

LIMITED WARRANTY ON FACTORY PRE-FINISHED INTERIOR DOORS

LIMITED WARRANTY

Sun Mountain warrants that its doors shall be of sound material and workmanship and free from manufacturing defects that render the door unfit for its ordinary intended use for a period of **twelve (12) months from the date of shipment**.

In addition, **interior doors pre-finished by Sun Mountain** are warranted for an additional **four (4) years**. This extended warranty applies **solely to the structural construction of the door** and expressly excludes the factory-applied finish. Finish maintenance and performance are governed by Sun Mountain's **Door Finishing and Care Instructions**, with which compliance is required.

Any claim for a defect covered by this limited warranty must be submitted to Sun Mountain **in writing within one (1) year from the date of shipment**. Buyer shall not return, repair, replace, or modify any product without Sun Mountain's **prior written authorization**. Sun Mountain shall be provided with a reasonable opportunity to inspect the product at the Buyer's premises to determine whether a claimed defect exists.

If Sun Mountain determines, in its sole discretion, that a door contains a defect covered by this limited warranty, Sun Mountain's obligation shall be **limited exclusively**, at Sun Mountain's option, to:

1. **Repair or replace** the defective door; or
2. **Refund the purchase price** paid by Buyer for the defective door.

Any repair or replacement shall be provided in the **same stage of fitting and/or finishing** as originally supplied. Sun Mountain shall have **no obligation** to remove defective doors, install replacement doors, or pay for labor, finishing, re-finishing, installation, removal, transportation, or any related costs.

Sun Mountain shall not be responsible for **consequential, incidental, or indirect damages** of any kind. Final warranty inspection shall be performed at Sun Mountain's facility upon receipt of any returned product authorized for return. If a warranty claim is determined by Sun Mountain, in its sole discretion, to be invalid, **no repair, replacement, or refund shall be provided**.

This limited warranty does NOT apply to any of the following:

- Doors and other products (such as sidelights and transoms) more than 8' tall or 3'6" wide (Note: For double doors 8' tall and for all doors greater than 8' tall or 3'6" wide, Sun Mountain strongly suggests multi-point locking hardware to protect against warp)
- Doors that have warp that does NOT exceed 1/4" in the plane of the door (see below)
- Doors less than 1-3/4" thick for exterior use
- Doors that have not been properly sealed on all six sides within 14 days of delivery, including the top and bottom edges of the door
- Damage caused by failure to comply with Sun Mountain's "Door Finishing and Care Instructions."
- Damage due to improper or incorrect installation.
- Exterior doors used in a commercial application
- Damage caused by others or by any cause beyond the control of Sun Mountain including, but not limited to, damage caused by improper storage, misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado, or other acts of nature.
- Misuse of a door including, but not limited to, using a door in an exterior application without adequate overhang (Note: Adequate overhang depends on the typical weather conditions of the site where the building is located, but generally means an overhang projecting a distance away from the door at least equal to the elevation difference between the bottom of the door and the base of the overhang structure, measured at the highest point of the overhang structure, and at least 6' wider than the door unit, including sidelights and transoms; at least 3' overhang on each side).
Example: Bottom of the door to the bottom of the overhang = 10 ft. then the overhang must extend 10 ft. from the door. If the door and sidelights are 6 ft. in total width then the overhang must be 12 ft. in width and centered, overhanging at least 3 ft on each side. (See image below)
- Doors and other products with dark finishes on exterior surfaces (Note: To reduce the chance of warping or checking, Sun Mountain strongly discourages dark-colored finishes on exterior surfaces, especially if the door is exposed to direct sunlight). Doors and other products with clear coat finishes on exterior surfaces
- Discoloration or rusting of decorative metal accents (clavos, grilles, strap hinges, etc.)
- Damage due to trimming the door more than 1/2" from the top or 1-1/2" from the bottom of the slab.
- Panel movement or shrinkage (Note: Panels in Sun Mountain doors are designed to "float," and will expand or contract in response to environmental conditions)
- Doors used in gate applications.
- Doors installed in combination with a storm/security door. (Storm/security doors create a non-conductive environment for the factory supplied finish).
- Field finished doors. (Doors not finished by Sun Mountain)

WARP

For purposes of this warranty, **warp** is defined as any distortion occurring **within the door slab itself** and does not include the relationship of the door to the frame, jamb, or installation conditions. Warp includes, but is not limited to, **bow, cup, and twist**.

