

# DKS Steel Door and Frame Systems, Inc.

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## LIMITED WARRANTY

### Warranty Coverage

DKS Steel Door & Frame Systems ("DKS") warrants to the original purchaser that its standard steel doors and frames shall be free from defects in material and workmanship under normal use and service for a period of ten (10) years from the date of shipment.

If a product is found by DKS to be defective in material or workmanship during the warranty period, DKS shall, at its sole discretion, repair, replace, or issue credit for the defective product. DKS reserves the right to inspect the product and installation conditions before determining warranty eligibility.

### Warranty Conditions

- Properly stored, handled, installed, finished, and maintained in accordance with DKS recommendations and industry standards.
- Installed in compliance with applicable building codes and accepted industry practices.
- Not subjected to misuse, abuse, neglect, accident, alteration, improper installation, or abnormal service conditions.

### Door Warp

DKS warrants steel doors against excessive warp resulting from defects in material or workmanship. Warp claims shall be evaluated in accordance with ANSI/SDI A250.8 and SDI-122 tolerances and measurement procedures.

All warp claims must be accompanied by photographs and installation information and are subject to DKS inspection and approval.

### Exclusions

- Damage occurring during shipment, unloading, storage, handling, or installation.
- Damage caused by abuse, vandalism, impact, misuse, or negligence.
- Surface rust, corrosion, or finish deterioration resulting from improper storage, field finishing, environmental exposure, or lack of maintenance.
- Products exposed to corrosive, chemical, marine, or high-moisture environments unless specifically designed and purchased for such conditions.
- Field modifications, cutting, welding, drilling, or alterations performed after shipment.
- Hardware, glass, louvers, gasketing, weatherstripping, or other components not manufactured by DKS.
- Labor charges, removal costs, reinstallation costs, freight charges, or any other costs associated with repair or replacement.
- Normal wear and tear.
- Cosmetic imperfections that do not affect product performance.

### Fire-Rated Products

Fire-rated doors and frames are warranted only when installed and maintained in accordance with applicable listing agency requirements, including NFPA 80 and the requirements of the product listing laboratory. Unauthorized field modifications void both the fire rating and this warranty.

### Limitation of Liability

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY DKS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

DKS SHALL NOT BE LIABLE FOR INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING LOSS OF USE, LOSS OF PROFITS, OR DELAYS IN CONSTRUCTION.

## **Warranty Claims**

Warranty claims must be submitted in writing during the warranty period and include:

- Purchase order or invoice number
- Date of shipment
- Product description
- Detailed description of the alleged defect
- Photographs of the product and installation

DKS reserves the right to inspect the product prior to authorizing any repair, replacement, or credit. Repair, replacement, or credit shall be the purchaser's exclusive remedy under this warranty.

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