

FINISHKOTE™

PAINT & STAIN COLLECTION

Our Warranty to you....

OrePac's factory-applied finish on Therma-Tru doors is designed to create lasting value and beauty for your home. This warranty is effective for FinishKote™ applied onto Therma-Tru door systems fabricated by OrePac Building Products.

OrePac Building Products warrants that all FinishKote™ finishes applied to Therma-Tru doors will be free of any "finish defect" for a period of ten (10) years from the date of sale, ten (10) years on composite jambs and one (1) year on wood jambs.

A finish defect includes cracking, peeling, blistering, flaking, chalking, blotchiness, surface contaminant and smudges that occur during the factory finish process. A finish defect does not include fading due to UV or sunlight exposure. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the product are not equally exposed to the sun and other environmental conditions.

This warranty is not transferrable and only applies to the Original Residential Warranty holder for ten (10) years and 3 years for Commercial/Multi-Residential Warranty Holder.

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

1. Alteration of the product in any manner, including but not limited to, alteration of the size of the door, or application of any additional finishing material or top coat over the factory-applied FinishKote™ finish.
2. Improper handling or storage of the product.
3. Scratches or other surface problems caused by transportation of the product, or caused during installation of the door, during construction of the building, or caused during normal use of the door or sidelite with factory-applied finish.
4. Moderate color fading resulting from exposure to normal atmospheric conditions (sun, rain, etc.).
5. Slight variations in color or texture of the finish.
6. Normal wear and tear.
7. Damage caused beyond the control of OrePac, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado, or other acts of nature. In addition, damage due to pressurized water application from a water hose or sprinkler system is not covered.
8. Damage caused by inappropriate finishes, exposure to harsh chemicals or solvents, such as acidic brick washes, stucco leach or cleaning chemicals.

The following circumstances will void the warranty:

1. Failure to maintain the finish in accordance with the written maintenance instructions*.
2. Improper storage, handling and installation.
3. Exposure to air pollutants such as acid rain and to chemicals such as acids, salt or fumes.
4. Misapplication of products or faulty building design or construction, including inadequate flashing, caulking, building settlement or structural failures of walls or foundations, or inadequate overhangs.
5. Installation of a non-vented storm door over the fiberglass door.
6. Damages caused by attempts to repair or re-finish the door, or other causes beyond OrePac's control.

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If defect occurs we will do one of the following:

1. We will repair or replace defective part(s). All labor costs associated with the removal and reinstallation of any defective component will be the responsibility of the consumer or end user.
2. Refund the original purchase price paid for the FinishKote™ finish only by the original purchaser of the product.
3. Supply a FinishKote™ touch-up pen for use by the claimant (color matching not guaranteed).
4. We reserve the right to inspect any product that is alleged to be defective. We will also require proof of purchase.

When applicable, replacement products shall be a reasonably similar current product and may not be an exact match to the original product or original finish. Even where OrePac chooses to repair or replace the product, the costs covered by this FinishKote™ Limited Warranty do not include any labor or material costs associated with finishing the space surrounding or adjacent to the repaired or replaced product (including furnishing any trim or carpentry work). Replacement product provided pursuant to this FinishKote™ Limited Warranty shall be subject to the applicable FinishKote™ Limited Warranty only for the remainder of the original warranty period on the product being replaced.