



LIBERTY DOOR WARRANTY GUIDE

WELCOME TO LIBERTY DOORS & WINDOWS

We have served mountain region communities across Colorado with top-of-the-line residential doors, windows, hardware, and millwork for nearly 40 years. Our product selection effortlessly complements a diverse range of architectural designs, underscoring our unwavering pursuit of excellence.



📍 4230 N Nevada
Colorado Springs, 80907

@ services@libertyopenings.com

☎ 719-399-7179

📞 719-260-8505

WARRANTY GUIDELINES



To protect your door, we require all six sides to be finished with a minimum of three coats of clear finish within 30 days of receiving it.



Your door must be shielded from the elements with an overhang of at least half the distance from the unit threshold to the overhang ceiling.



Inspect your door for damage often, clean it regularly, and provide maintenance as needed. We recommend a clear coat every year.



To prevent any warpage, we recommend that all entry doors over 6'8" be equipped with a multipoint lock.

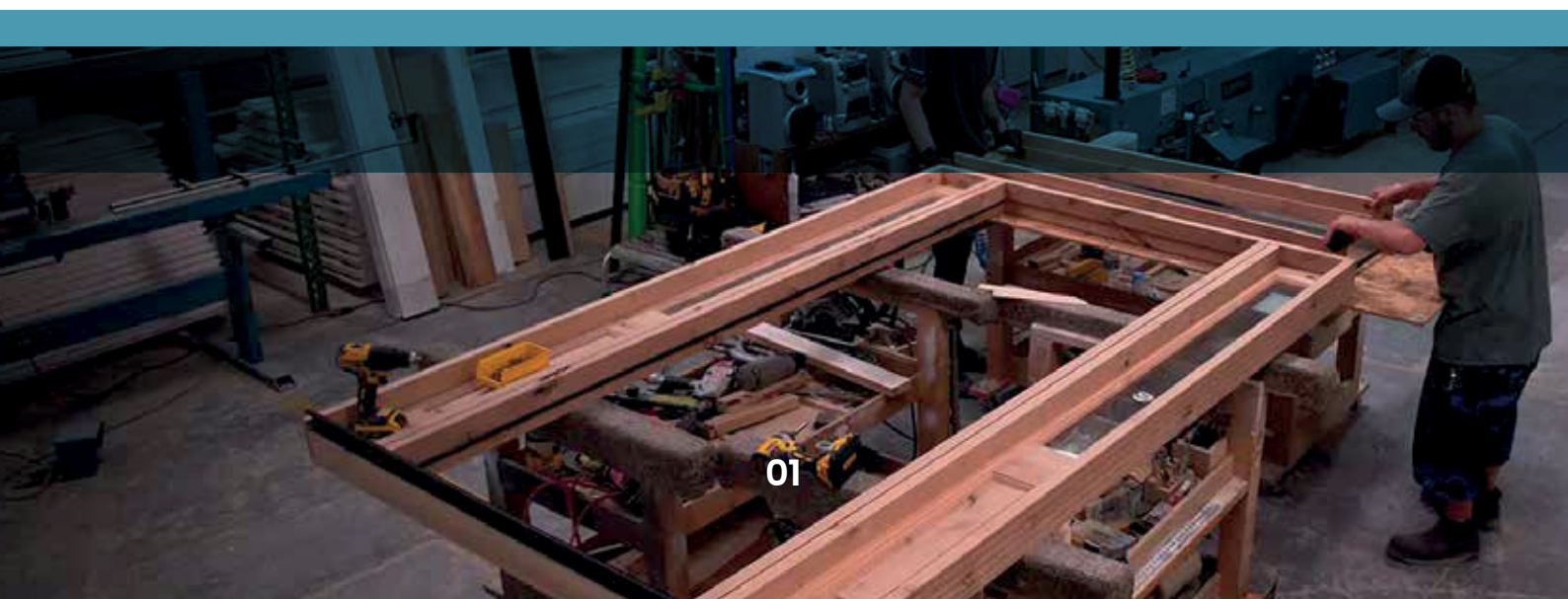


Any product modifications not performed by a Liberty Door authorized representative will immediately void the warranty.



In the case of a warranty concern, please submit a claim by email to service@libertyopenings.com

Please refer to these guidelines for a general idea of Liberty Door's maintenance recommendations and warranty requirements. Please contact us if you have any further warranty or care questions.



