

# Beveled Glass Designs Entrance Components

12/99

*Warning! For good performance, you must take care of your entry system. Follow the finishing instructions and maintenance requirements provided.*

**Limited Warranty Coverage:** Subject to the conditions, exclusions and limitations stated herein, Beveled Glass Designs (**BGD**) warrants that its entrance components product (**Product**) is free from defects in material and workmanship that would render the **Product** unfit for its normal and recommended use.

## What is covered and for how long?

- Hardwood doors and frames -12 months
- Steel and fiberglass doors-60 months
- Prefinishing-limited to delivery
- Triple glazed-insulating glass-60 months (pro-rated)
- Styrene or vinyl frames-12 months
- Hardware-(see hardware mfg's warranty..no warranty from BGD)
- Installation labor (if installed by BGD)-30 days

## Who is covered?

This warranty is extended only to the first purchaser of the Product who purchases the Product for purposes other than the resale, herein called the (Customer). The duration of this warranty begins on the date of purchase by the Customer and extends for the time periods described in the heading above. If the Product is installed by **BGD**, the warranty begins on the date of installation of each component.

## What is covered by warranty?

1. Warpage: warp shall be considered a defect if it exceeds 1/4" on doors up to 80 inches tall or 42 inches wide. Warp is defined as any distortion in the door itself and shall include bow, cup and twist. Measurement of the amount of warp in a door will be determined by placing a straight edge on the suspected concave face of the door top to bottom or diagonally corner to corner. The measurement shall be made at the point of maximum distance between the bottom of the straight edge and the face of the door. **BGD** recommends using multi-point locking systems or surface bolts on doors taller than 80 inches to help prevent warping since these doors are not covered by warranty.
2. Panel splitting shall be considered a covered defect only if the split goes all of the way through the panel allowing light to show through. Surface checking and small splits on the surface of the panel should be filled and sanded in the finishing procedure.
3. Delaminating of veneers. This condition usually manifests itself as a "bubble" or a lifting on the edge of the stile or rail. Small splits, checks or surface cracks are not defects and can be easily repaired by sanding, filling and finishing.
4. Separation of component joints in excess of 1/16". Be careful to store doors wrapped in plastic bags and never exposed to hot, dry air from furnaces or fans. The wood will dry out and cause joints to open as the wood shrinks. This condition can also occur when wood has been exposed to moisture before finishing with subsequent drying. If the joint is open more than 1/16" inch (approx. the thickness of two credit cards) **when received from BGD** it is

covered by our warranty. Because this condition is normally caused by environmental exposures, **BGD** cannot warrant joints that open after you receive the Product. Improper storage can cause problems that are not covered by warranty.

5. The insulating glass panels are covered against material obstruction of vision through the unit due to the accumulation of dust, moisture or film on the internal surface of the glass caused by the failure of the unit's edge seal under normal conditions. Occasionally, condensation will develop inside an IG unit that is unrelated to seal failure. This can occur with abrupt and extreme temperature changes, ie., very cold outside/warm and humid inside or vice versa. In these cases the inert air present inside the IG unit condenses and forms a foggy-like cloud. This fog will be absorbed by the desiccant which is an integral part of an IG unit, put in place to absorb moisture inside the unit. As long as the desiccant absorbs the condensation the IG unit is performing as designed. **BGD** does not recommend removing or resealing IG units that exhibit this intermittent fogging, nor is this a condition that is covered by our warranty.

### What is not covered by warranty?

1. There is no warranty coverage for any damage caused by water.
2. There is no warranty coverage for any damage caused by heat or sunlight.
3. There is no warranty for any wood Product that is installed without total , year-round , overhang protection from the sun.
4. There is no warranty coverage for warp on doors taller than 80" or wider than 42". If a covered door is suspected of warp, **BGD** may defer repairing or replacing the Product for a period of up to twelve (12) months from the date of claim or the date when the Product was installed, as it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions.

This deferral will not be counted against the warranty period.

5. There is no warranty coverage for damages arising out of shipment by common carriers, private transportation or other means of transportation.
6. There is no warranty coverage for damage to Product installed in or submitted to high heat conditions, high moisture conditions, high vibration, low humidity or extreme temperature changes.
7. There is no warranty coverage for Product installed behind an un-vented storm door.
8. There is no warranty coverage for Product containing plastic components painted a dark color.
9. There is no warranty coverage for damage arising out of failure to perform routine homeowner's maintenance as needed , including maintaining the caulking and the finish protection (whether factory finish or non-factory finish). This maintenance is not able to be scheduled and is entirely dependent on variables unique to each installation. A good rule of thumb is to add additional coats to the exterior surfaces as soon as they start to feel the least bit "rough" to the touch when compared to the interior surfaces. **INSPECT YOUR DOOR OFTEN.** When your finish begins to FEEL rough, the oxidation process has already begun to allow moisture to penetrate. Don't wait...act immediately to add protective finish.
10. There is no warranty coverage for natural variations in the color or texture of the wood or glass. Bubbles, lines, surface imperfections or discolorations are all characteristic of glass. They are not to be considered as defects. Optics or small area distortions in the glass are part of the polishing processes and are not considered

defects under this warranty. This is a hand crafted Product of nature and as such will exhibit individual characteristics that enhance the uniqueness of each Product. This uniqueness should be celebrated.

