



# Warranty Information

QUALITY MILLWORK, UNBELIEVABLE SERVICE!

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## Select Steel Series (Limited 15 Year Warranty)

Bayer Built Woodworks, Inc. provides a limited warranty to the original owner from the date of the original invoice, as long as proper installation, care, and maintenance guidelines are followed. THIS WARRANTY IS NOT TRANSFERABLE. This warranty covers defects in material and workmanship that may unreasonably affect a door's performance, including, but not limited to, the following:

- Separation of steel skin from door's core
- Flaws or defects on steel skins
- Warping of door more than 1/4"
- 15 Year warranty does not apply to glass inserts; clear glass carries a 5-year warranty and decorative glass carries a 10-year warranty
- Glass surrounds that are warped and/or cracked

### Limited Remedies for Glass

After receiving a valid limited warranty claim for clear or decorative glass inserts, Bayer Built Woodworks has the option to:

- repair the product; or
- provide a replacement product (or part, as appropriate) of like kind and design.

Replacement of the insulated glass component of the product will result in the following charge to the customer based on a percentage of Bayer Built Woodworks then current wholesale price for a comparable product.

Period after Purchase	Amount of Charge to Customer
0 - 5 years	none
6 - 8 years (decorative glass)	25%
9 - 10 years (decorative glass)	50%

If Bayer Built Woodworks elects to provide a replacement product, the limited warranty on the replacement product will last for the balance of the warranty on the original product. If the customer fails to provide a satisfactory proof of the date of purchase, the date such product was sold to dealer shall be used.

Bayer Built Woodworks maximum liability is the purchase price of the product; finish and installation costs are not covered by this warranty.

### Limited Remedies for Door and Frame Components

After receiving a valid limited warranty claim, Bayer Built Woodworks has the option to:

- repair the product; or
- provide a replacement product (or part, as appropriate) of like kind and design.

Replacement of the frame or door slab component of the product will result in the following charge to the customer based on a percentage of Bayer Built Woodworks then current wholesale price for a comparable product.

Period after Purchase	Amount of Charge to Customer
0 - 5 years	none
6 - 10 years	25%
11 - 15 years	50%

If Bayer Built Woodworks elects to provide a replacement product, the limited warranty on the replacement product

will last for the balance of the warranty on the original product. If the customer fails to provide a satisfactory proof of the date of purchase, the date such product was sold to dealer shall be used.

Bayer Built Woodworks maximum liability is the purchase price of the product; finish and installation costs are not covered by this warranty.

## **EXCLUSIONS**

Damage, defects, or problems resulting from causes outside Bayer Built Woodworks, Inc.'s control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

### **Installation, Maintenance, and Acts of God**

- Installation not in conformance with Bayer Built Woodworks, Inc.'s installation instructions and applicable building codes
- Improper or non-standard field finishing
- Dents
- Damage due to failure to seal all six sides of the product within 90 days of invoice date
- Non-standard installation, such as non-vertical or sloped glazing, upside down, or out-of square
- Any doors that have been cut-down in size or altered from original state
- All components, parts, glass, and labor supplied by anyone other than Bayer Built Woodworks, Inc.
- Installation or use in applications exceeding design standards
- Field mulls; field finishes
- Damage caused by attempting to repair the product
- Damage caused by others or by any cause beyond the control of Bayer Built Woodworks, including normal wear and tear, customer misuse, abuse, fire, flood, storm, or other acts of nature
- Exposure to acids, chemicals, or fumes
- Placing a door without providing the proper overhang
- Use of non-vented storm doors; can cause excessive heat buildup causing finishing problems and warping issues
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments
- Failure to follow Bayer Built Woodworks, Inc.'s care and maintenance instructions
- Failure to properly treat, seal, and maintain exposed wood
- Use of brick wash, razor blades or other inappropriate cleaners or chemicals
- Misuse, abuse, modification, alteration, accident, negligence
- Shifting or settling of the structure in which the product is installed
- Extreme weather events, extreme or unusual atmospheric conditions
- Normal wear and tear; normal discoloration or fading of finishes due to UV or sunlight exposure
- Variation in wood color, texture, and grain
- Glass imperfections consistent with ASTM or other industry standards, which do not affect structural integrity
- Scratched glass
- Decorative glass details, glass is handcrafted so slight imperfections are acceptable
- War, insurrection, civil unrest, terrorism, or Acts of God

### **Warp**

Bow, twist, and warp shall not be considered defects unless in excess of ¼" in the plane of the door. Doors 8' or higher ordered without multi-point hardware are not performance-certified and are not warranted against bow, twist, or warp. Action on claims for bow, twist, or warp may be deferred at Bayer Built Woodworks, Inc.'s option for a period not to exceed (12) months after installation to permit the door in question to acclimate to temperature and humidity conditions.

### **Moisture Management**

Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered under the Limited Warranty.

### **Condensation**

Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

## **Corrosion**

Except as expressly provided in this Limited Warranty, finish failure or corrosion of aluminum cladding, anodized and other specialty finishes, hardware, or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered by the Limited Warranty.

## **DISCLAIMERS, LIMITATIONS, AND ADDITIONAL TERMS AND CONDITIONS**

### **Disclaimers**

**This Limited Warranty is the only warranty, written or oral, express or implied, provided by Bayer Built Woodworks, Inc. No dealer, employee, or agent of Bayer Built Woodworks, Inc., nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Bayer Built Woodworks, Inc. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Bayer Built Woodworks, Inc. product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY BAYER BUILT WOODWORKS, INC. PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.**

### **Limitations**

**IN NO EVENT WILL BAYER BUILT WOODWORKS, INC. BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL BAYER BUILT WOODWORKS, INC.'S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT.** The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

### **Suitability**

Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Bayer Built Woodworks, Inc. product, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Bayer Built Woodworks, Inc. will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Doors are only one element of a structure; Bayer Built Woodworks, Inc. does not warrant that third party certification of a building or project to any specific standard will be achieved through the use of any Bayer Built Woodworks, Inc. product.

### **No Waiver**

Bayer Built Woodworks, Inc. may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Bayer Built Woodworks, Inc.'s right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

### **Warranty Claims**

All warranty claims must be made within sixty (60) days of the appearance of the defect and within the applicable warranty notice period. To make a warranty claim, contact the Bayer Built Woodworks, Inc. dealer from which you purchased the product. If, after five days, dealer has not responded, send a written request to Bayer Built Woodworks, Inc. at 24614 Highway 71, Belgrade MN 56312 Attn: Warranty Dept. Include the following information: your name, address, and telephone number, the date you purchased your product, the name of distributor from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer. Once we've received your letter, we will respond to your claim promptly. If you do not know the name of your dealer, send to Bayer Built the above mentioned information via email to [warranty@bayerbuilt.com](mailto:warranty@bayerbuilt.com) or write to 24614 Highway 71, Belgrade MN 56312 Attn: Warranty Dept.