

## ZENDOORS INC. 'MANOR HOUSE COLLECTION' WARRANTY

For Garage Doors used in Residential Home Construction

Zendoors Inc. ("Zendoors") is committed to providing high-quality garage door products that meet or exceed performance expectations for residential homes.

This Warranty applies exclusively to garage door products manufactured and supplied by Zendoors and installed as part of residential construction projects. Zendoors is a manufacturing company and does not perform installation or service work. Installation and service are the responsibility of a third-party contractor engaged by the home builder, contractor, owner, or otherwise.

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### 1. WARRANTY COVERAGE

**A. Two-Year Warranty Coverage** - Zendoors warrants that the garage door and its components:

- Are free from defects in materials and manufacturing workmanship;
- Are fit for use and function under normal residential conditions;
- Operate in accordance with their intended design.

This coverage is valid for a period of **two (2) years** from the date of **purchase or installation**, whichever occurs **earlier**.

**B. Ten-Year Limited Warranty – Composite Wood Panel** - Zendoors warrants that the composite wood panel of the garage door (as specified in the supplementary panel substrate documentation) will be free from:

Splitting, Cracking, Rotting, and Warping under normal usage conditions.

This limited warranty is valid for a period of **ten (10) years** from the date of **purchase or installation**, whichever occurs **earlier**. Warranty claims must defer to the supplementary panel substrate documentation to determine extent of coverage. See *'MH Supplementary Document – Exterior Panel Warranty'*.

Note: Zendoors does not warrant installation workmanship. Any issues arising from improper installation are the responsibility of the installing contractor and/or the home builder.

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## 2. EXCLUSIONS This Warranty does not cover:

- Installation-related defects, including misalignment, detachment, or improper sealing;
  - Damage due to improper maintenance or misuse by the homeowner;
  - Damage caused by accident, impact, vandalism, fire, flood, or other natural disasters;
  - Damage resulting from unauthorized repairs, modifications, or alterations;
  - Normal wear and tear, including minor surface rust, fading, or cosmetic issues that do not impair the functionality of the door;
  - Garage door openers and accessories not supplied by Zendoors;
  - Conditions, malfunctions or damage not resulting from defects in material or workmanship;
  - Defect related to paint or stain finishes;
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## 3. CONDITIONS NOT COVERED UNDER WARRANTY

- Normal expansion or contraction of materials caused by changes in material moisture content after installation;
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers, vehicles and vehicle exhaust, etc.;
- State of seal between the garage door, exterior environment, and interior garage space. Garage doors between the garage space and the outdoors are not required to be weatherproof;
- Deflection or warping to due normal effects of 'Thermal Bowing' on Garage Door. Exterior doors can warp to some degree due to temperature differential between

inside and outside surfaces. See 'MH Supplementary Document - DASMA TDS185 - Thermal Bowing'. The following warpage/deflection is deemed acceptable:

- Warpage or deflection across the width of the door that can be mitigated by the use of a stiffening strut or compensated by the use of exterior weather seal;
- Warpage or deflection across the height of an individual section equal to or less than 2.5mm per 305mm of section height
- Warpage or deflection not visible 1500mm from the door face.

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#### 4. MOISTURE PROTECTION REQUIREMENTS

All exposed organic surfaces must be both primed and painted by the customer to protect against moisture intrusion. The customer must protect exposed organic surfaces prior to prolonged exposure to cold, damp, or wet environments. Exposure to inhospitable environments in excess of three (3) months degrades the surface of the substrate and reduces its ability to accept adequate moisture protection (primer and paint). Failure to protect exposed organic surfaces **voids the warranty**.

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#### 5. WARRANTY CLAIM PROCEDURE To make a warranty claim, the purchaser must:

- Notify Zendoors in writing within the applicable warranty period;
- Provide a clear description and photographic evidence of the issue, where possible;
- Follow any additional policies and procedures unique to the specific seller-purchaser relationship;
- Allow reasonable access for inspection and assessment.

Zendoors will coordinate with the purchaser to investigate and resolve valid claims related to product defects. On-site investigation of defects conducted by Zendoors and the end customer must be coordinated by the purchaser to preserve the chain of liability.

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#### 6. LIMITATION OF LIABILITY Zendoors' liability under this Warranty is limited to the repair or replacement (at Zendoors' discretion) of defective components it has manufactured and

supplied. Zendoors is not liable for any indirect, incidental, or consequential damages, including but not limited to issues and expenses arising from installation or third-party workmanship.

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## 7. CONTACT INFORMATION

Zendoors Inc.

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**Zendoors Inc.**

garage door design