



Force 5 Limited Warranty

This FORCE 5 WARRANTY ("Warranty"), extended by Endura Products, Inc. ("Endura"), provides that, subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period (i) the Endura Components contained therein (and as detailed in Section 1 below) will be free from non-conformities in materials and workmanship and (ii) provides for additional payment by Endura of up to a maximum of \$1,500 reimbursement if the Force 5 door system fails to perform (on the basis of water infiltration) to the certified performance criteria of that system. This Warranty applies to Force 5 certified Door Systems purchased and installed on or after December 1, 2010.

1. Components Incorporated in Force 5 System this Warranty Covers: Each Door System covered under the Force 5 Warranty shall incorporate Endura approved and supplied components matching the specifications and dimensions utilized in tested and certified assemblies on which the Door System rating is based. Any change in or substitution of components specified below will void the Force 5 Warranty on the Door System. Specific components supplied by Endura, utilized in Force 5 Certified Testing, and applicable to the use and warranty of the Force 5 Door Systems include:

- Composite Z Series High Dam (1 3/8") Adjustable Inswing Door Sill or Composite Z Series High Dam Bumper Outswing Sill;
- Simple Solution Corner Pads, properly installed;
- Force 5 PE650 or other Endura tested and approved Force 5 Weatherstrip;
- Endura Force 5 Dual bulb door bottom applicable to door construction/type and Force 5 Outswing Door Top (outswing only);
- Endura Ultimate, Ultimate 3 Point Compatible or Multipoint Astragal on double door (French) systems;
- Frame components (excluding side frames) for continuous sidelite, hinged patio and additional multiple panel configurations;
- Endura multipoint lock system or other certified tested and approved multi-point lock system (optional);
- Endura sill pan installed in accordance with published Force 5 instructions (optional)

Endura reserves the right to, and will from time to time, modify, make improvements to, substitute for or otherwise add components to Force 5 requirements based upon improvements in product and/or Force 5 Door System performance. Except as provided by Endura, wood components, including but not limited to door frames, mull posts, brick mould and mull casing are not covered by this Warranty. Other Door System components, including but not limited to door slabs (and any applied or inserted panels), hinges, glass lites, wood grilles or other hardware are not covered by this Warranty.

2. Force 5 Warranty Period: Lifetime non-transferable Warranty, applicable to the original homeowner, from the date the Force 5 Door System was purchased from an authorized dealer, except in commercial or multi-unit residential applications in which the Warranty shall be limited to 5 years from the date the Force 5 Door System was purchased from an authorized dealer and which shall be transferable during and for any balance of the original 5 year period.

3. Force 5 Unit Identification: Each Force 5 Door System is identified by a non-removable tag. Removal of the Force 5 Door Tag by any third party installer or residential owner will void the Force 5 Warranty on the individual Door unit.

4. Force 5 Warranty Reimbursement: If the Force 5 Door System (a) includes all of the applicable components referenced above, (b) has been properly assembled and installed following recommended Force 5 procedures, (c) has not been subjected to changes in rough opening dimensions and stability (i.e. plumb and square) and (d) has been properly maintained by the Warranty



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Holder, and (e) the product (or components) fail to perform to the certified and published levels of air and water infiltration applicable to the Door System during the Warranty Period solely due to non-conformities in the product as warranted, and (f) Endura is notified using Force 5 Warranty Claims Procedures, then Endura will:

- (i) Provide a factory-authorized repair or replacement component, at no cost to the Warranty Holder OR at Endura's option, provide replacement component(s) to the Warranty Holder or Endura's designated dealer (assembly and installation labor is not included), OR at Endura's option, refund the Warranty Holder's purchase price (the lesser of the original component purchase price or the original catalogue price), in lieu of repairing or replacing the components as provided; AND
- (ii) Pay to Warranty Holder either, selected at Endura's option, (a) the fair market value of any other property damaged due to water infiltration caused solely as a result of such nonconforming component or Force 5 Door System; or (b) Warranty Holder's actual reasonable costs to repair or replace such damaged property or install replacement component(s) supplied by Endura as provided above, in either case, up to the maximum amount listed below for the specified Force 5 Door System. Warranty Holder must have taken reasonable steps in a timely manner to mitigate any resulting property damage, provide evidence of costs or damages incurred as requested by Endura, and submit a claim within 30 days as provided below. If the fair market value of any damaged property is unclear, Endura may engage a third party inspector or appraiser for assistance.

