

CS Acrovyn[®] Doors

Limited Lifetime Warranty

Thank you for purchasing CS Acrovyn Doors. Every detail of an Acrovyn Door reveals careful construction and a commitment to quality. CS offers a limited lifetime warranty against defects in materials or workmanship. For the purpose of this warranty "CS" shall mean Construction Specialties, Inc.

Inclusions

CS warrants, subject to the conditions and restrictions contained herein, that each door sold by CS shall be free from defects in materials or workmanship for the lifetime of its original installation. The limited lifetime warranty applies to:

1. Delamination of the surface skin or substrate of the door;
2. Telegraphing of the surface skin of the door;
3. Decomposition and/or separation of the core material and its components;
4. Color change of the skin material (unless subjected to ultraviolet light);

Terms

1. The Acrovyn Door Warranty specifically excludes indirect, incidental or consequential damages, losses, injury or costs of any nature relating to defective or damaged doors.
2. This warranty does not apply to the exclusions set forth below under the heading "Exclusions" and does not apply to products that are improperly installed, stored, maintained or cared for.
3. This warranty shall not cover the replacement or repair of any CS Acrovyn Door without the express written consent of CS.

Special "Edge of a Lifetime" edge cover warranty

Subject to the terms and conditions set forth in this limited warranty, if an Acrovyn edge cover is ever damaged, CS shall supply a replacement Acrovyn edge cover at no cost to the Owner. This coverage begins one (1) month after the initial installation date. Labor not included. Stainless steel edges not included. Damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents are excluded from this warranty. CS will not be responsible for labor charges and/or damage incurred in installation, repair or replacement, nor for any indirect, incidental or consequential damages, losses, injury or costs of any nature relating to damaged edging.

Allowable Tolerances

Acrovyn Doors are subject to the allowable tolerances set forth below. This warranty does not cover any product which has been exposed to conditions that exceed allowable tolerances for temperature and/or humidity. No alleged defect shall be considered a defect in material or workmanship under this warranty if the door has been produced by the manufacturer within the allowable tolerances set forth herein.

1. Size tolerances (nominal length, width and thickness): $\pm 1/16"$
2. Square-ness tolerance: diagonal measurement difference will not exceed $1/8"$.
3. Stile, rail and show-through (telegraphing) on doors shall not be considered a defect unless the faces of the door varies from a true plane in excess of $.010"$ in any three-inch span ($.25\text{mm}$ in any 76mm span) using a straight-edge and feeler gauge.
4. Factory hardware preparation: a plus $1/32"$ minus $0"$ tolerance will be allowed on hinge and lock front preparation cutouts. A $\pm 1/32"$ tolerance will be allowed on hinge and lock front locations.



Warp Tolerances

Warp is a defect only when it exceeds ¼ of an inch of the door plane. Warp is defined as any distortion within the door itself. It does not refer to the door in relation to the frame or jamb in which it was hung. The term warp shall include bow, cup, and twist. Warp is measured by placing a straightedge/string on the concave face and determining the maximum distance for the straightedge/string to the door face.

Allowable warp tolerances for 1-3/4" (44 mm) thick doors:

1. ¼" (6.4 mm) maximum for any 3'-6" x 7'-0" (1067 mm x 2134mm) or smaller door
2. ¼" (6.4 mm) maximum in any 3'-6" x 7'-0" (1067 mm x 2134mm) section in any door larger than 3'-6" x 7'-0" (1067 mm x 2134mm)

Allowable warp tolerances for 1-3/8" (35 mm) thick doors:

1. ¼" (6.4 mm) maximum for any 3'-0" x 7'-0" (914mm x 2134mm) or smaller door
2. ¼" (6.4 mm) maximum in any 3'-0" x 7'-0" (914mm x 2134mm) section in any door larger than 3'-0" x 7'-0" (914mm x 2134mm)

Note: If the claimed defect is due to warping, CS reserves the right to defer remedy of the defect for a period up to twelve (12) months from the date the product was installed since a temporary warp condition may occur as the door adjusts to local humidity and temperature conditions.

Exclusions

This warranty does not cover the following:

1. Doors stored under conditions other than those outlined in CS Storage, Installation, Care and Maintenance Instructions
2. Doors stored for more than six months.
3. Exposure of the door to conditions that exceed the allowable tolerances for humidity and temperature noted herein. See the Storage, Installations Care and Maintenance Instructions section for more information.
4. Normal wear and tear, including dents, mars, abrasion and wear-through of the face surface, as well as deterioration for reasons other than defects in material or workmanship of the door itself.
5. Doors prepped for corner flushbolts. The use of corner flushbolts is not recommended for use in wood doors and will not be warranted as their required mortise machining weakens the structural integrity of any wood door. To maintain the Acrovyn Door Lifetime Warranty, use an equivalent extension flushbolt typically used with hollow metal doors. For more guidance please contact CS.
6. Defects caused by a failure to provide a suitable installation environment for the product;
7. Doors for use in exterior applications. An exterior door is defined as an opening that cannot be climate controlled for temperature and/or humidity on both sides.
8. The warranty against warp does not apply to the following:
 - a. Doors wider than 4 feet and longer than 8 feet.
 - b. Doors hung without a hinge or pivot for every 30" of door height.
 - c. Doors with different face materials on opposite sides of the doors
9. Doors that are improperly hung or do not swing freely.
10. Doors with cutouts. This warranty does not cover doors with:
 - a. Cutouts for lights (lites) and/or louvers which are nearer than 5 inches to any edge of the door.
 - b. Cutouts having less than stated minimums between adjacent cutouts for unit locks, closures, lights (lites), louvers or other hardware cutouts.
 - c. Cutout areas exceeding 40% of the area of the door face. However, this exclusion may be waived by CS in writing in advance of purchase if certain conditions are satisfied.
11. Doors with concealed closers deeper than 2" or wider than 1-1/4" or machined pockets that leave less than 1/4" thick cavity walls.
12. Fading due to exposure to ultraviolet light sources.

