

Warranty

United Porte Products are designed and built to high industry standards and are warranted pursuant to the terms of this document. This warranty applies to doors purchased after September 16th, 2021 that are installed in residential homes in the United States. The residential warranty is granted only to the original purchaser of the product and the first owner of the residential home where the product was originally installed. The multi-resident warranty is granted only to the owner of the home or building in which the product has been installed at the time of installation (and its builder and contractor).

Subject to the exclusions and terms and conditions stated herein, United Porte warrants that the products listed below (“Products”) will be free from manufacturing defects in material and workmanship from the original date of shipment by United Porte until the end of the 2-year period since the purchase date.

United Porte Prefinished Doors: Subject to the warranty exclusions listed below, United Porte warrants its factory applied finishes (PPL, Enamel paint, Eco-veneer) against peeling, checking or cracking for one year from the date of shipment to the original purchaser. United Porte Primer coats are not considered a finish and are not warranted nor are any finishes warranted that are applied by other parties. United Porte does not warrant that any particular finish will adhere to its already prefinished surfaces such as Polypropylene, Enamel paint and Eco-Veneer.

This warranty is not transferable.

WARRANTY EXCLUSIONS

Improper installation, storage, care, handling or finishing including, without limitation, a failure to follow the instructions set forth below or as posted on United Porte website from time to time.

Failure to properly maintain the door such as by using harsh chemicals on the surface.

Damage caused by sunlight, water, or extremes of heat and/or humidity.

Doors that are stored or installed in buildings that have wet plaster or cement or where HVAC systems are not operating and balanced. (Conditions 25%-55%RH and 50°f to 90°f [10°C – 32°C])

Any damage to a door installed in any exterior application.

Any issue due to improper alteration of the door by other parties (such as hinge preparation or lock bores).

Damage caused by exposure to acid, chemicals or fumes.

Locksets, hardware or other components of a door system that are not provided by United Porte Doors.

Any finishes not factory applied by United Porte (primer coating is not a finish).

Variations in color or texture in any pre-finish coating.

Normal wear and tear or natural weathering of surfaces.

Problems resulting from misuse and or abuse.

Slight expansion or contraction of door panels, jambs and slabs due to varying environmental conditions changes

is considered normal and not a defect.

Structural integrity issues caused by improper installation of hardware or improper sizing of door slab.

Damage or poor product performance resulting from the installation of product in a condition that exceeds product design standard or certified specs and or does not conform to applicable building standards.

Any warp, size or squareness within the tolerances specified below.

PERMITTED TOLERANCES

Size: Width, height and thickness +/- 1/8".

Squareness: +/- 1/8" measured corner to corner across the diagonal plane.

Warp: No more than 1/4" of warp as measured across the plane of the door in a section no greater than 42" x 96" in

a 1-3/5". For doors that are larger than 3-6 x 7-0 but no greater than 8-0 in height and 4-0 in width, the warp shall not exceed 1/4".