



**Total Door** SYSTEMS™  
Global Leader in Integrated Access Technology™

**BULLETIN**

**ATTN: All Total Door Distributors & Sales Reps**

**DATE: February 15, 2017**

**RE: Total Door Systems Limited Warranty**

On March 1, 2017 a new Total Door Systems Limited Warranty will go into effect and will supersede all other warranties. In addition, TDS will no longer offer individual warranty documents for specific projects.

The warranty is attached, and is also available on our website for download . ~~A~~aboutq tab, then ~~V~~warrantiesq



## LIMITED WARRANTY

This limited warranty covers the materials and workmanship of its products manufactured after March 1, 2017 for five (5) years from the ship date for interior applications and two (2) years from the ship date for exterior applications.

This limited warranty shall apply only if the product is properly stored, installed and maintained in accordance with Total Door Systems' published tolerances. Total Door Systems will, at its option, replace, repair or refund the purchase price paid to Total Door Systems for products which in its opinion, are found to be defective in workmanship or material under normal use and service within the above defined time periods. Total Door Systems' sole responsibility is as stated herein and it shall not be liable for consequential, indirect or incidental damages. \*Warranty replacement parts/components must be sent back to the factory for credit. An RA (return authorization) form must be requested when placing an order. Any and all warranty work must be handled through a certified distributor. Please contact Total Door Systems if assistance is need in locating a distributor.\*

This limited warranty is in place of all other warranties, express or implied, and excludes any warranties of fitness or merchantability. No agent, representative, dealer, or employee of Total Door Systems has the authority to increase or alter the obligations of this limited warranty.

### Notice Requirement

Purchaser is responsible for inspection of product upon receipt to ensure order is complete/accurate and provide notice of discrepancies to Total Door Systems within 30 days.

### Storage and Handling Instructions

1. Store Total Doors flat on a level surface in a dry, well ventilated building, separated by foam spacer blocks provided with original shipment so that no projecting hardware touches any part of an adjacent door.
2. Cover doors with opaque covering to keep clean and avoid discoloration. Cover must allow air circulation.
3. Steel doors with wood faces should not be subjected to extremes of heat and/or humidity conditions. Relative humidity should not be less than 30% or more than 60%.
4. Handle with clean gloves and do not drag doors across one another or across other surfaces.

### Installation

Total Doors must be installed in full compliance with manufacturer's published tolerances.

### Maintenance

To assure coverage under this limited warranty, the following must be maintained: the adjustment of hardware and fasteners attached to or fitted into the doors or frame, the finishes on all wood surfaces and the moisture protection on exterior doors.

### Exclusions

This limited warranty does not include:

- Total Doors that are not installed by a factory certified installer.
- Total Doors that are not installed to factory specified tolerances.
- Any products which, in the opinion of Total Door Systems, have been modified, repaired or altered in any way without the express written consent of the Company.
- Doors with cutouts for lights, louvers or other hardware nearer than six inches to the door edge, or doors with less than six inches between cutouts.
- Normal wear and tear including wear-through of finishes or deterioration for reasons other than material and workmanship.
- Items by other manufacturers and/or items supplied in the field.
- Wood surfaced doors exposed to relative humidity of less than 30% or greater than 60%.
- Field Painting of Hinge Verticals (H12, H13, H14 or H15).
- Field Paint of Locking Channel Verticals (L11).
- The appearance of field finished doors.
- The appearance of high gloss surfaced doors.
- Natural variations in the color or texture of wood.
- Custom finishes supplied by customer.
- Freight damage.
- Doors not stored per storage & handling instructions.

### Exclusions for Exterior Doors

An exterior door is one that cannot be controlled on both sides for temperature and humidity. The following conditions will void the limited warranty:

- Use of concealed closers.
- Wood faced doors.
- Doors and frames not properly protected by flashing or drip caps.
- Doors that are not sealed top and bottom.