

Warranties

SIMPSON LIMITED WARRANTY

Simpson Door Company (“Simpson”) warrants that each panel door bearing the Simpson brand and identification mark complies with Industry Standard NWWDA I.S.6. and all revisions in effect as of the date of manufacture, and Simpson further warrants, except as stated below, that each such door, at the time of the shipment from Simpson, is of good material and workmanship and free from defects that would render such door unserviceable or unfit for the ordinary, recommended use. The Simpson warranty applies to new doors not sold “as is.”

ONE YEAR EXTERIOR DOOR AND FIRE DOOR WARRANTY

For doors used in an exterior application, and for fire-rated interior doors, this warranty shall survive for one year after the date of shipment from Simpson. This warranty applies to doors properly sealed, finished and, in the case of exterior applications, hung in a location protected from exposure to direct sun or rain under normal conditions. See specific Fitting and Hanging instructions. Simpson is not responsible for the installation or finishing of replacement doors or door components.

TEN YEAR INTERIOR DOOR WARRANTY

For doors used in an interior application (defined as being exposed to controlled interior climactic conditions on both sides of the door), this warranty shall survive for ten years after the date of shipment from Simpson. This warranty applies to doors properly sealed, finished and hung. See specific Fitting and Hanging instructions. Simpson is not responsible for the installation or finishing of replacement doors or door components. The ten-year warranty on interior doors does not apply to fire-rated interior doors, doors with Lumicor® Acrylic Panels, or doors used in commercial, hospitality or multi-family applications, in which case, the one year warranty will apply. The ten-year warranty applies only to the original end-user and is not transferable.

Characteristics Excluded From These Warranties

The following are not defects in workmanship or material and are not covered by these written warranties:

1. Damage caused by attempts other than Simpson’s to repair the door.
2. Failure to properly seal the door. All edges must be sealed within 72 hours after fitting and hanging with the integrity of the finish maintained.

3. Natural variations in the color or texture of the door.
4. Doors or door components that are not finished and hung in accordance with the Care and Finishing Instructions; and doors/ components that are exposed to direct sun or rain under normal conditions.
- 5a. For doors 3' x 7' or smaller; warp not exceeding 1/4" in the plane of the door itself. For doors larger than 3' x 7'; warranty does not apply. Warranty can apply for 1-3/4" doors up to 3'6" x 8'0" if properly installed with a three-point locking mechanism.
- 5b. Addressing claims due to warp may be deferred for up to 12 months from the date of the claim in order to allow the door to acclimate to local humidity and temperature conditions. This deferral will not be counted against the warranty period.
6. Defects caused by (1) warp or bow of the frame or jamb in which the door is hung or (2) improper installation such that the door does not swing freely.
7. Damage caused by improper handling or on-site storage. Storage damage includes moisture in doors due to humidity.
8. Panel misalignment or shrinkage is not considered a defect.
9. The performance or appearance of finishes applied is not covered.
10. For doors with Innerbond® panels, please see our Innerbond Panel Warranty statement.
11. Expansion of bottom rail due to climate conditions is not considered a defect.
12. Damage caused by extreme temperature build-up where a storm door or dark paint or stain is utilized.
13. Failure to perform normal homeowner’s maintenance, including maintaining the finish.
14. Surface checking of oak is considered a natural characteristic and is not covered by this warranty.
15. Defects caused by inadequate overhang (see Simpson Care & Finishing instructions for adequate overhang).
16. Damage or defects caused by house settling or acts of God.

FIVE YEAR LIMITED INSULATED GLASS WARRANTY

Simpson Door Company warrants that standard clear insulated glass units will not, for a period of five (5) years after the units leave Simpson’s possession, develop material obstruction of vision between the interior glass surfaces caused by failure of the hermetic seal. This warranty shall not apply to units with broken glass or to glass units installed by others.

Simpson’s liability under this warranty shall be limited to shipping a replacement glass unit.

Glazing

All doors glazed by Simpson Door Company meet the Consumer Product Safety Commission Federal Standard on architectural glazing materials.

Leaded Glass

All leaded glass doors are expertly crafted with metal alloys

providing maximum strength and performance. The architectural type glass used in these doors has unique characteristics and may vary slightly in color or texture. Leaded glass doors meet the Consumer Product Safety Commission Federal Standard on architectural glazing materials. Insulated leaded glass (I.G.) units are triple glazed (clear 1/8" tempered glass on each side of leaded glass).

Insulated leaded glass (I.G.) units are guaranteed for five (5) years after shipment from Simpson against hermetic seal failure.

Clear Glass

All clear flat glass and non-leaded beveled clear glass is tempered, meeting ANSI Z 97.1 and the Consumer Product Safety Commission Federal Standard on architectural glazing materials.

Insulated clear and Low-E glass are tempered, meeting ANSI Z 97.1 and the Consumer Product Safety Commission Federal Standard on architectural glazing materials. All insulated glass (I.G.) units are guaranteed for five (5) years after shipment from Simpson against hermetic seal failure.

Acrylic

Acrylic glazing material meets the Consumer Product Safety Commission Federal Standard on architectural glazing materials.

FIVE YEAR LIMITED PERFORMANCE SERIES® DOOR WARRANTY

Simpson Door Company ("Simpson") warrants that each Performance Series door bearing the Simpson brand and identification mark complies with industry standard NWWDA 1.S.6 and all revisions in effect as of the date of manufacture for the period of five (5) years, and Simpson further warrants, for said period, that each Performance Series door after shipment from Simpson at the time of the shipment from Simpson, is of good material and workmanship and free from defects that would render such door unserviceable or unfit for the ordinary, recommended use.

This warranty applies to stiles and bottom rails of Performance Series doors properly finished in accordance with Simpson Performance Series door care and finishing instructions. Other door components are subject to Simpson's one year limited warranty.

LIMITED LIFETIME INNERBOND® WARRANTY

Simpson further provides a limited lifetime warranty on Innerbond panels against splitting through the entire panel due to rain, sun, weather, and other such factors exclusive of major calamity.

In the event an Innerbond panel splits through, Simpson will ship a replacement door and will reimburse the reasonable cost as determined by Simpson to the purchaser for refinishing and rehangng the replacement door.

This offer to reimburse the cost of refinishing and rehangng the door

is void in any jurisdiction where Simpson would have to comply with statutes or regulations governing insurers in order legally to make such payment.

LIMITATIONS AND EXCLUSIONS

Each of these warranties shall be void and Simpson shall have no liability hereunder if the end-user installs, treats or retains, for more than thirty (30) days, a door containing an obvious defect, without giving the notice as required herein, or if the end-user fails to give the required notice within a reasonable time after discovery of a latent defect. Proof of purchase, including the original purchase date, is required for warranty service.

There are no express warranties which extend beyond the foregoing and any implied warranties, including warranties of merchantability and fitness for a particular purpose, are limited to the same duration as the written warranty (one year from the date of shipment by Simpson for exterior and fire doors, five years on certain Performance doors components, ten years on interior doors, and lifetime for Innerbond panels).

HOW TO MAKE A CLAIM

Immediately upon discovering that the door is defective or fails to conform to this written warranty, the end-user shall send a notice in writing to the dealer or distributor from whom the door was purchased or to: Simpson Door Company, 400 Simpson Avenue, McCleary, WA 98557.

A SPECIAL NOTE

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Simpson shall not be liable for consequential, indirect or incidental damages, or for any amount in excess of the purchase price of the defective door, whether the claim is for breach of warranty or negligence. Some states do not allow the exclusion or the limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Each of these warranties gives you specific legal rights and you may have other rights which vary from state to state.

Warranty updated January 15, 2010.