Force 5 Door System Warranty Reimbursement Guidelines ^(a)				
Components Utilized	With Sill Plan ^(b)		Without Sill Plan	
	With Multipoint Lock ^(c)	Without Multipoint	With Multipoint Lock ^(c)	Without Multipoint
Single Door	\$500	\$350	\$275	\$200
Multiple Panel Door ^(d)	\$1,500	\$1,000	\$750	\$500
Framesaver	Add	Add	Add	Add
Single/French Door	\$75	\$75	\$75	\$75
CSL/Hinged Patio	\$150	\$150	\$150	\$150
NAMI Certified Assembly ^(e)	Add	Add	Add	Add
	\$100	\$100	\$100	\$100

- (a) \$ Amount represents maximum limit on Force 5 Warranty Claims for Door units/components Referenced;
- (b) Must be a SureSill sill pan or sill pan approved by Endura and installed following Force 5 procedures;
- (c) Must be a 3 Point Lock system tested by Endura with such door panel and approved by Endura;
- (d) Multiple panel units include French Door, Continuous Sidelite and Hinged Patio doors;
- (e) If the Force 5 Door System is assembled by a third party NAMI certified distributor/dealer and bears the original NAMI certified assembly label (check door-hinge edge), the Product is a "NAMI Certified Assembly".



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5. **Warranty Exclusions:** The Force 5 Warranty does not cover the following:

- (i) FAILURE OF THE FORCE 5 DOOR SYSTEM DUE TO CHANGES TO OR USE OF COMPONENTS WHICH DO NOT ADHERE TO THE SPECIFICATIONS PROVIDED TO SUCH THIRD PARTIES BY ENDURA and which have not been utilized in certified Force 5 testing for such door system;
- (ii) FAILURE OF THE FORCE 5 DOOR SYSTEM DUE TO USE OF COMPONENTS WHICH ARE NOT GENUINE ENDURA COMPONENTS (as outlined in Section 1 above) and which have not been utilized in certified Force 5 testing for such door system;
- (iii) FAILURE OF THE FORCE 5 DOOR SYSTEM DUE TO IMPROPER ASSEMBLY BY THIRD PARTIES, inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com; this includes failure in performance of the Force 5 Door Unit due to separation of the frame and sill components.
- (iv) FAILURE OF THE FORCE 5 DOOR SYSTEM DUE TO IMPROPER INSTALLATION BY A BUIILDER, REMODELER OR OTHER PERSON OR ENTITY THAT INSTALLS, OR HANDLES THE PRODUCT OTHER THAN ENDURA PRODUCTS, INC., inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com;
- (v) Failure of the Force 5 Door System due to uses or exposure to conditions for which its use and Warranty was not intended, such conditions to expressly include failure due to mechanically or other non-weather related driven water, utilization of inswing door units and components for outswing applications, further machining of or on the door panel, frame components after pre-hanging, or any other modifications or uses not specified in the Force 5 prehanging or installation instructions;
- (vi) Failure of the Force 5 Door System due to failure of non-Endura supplied components (i.e. door glass assembly, door panel or hardware failure);
- (vii) Rotting, splitting, warping or swelling of a frame system, unless the frame system is a genuine FrameSaver rot resistant component part. Use of a non-FrameSaver frame system by the Warranty Holder (or its builder, installer, contractor, or other agent) will not automatically void this Warranty, HOWEVER this warranty will not apply to Force 5 Door System non-conformities or damages attributable to or arising from the rotting, splitting, warping, swelling or any other condition of a third party frame product;
- (viii) Removal, reinstallation or alternation of a Force 5 Door System or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstripping, door bottom and corner seals, in which case Warranty shall only apply if such components are replaced with the applicable Force5 components;
- (ix) Failure of the Warranty Holder to provide timely normal maintenance of the Force 5 Door System;
- (x) Failure to operate the Force 5 Door System in accordance with its instructions, including, without limitation, fully engaging the entire Endura approved locking system whenever the Force 5 Door System is closed;
- (xi) Failure of the Warranty Holder to timely take reasonable actions to mitigate any property damage;
- (xii) Labor, services and materials to paint, stain, or refinish applied to or adjacent to the Force 5 Door System, or other carpentry or the addition of non-Force 5 door system componentry, or other work undertaken that is intended to remedy a Force 5 Warranty complaint, that is not part of the Force 5 Door System, without the prior authorization of Endura Products, and which itself or in addition to any other property damage, exceeds the Maximum Force 5 Coverage Warranty Limit;



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- (xiii) Failure to file a claim for alleged damages promptly a during the Warranty Period;
- (xiv) Non-application of the Force 5 Warranty due to any of its stated terms and provisions.

6. **Claims:** Claims under this Warranty must be initiated within 30 days following Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow specified procedures for any Claims arising from Door Systems which do not meet certified performance levels upon and subsequent to installation. Failure to follow Force 5 Warranty Claim Procedures (either timing or procedures) may void the Force 5 Warranty on the individual door unit. To obtain help under this Warranty, or to initiate a claim, Warranty Holder should contact Endura Products, Inc. in writing at 8817 West Market St., Colfax, NC 27235 "Attn – Warranty Claims," or call (800) 334-2006 or by email at warrantyclaims@enduraproducts.com. The Force 5 Warranty Claim Procedure will not be initiated until all of the following information is received:

- (i) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
- (ii) Force 5 Door Tag Number (Force 5 Door Tag is attached to the frame of the door system near the top hinge)
- (iii) Date of Home Purchase
- (iv) Name of Original Home Builder (if known)
- (v) Description of Warranty-Related Complaint and Associated Damage
- (vi) Attached Photos of Warranty-Related Complaint and Associated Damage

Endura must receive this Warranty Claim notification within 30 days following the Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Following receipt of this information, Endura Products will initiate and facilitate the Force 5 Warranty Claim Procedure.