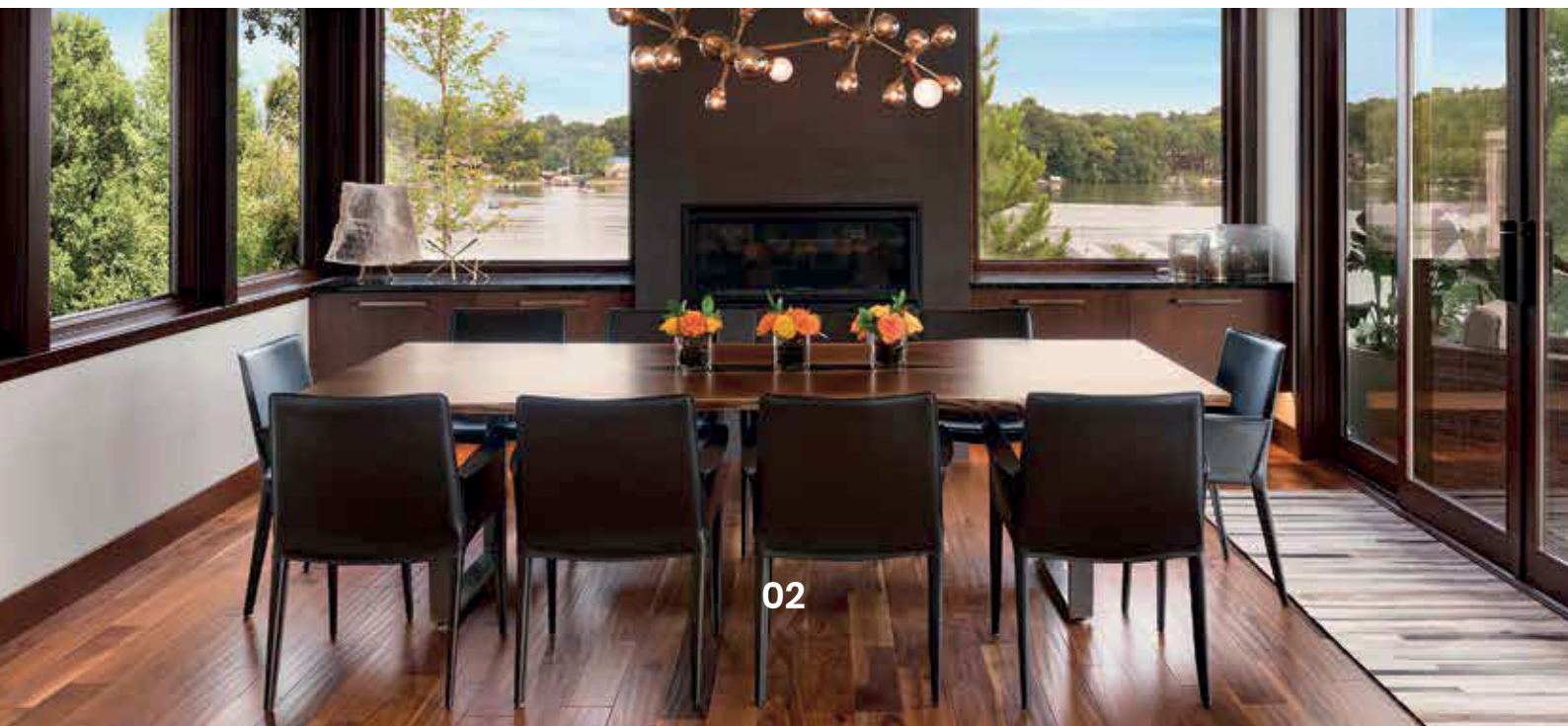
LIBERTY DOOR

LIMITED WARRANTY

LIBERTY DOORS & WINDOWS (LIBERTY) warrants that each finished and unfinished door used in a non-commercial single-family residential setting will be free from defects in manufacturing, materials, and workmanship for a period of one (1) year from the date of shipment by LIBERTY. This warranty only applies to doors installed within the continental United States of America and only allows the original purchaser of the door to have the warranty coverage described herein. Subject to the terms and conditions contained herein, if, during the limited warranty coverage period, any LIBERTY product covered by this warranty fails as a result of a defect in manufacturing, materials, or workmanship, LIBERTY, at its option, will: 1) have a LIBERTY authorized dealer repair the product, 2) provide a replacement unit to the LIBERTY dealer where the product was sold, or 3) refund the original purchase price. If LIBERTY determines that the warranty claim is valid and chooses to replace the defective product, there may be slight color variations in the replacement product compared to the defective product. Any variation in finish or color of a replacement product is not a basis for a separate additional warranty claim. If any warranty claim is found by LIBERTY, in its sole discretion, to be invalid, LIBERTY has no obligation to provide any warranty coverage or other remedy.

