

ENTRY DOOR SYSTEM

Limited Warranty

Windsor Windows & Doors warrants from the date of manufacture that all {Windsor Entry Doors featuring Therma-Tru (“Entry Doors”)} installed or to be installed within the United States and Canada will be free from defects in materials and workmanship that significantly impair their operation and proper usage, subject to the conditions and limitations in this document. This warranty is transferable to subsequent structure owners, up to the time limits specified by this warranty.

Windsor would like to thank you for selecting our Entry Door products. We are confident that they will provide you with comfort, aesthetics and value for many years to come. As with any product warranty, there are certain limitations and disclaimers that must be included so that all parties are assured that the product is being installed and used properly. Our intent is to make this warranty as clear and user-friendly as possible.

This warranty applies to the following fiberglass door systems purchased on or after {Windsor's launch date}:

- Classic Craft®
- Fiber-Classic®
- Smooth-Star®

ATTENTION! THIS DOCUMENT CONTAINS AN ARBITRATION AGREEMENT AND JURY-TRIAL AND CLASS-ACTION WAIVERS THAT AFFECT YOUR LEGAL RIGHTS.

By purchasing, installing or using this product without opting out as provided below, you agree to arbitrate any dispute you may have with Windsor relating to your Windsor products and to waive your rights to a jury trial and to participate in class-action or class-arbitration proceedings relating to any such disputes. **YOU CAN OPT OUT OF THIS ARBITRATION AGREEMENT AND THESE WAIVERS AS SET FORTH BELOW.**

1. Windsor Entry Doors by Therma-Tru® ("Entry Doors")

Entry Doors Defined: Windsor Entry Doors are Therma-Tru door systems that consist of (i) Therma-Tru fiberglass door slab(s) (Classic Craft®, Fiber-Classic®, or Smooth-Star®) and (ii) the following parts when they are genuine Therma-Tru components: sidelites, any applied or inserted panels, dentil shelf, simulated divided lites on doors and sidelites, glass lite inserts, flush-glazed glass, wood grilles, composite door frames featuring Tru-Guard™ Composite Technology, hinges, weatherstrip, door bottom sweep (gaskets), rain deflector, rain guard, sill pan, corner seal pads, door sill, astragal, rot-resistant door frame components, and multi-point locking system door handles and locksets. This Limited Warranty applies only when the Door System is entirely composed of genuine Therma-Tru components.

Subject to the limitations and exclusions below, and for the duration of the applicable stated Warranty Period, Windsor warrants that Entry Doors purchased and installed in the USA or Canada:

Non-Glass Components: Will be free from non-conformities in material and workmanship. All hinges in fiberglass Door Systems, and multi-point locking systems installed in a fiberglass Door System, are also warranted against non-conformities in the mechanical and locking mechanism, excluding (i) installations within 5 miles of a body of salt water, and (ii) the finish.

Glass Components: Will be free from non-conformities in material and workmanship resulting in internal glazing failure, seal failure, internal insert slippage, and permanent and material visual obstruction from moisture or dust film formation in the air space of the sealed glass unit.

Finishing Door Systems:

- For continued warranty coverage, all Entry Doors with a fiberglass door slab must be finished within 6 months of the installation date. However, all bare or unprotected wood surfaces (such as door frames) on all fiberglass products (including any bare or unprotected wood surfaces used or exposed by builders, contractors, dealers, or distributors on or in conjunction with the products) should be primed and painted or stained and top coated within the lesser of: (i) 2 weeks of installation or (ii) exposure to weather. All door slabs must have all 6 sides finished. (Note: If a genuine Therma-Tru door bottom sweep (gasket) is properly applied by the builder, contractor, dealer, or distributor to the bottom edge of the door, then only the 5 remaining sides of the door require finishing.) Ready-to-install smooth white composite door frame components and white Advanta lite frames do not require finishing for continued warranty coverage. For all doors, sides, top and bottom must be inspected and maintained as regularly as the front and back face surfaces. All buff grained composite door frames must be finished within 30 days of installation.

WARNING: PAINTING of cellular PVC or any PVC surfaces with a paint not specifically formulated for PVC materials will forfeit the product warranty.

WARNING: PAINTING of cellular PVC or any PVC surfaces with a color darker than L-56 (on the scale where 0=black and 100=white), even with a paint specifically formulated for PVC, will forfeit the product warranty.

- Improper or untimely finishing of the Entry Door by the Warranty Holder or its agents (i) increases the chance for product damage of the type which is NOT COVERED by this Limited Warranty and (ii) increases the preparatory work that must be performed by the Warranty Holder or its agents in order to properly finish and maintain the product per Therma-Tru's recommendations and instructions.
- Therma-Tru Same-Day® Stain finishing product is recommended for staining and top coating fiberglass Door Systems that do NOT have a Therma-Tru factory-applied exterior finish (Classic Craft® and Fiber-Classic® products), and is covered by a separate 5-year limited warranty from the date of purchase.