Warp shall be measured using the following method: With the door in its **installed position**, a **seven-foot (7') straightedge** shall be placed on the suspected concave face of the door at any orientation. The amount of warp shall be determined by measuring the **maximum distance** between the face of the door and the underside of the straightedge.

If the claimed defect is warp, Sun Mountain may, at its sole discretion, **defer repair, replacement, or refund** of the door for a period of up to **twelve (12) months** from either the date of claim or the date of installation, whichever is earliest, in order to allow the door to condition and equalize to the surrounding humidity and temperature conditions. Any such deferral period shall **not be counted** against the one-year limited warranty period.

In addition, the following natural properties and characteristics of wood doors are inherent to wood products and **are not considered defects**:

KNOTS AND NATURAL WOOD CHARACTERISTICS

For knotty-grade wood species, knots that allow light or underlying substrate to be visible through the door shall be filled. Knots that do not allow light or underlying substrate to be visible and are not filled are inherent to knotty-grade wood and are not considered defects. The presence, size, quantity, and placement of knots in knotty-grade wood species are natural characteristics and are not subject to control.

Surface cracks in knotty-grade wood species are inherent to the material and are not considered defects unless such cracks permit light or underlying substrate to be visible through the door.

For select-grade wood species, knots smaller than the diameter of a U.S. quarter are acceptable and are not considered defects.

For all wood species, natural variations in color, grain pattern, texture, and density are inherent characteristics of wood products and are not considered defects.

For wire-brushed doors, variations in the face plane at the intersection of stiles, mullions, and rails are acceptable up to a maximum depth variation of 1/16". Apparent open joints at these intersections are acceptable up to a maximum width of 1/32".

Surface checks not exceeding 1/32" in width are not considered defects and do not affect the structural integrity of the door.

GLASS COMPONENTS

Glass units and lites are warranted solely under the applicable warranty provided by the glass manufacturer. The following conditions related to glass units and lites are not considered manufacturing defects and are expressly excluded from coverage under this warranty:

- Scratches, marks, or other defects resulting from handling, storage, or installation
- Defects resulting from product modification, aftermarket treatments, applied films, shading devices, or improper finishing, including painting or staining
- Water infiltration not caused by a defect in manufacturing, materials, or workmanship
- Condensation
- Minor curvature, minor scratches, or other visual imperfections that do not impair structural integrity or materially obstruct normal vision
- Broken glass, except where directly caused by manufacturing or shipping defects

Non-Warranty Acknowledgement

*Exterior Door No Warranty Acknowledgement: Initial all the statements below that apply to the reason for void of warranty.

Order number _____ Line Number(s) _____

_____ I acknowledge the door size is greater than 8' in height or 3'6" in width.

_____ I acknowledge the overhang is inadequate. (Fig. 1)

_____ I acknowledge the exterior finish is not approved by Sun Mountain. (Fig, Winter Rye, Black Currant, Black, Clear Coat)

***Installing a door in an environment that does not protect the door from exposure to the elements can begin to exhibit finish and/or structural failures in as early as 30 days.**

Damage and/or missing materials Acknowledgement

_____ I acknowledge that I have 14 days to report any shipping damage and/or missing materials from the date of my delivery.

Products provided by Sun Mountain but not manufactured by Sun Mountain are excluded from this warranty.