All product damage from shipping or manufacturing must be reported within seventy-two (72) hours after said unit ships from our facility. Anything that is reported after the three-day period will be evaluated on a case-by-case basis.

This one (1) year warranty only applies if the door is properly installed, which includes installation with an overhang of at least 1/2 of the height of the entryway. It is not suitable to expose the door to moisture and direct sunlight and the minimum required overhang is necessary to prevent damage from moisture and sunlight. If it is determined that installation occurred without sufficient overhang, the warranty will be voided.



The following are not be considered defects in manufacturing, material, or workmanship, and are therefore not covered by this warranty.

1. Failure to use product for its intended purposes (for example, installing a residential door in a commercial use facility).
2. Wear and tear due to normal usage and age.
3. Improper storage, handling, finishing, or maintenance.
4. Exposure to conditions exceeding published guidelines.
5. Settlement of the structure including any vibration or other movement.
6. Any product modifications not performed by LIBERTY or a LIBERTY authorized representative.
7. LIBERTY shall not be responsible for the cost of installation or finish labor of the replacement of the original door or for any other related cost associated with replacement products. This shall be the sole responsibility of the warranty claimant. This warranty shall be void if the door falls subject to misuse or abuse or has not been correctly stored, installed or maintained in a reasonable workmanlike manner.
8. Warpage on any door 6'8" or shorter, not to exceed 1/4" (one fourth of an inch) in any plane of the door, warpage of less than 1/2" (one half of an inch) on any door less than 8' tall, any warpage on doors wider than 42", any warpage on doors taller than 96", or any warpage on doors taller than 80" without a multipoint locking system installed by LIBERTY. Doors that are taller than 96" and/or wider than 42" are not covered against warpage by this warranty. Definition of "Warpage" in a door: Warp is any distortion in the door itself, which includes other related terms such as 'bow', 'cup', and 'twist' and does not refer to the frame or jamb in which the door is hung. In the event of a claimed non-conformant door being warped, LIBERTY may defer repairing or replacing said door for a period of up to 12 months from the date of the claim, as it is not uncommon for a temporary warp, bow, twist, or cup condition to occur while the timber in the door adjusts to local temperature and humidity conditions. If a claim or the above condition is deferred, the deferral period shall not be included as part of the warranty period. In addition, doors greater than 8/0 in height are not covered under this warranty.
9. Bow or non-alignment in the frame or jamb in which the door is hung if not purchased pre-hung from LIBERTY.
10. Defects or warping on doors ordered as slab-only purchases.
11. Physical appearance. Although we try to make a fair representation of our doors, which are displayed in our showrooms and catalogs, finished results in the finish, texture, color or appearance can vary from door to door. These are considered as natural variations in the timber color and texture and are not covered in this warranty. Variations of stile and rail color are natural and are not covered under warranty as a manufacturer defect.
12. Damage caused by others or beyond the control of LIBERTY including not limited to damage caused by misuse, abuse, accident or mishandling, or by flood, fire, earthquake, storm, tornado, or other natural acts of God.
13. Damage caused by neglect in finishing or maintenance or by failure to comply with the finishing, maintenance, and installation information available upon request from LIBERTY. This includes, but is not limited to, failure to seal all sides of the door within a period of thirty (30) days of receiving the door and regular homeowner maintenance to the finish of the door. Additionally, the use of any inappropriate finish, solvent, cleaning chemical or brick wash is not covered nor is the application of any finish, sealant or caulking not applied by LIBERTY or its authorized dealer/service provider.
14. Chemical or physical damage.
15. Accidents.
16. Exposure to moisture or direct sunlight. (See disclaimer above - INSTALLATION MUST INCLUDE AN OVERHANG OF AT LEAST 1/2 OF THE HEIGHT OF THE ENTRYWAY)
17. Doors finished with any dark stain/paint receiving direct sunlight.
18. Hardware finishes.
19. Animal or insect damage.
20. Surface cracks on any product made with Accoya. Surface cracking on this type of wood is not considered a defect to the wood.
21. Product failure of any nature due to improper installation.