The Force 5 Warranty Claim Procedure is as follows:

- (i) Homeowner contacts Endura Products to initiate the Force 5 Warranty Claim Procedure. Upon notification Endura will (a) provide a copy of the Force 5 Door System Owners Manual and Warranty Guide to the Warranty Holder and (b) notify the Warranty Holder that compliance with the "Force 5 Unit Care and Maintenance" procedures outlined within the Force 5 Door System Owners Manual and Warranty Guide must be performed and up-to-date as a prerequisite to continuing the claim process; the Warranty Holder must perform door unit maintenance and reassess the complaint before Endura proceeds with the Force 5 Warranty Claim Procedure. Using the Force 5 Door Tag Number, Endura Products will contact the appropriate Endura representative organization ("Endura Rep") to notify them that a Force 5 Door Unit warranty complaint has been received the claim procedure has been initiated.
- (ii) Endura Rep will contact the appropriate Distributor and (a) request that the Distributor contact the Warranty Holder to arrange an on-site Force 5 Door System Inspection and (b) provide the Distributor with an electronic copy of the Force 5 Warranty Inspection Guide that will be used by the Distributor/Dealer/Builder to assess the condition of the door unit.
- (iii) Distributor will contact the Warranty Holder and (a) confirm the Warranty Holder's compliance with the "Force 5 Unit Care and Maintenance" procedures using the "List of Questions for Homeowner" within the Force 5 Warranty Inspection Guide and (b) Distributor will arrange an on-site door unit inspection by the Distributor/Dealer/Builder if and only if the care and maintenance procedures are confirmed current and the complaint still has not been remedied. Force 5 Door Unit performance issues



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due to lack of unit care and maintenance is the responsibility of the Warranty Holder and neither Endura Products, nor its Distributors, Dealers nor Builders are deemed liable for any costs associated with maintenance-related failures or underperformance.

(iv) As arranged by the Distributor, the Distributor/Dealer/Builder makes an on-site inspection of the Force 5 Door Unit and completes the "Job Site Inspection Check List" within the Force 5 Warranty Inspection Guide. At this point, the Distributor/Dealer/Builder will attempt to fix any door unit issues using the remedies spelled out in the Force 5 Warranty Inspection Guide and/or Force 5 Door System Owners Manual and Warranty Guide. A copy of the "Job Site Inspection Check List" and notes of any remedies will be sent to the Endura Rep for Endura's records.

(v) If the Distributor/Dealer/Builder is unable to fix door unit, the Distributor will contact the Endura Rep to arrange for the Endura Rep to perform a more detailed inspection to determine the cause of the complaint.

(vi) During this second, on-site visit, the Endura Rep and the Distributor/Dealer/Builder will determine whether or not the door unit in question was assembled, installed and maintained in accordance with the information set forth in Endura's Assembly Instructions for Force 5 Door Systems, Installation Instructions for Force 5 Door Systems and the Force 5 Door System Owners Manual and Warranty Guide, respectively.

(vii) If the root cause of the complaint is found to be due to improper/out-of-specification Assembly, Installation or Maintenance, then the costs to fix the door unit are to be borne by the responsible party. Specifically, issues resulting from the improper assembly shall be the responsibility of the Pre-Hanger or Distributor; issues resulting from improper installation shall be the responsibility of the builder; issues resulting from improper maintenance and care of the door unit shall be the responsibility of the Warranty Holder. And, in the event that satisfactory repairs cannot be made to the unit, the cost of replacement of the entire unit shall also be covered by the responsible party.

(viii) If it is determined that the complaint is due to a faulty door system, meaning that ALL Force 5 Assembly, Installation and Maintenance instructions were followed, Endura will then revert to the conditions stated in the written Force 5 Warranty to mitigate the problem and/or existing conditions.

7. General Conditions and Exclusions: The Warranty set forth in this document is the only express warranty (whether written or oral) applicable to Force 5 Door Systems and no one is authorized to modify or expand this Warranty. Some states do not allow do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the Warranty Holder. This limited Warranty provides specific legal rights, but Warranty Holder may have other rights that apply from state to state. If this limited Warranty is deemed to have failed its essential purpose, in no event will Seller's entire liability exceed the lesser of the Force 5 Door System's or the non-conforming components purchase price.

Warranty Revision 2.0, effective June 1, 2012