BHI Exterior Prehung Door System Limited Warranty

This Limited Warranty applies to BHI Exterior Prehung Door Systems. BHI warrants that its products are free from defects in material and workmanship that would render the product unfit for its normal and recommended use, subject to the conditions, exclusions, and limitations stated below.

1. Warranty Duration by Component

The duration of this warranty begins on the date of purchase by the original purchaser.

Component	Warranty Period
Fiberglass Door Slab	Lifetime Limited Warranty
Composite Door Frame (Door Jamb)	Lifetime Limited Warranty
Threshold / Sill	Lifetime Limited Warranty
Doorglass Insulated Unit	20-Year Limited Warranty (Prorated after 5 years)
Hinges	5-Year Limited Warranty
All Other Components	1-Year Limited Warranty

2. Non-Transferability

This Limited Warranty is provided exclusively to the **original purchaser** who owns and resides in the property in which the Product was originally installed. **This warranty is non-transferable** and shall expire immediately upon the sale or transfer of the property to a new homeowner.

3. General Exclusions

This warranty does not cover:

Improper Installation: Defects or damages arising from improper installation, glazing, or finishing not in accordance with BHI or manufacturer instructions.

Maintenance: Damage caused by improper handling, cleaning, or lack of maintenance.

Heat & Exposure: Products installed behind storm doors, painted dark colors (BHI Coastal Coatings will be covered under the "Prefinished Warranty"), or subjected to high heat, high moisture, or extreme temperature changes.

Acts of God: Damage caused by fire, floods, high winds, corrosive fumes, or intentional human acts/misuse.

Logistics: Damage occurring during shipment by common carriers or private transportation after leaving the BHI's Facility or Fleet.

Labor: BHI is not responsible for costs associated with labor, removal of the original product, or re-installation of replacement parts.

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4. Warranty Claim Procedures

No claim is valid unless received in writing within **30 days** of discovering the defect. To file a claim, please contact the dealer from whom the door was purchased with the following information:

1. Proof of Purchase (original invoice/receipt).
2. Detailed description and photographs of the defect.
3. Product size and design description.

BHI reserves the right to inspect any product claimed to be defective in the field before a remedy is issued.

5. Remedies & Limitations

After receiving a valid claim, BHI will, at its sole discretion: **Replace** the product (or part) with a like kind and design.

Glass Proration: Replacement of insulated glass components after year 5 will result in a charge to the customer based on the then-current price:

Years 0-5: No Charge

Year 6: 20% | **Year 7:** 30% | **Year 8:** 40% | **Year 9:** 50% | **Year 10:** 60%

Years 11-15: 70% | **Years 15-20:** 80%

Disclaimer of Liability

BHI MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO CASE SHALL BHI BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES. BHI'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

BHI Coastal Coatings™ Finish Coverage

BHI warrants the **BHI Coastal Coatings** factory-applied stains or paint finish against peeling, flaking, blistering, chalking, and checking for a period of 10 Years for residential applications (2 Years for commercial).

Finish Specific Exclusions:

Alterations: Any painting, staining, or field-applied topcoats by any party other than BHI voids the finish warranty.

Fading: Natural weathering and fading are expected. A loss of gloss is a natural result of weathering. Gloss loss is not a defect.

Chemical Exposure: Damage caused by harsh chemicals, power washing, acidic brick washes, or stucco leach is not covered.

Approved Touch-Up Exception: Only minor repairs performed using a BHI-approved touch-up method are permitted. Improperly performed repairs will void coverage on the affected area.

Maintenance Failure: Failure to clean the finish at least once annually (or quarterly in coastal environments) to remove salt spray, dirt, and airborne pollutants.

Storm Doors: Installation of a storm door over a BHI Coastal Coatings finished unit voids the warranty due to excessive heat entrapment which can cause "blistering" or "bubbling" of the finish.

Required Overhang Protection Guidelines

To ensure the longevity of the BHI Coastal Coatings finish, all door systems must be installed with an adequate protective overhang. Failure to provide a sufficient overhang may void the finish warranty if damage is attributed to extreme environmental exposure.

Standard Exposure: The overhang depth must be equal to at least half the height of the door unit (Distance from the sill to the bottom of the overhang).

Coastal/High Exposure: In coastal regions or south/west facing applications, the overhang depth should be equal to the full height of the door unit to provide maximum protection against salt spray and UV degradation.