

LIMITED WARRANTY CERTIFICATE

Palma Door Systems provides a limited warranty for its custom entry steel and fiberglass doors, demonstrating a commitment to producing high-quality doors. This warranty outlines the coverage, limitations, and procedures for claims, ensuring customer satisfaction.

WARRANTY COVERAGE

Palma Door Systems warrants that its entry door systems will be free from defects in material and workmanship from the date of initial purchase, provided the doors have been used under normal service conditions and for residential use (defined as owner-occupied single-family homes; commercial use is limited as specified below). The warranty is transferable to future owners upon written notification to Palma Door Systems within 30 days of property transfer.

COMPONENT-SPECIFIC COVERAGE

■ Fiberglass Door Panels

Guaranteed against defects in materials and workmanship that may unreasonably affect their performance (e.g., delamination or structural failure under normal use). This warranty is valid for Twenty-Five (25) years from the original date of purchase. All fiberglass panels must be fitted with a multipoint lock, otherwise warranty against panel warping will be voided.

■ Steel Door Panels

The steel door panels are warranted against warping, rust, cracking, or buckling for Twenty (20) years.

■ Steel Door Panels

- Stained Fiberglass Door Panel: A Five (5) year warranty applies to the factory stain finish, protecting against blistering, peeling, or uneven discoloration. Proper maintenance of the clear coat is essential.
- Painted Door Panel: A Ten (10) year warranty covers the factory paint finish on steel or fiberglass doors, guarding against blistering, peeling, and uneven discoloration.

COMPONENT-SPECIFIC COVERAGE

■ Doorlites (Glass Units)

A Ten (10) year warranty for residential use (transferable) and Five (5) year warranty for commercial use (non-transferable) ensures that doorlite glass units in a Palma Door Systems pre-hung door, including clear and grills, stained glass, V-groove, textured, silkscreen PVC extrusion, unpainted frame, and molded parts, will not develop obstructions of vision due to seal failure, including the formation of a film or deposit of dust on internal surfaces, or failure or movement of grilles and SDL bars within the unit. The obstruction must be visible from 3 feet away to qualify as a defect. This warranty also covers seal failure, internal condensation (mist), silkscreen discoloration, warping and deformation, cracking, major discoloration, and non-uniform gloss change. Minor discoloration of coming is considered normal and is not covered. Pressure cracks and glass breakage are explicitly excluded from this warranty.

■ Multi-Point Locks

All door handle sets for multi-point locks sold by Palma Door Systems are warrantied for Ten (10) years against defects in material and workmanship, provided the products are owned by the original purchaser and used in the residence in which they are originally installed. This limited warranty only covers residential applications (commercial applications are excluded), and proof of original purchase is required to make a claim.

This warranty excludes scratches and/or abrasions, products which have been altered and/or improperly installed, abused and/or misused, products damaged by acts of nature, or products deemed to have undergone normal wear and tear. Door handle sets which have not been maintained in accordance with the manufacturer's written specifications will be excluded from this warranty. The warranty applies only to the original purchaser for residential use and does not extend to subsequent owners unless transferred as specified in the general warranty coverage.

If a door handle set is found to be defective in Palma Door Systems' reasonable judgment, Palma Door Systems will, at its sole option, either repair or replace the defective hardware. This warranty does not cover any labor charges to remove and/or reinstall door handle products.

Any claim under this warranty must be made via written notification to Palma Door Systems within the 10-year period and follow the general claim procedure outlined below.

■ Composite Frame

Protected against defects in materials and workmanship, as well as rot and decay, for the lifetime of the frame.

COMPONENT-SPECIFIC COVERAGE

■ **Accessories:** Extrusion, Molded Part, Handle/Lock, Opening/Closing Mechanism, Screen, Weatherstripping, Decorative Shelf, Decorative Accents, Venting Unit Mechanism

Ten (10) years transferable (residential), Five (5) years non-transferable (commercial). Covers surface flaking and cracking, major discoloration, non-uniform gloss change, breakages, defects.

■ **Trimlite Internal Blind Warranty**

Trimlite provides a Twenty (20) year warranty on internal blind products for any manufacturing defect that renders the blind inoperable. The original purchaser must report manufacturing defects promptly before installation.