1(a). Summary of Limited Warranty Coverage for Entry Doors – for Residential Warranty Holders Effective (launch date)

This table summarizes the warranty coverages for Residential Warranty Holders under this Limited Warranty that apply to Entry Doors. This table is provided for the Warranty Holder's convenience ONLY. READ the entire Limited Warranty for the conditions and limitations that apply to this information. Coverages, warranty periods, and transferability restrictions for Commercial/Multi-Resident Warranty Holders are stated in Section 1(b) **“Warranty Periods and Transferability Limitations.”**

Door System ¹	Classic Craft	Fiber-Classic Smooth Star
Warranty Period	Lifetime	Lifetime
Warranty Transferability	1x	Conditional ³
Door a/k/a Door Slab and Panels – Applied or inserted	Yes	Yes
Fire-Rated ²	20-minute Select Product Codes	20-minute Select Product Codes
Glass Lites (Inserts and Flush-Glazed) Clear, Low-E, Decorative, Lite Dividers, and Lite Frames	Yes	Yes
Dentil Shelf	Yes	Yes
Hinges Mechanical (excluding (i) installations within 5 miles of a body of salt water and (ii) the finish)	Yes	Yes
Multi-Point Locking System Mechanical and locking mechanisms installed in products with fiberglass door slabs (excluding (i) installations within 5 miles of a body of salt water and (ii) the finish)	Yes	Yes
Door Bottom Sweep (Gasket) and Weatherstrip	Yes	Yes
Sills and Sill Pan	Yes	Yes
Corner Seal Pad	Yes	Yes
Aluminum or Stainable Astragal	Yes	Yes
Composite Door Frames featuring Tru-Guard™ Composite Technology	Yes ³	Yes ³
Rot-Resistant Door Frame Components	Yes	Yes
PrismaGuard® Finishing System ⁴	Yes ⁴ (10 years transferable balance)	Yes ⁴ (10 years)

1. A “door” and a “door system” are not the same. A “door system” is assembled by a person (for example, your builder, contractor, dealer, or distributor) who sources and combines various separate components, including the “door slab,” into an entry system. If your door system is assembled using all genuine Therma-Tru parts, then you receive far more

than just a beautiful door. You are purchasing an entry system in which every component has been manufactured or recommended by Therma-Tru to work together as an integral “door system” ... AND you will get the full benefit of a Therma-Tru door system limited warranty.

2. A 20-minute fire-rated door must be permanently labeled with a fire door certification label to signify that it is qualified as fire-rated. To determine if an eligible door has been machined and is certified for use as a fire door, an official fire door certification label will be affixed, usually between the top and middle hinge, on the edge of the hinge side of the door slab. In the event that a fire door certification label is missing or has been removed, for a fire-rated door to retain its fire rating it must be field labeled by the certification entity that originally certified the door (usually Warnock Hersey Intertek or Underwriters Laboratories).
3. Composite Door Frames featuring Tru-Guard Composite Technology when paired with a Therma-Tru fiberglass door system may qualify for a transferrable warranty. (See Section 2 below “DOOR SYSTEMS WITH COMPOSITE DOOR FRAMES FEATURING TRU-GUARD™ COMPOSITE TECHNOLOGY - TRANSFERABILITY” for details).
4. PrismaGuard™ Finishing System. (See Section 5 below “PRISMAGUARD™ PAINT AND STAIN FINISH” for warranty coverage and other details.)

1(b). Warranty Periods and Transferability Limitations

Product	Warranty Holder Classification	
	Residential Warranty Holder	Commercial/ Multi-Resident Warranty Holder
Classic Craft® Doors	Lifetime with 1x Transferability ⁵	3 years ⁶
Fiber-Classic® Doors Smooth-Star® Doors	Lifetime ⁷	3 years ⁶

5. “Lifetime with 1x Transferrable” means that the Lifetime Limited Warranty (described in footnote 7 below) is transferrable by the original Residential Warranty Holder once to a subsequent Residential Warranty Holder and the Lifetime Residential Warranty Period will continue until that second Residential Warranty Holder no longer owns and resides in the residence (“Lifetime with 1x Transferrable”) The transferee-second Residential Warranty Holder is subject to any shorter duration of Warranty Period expressly stated in this Limited Warranty.
6. Measured from the earlier of the date product was shipped from Windsor or an authorized dealer; transferrable to successor Commercial/Multi-Resident Warranty Holder during and for the balance of the original Commercial/Multi-Resident Warranty Period.
7. Measured from date product was originally purchased from an authorized dealer and continuing for as long as the original Residential Warranty Holder owns and resides in the premises in which the product was installed (“Lifetime Limited Warranty”), unless a shorter duration is expressly stated for the product component. Not transferrable unless paired with a Composite Door Frame featuring Tru-Guard Composite Technology in which case the Therma-Tru fiberglass Door System may qualify for a transferrable warranty rider (described in footnote 3 above).

1(c). Warranty Holder Classifications

RESIDENTIAL WARRANTY HOLDERS: If the Entry Door is installed in (i) a new residential dwelling and the first occupant owns the dwelling or (ii) an existing owner-occupied residential dwelling, and in each case, at the time of installation, such owner is also responsible for Entry Door replacement, then that owner is a Residential Warranty Holder. For example, assume the Entry Door is installed in a condominium unit in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Entry Door replacement, then that owner is a Residential Warranty Holder. However, if the owner is not the first occupant, or if someone else other than the owner (for example, the condominium association) is responsible for Entry Door replacement, then the owner is not a Residential Warranty Holder.

COMMERCIAL/MULTI-RESIDENT WARRANTY HOLDERS: If the Entry Door is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner (at the time of installation) of the dwelling or building in which the Entry Door has been installed. That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible (other than through periodic fees/other assessments) for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town-homes, duplexes, apartments, cooperatives).

1(d). Exclusive Remedies

If the Entry Door or any components fail to meet this Limited Door System Warranty, Windsor's sole obligation, and the Warranty Holder's sole remedy, is one of the following (as Windsor elects):

- Repair the component(s) (color and graining matching not guaranteed), or
- Provide replacement component(s) (color and graining matching not guaranteed), or
- Refund the Warranty Holder's purchase price (the lesser of the original Entry Door/component purchase price or the original catalog list price).