13. Incompatibility of hardware with a particular door construction. For example, doors must be vertically attached to frame with required number of hinges or pivots described herein: Doors must have 3 hinges/pivots installed for up to 90" of door height. For doors taller than 90" an additional hinge/pivot for every additional 30" of door height or portion thereof is required.
14. Doors altered, repaired or modified without the expressed written consent of CS.
15. Repair or replacement of the door or components due to normal wear and tear or due to the fault or negligence of the purchaser or others, such as installers.
16. Doors shipped outside of North America in non-climate controlled containers.
17. Barrier-Resistant doors installed in abusive environments such as security or detention rooms.

Storage, Installation, Care, and Maintenance Instructions

The remedies mentioned herein are valid only when products covered by this warranty are properly stored, installed and maintained. There are additional exclusions which apply to this product contained in the Storage, Installation, Care and Maintenance Instructions. If you have not received a copy of the Storage, Installation, Care and Maintenance Instructions please contact CS for a copy of this publication or download it at our website <http://www.c-sgroup.com/acrovyn-doors/resources>.

CS will not be liable for a product that has been damaged by any of the following:

1. Failure to properly store doors on a flat level surface in a dry, well ventilated building;
2. Accident, mishandling or improper use;
3. Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%.
4. Temperature on both sides of an interior door must be at a consistent level and not be less than 50°F and not greater than 90°F.
5. Improper installation or maintenance;
6. Negligent operation;
7. Use of the product for purposes other than those for which it was designed;
8. Unauthorized attachments or modifications;
9. Bow or non-alignment of the frame or jamb in which the door is hung;
10. Any product components or parts not manufactured by CS;
11. Fire, flood, earthquake, storms, tornado, acts of nature, or any other cause beyond the control of CS;
12. Any other abuse or misuse by the original purchaser or subsequent user. All disclaimers and exclusions contained herein apply under all conditions.

Limitations of Liability

THIS WARRANTY SETS FORTH CS' MAXIMUM LIABILITY FOR ITS PRODUCTS. CS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. CS SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. CS MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN. THE REMEDIES CONTAINED HEREIN SHALL BE SOLE AND EXCLUSIVE. IN THE EVENT STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESSED WARRANTY STATED HEREIN.

Claim Procedure



3 Werner Way, Lebanon, NJ 08833 US, 800-416-6586
 895 Lakefront Promenade, Mississauga, ON L5E 2C2 Canada, 888-895-8955
www.c-sgroup.com

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To initiate a claim under this warranty, contact the distributor or contractor from whom you purchased the CS doors. If no corrective action has been taken within a reasonable time, contact: CS Door Division at (800) 416-6586 or fax to (908) 849-4285.

1. Identify the product that is involved, the date, the name of the distributor or contractor purchased from and the purchase price if known;
2. Provide a complete description of the claimed defect, including photos and sketches whenever available;
3. Identify yourself and those persons who have already been contacted and state what attempts have already been made to correct the problem;
4. Provide the address where the defective product can be inspected;
5. Provide a phone number or e-mail address where you can be contacted.

CS will investigate your claim and within sixty (60) days after notification take appropriate action. CS may charge a fee for any onsite inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this warranty, the inspection fee will be waived.

Should an Acrovyn Door be proven defective during the warranty period, the buyer's remedies will be limited to the following, at CS's option:

1. *Repair of the defective product free of charge or,*
2. *Replacement of the defective product and, with preapproval, pay a reasonable allowance (determined by Construction Specialties) for removal and re-hanging; or*
3. *Reimbursement of the purchase price for the defective product.*

These remedies are the only remedies available for breach of warranty or any other legal theory.

The total limit of liability to CS shall not exceed the net purchase price of the defective product.

Warranty Ownership

This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor, distributor or purchaser of the product. This warranty is not assignable and transferable other than to the original owner. The original owner is the person or entity who is the initial owner of the structure into which the product is installed. The failure to provide the original owner with this warranty will not subject CS to any expressed or implied warranties, liabilities or remedies in excess of those provided herein.

This warranty allocates the risk of product failure between CS, the purchaser and ultimate users of this product. This allocation is recognized by and reflected in the price of the goods. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms.

CS is one of the world's leading suppliers of doors, and door and wall protection products. We will gladly offer assistance and advice upon request. Please visit our website at www.c-sgroup.com for more information on CS products.