



## Limited Lifetime Warranty

For Purchases Made On or After October 1, 2024



Feather River Doors fiberglass entry and patio door systems by Trinity Glass International, Inc. (hereinafter Trinity) are warranted to be free from defects in material and workmanship that would render the door unfit for its intended use under normal conditions, subject to the conditions and restrictions contained herein. This warranty extends only to the original purchaser/first end user (hereinafter Customer) from the date of purchase and extending to the following periods:

- Limited Lifetime Warranty on all door slabs and sidelite slabs
- Limited Lifetime Warranty on PVC jambs, brickmoulds and mullions
- Limited Lifetime Warranty on doorlite (glass) frames
- 10 Years Limited Warranty on insulated glass against seal failure
- 5 Years Limited Warranty on factory finish (paint and stain)
- 3 Years Limited Warranty on SWITCH™ PDLC switchable glass panel, circuit box, charging stand and all electrical components
- 2 Years Limited Warranty on SWITCH™ battery
- 2 Years Limited Warranty on all wood products (i.e. jambs, brickmoulds, mullion) and all other components not specified in this warranty

The following are exceptions that may void the warranty or are not otherwise considered to be defects in material or workmanship:

1. Damage caused by failure to comply with the installation, finishing and maintenance instructions and recommendations by Trinity.
2. Damage caused by improper storage and handling, abuse, abnormal and unreasonable use by the Customer or other parties beyond the control of Trinity, to include but not limited to damages caused during shipping, handling, installation, replacement of genuine Trinity parts or components, unauthorized repairs, or any act(s) performed to the products not in compliance with Trinity's instructions and recommendations.
3. Damage from harsh natural conditions, including but not limited to substantial exposure to sun, salt spray, lightning, windstorms, earthquakes, acts of God, and other severe environmental conditions including but not limited to harsh chemicals or solvents, such as acidic brick washes or stucco leach.
4. Broken or shattered glass, normal wear and tear of components, improper maintenance, improper cleaning, improper caulking, and damage caused by pets or wild animals.
5. Bowing not exceeding 1/4 inch in the plane of the door. This shall be determined by placing a straight edge on the bowed surface of the door and measuring the point of maximum distance between the bottom of the straight edge and the surface of the door, accounting for panels and glazing recesses.
6. For unfinished products, failure to properly finish all door/sidelite/transom surfaces and/or jamb materials within 2 weeks of installation or 6 months from the date of purchase, whichever is sooner.
7. Natural variations in color or texture of any wood grain surface shall not be considered a defect. When exposed to direct sunlight over long periods of time, discoloration may occur, but this will be within the accepted tolerances contained within 5 Delta E units, calculated in accordance with ASTM E 308, ASTM E 805 and ASTM D 2244, effective on the date the product is manufactured. Non-uniform fading and/or color changes are natural occurrences if the exterior surfaces of the products are not equally exposed to the sun and other environmental conditions.
8. Natural conditions created during the manufacturing process used in making decorative glass panels such as bubbles, streaks and swirls in decorative glass shall not be considered a defect. Irregularity in glass that is not visible from farther than six feet shall not be considered defects.
9. Any damage caused by improper installation of a storm door or the installation of a non-ventilating, full glass storm door shall void this warranty.
10. This warranty applies only to doors installed in owner occupied residential dwellings within the U.S., during the Customer's ownership, and is non-transferable.
11. Repaired or replaced components are warranted on the same terms and only for the remainder of the original warranty period. Color and grain match are not guaranteed. Trinity reserves the right to discontinue or change products or components. If a product or component is not available, Trinity may select and provide a like product or component of equal quality and price.

### Warranty Claim Procedures:

In the event of a defect covered under this warranty, Customer shall comply with the following claim procedures:

1. Written warranty claim shall be presented to Trinity.
2. Customer's written claim must include the following information:
  - Nature or adequate description of defect(s).
  - Identification of product including size, design, type, and product number (if available).
  - Date of purchase.
  - Proof of purchase.
3. Upon Trinity's request, Customer must permit Trinity (or its representative) to inspect the claimed defective door system and provide photographs of the defective product. Trinity shall have 30 days from receipt of Customer's written claim to exercise this option to inspect.

Upon receipt of a valid claim, Trinity shall have the option to either repair the product or provide a replacement product of like kind and design. Further, in lieu of repair or replacement, Trinity reserves the right to refund the Customer's purchase price (not replacement price). **THIS SHALL BE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY, AND IN NO EVENT SHALL TRINITY BE RESPONSIBLE FOR LABOR, SHIPPING, FINISHING EXPENSES, REMOVAL OF PRODUCT, INSTALLATION OF REPLACEMENT PRODUCT, OR OTHER INCIDENTAL AND/OR CONSEQUENTIAL CHARGES, COSTS, EXPENSES OR CLAIMS INCURRED BY CUSTOMER.**

If Trinity elects to refund the purchase price, this warranty will be prorated from the date of purchase in the following manner: 0-5 years, 100% of the original purchase price; 6-10 years, prorated at 75% of original purchase price; and 11 years and up, 50% of original purchase price.

Trinity makes no other warranty, including a warranty of merchantability or fitness for a particular purpose, with respect to the product or replacement except to the extent provided herein. Invalidation of any one or more of the provisions of this limited warranty shall in no way affect any of the provisions in this limited warranty which remain in full force and effect. Any and all legal actions for any and every breach of this warranty shall be instituted and maintained in any court of competent jurisdiction in the County of King, State of Washington. Trinity reserves the right to modify the terms and conditions of this warranty without prior notice.

Please direct all questions about this warranty to: [info@featherriverdoor.com](mailto:info@featherriverdoor.com) or 888-533-2843.