Repaired or replaced components are warranted only on the same terms and for the remainder of the original applicable warranty coverage period. Windsor reserves the right to discontinue or change any product. If the product or component is not available, Windsor may select and provide a replacement product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Entry Door under this Limited Door System Warranty. By example but not limitation, this Limited Door System Warranty does not cover any of the following costs and expenses (i) labor for removing, reinstalling, refinishing product (or other materials that are removed, reinstalled, or refinished to repair or replace the Entry Door); (ii) shipping/freight expenses to return the product to Windsor; or (iii) normal maintenance.

2. Entry Doors with Composite Door Frames Featuring Tru-Guard™ Composite Technology – Coverage and Transferability

This applies to THERMA-TRU® COMPOSITE DOOR FRAMES FEATURING TRU-GUARD™ COMPOSITE TECHNOLOGY entirely composed of genuine Therma-Tru components and originally installed and remaining in its original installation position in the United States or Canada (the "Tru-Guard Door Frame(s)"), and includes the following Entry Doors that have composite door frames featuring Tru-Guard composite technology:

- Classic Craft®
- Fiber-Classic®
- Smooth-Star®

2(a). What is Covered

Subject to the limitations and exclusions below, and for the duration of the applicable warranty coverage period, Windsor warrants that Tru-Guard Door Frames purchased and installed in the USA or Canada are free from non-conformities in material and workmanship (such as Frame Rot or Decay) from the date of original purchase and continuing: (i) for a Residential Warranty Holder, for as long as the original Residential Warranty Holder owns and resides in the premises in which the Tru-Guard Door Frame was installed (“Lifetime Limited Warranty”); or (ii) for a Commercial/Multi-Resident Warranty Holder, for a period of three (3) years commencing on the earlier of the date the Tru-Guard Door Frame was shipped from Windsor or an authorized dealer (the “Warranty Period”).

2(b). Transferability

Door Systems that have composite door frames featuring Tru-Guard™ composite technology have a one-time transferable warranty duration of 1x (Classic Craft®) or 10-years (Fiber-Classic® and Smooth-Star®) to be provided to the second residential homeowner. The period begins on the date the second residential homeowner takes possession of the property. The transferability applies to this Entry Door System Limited Warranty (excluding finishing warranties). Qualifying Door Systems are also eligible for no charge wearable component replacement parts for the duration of the warranty period as defined below. Wearable components are defined as door bottom sweep, weatherstrip, and corner seal pads.

This applies only to Door Systems that have composite door frames featuring Tru-Guard™ composite technology and originally installed and remaining in the original installation position in the USA or Canada, and only applies when all parts of the Door System are genuine Therma-Tru components.

Door System	Transferability
Classic Craft®	1x Lifetime ¹
Fiber-Classic® Smooth-Star®	1x 10-years ²

1. “1x Lifetime” means that the Therma-Tru Door System Lifetime Limited Warranty is transferable by the original Residential Warranty Holder once to a subsequent Residential Warranty Holder and the Lifetime Residential Warranty Period will continue until that second Residential Warranty Holder no longer owns and resides in the residence (“1x Transferrable”). The transferee-second Residential Warranty Holder is subject to any shorter duration of Warranty Period expressly stated in the Limited Warranty.
2. “1x 10-Year” means that the Therma-Tru Door System Lifetime Limited Warranty is transferable by the original Residential Warranty Holder once to a subsequent Residential Warranty Holder and the Warranty Period will continue for a duration of 10 years to the second residential homeowner. The period begins on the date the second residential homeowner takes possession of the property. The transferee-second Residential Warranty Holder is subject to any shorter duration of Warranty Period expressly stated in the Limited Warranty.

3. Door Systems featuring EnLiten Flush-Glazed Door Slabs (Homeowner)

This applies to the following Entry Doors that have The EnLiten Flush-Glazed Feature:

- Classic Craft®
- Fiber-Classic®
- Smooth-Star®

3(a). What is Covered

In Classic Craft®, Fiber-Classic®, and Smooth-Star® Entry Doors featuring EnLiten Flush-Glazed Door Slabs, the Glass Component of the Flush-Glazed Slab is warranted against non-conformities in material and workmanship resulting in glass related failures such as seal failure or seal breakage during the Warranty Period of the Warranty Holder. This does not apply to Door Systems installed at non-residential premises.

This applies only to Flush-Glazed Slabs purchased on or after {Windsor launch date} and originally installed and remaining in the original installation position and that have a glass lite which is factory installed by Therma-Tru. A genuine Therma-Tru EnLiten Flush-Glazed Slab can be identified by Therma-Tru Windsor or an authorized Windsor Entry Door featuring Therma-Tru dealer by the style and configuration of the slab and glass lite component.

3(b). Warranty Period and Transferrability

Residential Warranty Holder: (i) Limited Lifetime (measured from date product was originally purchased from an authorized dealer and continuing for as long as the original Residential Warranty Holder owns and resides in the premises in which the product was installed (“Lifetime Limited Warranty”), unless a shorter duration is expressly stated for the product component.); (ii) Not transferable.

Multi-Resident Warranty Holder: (i) 3 years (measured from the earlier of the date product was shipped from Windsor or an authorized dealer; transferrable to successor Multi-Resident Warranty Holder during and for the balance of the original Multi-Resident Warranty Period).

