) must be inspected and the defects verified by a representative upon return of the said unit.

It is recommended that all door slabs metal or fibreglass be painted as soon as possible after being installed.

- Humphrey will not warrant any door slab that is cut down and

restiled due to less than standard door sizes available from the factory. Custom sized door slabs ordered direct from the factory will be covered under our normal warranty.

- Internal humidity levels in winter time exceeding 35% will automatically void above stated warranty when "Door Slab warping" is being considered as the issue.

DOOR GLAZING UNITS

The warranty is limited to the terms set down by the selected door light manufacture, which in brief are as follows;

<u>Manufacturer</u>	<u>Seal Failure</u>
Novatech	10 Years
Trimlite	10 Years
Other Manufactures	10 Years

Humphrey Products will cover the "Reasonable" Cost of the labor only, as set out in Humphrey's most recent "Dealer Service Costs" schedule, to replace defective "door" sealed units for a period of One (1) Year from the date of the original purchase.

COMPOSITE DOOR JAMB

Subject to the terms and conditions stated herein, the Manufacturer warrants to the original purchaser that the "Composite Door Jamb Material" (the "product") will be free from manufacturing defects that cause the Product to rot, corrode, delaminate, or excessively swell from moisture for a period of twenty (25) years from the date of the original customer purchase. Each purchaser of the Product is solely responsible for determining the effectiveness,

suitability and safety of any particular use or application of the Product. Building code regulations vary from area to area. Each Purchaser should consult local building and safety codes for specific requirements.

Use of harsh abrasive cleaner may harm the surface and will void the warranty.

LIMITATIONS – CONDITIONS NOT COVERED BY THIS WARRANTY

Humphrey Products liability under this warranty applies to the Purchaser only and is limited solely and exclusively to replacement of defective Product. In no event shall Humphrey Products be liable for labor, installation, reinstallation, freight, travel, taxes or any other charge related to the defective Product, unless specifically indicated.

Humphrey Products will not be responsible for installation, repainting or refinishing work associated with the replacement of warranted items. It shall be the Purchaser's responsibility to complete the replacement or repair of these items.

EXCEPTIONS TO LIMITATIONS

Humphrey Products may from time to time choose at its sole discretion to cover the repair or replacement of defective products deemed to be beyond warranty terms, on a case by case basis based on the circumstances at the time of the claim. In choosing to do this it in no way indicates an acceptance on Humphrey

Products behalf of responsibility or liability in any manner with regards to damage, products, manufacturing, installation, suitability of product use, configuration, size limitations processes or assembly.

NORMAL WEAR & TEAR

This warranty does not cover the routine wear of components through normal usage, or the need for regular maintenance of the products.

Being a high usage product, certain components used in the assembly are subject to routine wear and tear, weathering, or abuse. Some of these components include door sweeps, hinges, strikers, weather stripping and hardware.

This warranty does not cover routine cleaning, maintenance or adjustments to the items mentioned above.

EXCLUSIONS

Humphrey Products does not cover damages on issues that are a result of:

- a) Accident, neglect, abuse or improper use;
- b) Sagging floors or movement, expansion or contraction of buildings, or building materials
- c) Damage due to freight or any other means of transportation or handling by the transport company selected.
- d) Improper installation by the builder, dealer or customer in their failure to follow commonly accepted industry practices for installation. Some of these practices include but are not limited to; ensuring door unit once installed is exactly plumb, square and true, adequately and properly shimmed on all sides, with screws installed through hinges into the wall framing member to ensure the door is solidly secured in place.
- e) Improper application, or building design error.
- f) Improper maintenance or service;
- g) Fire, corrosive fume, condensate damages, acts of God, and/or any events beyond the control of the Humphrey Products.
- h) Above normal humidity levels 25%-35% depending on time of year
- i) Water damage, flooding, tornados, high winds.
- j) Artificial effects on temperature through the use of blinds, storm doors or windows, aluminum foil, vinyl wrap or other items not originally used in the manufacture of the product.
- k) Humphrey Products will not provide warranty coverage on window or door products that have not been completely paid for.

