

# WARRANTY

## WYNSTELLAR DOOR LIMITED WARRANTY

DSA warrants that each finished and unfinished Wynstellar door, used in a non-commercial single-family residential setting, will be free from defects in manufacturing, materials, and workmanship for a period of five (5) years from the date of shipment by DSA. This warranty only applies to Wynstellar doors installed within the continental United States of America and only allows the original purchaser of the door to have the warranty coverage described herein. Subject to the terms and conditions contained herein, if, during the limited warranty coverage period, any DSA Wynstellar product covered by this warranty fails as a result of a defect in manufacturing, materials, or workmanship, DSA, at its option, will: 1) have a DSA authorized dealer repair the product, 2) provide a replacement unit to the DSA dealer where the product was sold, or 3) refund the original purchase price. If DSA determines that the warranty claim is valid and chooses to replace the defective product, there may be slight color variations in the replacement product compared to the defective product. Any variation in finish or color of a replacement product is not a basis for a separate additional warranty claim. If any warranty claim is found by DSA, in its sole discretion, to be invalid, DSA has no obligation to provide any warranty coverage or other remedy.

All product damages from shipping or manufacturing must be reported within 30 days after said unit ships from our facility. Anything that is reported after the 30-day period will be evaluated on a case-by-case basis.

**The following are not be considered defects in manufacturing, material or workmanship, and are therefore not covered by this warranty.**

1. Failure to use product for its intended purposes (for example, installing a residential door in a commercial use facility).
2. Wear and tear due to normal usage and age.
3. Improper storage, handling, finishing, or maintenance.
4. Exposure to conditions exceeding published guidelines.
5. Settlement of the structure including any vibration or other movement.
6. Any product modifications not performed by DSA or a DSA authorized representative.

7. DSA shall not be responsible for the cost of installation or finish labor of the replacement of the original door or for any other related cost associated with replacement products. This shall be the sole responsibility of the warranty claimant. This warranty shall be void if the door falls subject to misuse or abuse or has not been correctly stored, installed or maintained in a reasonable workmanlike manner.
8. Warpage on any door 6'8" or shorter, not to exceed 1/4" (one fourth of an inch) in any plane of the door; warpage of less than 1/2" (one half of an inch) on any door less than 8' tall, any warpage on doors wider than 42", any warpage on doors taller than 96", or any warpage on doors taller than 72", without a multipoint locking system installed by DSA. Doors that are taller than 96" and/or wider than 42" are not covered against warpage by this warranty. **Definition of "Warpage" in a door:** Warp is any distortion in the door itself, which includes other related terms such as 'bow', 'cup', and 'twist' and does not refer to the frame or jamb in which the door is hung. In the event of a claimed non-conformant door being warped, DSA may defer repairing or replacing said door for up to a period of 12 months from the date of the claim, as it is not uncommon for a temporary warp, bow, twist, or cup condition to occur while the timber in the door adjusts to local temperature and humidity conditions. If a claim or the above condition is deferred, the deferral period shall not be included as part of the warranty period. In addition, doors greater than 8/0 in height are not covered under this warranty.
9. Bow or nonalignment in the frame or jamb in which the door is hung if not purchased pre-hung from DSA.
10. Defects or warping on doors ordered as slab-only purchases.
11. Physical appearance. Although we try to make a fair representation of our doors, which are displayed in our showrooms and catalogs, finished results in the finish, texture, color or appearance can vary from door to door. These are considered as natural variations in the timber color and texture and are not covered in this warranty. Variations of stile and rail color are natural and are not covered under this warranty as a manufacturer defect.
12. Damage caused by others or beyond the control of DSA including not limited to damage caused by misuse, abuse, accident or mishandling, or by flood, fire, earthquake, storm, tornado, or other natural acts of God.
13. Damage caused by neglect in finishing or maintenance or by failure to comply with the finishing, maintenance, and installation information available upon request from DSA. Factory applied finishes are warranted for one (1) year from date of invoice. This includes, but is not limited to, failure to seal all sides of the door within a period of thirty (30) days of receiving the door and regular homeowner maintenance to the finish of the door. Additionally, the use of any inappropriate finish, solvent, cleaning chemical or brick wash is not covered, nor is the application of any finish, sealant or caulking not applied by DSA or its authorized dealer/service provider. (Light stain and acrylic finishes are not recommended by DSA nor covered under this warranty).
14. Chemical or physical damage.
15. Accidents.
16. Hardware finishes.
17. Animal or insect damage.
18. Surface cracks on any product made with Accoya wood. Surface cracking on this type of wood is not considered a defect to the wood.
19. Product failure of any nature due to improper installation.
20. Movement or swelling in panels of up to 3/16" (three sixteenths of an inch) or less. Timber is a naturally grown product and is subject to changes due in variations in temperature and humidity. Occasionally, you may experience panel movement and typically this can be noticed around the edges of the panel, which can leave what is termed as a "stain line." This expansion and/or contraction is perfectly normal as the construction of the door allows the panels to expand and contract at will. This panel construction is more commonly referred to as 'floating' panels.

21. Damage caused by the installation of a storm door. If you must install a storm door it is highly recommended that it is well ventilated to eliminate the build-up of heat, which can have adverse effects on your main entry door unit.
22. Attempts to repair our product other than carried out by DSA or approved subcontractor.
23. Hardware warranty is passed through from third party manufacture issued guidelines.

