

Timberlane, Inc. Signature Garage Doors are manufactured with the highest quality material and standards of workmanship in the industry. This Limited Product Warranty applies to Timberlane complete doors (sections and functional hardware) under normal and intended usage and installed and maintained at the home of original installation in accordance with the manufacturer's instructions in residential single-family, residential condominium, or similar residential multi-family housing. The effective warranty period begins on the date of installation. This warranty is non-transferable and applies only to the original purchaser for all doors purchased as of Jan. 1, 2021.

The paint finish of Timberlane steel sections is guaranteed against section rust through due to paint finish cracking, splitting, or peeling for the applicable warranty period provided below. Surface rust, chips, or scratches in the paint which result in cosmetic or surface corrosion are not covered. Non-factory applied paint on a Timberlane garage door voids the Paint Finish warranty.

The steel and aluminum sections, parts, functional hardware, and springs of a Timberlane complete door in standard lift and low headroom applications are guaranteed against defects in materials and workmanship for the applicable warranty period provided below. High lift or vertical lift applications are not covered.

The window frames, DecraGlass™ glass, and DecraTrim window inserts are guaranteed against defects in materials and workmanship for the applicable warranty period provided below. Non-factory applied paint on window frames or insert voids the warranty. Insulated glass installed in high-moisture environments (swimming pool enclosure, sauna, Jacuzzi, hot tub, sky light, refrigeration unit, or greenhouse) voids the insulated glass warranty.

Warranty Periods:

| Paint Finish | Sections/Hardware/Springs | Windows** |
|--|---------------------------|--|
| Lifetime – Single-Family 10 Years – Multi-Family* | Lifetime | 10 Years – DecraGlass™, DecraTrimm Inserts, Frames 5 Years - Laminated 1 Year - Insulated |

*Residential condominium or similar residential multi-family housing

**Single pane glass is not covered in this warranty.

Claims under this warranty must be submitted to customerservice@timberlane.com promptly after discovery of the defect and prior to any repairs. Timberlane warrants that upon inspection, Timberlane will, at Timberlane's option, repair, repaint, or replace the items of a Timberlane Residential Garage Door that are defective in material or workmanship. Any expenses for shipping, removal, installation, painting, or other labor shall be the responsibility of the original purchaser.

Owner Responsibilities to Maintain Door Warranty:

Perform annual door maintenance which includes the following:

- Wash exterior of door with soft cloth and mild non grit detergent and rinse with garden hose. DO NOT use a pressure washer as this will damage the door surface and will void this warranty.
- Touch up any dings or nicks with paint or stain as required. Contact Timberlane for details.
- Sparingly apply common household lubricant (such as 3-IN-ONE) to all moving hardware pivot points.
- Inspect all fasteners and tighten any that are loose, exercising caution to not overtighten.
- Contact Timberlane for details.

Warranty Claim Process:

- Contact Timberlane Customer Service immediately upon discovery of the defect by sending an email to customerservice@timberlane.com or calling 800-250-2221
- You will be required to provide the following,
 - Your name, address and phone number
 - Proof of purchase
 - Installation Dealer name
 - Description and pictures of the issue
- Timberlane shall have the right to investigate any claim. Customer agrees to provide a Timberlane representative and/or our authorized Dealer the opportunity to inspect the door, its installation, and the conditions in which it was used. Upon verification of the claim, Timberlane, shall at its sole discretion, arrange for repair or replacement of the affected components.

Timberlane shall have the right to investigate any claim. Customer agrees to provide a Timberlane representative and/or our authorized Dealer the opportunity to inspect the door, its installation, and the conditions in which it was used. Upon verification of the claim, Timberlane, shall at its sole discretion, arrange for repair or replacement of the affected components.

This Limited Warranty does not apply to any damage or deterioration caused by: normal wear and tear, failure to provide reasonable and necessary maintenance as defined by manufacturer's care and maintenance instructions, product abuse or misuse, product repair, alteration and/or additions, improper installation or handling of garage door or electric garage door opener, use of a pressure washer to clean the areas surrounding the garage door or the door itself, fire, hail, hurricanes, tornadoes, flood, wind or any other Acts of God or nature, atmospheric and other local conditions, including, but not limited to: areas subject to fallout or exposure to corrosive chemicals, fumes, salt spray, ash, cement dust, animal waste or foreign substances and areas subject to abrasive cleaners, vandalism, accident, neglect radiation, or water runoff from lead, copper or galvanic metal flashing, or any cause beyond the reasonable control of Timberlane. This warranty does not cover any materials or workmanship provided by anyone other than Timberlane.

THE LIMITED WARRANTIES AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESSED OR IMPLIED. THIS LIMITED WARRANTY EXCLUDES ANY LOSS OR DAMAGE NOT SPECIFICALLY UNDERTAKEN HEREIN, INCLUDING WITHOUT LIMITATION, ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS DEATH, INJURY, DAMAGES TO PROPERTY OR DAMAGES ARISING FROM LOSS OF USE OF ANY PRODUCT OR FACILITY. ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED. TO THE EXTENT THAT ANY IMPLIED WARRANTIES ARE NOT DISCLAIMED, THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTIES HEREIN.

Some states do not allow the exclusion or limitations of incidental or consequential damages or on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or province to province.