22. Movement or swelling in panels of up to 3/16" (three sixteenths of an inch) or less. Timber is a naturally grown product and is subject to changes due to variations in temperature and humidity. Occasionally, you may experience panel movement and typically this can be noticed around the edges of the panel, which can leave what is termed as a "stain line." This expansion and/or contraction is perfectly normal as the construction of the door allows the panels to expand and contract at will. This panel construction is more commonly referred to as 'floating' panels.
23. Damage caused by the installation of a storm door. If you must install a storm door it is highly recommended that it is well ventilated to eliminate the build-up of heat, which can have adverse effects on your main entry door unit.
24. Attempts to repair our product other than carried out by LIBERTY or an approved subcontractor.
25. Hardware warranty is passed through from third party manufacturer issued guidelines.

LIMITED WARRANTY ON INSULATED GLASS

Subject to the terms and conditions contained herein, LIBERTY warrants each Insulated Glass ("IG") unit against failure of the air seal and warrants each IG unit to be free from material obstruction of vision as a result of fogging on the internal surfaces of the IG unit, both for a period of ten (10) years.

Insulated Glass Warranty conditions, exclusions, and limitations:

LIBERTY provides no warranty coverage for minor glass imperfections that do not impair structural integrity or obscure normal vision, including slight bubbles, lines, surface imperfections, or discolorations; any imperfections in the glass not detected from ten (10) feet while looking through the glass as per the guidelines established by federal standard ASTM C 1036-01; cracked or broken glass or damage resulting from accidents including impact or wind pressure, misuse or abuse, glass with films or coatings applied; and failure of an insulated glass seal due to contact from finishing the product.

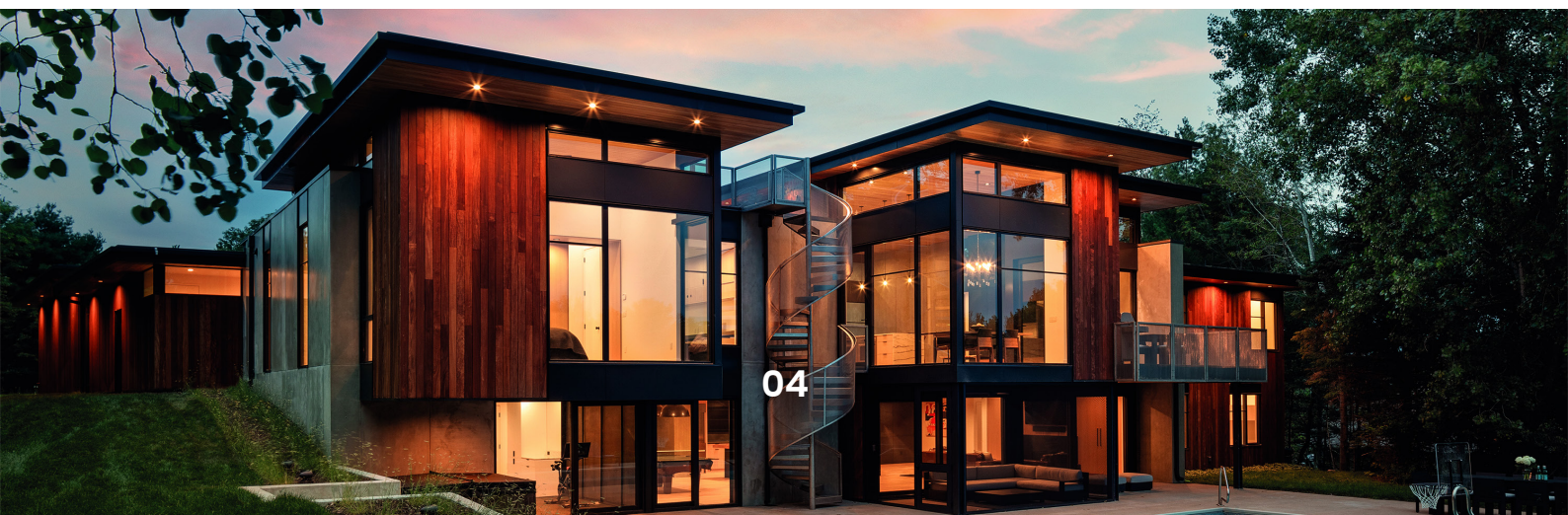
The customer's sole remedy for any failure of an IG unit under this limited warranty is for LIBERTY to send a replacement IG unit to the warehouse of the LIBERTY Dealer who sold the original IG unit. LIBERTY does not provide any labor associated with the replacement of an IG unit nor does LIBERTY reimburse for any labor costs associated with the installation of an IG unit.