3(c). Remedies

If a non-conformity as described above occurs in the Glass Component of the Flush-Glazed Slab, and a warranty claim is initiated during the Warranty Period, Windsor will:

- Repair or replace the Flush-Glazed Slab (color matching not guaranteed) and pay the reasonable labor costs and expenses up to \$300 per Flush-Glazed Slab to repair and replace the defective Glass Component and reinstall and refinish the replacement Flush-Glazed Slab or other materials removed, reinstalled or refinished in conjunction with such Flush-Glazed Slab repair or replacement (color matching not guaranteed), but only if the repair/replacement is performed by Windsor’s authorized designee or as Windsor otherwise agrees in writing.

OR

ii.) In lieu of repairing or replacing the Flush-Glazed Slab as provided above, if in Windsor's sole opinion, Flush-Glazed Slab repair or replacement is not commercially practical or reasonable or cannot timely be made, Windsor may refund the Warranty Holder's purchase price (the lesser of the original Flush-Glazed Slab purchase price or the original catalog list price) plus pay the Warranty Holder the sum of \$300. Except as modified here, repaired or replaced Flush-Glazed Slabs are warranted only on the same terms as set forth in the Limited Door System Warranty and only for the remainder of the Warranty Holder's Warranty Period.

4. Door Systems Featuring EnLiten Flush-Glazed Door Slabs (Construction and Installation)

This applies to the following Door Systems that have the EnLiten Flush-Glazed Feature:

- Classic Craft®
- Fiber-Classic®
- Smooth-Star®

4(a). What is Covered and Warranty Period

This warrants the glass component of the Flush-Glazed Slab will not accidentally crack and/or break during (i) premises construction and continuing until the earlier to occur of one (1) year after substantial completion of construction or when the original Residential Warranty Holder takes possession of their home or the original Multi-Resident Warranty Holder first provides occupancy (on a building-by-building basis for projects with multiple structures under construction), or (ii) during installation within six (6) months of the date of purchase of a Flush-Glazed Slab door system in a situation that is more appropriately characterized as a renovation project because the Residential Warranty Holder already occupies their home or the multi-resident premises has previously been providing residential occupancy.

This does not cover damage to any other components of the Entry Door, including, but not limited to, the slab and framing components; Windsor's Limited Door System Warranty sets forth the terms and conditions that apply to non-accidental damage to the glass component of the Flush-Glazed Slab and to damage to other Entry Door products and components. If the cause of the damage is uncertain, Windsor may engage a third-party inspector for assistance. This does not apply to Entry Doors installed at non-residential premises.

4(b.) Remedies

If the glass component of the Flush-Glazed Slab cracks or breaks accidentally during the applicable Warranty Period, and a warranty claim is initiated during the Warranty Period, Windsor will provide at no charge to the Warranty Holder a replacement Flush-Glazed Slab including the glass component, in each case (color and style matching not guaranteed). This is the Warranty Holder's sole and exclusive remedy. By example but not limitation, this does not cover any of the following costs and expenses: (i) labor for removing, reinstalling, refinishing the Flush-Glazed Slab (or other materials that are removed, reinstalled or refinished to replace the Flush-Glazed Slab); (ii) shipping/freight expenses to return the product being replaced to Therma-Tru or dispose of the product being replaced; (iii) normal maintenance. Except as modified here, the replaced glass component of the Flush-Glazed Slab is warranted only on the same terms as set forth in the Limited Door System Warranty and only for the remainder of the Warranty Holder's Warranty Period.

5. PrismaGuard™ Paint and Stain Finish

This applies where the PrismaGuard™ stain and paint finish feature has been applied to an Entry Door, including the door slab, sidelite, transom and other genuine Therma-Tru components thereof such as applied or inserted panels, astragal, dentil shelf, simulated divided lites, wood grilles, door surrounds, and all genuine Therma-Tru frame components including (but not limited to) rot-resistant, primed pine, and oak jambs; mullions; brickmould (“Finished Product”), purchased on or after {Windsor launch date} and originally installed and remaining in its original installation position in Canada or the United States (excepting only if previously removed by an authorized distributor in conjunction with warranty coverage under this provision). A genuine PrismaGuard™ finish feature on a Finished Product can be identified by information on the top or hinge side of the door slab which is affixed by and identifies the third-party distributor that applied the Finish Feature.

Subject to the limitations and exclusions set forth in the Limited Door System Warranty and this provision, the PrismaGuard™ finish feature is warranted against peeling, flaking, blistering, chalking, and checking from the date of purchase and continuing for a period of 10 years for the original Residential Warranty Holder and 3 years for a Commercial/Multi-Resident Warranty Holder (“PrismaGuard™ Warranty Period”) and is subject to transferability limitations set forth in the Limited Door System Warranty.

5(a). PrismaGuard™ Warranty Remedies

If the PrismaGuard™ finish feature fails to meet the Limited PrismaGuard™ Warranty, the Warranty Holder’s exclusive remedy, and Windsor’s sole obligation to the Warranty Holder, is either (as Windsor elects):

- Repair or reapply the PrismaGuard™ finish feature (color and graining matching not guaranteed) on the Warranty Holder’s affected product or component (or to replacement component(s) if Windsor elects) utilizing the services of the original applicator of the PrismaGuard™ finish feature or a designee of Windsor, and pay such applicator or designee an amount which Windsor determines to be reasonable based on the nature of the damage, labor, efforts and costs for the repair and reapplication of the finish feature to the affected product and components (or replacement components); or
- Refund the Warranty Holder’s purchase price (the lesser of the original door slab or sidelite product/component purchase price or the original computed list price).