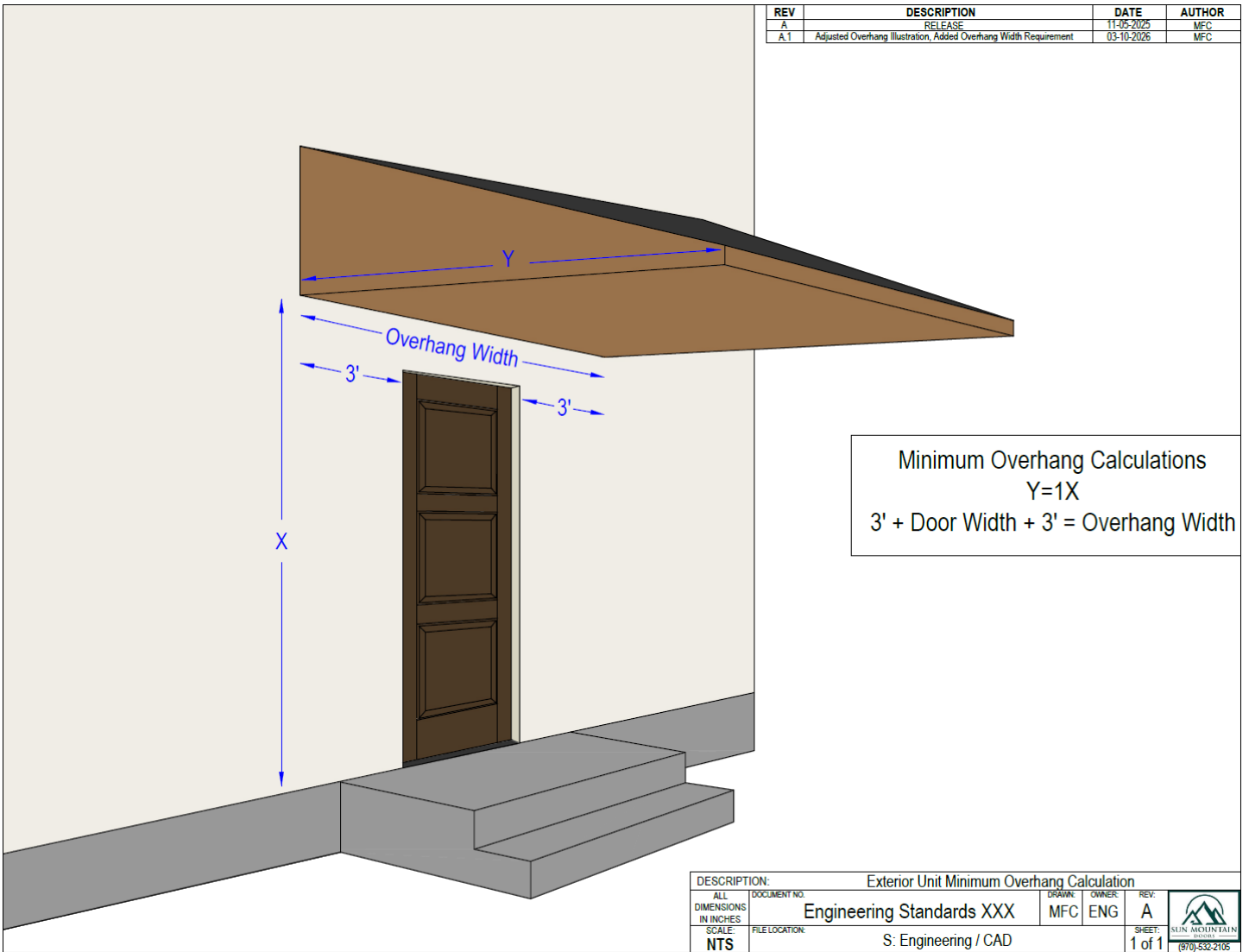


Fig. 1

Effective Date: This warranty applies only to products manufactured or sold on or after January 1, 2026.