

NEW ERRA DOORS CORP

WARRANTY (2025 EDITION)

NEW ERRA DOORS CORP LIMITED WARRANTY

This warranty takes precedence over all other warranties, expressed or implied. There are no warranties that extend beyond the foregoing, and NEW ERRA DOORS CORP's sole responsibility under this warranty is as stated herein. This warranty is not subject to oral cancellation or change.

NEW ERRA DOORS CORP has not made and does not hereby make any other representation or warranty of any kind or nature, direct or indirect, expressed or implied, as to any matter whatsoever, including without limitation, merchantability, design, quality, durability, or fitness for any particular purpose, except as may be required or imposed by governmental authority, or as may be provided directly by the original material manufacturer of any materials to a customer.

By purchasing from NEW ERRA DOORS CORP, you are acknowledging and accepting the terms and conditions of this warranty as part of the terms of the sale.

Services provided by NEW ERRA DOORS CORP's employees or their authorized contractors are warranted for 1 year from the 1st date of installation to be of good workmanship and to be free of defects in original workmanship while used in ordinary recommended purposes.

NEW ERRA DOORS CORP will at their sole discretion determine resolutions to any defective workmanship found and reported within the specified warranty period. NEW ERRA DOORS CORP maximum liability is limited to the amount of the original purchase price. The NEW ERRA DOORS CORP shall not be liable for doors repaired or replaced without its prior written consent.

NEW ERRA DOORS CORP shall not be held liable for consequential, indirect damages, or for any amount more than NEW ERRA DOORS CORP's original project price for the items and services involved, whether the claim is for breach of warranty or negligence.

FREE 1 YEAR SERVICE TERMS

Wood doors are a natural product and may experience movement (expansion and contraction) as they acclimate to the environment. The extent and frequency of this movement depend on factors such as the length of time the doors have been installed, their orientation, protection from the elements, and both direct and indirect exposure to environmental factors. Movement can also happen due to changes in weather conditions, such as temperature and humidity changes. Any doors (wood, fiberglass, etc) may need an occasional adjustment to accommodate the expansion or contraction of the lumber. An adjustment is defined as labor to adjust hardware to bring a door or hardware back into operational tolerances for standard use.

The 1-year free service warranty starts on the 1st day of installation.

All doors qualify for three (3) free adjustments during the first 12 months after installation for these variations. Any additional adjustments within the 1-year warranty and any outside of the 1-year warranty will be chargeable labor to the customer.

All labor and workmanship are warranted solely for the duration of the service visit. The Customer must inspect and approve all completed work prior to the technician's departure from the project site. Once the technician leaves, with or without approval, any uninspected work will be considered resolved and approved.

Any doors exhibiting signs of issues not reported prior to the service call trip will not be addressed on that trip. Any additional concerns identified by the technician during the service visit will be discussed and reviewed with the customer at that time and will be charged for any return visits. Different issues from the original complaint will be considered separate service calls and may be subjected to additional labor costs.

All other concerns regarding the doors will be evaluated on a case-by-case basis.

LIMITED DOOR WARRANTY

Doors and their components (including but not limited to jambs, sills, astragals, casing, brick molding) carry the original door manufacturer's warranty and is subject to the original door manufacturer's warranty's terms and conditions, regardless of the door and their components materials (wood, fiberglass, etc).

NEW ERRA DOORS CORP does not hold nor extend any warranties on doors and the door components. Any warranty claims will be forwarded to the original manufacturer for resolution.

The original manufacturer warranties can be obtained directly from the manufacturer.

THE FOLLOWING ARE NOT TO BE CONSIDERED DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE NOT COVERED BY THIS LIMITED WARRANTY (CONSULT ORIGINAL MATERIAL MANUFACTURER'S WARRANTY)

