

## FrameSaver® Wood Millwork Components Consumer Limited Lifetime Warranty



Effective Date: April 1, 2016

### Overview

This Limited Lifetime Warranty applies to FrameSaver® exterior door frames, brick mould, mullions (mull posts), casing and other genuine FrameSaver® products ("FrameSaver Products" or "Product") manufactured by Endura Products, Inc. ("Endura").

### What This Warranty Covers:

Subject to the limitations and exclusions below, Endura warrants that each FrameSaver Product will not rot or decay resulting from water absorption and subsequent fungal damage through the composite bottom of the Product under conditions in which it was originally installed.

### Installation Specifications:

This Limited Warranty is expressly conditioned upon the installation of the FrameSaver Product in accordance with industry-accepted guidelines or local building codes, and Endura's installation specifications that the composite portion of the FrameSaver Product must extend at least 2-1/2" up from the bottom of each leg. The composite end of the FrameSaver Product must be positioned at the bottom of the Product.

### Warranty Period:

Lifetime from the date that the Product was originally purchased. Fully transferable. Endura also warrants to the original consumer that FrameSaver Products will be free from any defects in materials and workmanship which are not related to rot or decay in the bottom composite portion of the product for a period of one (1) year from the date of manufacture.

### Exclusive Remedy:

In the event that the FrameSaver Product fails to meet this Warranty, Endura will (i) replace any defective product; and (ii) reimburse Warranty Holder for reasonable costs associated with removal, reinstallation, finishing, freight and/or taxes for the Product.

### Warranty Claims:

If you have a problem with your FrameSaver Product, please contact the dealer/distributor from whom you purchased your product or contact us directly at:

**Mail:** Endura Products Customer Service  
Attn: FrameSaver Warranty Claims  
8817 W. Market St., Colfax, NC 27235

**Phone:** (800) 334-2006

**Fax:** (336) 668-4478

**Email:** [warrantyclaims@enduraproducts.com](mailto:warrantyclaims@enduraproducts.com)

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You can help us serve you faster by collecting and including the following information:

- Documentation of the Product proof of purchase and purchase date;
- Written description of products issues or concerns;
- A picture of the defective product;
- Your name, address where the products is installed and telephone numbers.

### What This Warranty Does Not Cover

This Warranty does not include non-conformities or damages attributes to or arising from:

- Normal wear and tear, or natural weathering of surfaces.
- Rot, decay or fungal damage, for whatever reason, to any portion of the frame other than the composite section of the Product.
  - Animal or insect damage.
  - Chemical or physical damage.
  - Damage or rot to the non-composite portion due to moisture entrapment between the door panel and frame due to contact between the frame and panel.
- Warp within tolerances: bow no more than 7/8" per 6' of length, crook or twist no more than 5/32" per 6' of length, and cup no more than 1/16" per 4" or more of width;
- Product failure due to misuse or abuse; or by alteration or modification of the product (e.g. machining of the composite portion of the FrameSaver Product).
  - Damage caused by failure to properly finish and provide ongoing maintenance. (All bare or unprotected wood surfaces should be primed and painted and top coated within 90 days of installation or exposure for continued warranty coverage.)
  - Improper installation not in conformance with Endura installation instructions or current industry standards or local code conditions.

### Important Legal Information

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER APPLICABLE WARRANTIES AND REMEDIES. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO FRAMESAVER® PRODUCTS IS LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty or exclusions of limitations of incidental or consequential damages may last, so these limitations may not apply to you. This Warranty gives you specific legal rights. You may have other rights, from state to state.

### Installation and Finishing Requirements

- 1. Machining:** Only the routing of mortises for hinges and locks may be done to the door jambs, mull posts and mull casing. Any trimming or cutting must be done in accordance with industry-accepted guidelines and Endura's installation specifications that the composite must extend at least 2-1/2" from the bottom face to the bottom of the composite finger joint.
- 2. Storage:** Store only in dry and clean areas. Wood is dimensionally influenced by moisture changes in its surrounding environment. Damp, moist or extremely humid environments may result in excessive warping, twisting or bowing of wood products.
- 3. Mishandling:** Do not drag, scrape or slide the door unit. They should be lifted and carried. Any damage from mishandling of the products will void this and all future warranty claims.
- 4. Rough Opening:** No more than 1/2" higher and no more than 3/4" wider than the outer dimensions of the door system frame. The rough opening should be no more than 1/8" out of plumb over the height of the opening. The floor or subfloor (subsill, the lowest horizontal structural member of the rough opening) should be capable of being leveled to within 1/16" over the width of the opening. The subsill should not slope toward the interior of the home.

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5. **Caulking Sealer:** Apply three beads of polyurethane sealant, 1/2" wide each, along entire rough opening underneath sill.
6. **Level, Plumb and Square:** Assure that the door system frame is located within the rough opening and shim so that the frame is level, plumb and square. Shim behind each hinge, and the strike side of the frame opposite hinges. Shim behind deadbolt and strike plates.
7. **Anchoring:** Nail or screw the door frame opening structure, do not use the brickmould to anchor unit to the rough opening. At least one of the fasteners for each of the hinges and lock strike locations should penetrate through the door system frame and into the rough stud to provide maximum holding strength and secure anchorage.
8. **Flashing:** Install at the jambs, sill and head as required per manufacturer's instructions or local code requirements to prevent water from penetrating into the wall cavity.
9. **Caulking:** All joints must be caulked between the rough opening and the door system frame. Caulk carefully between the sill and subfloor to prevent water from entering below the door unit. Fill all gaps of 1/4" or more with filler rod. Use only recommended caulking sealants and apply in accordance with the caulking sealant manufacturer's installation instructions.
10. **Field Service:** It is the responsibility of the installing contractor and painter to fill all nail or screw holes and refinish raw surfaces that result from job fitting, and the cleaning of surfaces prior to painting.

### Painting Instructions

1. Apply topcoat within 90 days of installation. If longer than 90 days, the primed surface should be sanded, cleaned and field-primed with Sherwin-Williams X-I-M Primer Sealer prior to finishing.
2. Thoroughly dry, make free of dust, dirt, oil, grease, wax, chalk and other contaminants.
3. A high quality exterior latex paint, preferably a 100% acrylic-based product, should be used as a finish coat.
4. Follow the paint manufacturer's recommendations on thinning, application techniques, re-coat and dry times.
5. In general, paint should be applied when both the surface and air temperature is between 50 and 90 degrees F. Relative humidity should be below 85%.
6. **DO NOT** paint weatherstrip or corner pads. Paints, stains and varnishes contain solvents which, when coming in contact with plastics and vinyl used in weatherstripping, cause these materials to lose their flexible qualities, making them brittle.
7. Repainting every 1 to 5 years will be required, depending upon weather exposure and the paint manufacturer's recommendations. Any signs of blistering, peeling or cracking the finish should be immediately repaired to protect the wood underneath. Failure to properly protect the frame with a top coat will result in wood damage, including finger joint damage.
8. Recaulking is required to maintain integrity of joints. Any signs of cracks along joints of the brickmould, frames, headers or mulls should be immediately resealed with a high quality exterior caulk.