NOTE: Repaired or replaced PrismaGuard™ finish feature on products and components is warranted only on the same terms and only for the remainder of the Warranty Period of the original PrismaGuard™ finish feature. Therma-Tru reserves the right to discontinue or change any finish feature, product, or components. If the PrismaGuard™ finish feature, product, or component is not available, Windsor may select and provide a replacement finish feature, Finished Product, or component of equal quality and price. This is the Warranty Holder’s sole and exclusive remedy for the PrismaGuard™ finish feature under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover any of the following: (i) labor and expenses for removing, refinishing or reinstalling other door system components (including, but not limited to, jambs, sills, rain guards or deflectors, door bottom sweeps, mullions, weatherstrip, brickmould, siding, door handles, locksets or other hardware, or re-hanging the Entry Door system or door slabs, etc.), of the product or components whose PrismaGuard™ finish feature is affected, (ii) labor and expenses for removing, reinstalling, recoating, or replacing other materials and components that are removed, reinstalled, recoated, or replaced in conjunction with the repair, recoating, or replacement of the PrismaGuard™ finish feature of the product or component whose PrismaGuard™ finish feature is affected (including but not limited to, flooring, carpeting, drywall, moulded millwork, column wraps, wallpaper or other painting, etc.); (iii) shipping/freight expenses to return the Product to Windsor, its designee, or to the distributor that provided the PrismaGuard™ finish feature, travel time to and from the installed location; or temporary door system materials; (iv) normal maintenance.

5(b). PrismaGuard™ Warranty Limitations

This provision does not include non-conformities or damage to the PrismaGuard™ finish feature attributable to or arising from the following (these limitations are in addition to limitations found elsewhere in this Entry Door System Limited Warranty):

- ANY PAINTING, STAINING, OR OTHER ALTERATION OF THE FINISH FEATURE by other than Windsor who applied the FINISH FEATURE, or a designee of Windsor (excepting only properly performed minor repair or touch-up by the Warranty Holder using a Finish Feature touch-up pen provided by ThermaTru or Windsor);
- Maintenance inconsistent with the Care and Maintenance recommendations of Therma-Tru that are generally available in the PrismaGuard Consumer Packet found on www.thermatru.com;
- Minor scratches or minor visual imperfections outside the standard manufacturing and quality specification parameters.

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY WILL BE FORFEITED BY THE OCCURRENCE OF ANY OF THE FOLLOWING CONDITIONS:

- Negligence; improper use; incorrect installation including the failure to follow Windsor's Installation Guidelines and any applicable supplemental instructions (Installation Guidelines are factory applied to each unit. Supplemental instructions can be found here: www.windsorwindows.com.); incorrect finishing (with stain, paint, or varnish, or in any manner); lack of maintenance (including failure to properly maintain finish, see "FINISHING DOOR SYSTEMS" above); or operation inconsistent with Therma-Tru recommendations and written instructions that are generally available in the Therma-Tru Product Manual as updated by bulletins or other written communications, or on the Therma-Tru website at www.thermatru.com. Any painting, staining, scratching, or other alteration of a Therma-Tru factory-applied exterior coating surface of the Entry Door will void this Limited Warranty.
- Installation of doors in a location where they are in the path of spray from a sprinkler system.
- Where someone other than Windsor assembles Windsor-supplied components into a complete entry door system, Windsor will only warrant the components it supplied, not the complete entry door system. Replacement components: A. Insulated Glass Units - Where someone replaces a component of a Windsor product with a Windsor-supplied insulated glass unit, the insulated glass unit comes with a new 20-year warranty (from the date of manufacture of the replacement insulated glass unit). B. All Other Components - When any other Windsor components are replaced with Windsor-supplied components, the replacement components are warranted for the remainder of the warranty period applicable to the original component.
- Failure to maintain proper alignment of doors.
- Failure to install a seal around the full interior perimeter of the opening, including foam insulation on the sides and top between the door frame and rough opening and on the sill a bead of sealant between the sill flashing and the door frame, as required by Windsor's Installation Guidelines.
- Damage caused by acts of God or some other cause outside Windsor's control, including but not limited to vandalism, fire, flood, earthquake, war, civil unrest, and natural causes and/or natural disasters, including earthquakes, floods, hail, ice dams, tornadoes, hurricanes, typhoons or other conditions that exceed the design parameters of Windsor's products. This includes conditions that exceed product designs and testing specifications that are test evaluated and certified as referenced in Therma-Tru's published literature. CERTIFICATION APPROVAL, RATING, AND REFERENCES TO OTHER PERFORMANCE STANDARDS MEAN THAT THE PRODUCT MEETS THE ESTABLISHED SPECIFICATION PARAMETERS OF THE CERTIFICATION PROCESS OR STANDARD TESTING AT THE TIME THE PRODUCT IS MANUFACTURED. However, with exposure over time to environmental conditions,

including by example high-wind events and other forces of nature, the product will be subjected to normal and possibly abnormal wear, and its performance capability may change. Entry Door features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration, and Windsor is not responsible for claims or damages caused by water or air infiltration of product.