- Expansion, Contraction, Separation, Deformation
 - Wood doors are susceptible to expansion and contraction caused by temperature and humidity variations.
 - Small surface cracking, slight shrinking or cupping which may cause tiny cracks at the joints may occur under certain conditions. These deviations from perfection are not considered flaws.
 - Panel misalignment or shrinkage is not considered a defect. Panels are designed to float and can be realigned. Occasional touch ups may be necessary. These deviations are not considered flaws.
 - Uneven spacing between components does not affect functionality of the door.
- Warping, Bowing, Twisting
 - Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung.
 - The term warp shall include bow, cup and twist in present in a door, the following method must be used; bow, cup and twist are measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e. horizontally, vertically, diagonally). The measurement of bow, cup and twist is made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door.
 - Warp shall not be considered a defect unless it exceeds 3/8" in the plane door.
 - Doors wider than 3'6" or higher than 8' (1 3/4" or 2 1/4" thickness) are not warranted against bow or twist.
 - Action on any claim for warp may be deferred at NEW ERRA DOORS CORP's option for a period not to exceed 8 (eight) months after installation to permit the door in question to acclimate to temperature and humidity conditions. NEW ERRA DOORS CORP reserves the right to instruct the customer to have all surface bolts on active doors engaged uninterrupted for a declared amount of time before re-evaluating for a potential warping issue.
- Popping or cracking sounds coming from the doors and door components
 - All materials (including wood, glass, and metals) used in NEW ERRA DOORS CORP products are expected to expand and contract as ambient humidity/temperatures increases and decreases and with increased/decreased exposure to direct elements (sunlight, rain, etc). When these materials expand and/or contract, the components of a structure may move at slightly different rates. Movement of parts at different rates creates friction between them, and when the force becomes too great, the parts may slip in relation to each other, causing the energy released from such movement to be audible enough to be heard, usually as a popping or similar sound. These noises are the result of normal material expansion and/or contraction and are not considered to be a defect.
- Operation
 - Doors are not designed to accommodate a soft close mechanism and/or operation. As such, some additional effort may be required when opening or closing the door to create a strong seal with the weatherstripping. This is a characteristic of the material and design and does not constitute a defect under the terms of the warranty.

LIMITED GLASS WARRANTY

Glass and glass materials (including but not limited to glass, lamination, leading/caming, insulation) carry the original glass manufacturer's warranty and is subject to the original glass manufacturer's warranty's terms and conditions.

NEW ERRA DOORS CORP does not hold nor extend any warranties on glass and glass materials. Any warranty claims will be forwarded to the original glass manufacturer for resolution.

The original manufacturer warranties can be obtained directly from the manufacturer. Please note if labor charges are not included, labor may be quoted from NEW ERRA DOORS CORP at the cost of the customer/end user.

No glass exchanges have labor coverage under their material warranties. Labor charges to replace the glass will be at the cost of the customer. Replacing the glass in any component will have a replacement seal that may not be as strong as the original factory seal. This is

not a defect, but a variation due to how the seal was cured. Additional costs may be involved if glass replacement cannot be done without damaging glass molding.

All glass products will be tested to the current glass industry's ASTM standards and the original glass manufacturer's warranty prior to installation into the door systems. NO GLASS IS CONSIDERED FLAWLESS, and minor inclusions may be considered within ASTM tolerances. Glass is considered within ASTM standards if any scratches/inclusions cannot be seen from a minimum distance of 11 feet under normal lighting at standard standing eye level. Intense or direct sunlight, lanterns, and flashlight are not considered normal lighting.

THE FOLLOWING ARE NOT TO BE CONSIDERED DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE NOT COVERED BY THIS LIMITED WARRANTY (CONSULT ORIGINAL MATERIAL MANUFACTURER'S WARRANTY)

- Acts of God/weather
- Damage from exposure to corrosive fumes or condensates
- Damage from excessive stress from movement of the structure
- Distortion
- Breakage/strikes from external objects
- Mishandling/accidents
- Any other cause that is not the manufacturer's exclusive control

LIMITED HARDWARE WARRANTY

Hardware components (including but not limited to hinges, handles, pulls, flush bolts, surface bolts) carry the original hardware manufacturer's warranty and is subject to the original hardware manufacturer's warranty's terms and conditions.

NEW ERRA DOORS CORP does not hold nor extend any warranties on hardware components. Any warranty claims will be forwarded to the original manufacturer for resolution.

The original manufacturer warranties can be obtained directly from the manufacturer.

No hardware exchanges have labor coverage under the manufacture warranties. Labor charges to replace the hardware will be at the cost of the customer. If replacement hardware is granted under the manufacture warranty and the customer chooses not to have New Erra Doors perform the labor to swap hardware, a refundable deposit will be required to ensure the return of the defective hardware within the manufacturer's return time frame.

LIMITED FINISHING WARRANTY

NEW ERRA DOORS CORP does not hold nor extend any warranties on the finishing/staining/painting of the doors, door components, hardware components, glass components etc. Any warranty claims will be forwarded to the original manufacturer for resolution.

The original manufacturer warranties regarding the finishing/staining/painting can be obtained directly from the manufacturer.