EXCLUSIONS FROM WARRANTY COVERAGE

Palma Door Systems' warranty does not cover certain damages or issues:

- **Normal Wear and Tear:** The warranty does not extend to normal wear and tear and natural weathering of surfaces. Exposure to sunlight, air pollutants, and normal atmospheric conditions may cause a stained door to gradually fade.
- **Improper Installation or Modification:** The warranty is void if the product has been repaired or modified by anyone other than an authorized representative. Damage or poor performance resulting from installation that exceeds product design standards or non-compliance with building codes is also excluded.
- **Installation of a Storm Door:** Installing a storm door on any entry system voids the warranty.
- **Warping:** Warp not exceeding 3/16" in the plane of the door panel, or bow or misalignment in the door frame in which the door panel is hung.
- **Improper Sizing/Fitting:** Improper sizing or fitting of hardware or door systems is not covered if it causes structural integrity issues or other problems.
- **Shipping and Handling:** Damage or malfunction caused by improper shipping or handling.

EXCLUSIONS FROM WARRANTY COVERAGE

Palma Door Systems' warranty does not cover certain damages or issues:

- **Water/Air Infiltration:** Water or air infiltration issues caused by installation errors or design flaws in construction are not covered.
- **Condensation:** Condensation or ice buildup are excluded from coverage.
- **Other Causes:** Scratches on the door panel or frame can lead to rust, blistering, and peeling paint. Failure to follow the care and maintenance instructions, or exposure to harmful chemicals or pollutants. Products suffering from an accumulation of surface dirt or stains.
- **Environmental Conditions:** This Limited Lifetime Warranty does not cover "Acts of God," such as hurricanes, tornadoes, or hail.
- **Storing Conditions:** Storing the pre-hung door system prior to installation in a non-sheltered and/or unheated facility.
- **Minor Imperfections:** Minor scratches or minor visual imperfections.
- **Non-Maintenance:** Non-maintenance by the homeowner of paint and stain finishes, in accordance with Palma Door instructions.
- **Reinstallation:** Reinstalling the pre-hung system door in a secondary opening. This voids the entire warranty.
- **High Winds and Water Exposure:** Double door systems should not be used in areas with high winds and water exposure, such as near lakes and rivers. An adequate overhang of at least six feet must be present under these conditions.
- **Improper Care and Maintenance:** Damage from improper care and maintenance. Proper care and maintenance are the sole responsibility of the homeowner. After severe storms, the door system should be inspected to ensure no damage occurred. The absolute proper maintenance and care are the responsibility of the warranty holder. Failure to comply may void this warranty.
- **Glass Issues:** Glass scratches or imperfections are acceptable as long as they aren't visible from more than three feet away. Minor variations in glass colour that are visually and do not impede vision. Escaping gas from sealed units. Accidental glass breakage, pressure cracks, or foreign objects striking the glass area and causing cracks or breakage. Condensation may occur due to excess levels of humidity within the building. The floor vent must be properly located.
- **Product Selection:** Product selection is the sole responsibility of the warranty holder.
- **Storm Doors:** Using a door behind an unventilated storm door voids the warranty due to potential heat buildup.
- **Additional Exclusions:** Damage from installations within 5 miles of saltwater (warranty limited to 10 years in such cases); any damage caused by third-party installers, even if certified; or failure to provide written notice of defects within 30 days of discovery.

CLAIM PROCEDURE

To initiate a warranty claim, the customer must contact their authorized Palma Door Systems dealer in writing within 30 days of discovering the defect, providing the following information:

- Date and location of purchase
- Original invoice
- The address where the product can be inspected
- Description of the problem and the product
- Name and address of the owner of the residential and commercial property
- Name of the installer
- Proof of purchase and the original date of purchase
- Product catalog number and description
- Detailed explanation and pictures of the alleged defect

Palma Door Systems reserves the right to inspect the product in place before any repair or replacement, and claims without sufficient proof may be denied.

PALMA DOOR SYSTEMS'S OBLIGATIONS

Upon receiving all required information, Palma Door Systems will investigate the claim and take appropriate action within 30 days. If a defect is confirmed, Palma Door Systems will, at its option, either repair or replace the door system. Warranty covers service-related labor up to two years. After the two-year period service labor charge will apply. If the request for service is not justified, or the problem is misdiagnosed, travel and labor costs will be billed.

Palma Door Systems's liability is limited to repair or replacement of the door system. The company is not responsible for any incidental or consequential costs, including labor, refinishing, inconvenience, damages, injuries, or other expenses.

LIMITATIONS

The seller's sole liability under this Limited Lifetime Warranty is for repair, replacement, or refund. In no event will the seller be liable for consequential, indirect, incidental, special, or punitive damages.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. No distributor, dealer, or representative of Palma Door Systems has the authority to change or modify this warranty in any way, either orally or in writing.