



## **Big Rock Building Systems, Inc. Limited Door Warranty**

### **IMPORTANT NOTICE:**

Please read this entire Big Rock Building Systems, Inc. Limited Door Warranty ("Limited Warranty") carefully before purchasing or installing any door product. By installing or using this product, you acknowledge that this Limited Warranty forms part of the terms of sale.

**\*\*\*\*\*A Delivery Release must be submitted to Big Rock within 72 hours of door receipt to validate the warranty.\*\*\*\*\***

### **WHAT THIS WARRANTY COVERS**

This Limited Warranty applies only to doors manufactured by Big Rock Building Systems, Inc. ("Big Rock") including door slabs, panels, frames, sidelights, and transoms ("Covered Products"). This warranty is effective only within the United States and Canada and is non-transferable.

#### **I. Base Warranty Coverage for All Doors**

##### **1-Year Limited Warranty on Materials and Workmanship (Non-Glass Components):**

Big Rock warrants that all non-glass components of its doors are free from manufacturing defects in materials and workmanship that materially impair the functioning of the door for one (1) year from the date of original sale. This includes defects related to the door slab, frame, and any factory-installed components except for hardware and finishes.

##### **1-Year Limited Warranty on Glass:**

Glass components (clear, insulated, or decorative) are warranted against seal failure causing loss of vision or premature failure for one (1) year from the date of sale. Cracked or broken glass from impact is not covered.



## **II. Special Warranty Sections by Door Type**

### **A. Hollow Core Doors**

Warranted against material or workmanship defects that impair function for one (1) year. Hollow core construction may show natural core movement which is not covered.

### **B. Solid Core Doors**

Warranted against material and workmanship defects for one (1) year. This includes structural integrity of the core material except for natural wood characteristics like grain variation and minor checking.

### **C. Fire-Rated Doors**

Warranted to comply with specified fire-rating performance for the warranty period required by local code, typically one (1) year. Fire-rating certification labels must remain intact. Warranty does not cover damage from improper installation or modifications affecting fire rating.

### **D. Steel/Metal Doors**

Warranted against manufacturing defects in steel or metal components, including corrosion resistance under normal environmental exposure, for one (1) year. Warranty excludes damage from improper finishing or exposure to harsh chemicals.

### **E. Fiberglass Doors**

Warranted against material and workmanship defects including delamination, warpage beyond ¼ inch, and structural failure for one (1) year. Natural fiberglass texture and color variation is not covered.

## **III. Installation, Handling, and Finish Requirements**

- Doors must be installed following Big Rock's published installation instructions.
- All exposed surfaces and edges must be sealed and finished within 48 hours of delivery to prevent warranty voidance.
- Doors should be protected from direct exposure to weather or extremes of heat, moisture, or sunlight.
- Improper installation, misuse, or alterations void this warranty.



#### **IV. Limitations and Exclusions**

- This warranty excludes damages from normal wear and tear, accidents, misuse, abuse, improper storage, environmental damages including salt spray, acid rain, flooding, or acts of God.
- Minor cosmetic imperfections such as grain variation, color inconsistency, checking, and surface discoloration are not defects.
- Hardware finishes and aftermarket modifications are not covered.
- Doors installed in barrier wall systems without proper moisture management are excluded.

#### **V. Remedies**

Big Rock's sole obligation under this warranty shall be, at its discretion, to repair, replace, or refund the purchase price of the defective product. This remedy is exclusive of any incidental or consequential damages.

#### **VI. Claims and Notices**

Claims must be made in writing within one (1) year of discovering the defect, accompanied by proof of purchase and description of the issue. Delivery releases must be provided, and damaged goods should not be modified prior to inspection. Contact Big Rock's claims department for instructions.

#### **VII. Transferability**

This warranty is valid only for the original purchaser and original installation site and is not transferable.

#### **VIII. Governing Law and Venue**

This warranty shall be governed by and construed under the laws of the State of Texas with venue in courts located within Harris County.