Not all products are provided with finishing/staining/painting. Such products will be the customer's responsibility to arrange for the finishing/staining/painting of the products, following the directions and recommendations by the original material manufacturer.

Failure to follow the finishing instructions provided by the manufacturer will result in a loss of the doors and components warranty.

Wood is a natural material product and has natural variations in grains and colors. Different grains and colors within a natural species are normal and are not considered a defect. NEW ERRA DOORS CORP does not guarantee nor warranty any natural product such as the wood when finished/stained/painted will match the grain and/or color of any sample which may have been provided to or by the customer

Any finishing completed prior to installation will need to be examined by the customer upon immediate completion of the installation (same day as installation). Failure to do so waives the customer's right for any touch ups under the limited warranty.

There is no free service for finishing touch-ups nor refinishing.

NEW ERRA DOORS CORP is not responsible for any finishing failures due to

- ANY Finishing work not performed by authorized NEW ERRA DOORS CORP employees and/or contractors
- Finishes of other kinds other than the NEW ERRA DOORS CORP approved finishing products
- Normal wear, fading or discoloration of finish from product usage, age, or exposure to direct sunlight
- Improper storage, handling, installation, use, modification or maintenance

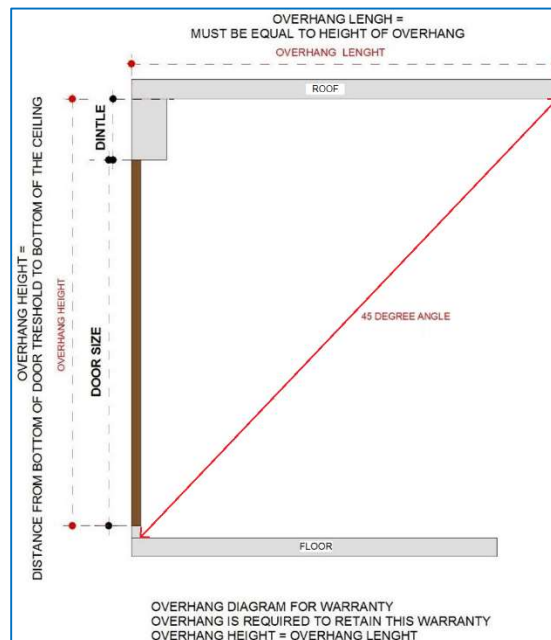
- Accident, misuse, abuse, alterations, improper handling, operation or cleaning
- Acts of God (unavoidable weather patterns)
- Acid Rain or other corrosive elements
- Materials within 2 miles of the coast or bodies of water, including exposure to coastal weather conditions and/or salt spray
- Damage caused by high-volume humidity (pressure washing, condensation, frost, mold)
- Damage caused by inappropriate finishes, solvents, brick wash or cleaning chemicals
- Damage caused by defects in the existing building or residential structure
- Any costs or consequential damage caused by people, animals, machines, accidents, natural disasters, etc.
- The appearance of ANY field finished/refinishing doors
- Non-factory applied finishes, applied sealants or caulking, high-moisture environments including pools, greenhouses or water leakage
- Conditions outside the product or finish design limitations
- Finish failure due to the product being installed in direct sunlight and/or under inadequate overhand protection specified in our Overhang Requirement

OVERHANG REQUIREMENT

Exterior doors are expected to have adequate protection from direct element exposure and weather conditions and to follow the overhang requirement found in the appropriate Florida Impact Approvals/Miami Dade Notice of Acceptances.

An overhang is a projecting cover over the doors and extends out from the structure the doors are installed in. An adequate overhang is an overhang projecting a distance from the structure equal or greater than the distance from the base of the door to the base of the overhang at its farthest point from the door.

Failure to have adequate overhang over the doors will exclude the doors from any warranties from NEW ERRA DOORS and the original manufacturer.



DISCLAIMER AND LIMITATIONS OF LIABILITY

NEW ERRA DOORS CORP shall not be liable for failure or delay in delivery occasioned by labor disputes, wars, riots, insurrections, material shortages, force majeure, or other causes beyond NEW ERRA DOORS CORP control; or for incidental or consequential damages arising from any breach of contract as defined in the uniform commercial code, to the full extent of the law.

NEW ERRA DOORS CORP will not pay any cost to remove defective doors or to install new doors by a 3rd party.

The risk of loss of any materials furnished by NEW ERRA DOORS CORP shall be at NEW ERRA DOORS CORP responsibility until the time of installation to Customer or Customer's job site, at which time the risk is transferred to the Customer.

