

#### Claims Procedure

If you have any questions regarding this warranty or have any claim under the provisions of this warranty, please contact your local authorized Woodgrain Millwork distributor or our manufacturing facility. To process a claim, you must furnish the glass code (numbers and/or letters printed within/upon the insulated glass unit). If you have questions about locating the glass code, please contact the Woodgrain Millwork facility. You must notify Woodgrain Millwork or your local independent Woodgrain Millwork distributor of any defects within a reasonable time, but no later than 30 days after the defect is discovered or reasonably should have been discovered, and within the period covered by the warranty. Woodgrain Millwork may require any defective parts to be returned to Woodgrain Millwork or our closest distributor. In order to process a warranty claim, Woodgrain Millwork reserves the right to inspect the product before it is removed or modified in any way. Woodgrain Millwork field visits may result in service charges if a non-warranty site survey is required and/or requested. We reserve the right to perform the warranty work or arrange for another party to perform the warranty work. This warranty is only applicable in the USA and the District of Columbia. This warranty is governed by the State of Iowa without regard to choice of law principles.

**If you have any questions or experience any problems with your Woodgrain Millwork product, visit our website at [www.ashworthdoors.com](http://www.ashworthdoors.com) or contact our Customer Service Department at 800.935.2000.**



# Ashworth

*Limited Warranty*



Woodgrain Millwork warrants, subject to the conditions and restriction stated below, that its products and components thereof shall be free from defects in materials and workmanship. The warranty is in effect at the time of purchase from a retailer or dealer. Provided the Ashworth Door unit was strictly maintained, stored, finished and installed in accordance with Woodgrain Millwork's written instructions.

Ashworth would like to thank you for selecting our products. We are confident that they will provide you with comfort, aesthetics and value for many years to come. As with any product warranty, there are certain limitations and disclaimers that must be included so that all parties are assured that the product is being installed and used properly. Our intent is to make this warranty as clear and user-friendly as possible.



900 South 19th Street  
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[www.ashworthdoors.com](http://www.ashworthdoors.com)

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## Ashworth products carry a “**Limited Warranty,**” which provides coverage for insulated glass seal failures for 20 years and materials for 10 years.

### **Insulated Glass – 20 years**

Woodgrain Millwork warrants the insulated glass in our patio doors shall be free from manufacturing defects for a period of 20 years from the date of purchase from retailer or distributor. Our insulated glass is warranted not to develop, under normal conditions, any material obstruction of vision as a result of manufacturing defects or a premature failure of the edge seal. This limited warranty does not apply to special glazing, and glass not factory installed by Woodgrain Millwork. If any repair or replacement is necessary, such repair or replacement is warranted for the remainder of the applicable warranty period. Labor is not covered after 12 months of purchase.

### **Exterior Painted Aluminum Surfaces – 10 Years**

Woodgrain Millwork warrants the paint on the exterior of aluminum clad products will not, under normal atmospheric conditions, peel, check, crack, or flake for a period of 10 years from the date of purchase from retailer or distributor. The paint performance will vary depending on installation in heavy salt spray environments, elevation, orientation, altitude and other atmospheric conditions. Paint surfaces will weather over time. To prolong the life and appearance of the paint coating, it is recommended that exterior cladding be cleaned any time the exterior glass is cleaned. See your Woodgrain Millwork distributor for a copy of the maintenance and cleaning instructions, or refer to AAMA 610.1-79. If paint failure should occur, Woodgrain Millwork reserves the right to determine the best method for corrective action. Labor is not covered after 12 months of purchase.

### **Hardware and all Other Components – 10 Years**

Woodgrain Millwork warrants that hardware and other components shall be free from defects, under normal conditions, for a period of 10 years from the date of purchase from retailer or distributor. Woodgrain Millwork will provide replacement parts, free of charge during the warranty period. Since we purchase many of these items from other manufacturers, we cannot guarantee that the exact model or design of hardware will be available in the future, and usually, the then current model will be provided. Any components or product repaired or replaced are warranted for the remainder of the original warranty period. Labor is not covered after 12 months of purchase.

### **The remedies provided in this Limited Warranty will be forfeited by the occurrence of any of the following conditions:**

- Improper installation of the door unit.
- Installation in a non-vertical or sloped application.
- Damage from accident, misuse or abuse.
- Alteration or use for a purpose other than that for which it was intended.