LIMITED WARRANTY FOR LAMINATED IMPACT GLASS

Subject to the terms and conditions contained herein, for a period of one (1) year, LIBERTY warrants its laminated impact glass to meet ASTM C1048 Standard Specification for Heat Treated Flat Glass – Kind HS, Kind FT coated and Uncoated Glass.

Laminated impact glass units are also warranted, under normal conditions, against failure of the air seal and against fogging on the internal surfaces of the insulated glass units for a period of one (1) year.

Subject to the terms and conditions contained herein, if, during the limited warranty coverage period, any LIBERTY laminated impact glass unit covered by this warranty fails as a result of the defects mentioned above, LIBERTY, at its option, will provide a replacement unit to the LIBERTY dealer where the product was sold. LIBERTY does not provide any labor associated with the replacement unit nor does LIBERTY reimburse for any labor costs associated with the installation of a replacement unit. If any warranty claim is found by LIBERTY, in its sole discretion, to be invalid, LIBERTY has no obligation to provide any warranty coverage or other remedy.



ENDURA FRAME SAVER LIMITED WARRANTY FOR ENDURA WYNSTELLAR COLLECTION

Endura FrameSaver exterior door frames, brickmould, mullions (mull posts), casing, and other genuine FrameSaver products ("FrameSaver Products" or "Product") manufactured by Endura Products, Inc. ("Endura") are governed solely by the manufacturer's warranty provided by Endura. You should refer directly to the information provided to you by Endura for the terms and conditions of this warranty. Nothing in this document alters the terms and conditions of the Endura warranty in any way.

NON-WARRANTY REPAIR SERVICES

LIBERTY is not responsible for any repair costs related to a repair that LIBERTY determines is not covered by this limited warranty, whether it is because there is no defect in the product, because there was improper use voiding the limited warranty, or because the claim was made outside the covered warranty period.

SHIPPING

LIBERTY will not be responsible for damage caused by third-party shipping. ALL damage must be reported to LIBERTY within seventy-two (72) hours of receiving the product.

THIS LIMITED WARRANTY DOES NOT COVER

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO CASE WILL ANY WARRANTY EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED IN THESE TERMS.

LIBERTY EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT, OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT, OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT (AS APPLICABLE) PROVIDED BY THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSS OR DAMAGE.

FAILURE TO COMPLY WITH LIBERTY'S HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE DEALER OR END USER OF THE PRODUCT THAT THE DEFECT IS UNRELATED TO THE FAILURE TO COMPLY WITH THOSE HANDLING, FINISHING, INSTALLATION, AND MAINTENANCE INSTRUCTIONS.

This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply. If any specific term of this Limited Warranty is prohibited by any applicable law, it shall be null and void, but the remainder of this Limited Warranty shall remain in full force and effect.

WARRANTY CLAIM PROCEDURE

Warranty claims for any LIBERTY door or Endura product covered under the terms of this limited warranty may only be submitted by an authorized dealer of LIBERTY. If you are a builder, contractor, or other end user of a LIBERTY product and believe you have a warranty claim, please contact LIBERTY to initiate the warranty claim process. LIBERTY only accepts warranty claims filed by LIBERTY customers.

All claims must be made in writing to Liberty Door at **4230 N Nevada, Colorado Springs, CO 80907**, or submitted electronically to service@libertyopenings.com within the applicable time period. When contacting LIBERTY to file a warranty claim, please ensure to include the following information:

- Your name, address, and phone number, and the installation address (if different).
- Copies of original purchase orders or receipts. Product description, location of purchase, date of purchase, and buyer name.
- Pictures and description of the concern or defect.

LIBERTY reserves the right to inspect any alleged defective products before verifying a claim. If a product or defect is not covered by the terms of this limited warranty, LIBERTY reserves the right to charge the claimant for the cost of inspection.

NOTE: LIBERTY reserves the right to make product improvements and changes to specifications, materials, and construction details that may not be included in this catalog. LIBERTY doors vary in color and grain, and this may affect the actual finish color.