The customer must inspect each door immediately upon receipt. It is the Customer's responsibility to approve and sign off on the condition of the doors at the time of installation. Customer will accept all risk, loss, or damage immediately after installation and signed acknowledgement of the door's condition. If Customer fails to sign off on doors at time of installation due to absence at the installation site, it will be registered for the work AS IS and will not be viable for complaints reported against the door's condition.

If products or services are found to be covered under the Terms and Conditions of NEW ERRA DOORS CORP's warranty, NEW ERRA DOORS CORP will, at its option, provide ONE of the following:

- REPAIRING without charge.
- REPLACING without charge in whatever stage of fitting and/or finishing it was originally supplied by the manufacturer.
- REFUND the original purchase price for the door.

NEW ERRA DOORS CORP's maximum liability is limited to the amount of the original purchase price and will not cover the costs of any labor (including but not limited to installation, removals, finishing, etc) of any replacement door unless specified by the original material manufacturer.

NEW ERRA DOORS CORP shall not be liable for doors repaired or replaced without prior written consent.

Written notice of any claim under this warranty must be given to the original material manufacturer promptly when discovered and is subject to any limitations imposed by the original material manufacturer. Any defects should be reported within a reasonable time upon discovery to report the warranty claim.

Any repairs or replacements are to be made at the NEW ERRA DOORS CORP workshop in Fort Myers, Florida, and the customer shall, at their expense, return all products directly to NEW ERRA DOORS CORP workshop in Fort Myers, Florida for credit, repair or replacement. Failure to do so may result in additional charges to the customer.

NEW ERRA DOORS CORP shall make every reasonable effort to facilitate communications between the customer and the original material manufacturer in as much to assist in any warranty claims. It will be the customer's responsibility to ensure any requirements for the warranty claims (such as material repairs, return of materials, etc). NEW ERRA DOORS CORP will not be responsible for any missing or incompletion actions from the customer that may result in the warranty claim being denied or cancelled.

RESTRICTIONS TO YOUR WARRANTY

The following are the exclusions and restrictions to this limited warranty:

- Any labor performed by a 3rd party not an authorized NEW ERRA DOORS CORP employee or contractor
 - Including but not limited to removals, installations, refinishing, repairs, adjustments, modifications
- Any materials provided by a 3rd party and not provided by NEW ERRA DOORS CORP
 - Including but not limited to hardware, glass, trim work
- Any conditions due to exposure to the elements
 - Any materials not protected by substantial overhang (See Overhang Requirement)
 - Any materials in direct exposure to elements (including but not limited to sunlight, rain), especially if the exposure is continuous (longer than 30 minutes)
 - Any materials not protected and are exposed to weather conditions
 - Any materials with dark stains/paint/coloring
 - Any materials installed within 2 miles of any coastal or bodies of water
 - FLORIDA ONLY - Any materials installed with an orientation to the West and/or South (and any orientation that includes one of these)
 - Any doors considered of 'flush' design (plain surface on both sides, not a stile and rail door)
- Any conditions to the materials due to 3rd party laborers or materials
 - Unusual stress or strain such as that resulting from the movement of building components, and/or all related construction materials
 - Paver installation causes the threshold to rise above the line it was originally installed at, causing the bottom of the door to rub on the threshold
 - Materials installed within, or subject to, high moisture or high humidity environments including, but limited to:
 - New homes with uncured plaster; stucco, drywall; concrete or ceramic tile
 - AC units going through or directly in proximity of doors.
- Any small scratches or rub marks on materials
- Any flush doors (plain surface on both sides, not a stile and rail door) with any direct exposure from the elements
- Any condition arising from the neglect or failure to properly maintain the door in a timely manner
- Any condition to materials due to failure to protect the exposed surfaces and edges of the doors not finished in a timely manner

Circumstances may require maintenance in the form of adjustments, repairs, or finishing to be more frequent than expected are not covered under this limited warranty:

- Flush doors (plain surface on both sides, not a stile and rail door) with any direct exposure from the elements (may require additional maintenance). Flush doors are considered higher maintenance doors
- Dark colors on materials exposed to direct sunlight
- Inadequate overhang (See Overhang Requirement)
- Direct and Indirect Exposure to the Elements
- Solid Panels
- Any materials installed with an orientation to the West and/or South (and any orientation that includes one of these)

Consult the care guides available from the original material manufacturers for the proper upkeep and care of the doors and materials.