

Limited Lifer™ Warranty for Rockwood™ & Echo Ridge XL

RICHARDS-WILCOX warrants door sections against deterioration due to “rust through” and/or “delamination” and all hardware components (see below for spring detail) used in the door system against defects in material and workmanship as follows:

- i.) in residential single-family installations, for as long as the original purchaser owns the home;
- ii) Trim Boards on Echo Ridge XL door systems are warranted against delamination for a period of five (5) years.

RICHARDS-WILCOX warrants all wood overlay against rot through due to normal weather damage; and/or delamination of wood overlay from rom steel substrate, to original purchaser:

- i) For two (2) years from the date of delivery for doors finished by Richards Wilcox.
- ii) For one (1) year from the date of delivery for doors finished by others, using approved exterior stain or paint.
- iii) Not applicable for doors installed without protective finish.

RECOMMENDATIONS: The warranty periods are in effect, provided the following recommendations are adhered to:

- i. The door must receive a protective finish within 48 hours of exposure to the elements. Wood that remains unfinished for more than 2 weeks from date of manufacture requires re-sanding with 80 grit sandpaper and an orbital sander, as per recommendations found in the “Encyclopedia of Wood”
- ii. The finish will be in accordance to the recommendations of the Western Red Cedar Lumber Association. These recommendations can be found on their web site at www.realcedar.com
- iii. All exposed edges, especially the end cuts of wood, must receive the full protective finish treatment.
- iv. The wood used on all our doors is high quality, kiln dried, Western Red Cedar, thus it is a natural product, some minor cracks or checks may develop overtime; these are part of the natural characteristics of wood and are to be expected.
- v. Wood species other than Western Red Cedar can limit warranty

RICHARDS-WILCOX warrants all spring assemblies used in the door system against defects in material and workmanship as follows:

- i. in residential single-family installations, for a period of five (5) years from the date of delivery to the original purchaser;

This warranty does not apply to commercial, industrial or automated parking control systems for multi-tenant parking application installations.

The Lifer™ warranty does not apply to any defect or product failure caused by: abuse or accidents, corrosive airborne substances, muriatic acid, failure to provide reasonable and necessary maintenance, non factory-applied painting/staining of sections or window frames, natural fading of sections or window frames, normal wear and tear*.

RICHARDS-WILCOX warrants its sealed glass windows for five years from the time of purchase against the formation of condensation within the sealed unit.

RICHARDS-WILCOX will only replace the windows if there is a seal failure. Broken or cracked glass is not covered by any warranty. This warranty does not cover windows or window parts that have been removed from an initial installation and reinstalled in any structure.

Under the terms of this limited warranty, for any door components that are found to be defective upon inspection by authorized RICHARDS-WILCOX personnel, RICHARDS-WILCOX will replace the defective door components. Labour charges for installation or repairs shall be the responsibility of the customer and must be performed by an authorized R-W Dealer. This warranty applies only to doors that are professional installed by an authorized RICHARDS-WILCOX dealer. In the case that one of the door model or part is discontinued or becomes obsolete, RW reserves the right to replace the product with a suitable alternative.

RICHARDS-WILCOX shall not be liable for any consequential or incidental damages. All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded. Some jurisdictions do not allow the exclusion or limitation of consequential or incidental damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. To make a claim under these warranties, contact RICHARDS-WILCOX.

*Warranty does not cover Weather Seal, Bottom Seal (Astragal)