- Application of any tint, UV limiting, or sun blocking film to the interior or exterior of the glass.
- Use of film shades.
- Use in or around ships, boats, trailers, campers, swimming pools, spas, saunas or greenhouses.
- Installation exceeding 5,000 ft. above sea level, unless high altitude breather tubes have been factory installed.
- Failure to properly finish all wood exterior surfaces and all interior surfaces within 30 days of purchase according to Woodgrain Millwork's written finishing instructions.
- Failure to regularly clean exterior cladding when product is installed in a corrosive environment.
- Exposure to harmful chemicals.
- Field mulling (connecting of units).
- Alteration, modification or use of a purpose other than that for which it was intended or designed. (Including, but not limited to, paint applied to vinyl, vinyl weatherstrip and damage resulting from security systems applied or attached to our product.)
- Failure to comply with the claims procedure outlined herein.

### **Exclusions – The following items are specifically excluded from the remedies provided by this warranty:**

1. Remedies requested for any labor for removal, repair or replacement of defective parts, products or glass, or any repainting or refinishing costs, except as noted above.
2. Remedies requested for any consequential, incidental or punitive damages.
3. Remedies requested for damage caused by or adjustment required from:
  - a. Improper handling, installation or maintenance and/or delivery by others.
  - b. Exposure to conditions beyond performance specifications and/or design limitations.
  - c. Water infiltration other than as a result of manufacturing defects.
  - d. Condensation and damage caused by failure to resolve condensation.
  - e. Damage to glass, metal or any other surfaces caused by brick wash, sanding, improper cleaning/ washing, chemicals or airborne pollutants.

- f. Minor scratches and/or minor glass imperfections that do not impede or severely obstruct the normal viewing area, and do not impact the structural integrity of the insulated glass.
  - g. Reflective distortion of any kind, including, but not limited to, color, tint, hue or waves inherent of annealed, coated, laminated and tempered glass.
  - h. Heat gain, vinyl distortion or damage of any kind, including, but not limited to, effects due to the reflective properties of glass and its finishes.
  - i. Alignment/location of inner grids of less than or equal to 1/8" from specified location.
  - j. Stresses to product caused by building defects, building movement and/or settling of buildings.
  - k. Catastrophic weather or acts of God, including fire, wind or wind-blown objects.
  - l. Normal weathering wear and tear.
4. Any applicable taxes and freight. (Replacement parts will be shipped to the closest Woodgrain Millwork distributor at Woodgrain's expense or the options to ship direct to the homeowner at the homeowner's expense.)
  5. Remedies requested for glass breakage, including stress cracks.
  6. Remedies requested for special glazing.
  7. Laminated and/or impact glass will have a warranty limited to five years against delaminating of inner liner (PVB) and extensive visual obstruction due to glass seal failure.
  8. Woodgrain Millwork does not warrant the percentage of inert gas present in high-performance products. Gas dissipates over time at different rates depending upon use and conditions.
  9. Remedies requested for inner grid rattle due to lack of uniform supported structure of product, in which the operation of the product or of another product causes vibration harmonics into the Woodgrain Millwork product and induces inner grid to vibrate against the insulated glass, creating a noise.
  10. Remedies requested for brass and oil rubbed bronze hardware finished for finish loss, tarnishing or wear.
  11. Remedies requested for corrosion, tarnishing or operation of standard hardware in high salt spray environments.

12. Remedies requested for anodized aluminum exterior finish variances in appearance of color, die lines, pitting and chalking are not warranted.
13. Remedies requested for wood texture, color variations and other wood characteristics within Woodgrain Millwork's specifications.
14. Remedies requested for natural warping of wood components unless the "warp" exceeds 1/4"; warping includes bowing, cupping and twisting.
15. Remedies for swinging doors over seven feet tall, without factory installed multipoint locking hardware, as these products are not warranted against warpage or performance.
16. Remedies requested for any special or custom product or item, which is manufactured according to specifications provided by the customer.
17. Remedies requested for any product in a size that is greater than that shown in our size charts; these products are purchased "as is" without any warranty.
18. Remedies requested for any product purchased without factory installed glazing; these products are purchased "as is" without any warranty.
19. Remedies requested for any product installed in structures that do not allow for proper management/drainage of moisture, including, but not limited to, torn exterior insulation and finishing systems (EIFS) or "synthetic stucco" without engineered drainage system.
20. Remedies requested for products manufactured by others.

### **Limits of Liability – This warranty is in lieu of all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.**

- No distributor, dealer, employee, salesperson or representative of Woodgrain Millwork has any authority to modify this warranty in any way.
- Woodgrain Millwork is not liable for any consequential, incidental, special or punitive damages, costs of installation of replacements or costs of refinishing of door components or adjacent parts/millwork.
- Woodgrain Millwork shall make final determination of whether or not a defect exists.
- Woodgrain Millwork, at its sole discretion, may repair or replace the defective part or product or refund the original purchase price.