



574 West Otterman Street Greensburg, PA 15601  
Toll Free: 800-979-7300 Phone: 724-834-7300 Fax: 724-830-2871  
Email: [info@tigerdoor.com](mailto:info@tigerdoor.com) Web: [www.tigerdoor.com](http://www.tigerdoor.com)

### **Statement of Warranty (Limited Door and Frame Warranty)**

#### **Tiger Door Warranty for Commercial Duty doors**

Tiger Door Commercial Duty doors shall be guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Heavy Duty doors**

Tiger Door Heavy Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Tiger Doors are also guaranteed for the life of the product to meet the door industry standards for flatness. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Extreme Duty doors**

Tiger Door Extreme Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Tiger Doors are also guaranteed for the life of the product to meet the door industry standards for flatness. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Extreme Duty Fire rated doors**

Tiger Door fiberglass Fire Doors are guaranteed for 10 years against **delamination** due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Pharmaceutical Duty doors**

Tiger Door Pharmaceutical Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment and cleaning agents named at the time of purchase. For interior applications only. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Commercial, Heavy, Pharmaceutical and Extreme Duty Door Frame and Windows**

Tiger Door fiberglass frames and windows, welded corners and chemically bonded hinge reinforcements are guaranteed for the life of the product against failure due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

## Tiger Door Warranty for Engineered Duty door, frame and windows

Due to the classified or protective nature of Tiger Door's Engineered Duty series of products, statement of warranty will be conveyed in writing to the owner at time of purchase. No other Tiger Door warranty written or implied shall be applicable.

### Conditions, Exceptions, and Remediations:

1. A new door will be offered in replacement of the original door or the factory price refunded at the option of the door manufacturer.
2. This guarantee does not extend to failure caused by excessive wear and tear, physical abuse, improper installation, unauthorized cuts or bores, improper maintenance, thermal bow (as recognized by industry standards) or bond separations that exhibit substrate fiber tear.
3. Factory applied gelcoat or color topcoat is excluded from this warranty.
4. **Delamination** is limited to separation of the door face laminate from the fiberglass tube, honeycomb, or mineral door core, and/or separation of the layers of fiberglass and resin that make up the door skin. Pinholes, edge cracking of any length, and/or edge splitting that does not exceed ¼" in depth is considered cosmetic, and is not covered as part of the delamination warranty due to the sacrificial nature of the fiberglass edge strip.
5. Should a problem with any Tiger Door product arise, the customer should inform Tiger Door Customer Service Department *in writing* immediately *and call* (1-800-979-7300). Tiger Door must be notified and provided with sufficient time to remedy any product deficiencies that require factory attention. This time period may include but is not limited to production lead times, travel time and raw material lead times.
6. Tiger Door will not be responsible for any charges or back charges related to unapproved repair, product installation, removal, and/or re-installation. Defective product shall not be installed prior to correction.
7. Tiger Door reserves the right to approve all repairs or remediation to any Tiger Door product. Any repairs, remediation, or modifications undertaken without expressed written approval from Tiger Door shall be the responsibility of the customer and may void any warranty. If required as a part any factory approved repair, all service time and labor rates shall be determined by Tiger Door.
8. Tiger Door liabilities are limited to repair, replacement, or refund of the factory quoted price (Tiger Door's option). Under no conditions shall Tiger Door be liable or have any obligation for losses, expenses, litigation fees, damages including loss of use, loss of profits, damage to persons or property, or any actual, incidental, liquidated, or consequential damages.
9. All returned orders to Tiger Door must have a Tiger Door issued RMA number prior to shipment. Only Tiger Door customer service or management shall have authority to issue RMA numbers.
10. Items damaged in shipment are considered freight damage thus freight claims shall not be considered part of the Tiger Door Warranty.
11. Any products not manufactured by Tiger Door supplied with and/or installed on Tiger Door products are covered by the original manufacturers' warranty and are excluded from any Tiger Door warranty. Any damage to a Tiger Door product caused by products not manufactured by Tiger Door shall be excluded from the Tiger Door warranty.
12. Tiger Door shall have no obligations under this warranty unless and until full payment for the entire order has been received by Tiger Door within standard payment terms as set fourth by Tiger Door.
13. Tiger Door reserves the right to improve products, make changes in specifications, designs and standard equipment without prior notice and without incurring obligation.