VISUAL DEFECTS OR DAMAGE

Any defects or damage must be reported at first inspection, but no later than thirty days from date of installation of products.

ACCEPTABLE STANDARDS

Viewing

The industry standard for viewing possible defects in glass sealed units and door sealed units is at a minimum distance of 10 FT while standing directly in front and looking straight at the glass under "normal" lighting conditions without the use of any artificial light such as flash lights, trouble lights etc.. or manipulation of the glass panel.

Scratches & Marks

Light scratches and rub marks are considered acceptable if unseen under normal viewing conditions and not felt with a light scratch of the finger nail. Scratches and marks felt with your fingernails but less than 1/4" long are considered acceptable. Heavy and long scratches or marks readily visible are generally cause of rejection.

Painted Doors & Slabs

Humphrey offers a limited ten year warranty direct from the applicator that the paint used to coat the surface of the product painted will not flake, chip, crack or peel for a period of ten years from the date of manufacture. This warranty does not cover fading as a result of exposure to harsh environment conditions, weathering, or direct intense southern exposures.

Please note: The use of High Gloss paint finishes can enhance or over exaggerate common effects of components and manufacturing processes used in the manufacture of the doors. This may create subtle visual shading and visual light variances. This is not a warrantable issue!

Laminated Products

The adhesion of colored vinyl film to the vinyl substrate is warranted for life as per the manufacturer's warranty. The color of the film is warranted against fading for a period of ten years. This warranty does not cover fading as a result of exposure to harsh environmental conditions, excessive weathering or direct intense southern exposure.

Stained Door Slabs/Jambes & Components

Humphrey offers a limited ten year warranty direct from the applicator that the stain used to coat the surface of the product stained will not flake, chip, crack or peel for a period of ten years from the date of manufacture. This warranty does not cover fading as a result of exposure to harsh environment conditions, weathering, or direct intense southern exposures.

FILING A WARRANTY CLAIM

To file a claim under this Warranty please follow the steps listed below;

If the customer believes there is a legitimate defect in material or workmanship subject to the provisions above which may justify a warranty claim, he/she should first consult the dealer or representative the products were originally purchased from and responsible for the installation. The dealer/representative will verify that the problem is in fact a qualifying defect and not the need for minor adjustments sometimes required post installation, or not a result of the installation.

The dealer/representative, once determined if the defect is justifiable as a warranty claim should contact Humphrey Products to arrange for replacement or repair of the defective component.

Humphrey Products will require the following information;

- i.) Name and address of the customer
- ii.) A copy of the original invoice for the product
- iii.) Pictures of the defective component, the area surrounding it, or believed to be defective
- iv.) All information should be forwarded to our Customer Service Department.
- v.) Humphrey Products may require defective products to be returned to Humphrey for further inspection and evaluation of defect.

Humphrey Products reserves the right to investigate any claim. Upon verification of a claim, Humphrey Products shall arrange for the delivery of the replacement Product through the original Humphrey Products Dealer or representative.

REMEDIES

If material, components or products are found to be defective within the terms of this Warranty, Humphrey Products at its sole discretion may choose one of the following remedies;

- (1) Repair or replace the warranted product at no charge to the consumer
- (2) Furnish a replacement product
- (3) Provide a refund of Humphrey's purchase cost of the component(s) or prorated portion in lieu of furnishing a replacement.

Replacement of products and or material does not restart this warranty. Warranty on replacement products and material only extends for the balance of the original warranty period.

If the same product is not available due to discontinuation, then Humphrey will provide a substitute of similar description and value. Materials used in manufacturing may change over time; parts used as replacement may not be identical, visual or exact match or color shade match to the original component.

Travel, shipping and a service charges may apply.

TRANSFERABILITY

Being a high usage product and in some cases subject to excessive wear and tear, unfortunately our Door Warranty is not transferable to a second party and is solely limited to the "Original Purchaser" of the product.

TIMING

Humphrey tries to take care of any claim as quickly as possible. However Humphrey works through its dealers and works with contracted individuals to handle its claims. Please allow time for review of the claim by us and the manufacturer of the product under warranty.