### **LIMITED WARRANTY ON INSULATED GLASS**

Subject to the terms and conditions contained herein, DSA warrants each Insulated Glass (“IG”) unit against failure of the air seal and warrants each IG unit to be free from material obstruction of vision as a result of fogging on the internal surfaces of the IG unit, both for a period of ten (10) years.

#### **Insulated Glass Warranty conditions, exclusions, and limitations:**

DSA provides no warranty coverage for minor glass imperfections which do not impair structural integrity or obscure normal vision, including slight bubbles, lines, surface imperfections or discolorations; any imperfections in the glass not detected from ten (10) feet while looking through the glass, as per the guidelines established by federal standard ASTM C 1036- 01; Cracked or broken glass or damage resulting from accident, including impact or wind pressure, misuse or abuse, glass with films or coatings applied; and failure of an insulated glass seal due to contact from finishing the product.

The customer’s sole remedy for any failure of an IG unit under this limited warranty is for DSA to send a replacement IG unit to the warehouse of the DSA Dealer who sold the original IG unit. DSA does not provide any labor associated with the replacement of an IG unit nor does DSA reimburse for any labor costs associated with the installation of an IG unit.

Temper stamps are included in all glass units.

### **LIMITED WARRANTY FOR LAMINATED IMPACT GLASS**

Subject to the terms and conditions contained herein, for a period of one (1) year, DSA warrants its laminated impact glass to meet ASTM C1048 Standard Specification for Heat Treated Flat Glass – Kind HS, Kind FT coated and Uncoated Glass.

Laminated impact glass units are also warranted, under normal conditions, against failure of the air seal and against fogging on the internal surfaces of the insulated glass units, for a period of one (1) year.

Subject to the terms and conditions contained herein, if, during the limited warranty coverage period, any DSA laminated impact glass unit covered by this warranty fails as a result of the defects mentioned above, DSA, at its option, will provide a replacement unit to the DSA dealer where the product was sold. DSA does not provide any labor associated with the replacement unit nor does DSA reimburse for any labor costs associated with the installation of a replacement unit. If any warranty claim is found by DSA, in its sole discretion, to be invalid, DSA has no obligation to provide any warranty coverage or other remedy.

### **ENDURA FRAME SAVER LIMITED WARRANTY FOR ENDURA WYNSTELLAR COLLECTION**

Endura FrameSaver exterior door frames, brickmould, mullions (mull posts), casing and other genuine FrameSaver products (“FrameSaver Products” or “Product”), manufactured by Endura Products, Inc. (“Endura”), are governed solely by the

manufacturer's warranty provided by Endura. You should refer directly to the information provided to you by Endura for the terms and conditions of this warranty. Nothing in this document alters the terms and conditions of the Endura warranty in any way.

### **NON-WARRANTY REPAIR SERVICES**

DSA is not responsible for any repair costs related to a repair that DSA determines is not covered by this limited warranty whether it is because there is no defect in the product, because there was an improper use, voiding the limited warranty, or because the claim was made outside the covered warranty period.

### **THIS LIMITED WARRANTY DOES NOT COVER**

**THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO CASE WILL ANY WARRANTY EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED IN THESE TERMS.**

**DSA EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT, OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT (AS APPLICABLE), PROVIDED BY THIS LIMITED WARRANTY, IS THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSS OR DAMAGE.**

**FAILURE TO COMPLY WITH DSA'S HANDLING, FINISHING, INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE DEALER, OR END USER OF THE PRODUCT, THAT THE DEFECT IS UNRELATED TO THE FAILURE TO COMPLY WITH THOSE HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS.**

This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply. If any specific term of this Limited Warranty is prohibited by any applicable law, it shall be null and void, but the remainder of this Limited Warranty shall remain in full force and effect.

### **SHIPPING**

DSA will not be responsible for damage caused by third party shipping. ALL damage must be reported to DSA within forty-eight (48) hours of receiving the product.

### **WARRANTY CLAIM PROCEDURE**

Warranty claims for any DSA, Wynstellar, or Endura product covered under the terms of this limited warranty may only be submitted by an authorized dealer of DSA. If you are a builder, contractor, or other end user of a DSA Wynstellar product and believe you have a warranty claim, please contact the supplying dealer to initiate the warranty claim process. DSA only accepts warranty claims filed by DSA authorized dealers. All claims must be made in writing to DSA at 10681 World Trade Blvd., Raleigh NC 27617 or submitted electronically to [Warranty@DSADoors.com](mailto:Warranty@DSADoors.com), within the applicable time period. When contacting an authorized DSA dealer to file a warranty claim, please include the following information:

- Your name, address and phone number, and the installation address (if different).
- Copies of original purchase orders or receipts. Product description, location of purchase, date of purchase and

buyer name.

- Pictures and description of the concern or defect.

DSA reserves the right to inspect any alleged defective products before verifying a claim. If a product or defect is not covered by the terms of this limited warranty, DSA reserves the right to charge the claimant for the cost of inspection.

**Note:** DSA reserves the right to make product improvement and changes to specifications, materials and construction details that may not be included in this catalog. DSA doors vary in color and grain and this may affect the actual finish color.