- Rotting, splitting, warping, swelling, or other adverse condition of, or attributed to, or arising from, an Entry Door, unless the system is a genuine Therma-Tru composite or rot-resistant component part (Therma-Tru Primed Pine or Therma-Tru Oak jambs, mullions and brickmould are not composite or rot-resistant components). Use of a non-Therma-Tru frame system by the Warranty Holder (or its door system dealer, distributor, builder, installer, contractor, or other agent) will not automatically void this Limited Warranty. However, while Windsor recommends the use of a rot-resistant or rot-free frame, Windsor does NOT warrant the performance or integrity of any third-party frame product (even if the manufacturer claims that its frame product is rot-resistant or rot-free), and therefore, this Limited Warranty will not apply to entry door non-conformities or damages attributed to or arising from the rotting, splitting, warping, swelling, or any other condition of a third-party frame product.
- Damages aggravated or worsened because of failure by the Warranty Holder or its agents to timely take reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the applicable warranty period.
- The use of a properly installed storm door along with a Windsor Entry Door does not void this Limited Warranty. The Windsor Entry Door will continue to be subject to the terms and provisions of this Limited Warranty.
- Removal of any permanent warning or identification labels from the product or products.
- Installation in locations or a manner that exceeds or deviates from product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes.
- Installation in a non-vertical or sloped application.
- Re-installing a door that has been uninstalled, except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstrip, door bottom sweep (gasket), and corner seal pads. Warranty coverage will be forfeited if the Entry Door unit was damaged during uninstallation and by the failure to follow all the requirements of Windsor's Installation Guidelines when the Entry Door unit is re-installed.
- Damage from accident, misuse or abuse.
- Modifications of Windsor's products, by someone other than Windsor, that adversely affect their intended performance, including but not limited to, the addition of alarm system components.
- Application of any tint, UV limiting or sun blocking film to either interior or exterior surfaces of the glass, or the use of film shades.
- Use of an Entry Door in saunas, spas, swimming pool or hot tub enclosures, showers, greenhouses, or other environments where the Windsor products will be exposed to excessive moisture, or in ships, boats, trailers or campers.
- Installation exceeding 5,000 feet above sea level, unless high altitude breather tubes have been factory installed.
- Failure to comply with the claims procedure outlined herein.
- Failure to comply with Windsor's Field Testing Policy when testing Windsor products after they leave Windsor's factory. (See website: www.windsorwindows.com.)
- Failure to pay in full for the covered Windsor product.

EXCLUSIONS – THE FOLLOWING ITEMS OR CONDITIONS ARE SPECIFICALLY EXCLUDED FROM THE REMEDIES PROVIDED BY THIS WARRANTY:

1. Remedies requested for fading, chalking, discoloration, or color change of a Therma-Tru factory applied color coating or white Advanta lite frame that equals or is less than five 5 Delta E units, calculated in accordance with ASTM E 308-85, ASTM E 805-81 and ASTM D 2244-85, effective on the date the Entry Door is manufactured, and which covers less than a material portion of the exterior of the Entry Door. Color change will be measured on an exposed color surface of the Entry Door that has been properly maintained and cleaned of soils, and the corresponding values measured on the original or unexposed color surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Entry Door are not equally exposed to the sun and other environmental conditions.
2. Damage from failure to inspect the Entry Door following each high-wind or impact event is not covered under this Limited Warranty.
3. Remedies requested for any labor for removal, repair or replacement of defective parts, products or glass, or any repainting or refinishing costs, except as noted above, including labor for removing, installing, or replacing an Entry Door or components or labor for other materials that are removed, reinstalled, or refinished in conjunction with repairing or replacing the Entry Door or component.
4. Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision from moisture formation between the panes.
5. Remedies requested for damage resulting from anything other than a manufacturing or design defect by Windsor, including, but not limited to, damage resulting from improper handling or delivery by someone other than Windsor, and/or the improper storage of Windsor products prior to installation (including inadequate shelter or inadequate venting of shipping wrap in humid locations).
6. Remedies requested for damage caused by or adjustment required from:
 - a. Improper handling, installation or maintenance and/or delivery by others.
 - b. Exposure to conditions beyond performance specifications and/or design limitations.
 - c. Water infiltration other than as the result of a manufacturing defect.
 - d. Condensation and damage caused by condensation, frost, or mold resulting from elevated humidity levels within the building and interior/exterior temperature differentials.
 - e. Minor scratches, and/or minor glass imperfections that do not impede or severely obstruct normal viewing area, do not impact the structural integrity of the insulated glass, and are not readily observable from four or more feet away. Whether an imperfection is “readily observable” is left solely to Windsor’s discretion.
 - f. Reflective distortion of any kind, including, but not limited to, color, tint, hue or waves inherent to annealed, coated, laminated and tempered glass.
 - g. Heat gain, vinyl distortion or damage of any kind, including, but not limited to, effects due to the reflective properties of glass and its finishes.
 - h. Stresses to product caused by building defects, movement of the building in which the windows are installed, and/or components of that building, including building settlement.
 - i. Normal weathering, wear and tear.
7. Any applicable taxes and freight. (Replacement parts will be shipped to the closest Windsor distributor at Windsor’s expense, or the option to ship directly to the homeowner at the homeowner’s expense.)
8. Remedies requested for glass breakage, including stress cracks, unless Windsor determines that the breakage or cracking is the result of a manufacturing defect. This includes accidental glass breakage, including by example breakage caused by debris or foreign objects striking the glass, or breakage that may occur under conditions exceeding the Door System’s performance parameters.

