



PIVOT DOOR LIMITED WARRANTY

DSA warrants that each finished and unfinished door used in a non-commercial single-family residential setting will be free from defects in manufacturing, materials, and workmanship for a period of two (2) years from the date of shipment by DSA. This warranty only applies to doors installed within the continental United States of America and only allows the original purchaser of the door to have the warranty coverage described herein. Subject to the terms and conditions contained herein, if, during the limited warranty coverage period, any DSA product covered by this warranty fails as a result of a defect in manufacturing, materials, or workmanship, DSA, at its option, will: 1) have a DSA authorized dealer repair the product, 2) provide a replacement unit to the DSA dealer where the product was sold, or 3) refund the original purchase price. If DSA determines that the warranty claim is valid and chooses to replace the defective product, there may be slight color variations in the replacement product compared to the defective product. Any variation in finish or color of a replacement product is not a basis for a separate additional warranty claim. If any warranty claim is found by DSA, in its sole discretion, to be invalid, DSA has no obligation to provide any warranty coverage or other remedy.

All product damages from shipping or manufacturing must be reported within thirty (30) days after said unit ships from our facility. Anything that is reported after the 30-day period will be evaluated on a case-by-case basis.

This two (2) year warranty only applies if the door is properly installed, which includes installation with an overhang of at least 1/2 of the height of the entryway. It is not suitable to expose the door to moisture and direct sunlight and the minimum required overhang is necessary to prevent damage from moisture and sunlight. If it is determined that installation occurred without sufficient overhang, the warranty will be voided.

The following are not to be considered defects in manufacturing, material, or workmanship, and are therefore not covered by this warranty:

1. Failure to use product for its intended purposes (for example, installing a residential door in a commercial use facility).
2. Wear and tear due to normal usage and age
3. Improper storage, handling, finishing, or maintenance
4. ADA Sill/Saddle Sill - Damage caused by water penetration for any Pivot Door built with ADA Thresholds or Saddle Thresholds, which offer little resistance to water penetration and have a potential to leak water. DSA recommends these systems be installed away from weather under large overhangs.
5. Inadequate provision for the expansion and contraction of the frame
6. Electronic Keypads, and Smart Handle Set, are warranted against electronic defects for 2 years
7. Failure to follow DSA's care and maintenance instructions
8. Pivot doors 9 feet or less in height ordered without Multi-Point Locking System or greater than 9 feet are not warrantied

9. Bow or nonalignment in the frame or jamb in which the Pivot door is hung if not purchased pre-hung from DSA
10. Defects on doors ordered as slab-only purchases
11. Physical appearance. Although we try to make a fair representation of our Pivot doors, which are displayed in our showrooms and catalogs, finished results in the finish, texture, color, or appearance can vary from door to door. These are considered natural variations in the timber color and texture and are not covered in this warranty. Variations of stile and rail color are natural and are not covered under warranty as a manufacturer defect
12. Damage caused by others or beyond the control of DSA including, but not limited to, damage caused by misuse, abuse, accident or mishandling, or by flood, fire, earthquake, storm, tornado, or other natural acts of God
13. Damage caused by neglect in finishing or maintenance or by failure to comply with the finishing, maintenance, and installation information available upon request from DSA. This includes, but is not limited to, failure to seal all sides of the door within a period of thirty (30) days of receiving the door and regular homeowner maintenance to the finish of the door. Additionally, the use of any inappropriate finish, solvent, cleaning chemical or brick wash is not covered nor is the application of any finish, sealant or caulking not applied by DSA or its authorized dealer/service provider
14. Chemical or physical damage
15. Accidents
16. Exposure to moisture or direct sunlight. (See disclaimer above – INSTALLATION MUST INCLUDE AN OVERHANG OF AT LEAST 1/2 OF THE HEIGHT OF THE ENTRYWAY)
17. Doors finished with any black stain/paint receiving direct sunlight
18. Hardware finishes
19. Animal or insect damage
20. Product failure of any nature due to improper installation
21. Attempts to repair our product other than carried out by DSA or approved subcontractor
22. Hardware warranty is passed through from third party manufacture issued guidelines

NOTE:

- Accoya Pivot door requires overhang for units ADA/Saddle Sill due to water infiltration
- Accoya Pivot door warrantied if expose to direct sun light and black stain or paint

INSULATED GLASS LIMITED WARRANTY

Subject to the terms and conditions contained herein, DSA warrants each Insulated Glass (“IG”) unit against failure of the air seal and warrants each IG unit to be free from material obstruction of vision as a result of fogging on the internal surfaces of the IG unit, both for a period of ten (10) years

Insulated Glass Warranty conditions, exclusions, and limitations:

DSA provides no warranty coverage for minor glass imperfections which do not impair structural integrity or obscure normal vision, including slight bubbles, lines, surface imperfections or discolorations; any imperfections in the glass not detected from ten (10) feet while looking through the glass as per the guidelines established by federal standard ASTM C 1036- 01; Cracked or broken glass or damage resulting

from accident including impact or wind pressure, misuse or abuse, glass with films or coatings applied; and failure of an insulated glass seal due to contact from finishing the product.

The customer's sole remedy for any failure of an IG unit under this limited warranty is for DSA to send a replacement IG unit to the warehouse of the DSA Dealer who sold the original IG unit. DSA does not provide any labor associated with the replacement of an IG unit nor does DSA reimburse for any labor costs associated with the installation of an IG unit.

Temper stamps are included in all glass units.

NON-WARRANTY REPAIR SERVICES

DSA is not responsible for any repair costs related to a repair that DSA determines is not covered by this limited warranty whether it is because there is no defect in the product, because there was an improper use voiding the limited warranty, or because the claim was made outside the covered warranty period.

THIS LIMITED WARRANTY DOES NOT COVER

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO CASE WILL ANY WARRANTY EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED IN THESE TERMS.

DSA EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF

CONTRACT, TORT OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT, OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT (AS APPLICABLE) PROVIDED BY THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSS OR DAMAGE.

FAILURE TO COMPLY WITH DSA'S HANDLING, FINISHING, INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL

WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE DEALER OR END USER OF THE PRODUCT THAT THE DEFECT IS UNRELATED TO THE FAILURE TO COMPLY WITH THOSE HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS.

This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply. If any specific term of this Limited Warranty is prohibited by any applicable law, it shall be null and void, but the remainder of this Limited Warranty shall remain in full force and effect.

SHIPPING

DSA will not be responsible for damage caused by third party shipping. ALL damage must be reported to DSA within forty-eight (48) hours of receiving the product.

WARRANTY CLAIM PROCEDURE

Warranty claims for any DSA door or Endura product covered under the terms of this limited warranty may only be submitted by an authorized dealer of DSA. If you are a builder, contractor, or other end user of a DSA and believe you have a warranty claim, please contact the supplying dealer to initiate the warranty claim process. DSA only accepts warranty claims filed by DSA authorized dealers. All claims must be made in writing to DSA at 10681 World Trade Blvd., Raleigh NC 27617 or submitted electronically to Warranty@DSADoors.com, within the applicable time period. When contacting an authorized DSA dealer to file a warranty claim, please ensure to include the following information:

- Your name, address and phone number, and the installation address (if different).
- Copies of original purchase orders or receipts. Product description, location of purchase, date of purchase and buyer name.
- Pictures and description of the concern or defect

DSA reserves the right to inspect any alleged defective products before verifying a claim. If a product or defect is not covered by the terms of this limited warranty, DSA reserves the right to charge the claimant for the cost of inspection.