

Warranties



UNDERSTANDING SIMPSON WARRANTIES

Simpson offers different warranties for different products. And warranties are different based on the following factors:

- Is it an interior or exterior door?
- If an exterior door...
 - What is the door's exposure to the elements?
 - What color are you painting/staining the door?

Simpson has a beautiful door to fit any of these situations. So if warranty is an important factor in your door selection, make sure to choose the right door for the opening.

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 limited warranty applies to new doors other than those sold "as is". Warranty periods for specific doors and door components, and exclusions, follow:

INTERIOR DOOR WARRANTY

TEN YEAR INTERIOR DOOR LIMITED 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 (10) years after the date of shipment from Simpson. This warranty applies to doors properly sealed, finished and hung. See specific Fitting and Hanging instructions. The ten year warranty on interior doors does not apply to fire-rated interior doors, doors with resin 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.

EXTERIOR DOOR WARRANTIES

ONE YEAR EXTERIOR DOOR AND FIRE DOOR LIMITED WARRANTY

For doors used in an exterior application, other than as specified herein, and for fire-rated interior doors, this warranty shall survive for one (1) 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.

FIVE YEAR PERFORMANCE SERIES® WITH ULTRABLOCK® TECHNOLOGY DOOR LIMITED WARRANTY

For all doors that include UltraBlock technology in the bottom of the door stiles, this warranty shall survive for five (5) years after the date of

shipment from Simpson. This warranty applies to the stiles and bottom rails of 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. Other door components are subject to Simpson's one year limited warranty.

WARRANTIES FOR EXTERIOR DOORS WITH NO OVERHANG PROTECTION

TEN YEAR NANTUCKET COLLECTION™ LIMITED WARRANTY

For Nantucket Collection doors—defined as using Nantucket construction methods—in Douglas Fir, Sapele Mahogany, Nootka Cypress, Western Hemlock or Accoya (provided factory-primed) wood species, this warranty shall survive for ten (10) years after the date of shipment from Simpson. This warranty applies to doors properly sealed and finished per Simpson's Care and Finishing instructions. The ten year warranty on Nantucket Collection doors does not apply to doors used in commercial, hospitality or multi-family applications in which case, the one year warranty will apply. Further, face-checking is considered a natural characteristic and shall not be considered a defect. The ten year warranty applies only to the original end-user and is not transferable.

FIVE YEAR PERFORMANCE SERIES® WITH WATERBARRIER® TECHNOLOGY DOOR LIMITED WARRANTY

For all doors that include WaterBarrier technology over the exterior surface of the door, this warranty shall survive for five (5) years after the date of shipment from Simpson. This warranty applies to doors properly sealed and finished per Simpson's care and finishing instructions. The five year warranty on doors with WaterBarrier technology does not apply to doors used in commercial, hospitality or multi-family applications, in which case, the one year warranty will apply. The five year warranty applies only to the original end-user and is not transferable.

DOOR COMPONENT WARRANTIES

FIVE YEAR INSULATED GLASS LIMITED WARRANTY

Simpson Door Company warrants that standard clear insulated glass units will not, for a period of five (5) years after the date of shipment from Simpson, 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, glass units installed by others, or units that have retrofit films applied. 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 (DECORATIVE 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 and each unit is etched with this requirement. 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-lead glass is tempered, meeting ANSI Z 97.1 and the Consumer Product Safety Commission Federal Standard on architectural glazing materials and each unit is etched with this requirement.

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.

LIFETIME SELECTGUARD™ PANEL LIMITED WARRANTY

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

In the event a SelectGuard panel splits, Simpson will ship a replacement door. If Simpson has discontinued manufacturing the door type/style with the SelectGuard panel warranty claim, Simpson will issue a replacement door equal to or less than the original price of the original door purchase.

LIFETIME INNERBOND® PANEL LIMITED 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. If Simpson has discontinued manufacturing the door type/style with the Innerbond panel warranty claim, Simpson will issue a replacement door equal to or less than the original price of the original door purchase.

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.
5.
 - a. Warp not exceeding 1/4" in the plane of the door itself for doors up to 3'6" in width or 7'0" in height. Warp not exceeding 3/8" in the plane of the door itself for doors up to 5'0" in width or 10'0" in height. Warp excluded from the warranty for doors over 5'0" in width or 10'0" in height.
 - b. 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 or SelectGuard panels, please see our Panel Warranty statements.
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 is utilized.
13. Damage caused by extreme temperature build up where a dark paint or stain is utilized. The only exception is that a dark paint may be used for Nantucket Collection doors made from Accoya wood species.
14. Failure to perform normal homeowner's maintenance, including maintaining the finish.
15. Surface checking of hardwoods is considered a natural characteristic and is not covered by this warranty.
16. Defects caused by inadequate overhang (see Simpson Care and Finishing instructions for adequate overhang).
17. Damage or defects caused by house settling or acts of God.

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 contact the dealer or distributor from whom the door was purchased or to: Simpson Door Company, 400 Simpson Avenue, McCleary, WA 98557.

SPECIAL NOTES

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. Simpson is not responsible for the installation or finishing of replacement door or door components. 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.

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 door components and ten years on interior doors and Nantucket Collection (Douglas Fir, Sapele Mahogany, Nootka Cypress and Western Hemlock) doors and lifetime for Innerbond panels).

Warranty updated October 28, 2024