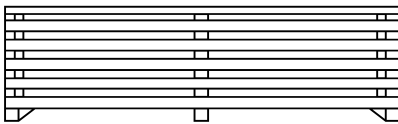


DOOR HANDLING, STORAGE, AND JOB SITE INSTRUCTIONS

Storage:

- Unfinished doors must not be delivered to the job site until the concrete floor, foundation, and plaster/drywall have been completed and are fully dried. We do not recommend storage at the job site.
- Do not subject unfinished wood doors to extreme heat, dryness, or humidity, which can cause significant damage, including panel cracking and veneer checking.
- When storing, do not remove an unfinished door from its packaging until staining. Do not remove a pre-finished door from its packaging until installation.
- We recommend storing wood doors indoors, in a dry, well-ventilated area with a balanced temperature.
- For long-term storage, doors should be stored flat and covered to keep them clean. However, it is important to allow for air circulation.
- Doors should be stored flat, on a piece of level plywood or cardboard, for protection.
- To stack the doors, two 2x4s should be placed 1' from the top and bottom, and one 2x4 should be placed in the middle of the door, between each door.
- Storing doors, especially stacked, without a center support will cause warping in the middle.
- Do not lean doors against a wall, as this causes warping.

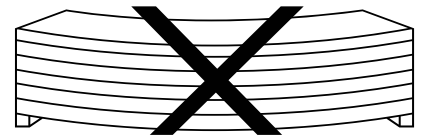
DO



DO NOT



DO NOT



Handling:

- To avoid damage, treat each door as if it is a piece of furniture.
- Unfinished doors must be sealed or finished on all six (front, back, sides, top, and bottom) sides of the door within thirty (30) days of invoice, as stated in Liberty's Standard Warranty.
- Handle doors only with clean gloves and equipment. Handling doors with bare hands can leave stains. Caution should be taken to protect the doors from contact with dirt and oil.
- A minimum of two people are required to properly lift and carry a door. Do not drag or slide doors, as this often results in drag marks or chipping.

Fitting and Hanging:

- When hanging a door, allow for a +/- 1/8" specified clearance to height and width for swelling of the door and frame.
- Liberty doors are made to order and should not be trimmed. Trimming to meet size requirements can change the overall appearance and stability of the door and void the warranty. Please contact Liberty before making alterations.
- When installing hinges and hardware, pre-drill screw holes to prevent splitting.

EXTERIOR WOOD DOOR MAINTENANCE INSTRUCTIONS

The lifespan of a wood door is determined by the maintenance it receives. It is essential to maintain the top coat or paint on the exterior-facing side of the door to avoid the costly or time-consuming process of refinishing the door.

Maintenance Instructions For Stained Doors:

Regularly clean the door:

- Brush off all surfaces with a non-abrasive cloth.
- Wipe glass using a gentle glass cleaner, being careful not to allow any to drip on the door finish. If drips occur, pat the spot lightly with a dry cloth. Do not wipe as this could smear the finish.
- Clean the exterior surface, interior surface, and hardware using mild dish soap mixed with warm water and a non-abrasive cloth.
- Open the door to clean around the edges of the door and frame.
- Rinse away all soapy residue.
- It's important to dry the door after cleaning. Wipe it gently with a dry towel or cloth. In humid areas, consider putting a fan nearby to help the door dry quickly.
- Do not use wood or furniture polish, or any acidic products such as lemon oil.
- Do not use a hose or power washer on the door.
- Once a year, or more often for doors that receive direct sunlight, inspect the door on all six sides for signs of degrading top coat or fading stain.
- In climates with large fluctuations in humidity, seasonal wood movement and panel shrinkage may occur. This can expose a slight gap between the panel and stile. To avoid a distracting unstained line, touch up this portion of the panel and apply a clear coat according to the product manufacturer's instructions.
- Once or more per year, apply two or more coats of a high-quality compatible exterior-grade UV clear coat according to the clear coat manufacturer's instructions, to protect the finish and prevent damage to the wood.
- If the door's protective clear coat is not regularly maintained, it may degrade and cause the finish to break down. A degraded door will show fading, chalking, flaking, and/or cracking, and will require refinishing.
- To refinish a degraded door, the door will need to be carefully sanded down to the raw veneer surface without over-sanding through the veneer surface. After sanding, follow Liberty's Exterior Wood Door Finishing Instructions to refinish the door.

Maintenance Instructions For Painted Doors:

Regularly clean the door:

- Brush off all surfaces with a non-abrasive cloth.
- Wipe glass with glass cleaner, being careful not to allow any to drip on the door.
- Clean the exterior surface, interior surface, and hardware using mild dish soap mixed with warm water and a non-abrasive cloth.
- Open the door to clean around the edges of the door and frame.
- Rinse away all soapy residue, and dry the surface with a non-abrasive towel or cloth.
- Do not use a hose or power washer on the door.
- Once or more per year, inspect the door's painted finish for signs of fading, blistering, or cracking.
- Re-paint before the original paint finish degrades, or immediately following any signs of wear, to keep the door in good condition.