9. Windsor does not warrant the percentage of inert gas present in products that have gas-filled insulated glass units. Gas dissipates over time at different rates depending upon use and conditions.
10. Remedies requested for brass and oil rubbed bronze hardware finishes for finish loss, tarnishing or wear.
11. Remedies requested for corrosion, tarnishing or operation of standard hardware in high salt spray environments.
12. Remedies requested for normal wear and tear on the interior or exterior finishes of door components that come in contact with each other as part of the normal operation of the window or door.
13. Remedies requested for damage to exterior finishes that occur after the window products leave Windsor's possession and are caused by forces outside of Windsor's control including, but not limited to: pressure washers; blemishes to the finish caused by something impacting, scratching, rubbing and/or chipping the finish; exposure to harmful environmental and atmospheric conditions including salt, and/or other chemicals that damage the finish, including brick wash, stucco leach, sanding, improper cleaning/washing, chemicals, mineral deposits, or airborne pollutants; damage caused by vandalism or domestic or wild animals; and other conditions that could contribute to creating conditions harmful to the finish, including elevation, orientation, altitude and/or excessive UV exposure.
14. Remedies requested for wood texture, color variations and other wood characteristics within Windsor's specifications.
15. Remedies requested for natural warping of wood components unless the "warp" exceeds 1/4"; warping includes bowing, cupping and twisting.
16. Remedies for any special or custom product or item that is manufactured according to specification provided by the customer.
17. Remedies requested for any product in a size that is greater than that shown in our catalog; these products are purchased "as is" without any warranty.
18. Remedies requested for any product purchased without factory installed glazing; these products are purchased "as is" without any warranty.
19. Remedies requested for any product installed in structures that: a) lack a suitable exterior like siding, masonry, stucco, or EIFS with an engineered drainage system. Exterior membranes, liquid applied and otherwise DO NOT qualify as a suitable exterior; or b) do not allow for proper management/drainage of moisture, including, but not limited to, exterior insulation and finishing systems (EIFS) or "synthetic stucco" without engineered drainage system.
20. Remedies requested for products manufactured by others.
21. Remedies requested for water infiltration when using handicap sill. Due to the low profile height, warranty will be forfeited.
22. Remedies requested for Windsor products sold by someone or some entity other than Windsor or an authorized Windsor distributor or dealer.

ADDITIONAL LIMITATIONS

Windsor is not responsible for wall design and construction, or product selection.

- Windsor is not responsible for, and does not warrant against, any claims or damages resulting from deficiencies in building design, inadequate flashings, inadequate overhangs, inadequate caulking, building settlement, field mulling, construction, and/or maintenance, which are the responsibility of the buyer, owner, architect, contractor, installer, or other construction professionals. The determination of whether such deficiencies exist is left to Windsor's sole discretion.

- Windsor is also not responsible for, and does not warrant against, damages attributable to the specification or use of Windsor products in a particular application.
- All risks related to building design, construction, and maintenance, the fitness or suitability of Windsor's products for a particular application, and/or the installation of Windsor's products, shall be assumed by the buyer and/or owner in conjunction with the architect, contractor, installer, or other construction professionals.

Windsor is not responsible for use of a Barrier Wall System:

WARNING! Use of products in barrier systems that lack a suitable exterior like siding, masonry, stucco, or EIFS with an engineered drainage system, will void all Windsor Warranties written or implied and Windsor Windows & Doors will not be held responsible for any claims or damages resulting from the lack of a suitable exterior. The lack of a suitable exterior as described herein prevents application of proper perimeter sealant of the windows or door frame as required by Windsor's Installation Guidelines. Exterior membranes, liquid applied and otherwise, DO NOT qualify as a suitable exterior.

LIMITS OF LIABILITY – WHERE LAWFUL, THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES/TERRITORIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. WINDSOR DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS. This Limited Warranty is limited solely to defects in workmanship and materials arising from the production and manufacture of Windsor products. The determination of the applicability of any of the warranties contained herein is left solely to the discretion of Windsor.

- No distributor, dealer, employee, salesperson or representative of Windsor has any authority to change or modify this warranty in any way.
- Windsor is not liable for any consequential, incidental, indirect, special, or punitive damages, costs of product removal or uninstallation, costs of installation of replacements, or costs of refinishing window or door components or adjacent parts/millwork. This includes loss of use damages and applies regardless of whether a claim is based on contract, warranty, tort (including, but not limited to, strict liability, negligence, or failure to warn).
- Windsor shall make the final determination as to whether or not a defect exists.
- In addition to, or in lieu of remedies provided herein, Windsor, at its sole discretion, may repair or replace a defective part or product, or refund a portion of the original purchase price. If Windsor elects to provide a refund, the amount of the refund will be determined using the purchase price, or the list price, of the "product(s) only," whichever is lower. The refund is for Windsor "products only" and does not include additional costs including, but not limited to, product delivery, removal, installation, refinishing, or disposal costs.
- Windsor reserves the right to perform warranty work or arrange for another party to perform warranty work.
- In no event, including if this Limited Warranty shall be deemed to have failed of its essential purpose, shall the liability of Windsor Windows or any seller of Windsor products arising out of a product defect exceed the original purchase price of the product.

- In the event any provision is found to be unenforceable, the remaining provisions shall remain in full force and effect.
- Any component or product repaired or replaced pursuant to this warranty is warranted for the remainder of the original warranty period.

Label and Ratings Disclaimer: At the time Windsor products are manufactured, they receive labels that reflect the fact that they meet certain specifications and ratings, which may include air and water infiltration, structural performance, thermal performance, and/or sound transmission. Such specifications are reflected on labels attached to the Windsor products which reference the National Fenestration Rating Council (NFRC) and/or the National Accreditation & Management Institute (NAMI) ratings. The product characteristics that are subject of these ratings can and will change over time due to many factors, including environmental conditions, normal wear and tear, product maintenance (or lack thereof), the manner in which the products are installed, the age of the product, and other factors, all of which are beyond Windsor's control. The ratings on the labels reflect product characteristics that existed at the time of purchase, and are included on the product solely to assist the purchaser in comparing products at the time of purchase and are not intended to warrant or guarantee specific field performance at those ratings or specifications as installed over the life of the Windsor product. It is also possible that the characteristics reflected on the labels apply only to a single window or door, and not to a mulled configuration.