11. There is no warranty coverage for Product failure due to improper or incorrect installation.

12. There is no warranty coverage for surface checks (cracks) that are less than 1/32" in width and /or 2" in length. Surface checking may occur in hardwoods as they adjust to local humidity and temperature conditions. Checks should be filled in the process of finishing the Product.

13. There is no warranty coverage for scratches on the outside surfaces of the glass if not reported when received and before installation. There is no warranty coverage for glass breakage for any reason. Glass damaged or broken in shipment should be noted on the bill of lading and a breakage claim filed with the delivering carrier.

14. There is no warranty coverage for any damage or errors discovered after the Product is installed and/or finished (if not finished by **BGD**). It is the buyer's responsibility to carefully inspect all Product upon receipt. **BGD** cannot guarantee safe carriage or proper installation by your workmen and accordingly, will deny all claims for any defects not reported to us before finishing or installation.

15. There is no warranty coverage for wood Product that has not been finished within 24-48 hours after installation. All six sides of the door must be properly finished to provide adequate initial protection.

16. There is no warranty coverage for the performance of any finish (coatings) or finish materials themselves. Factory finishes carry only a limited warranty for materials and workmanship at time of delivery. **BGD** cannot provide a time warranty on prefinishing because of the various environmental or climatic conditions that effect the life of the finish. Routine, preventive maintenance of the finish is the responsibility of the homeowner.

17. There is no warranty coverage for failure of insulating glass Product that is installed in high moisture environments (such as green houses or swimming pool enclosures) or sloped glazing.

### What Beveled Glass Designs will do:

1. A Product (except the insulating glass component ...see #2) which is unserviceable due to a condition covered by this warranty will, at **BGD**'s sole option, be repaired at no charge, replaced with a comparable new Product free of charge in the same state of fit and finish as originally supplied or refund the original purchase price paid to **BGD** for the Product. Upon such a repair or replacement, the original remaining warranty period will continue in effect and be applicable to the repaired or replacement Product.

2. Repair or replacement of the insulating glass component due to "seal failure" will result in the following prorated charge to the Customer based upon the percentage of **BGD**'s then current net price for a CIT insulating glass component (not to include the art glass panel).

Warranty Period (months)	Amount of Charge
0 - 12	0%
13 - 24	20%
25 - 36	40%
37 - 48	60%
49 - 60	80%
61 +	100%

3. Upon receipt of a written warranty claim, Beveled Glass Designs will issue a "Returned Goods Authorization" (RGA) which will outline the procedures and requirements necessary to effect repair or replacement. The RGA will list all terms and conditions pertinent to your warranty claim. DO NOT return any Product to Beveled Glass Designs without a signed RGA. Read your RGA terms carefully to understand your responsibilities and costs.

4. Beveled Glass Designs will pay the transportation costs (if any) to return a Product covered by this warranty to our factory provided the Customer allows BGD to issue a pick-up order to our freight company with costs to be billed directly to BGD. This policy does not cover any transportation costs (ie. . trip charges) incurred between our Dealer or BGD Showroom and the jobsite.

### What The Customer Must Do:

1. When making a claim under the terms of this warranty the customer must present a written claim to the authorized Beveled Glass Designs dealer from whom the Product was purchased.

**The Customer must use reasonable diligence to include in the written claim all of the following:**

- a. A description of the claimed defect. Photographs, if possible, are a big help in our diagnosis.
  - b. Identification of Product design, pattern or item number.
  - c. Date of Customer's purchase and date of installation.
  - d. Description of Product's exposure to the sun.
  - e. Description of the protective finish and caulking applied.
  - f. Description of the maintenance that has been performed since installation.
2. The Customer must, if requested, permit BGD or it's representative to inspect the Product.
3. The Customer must follow the instructions given in the Returned Goods Authorization .

### Conditions and Exclusions:

This warranty covers the Product only. Liability is limited to replacement or repair of the Product only. Hardware labor, refinishing labor, installation labor or any other non-factory labor costs are not covered under this warranty.

This warranty does not provide compensation for loss of time, loss of use, inconvenience or consequential damages. Product returned to BGD for repair remains the property of the Customer and BGD accepts no responsibility for loss of, or damage to Product while in the custody of common carriers or other means of transportation not owned by BGD.

All implied warranties, including the implied warranty of merchantability or fitness for particular purpose shall be limited in duration to that period indicated in this warranty.

This warranty applies only in the United States and Canada.

### Consumer Rights:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and province to province.