- This is not a warranty of future performance. It is only a warranty to provide the remedies described herein.
- Windsor is not responsible for determining the suitability of its products for particular applications and locations.
- Nor is Windsor responsible for compliance with building standards, including applicable building codes.
- Windsor may elect to perform repairs in situations where Windsor does not believe any warranty violations exist. This does not constitute a waiver of any of the provisions of this warranty.
- This warranty is governed by the laws of the State of Iowa without regard to choice of law principles. If any specific provision of this warranty is prohibited by any applicable law, the remainder of the warranty shall remain in full force and effect.

WARRANTY CLAIM PROCEDURE

If you have any questions regarding this warranty or have a claim under the provisions of this warranty (your "Claim"), please contact your local authorized independent Windsor distributor or one of our manufacturing facilities listed on the back of this brochure. To process a Claim, you must furnish the glass code (numbers and/or letters printed within/upon the insulated glass unit). If you have questions about locating the glass code, please contact one of the Windsor facilities OR REFER TO THE SUPPORT PAGE ON OUR WEBSITE. You must notify your local independent Windsor distributor or Windsor of any defects within a reasonable time, but no later than 30 days after the defect is discovered or reasonably should have been discovered, and within the period covered by the warranty. Windsor may require any defective parts be returned to Windsor or our closest distributor. In order to process a Claim, Windsor reserves the right to inspect the product before it is removed or modified in any way. Windsor field visits may result in service charges if a non-warranty site survey is required and/or requested.

Response by Windsor

Windsor will have 30 days to respond to your Claim, with an explanation of what Windsor is willing to do relative to your Claim. Please keep in mind that this response may include an explanation of some action Windsor would like to take, such as conducting further investigation, or it may state that Windsor is not willing to take any action. We point this out to make it clear that Windsor is committing to respond to your Claim, not agreeing to remedy the problems described in every Claim it receives. If you are in any way dissatisfied with Windsor's response to your Claim, you must follow the steps of Windsor's Dispute Resolution Process as outlined below.

Dispute Resolution Process

You and Windsor agree that any Dispute arising out of or related to the Windsor products shall be resolved pursuant to the terms of the Dispute Resolution Process defined in this warranty. The term “Dispute” shall mean any and all claims based on any theory (including, but not limited to, contract, warranty, tort, product liability, strict liability, fraud, consumer protection, subrogation or any other applicable statute, regulation, ordinance or common law) arising out of or related to your Windsor products (including, but not limited to, the design, manufacture, sale, distribution, marketing, warranty, service, use, performance, installation or purchase of your Windsor products) and/or the validity or enforceability of this Warranty and/or the Arbitration Agreement.

Notice of Dispute

The first step in the Dispute Resolution Process is for you and Windsor to attempt to resolve your Dispute informally. To initiate the Dispute Resolution Process, you must provide Windsor with a Notice of Dispute. You can do so either by visiting www.windsorwindows.com/support, which will take you to a form that you need to complete, or by calling Windsor at 1-800-218-6186.

Response by Windsor

Windsor will have 60 days to respond to your Notice of Dispute by providing a written explanation of what Windsor is willing to do relative to your Dispute.

Arbitration Agreement and Jury-Trial and Class-Action Waivers

If you and Windsor are unable to informally resolve your Dispute to your satisfaction, you may seek to formally resolve your Dispute through arbitration. BY PURCHASING, INSTALLING OR USING THIS PRODUCT WITHOUT OPTING OUT AS PROVIDED BELOW, YOU AGREE TO ARBITRATE ANY DISPUTE YOU MAY HAVE WITH WINDSOR RELATING TO YOUR WINDSOR PRODUCTS AND TO WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS-ACTION OR CLASS-ARBITRATION PROCEEDINGS RELATING TO ANY SUCH DISPUTES. The full terms and conditions applicable to this Arbitration Agreement and these waivers are set forth in Windsor’s “Arbitration Agreement,” which is incorporated herein by reference and is available at www.windsorwindows.com/support or by calling Windsor at 1-800-218-6186.

Arbitration Opt-Out Option

YOU CAN OPT OUT OF THE ABOVE ARBITRATION AGREEMENT AND WAIVERS. To do so, you must notify Windsor within 90 calendar days of the date you purchased or otherwise took ownership or other interest in your Windsor products either by visiting www.windsorwindows.com/support and completing the Opt-Out Form located there, or by calling Windsor at 1-800-218-6186. Opting out of the Arbitration Agreement will not affect the coverage provided by any warranty applicable to your Windsor products.

Failure to Follow Procedures or Processes

The failure to follow any of the steps outlined in the Claims Procedures or Dispute Resolution Process sections of this document does not alter, waive or void any of the terms of this document. Opting out, as described above, is the only way to alter, waive or void the Arbitration Agreement and waivers described herein.

Applicable Laws

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Iowa without regard to conflict of law principles. If any term(s) of this Dispute Resolution Process, Arbitration Agreement and/or waivers is/are found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.



CONNECT WITH US



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Windsor Windows & Doors is an ENERGY STAR® partner and an NFRC and WDMA member. Windsor products are certified and labeled according to the guidelines established by the National Fenestration Rating Council (NFRC).