

# Warranty Information

## LIMITED WARRANTY

**Tell Manufacturing** warrants that its products are free from defects in workmanship and material under normal use and service. This warranty does not cover defects or damage which occur from improper maintenance, improper storage, improper installation, shipping and handling, ordinary wear and tear, misuse, abuse, accident, unauthorized service, work done by others, and consequential damages. Tell Manufacturing's only liability, in tort or contract, whether under this warranty or otherwise, is limited to providing repair or replacement of any product or component part believed to be defective as covered by this warranty.

Claims should be sent to Tell Manufacturing, 18 Richard Drive, Lititz, PA 17543, and should include claimant's name and address, identification of the product, invoice number and date, and a brief description of the defect. Upon receipt of such notice, a Tell Manufacturing representative will contact claimant as to where to ship such product or component part, shipping charges prepaid, for examination and, in the event such examination reveals a defect covered by this warranty, the product will be repaired or replaced.

This warranty is in lieu of all other express warranties. To the extent permitted by law, all implied warranties are limited to the duration of the product category's warranty.



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**Tell Manufacturing** (henceforth referred to as "TELL" or "manufacturer") manufacturers of commercial grade door and frames, hereby offers the following described warranty.

ALL doors and door frames manufactured by the above company(s) carry a full one year warranty. said product will be free from defects in workmanship and material for a period of one year from date of purchase. this warranty further extends to defects of splitting, cracking or deterioration due to rusting through of the product, from the date of purchase. if during this period a door or frame is found defective in workmanship or material, such claim must be submitted to tell manufacturing, 18 Richard Drive, Lititz, PA 17543; Attention: Claims Department. **TELL** reserves the right to send an approved representative to inspect on site or may require photographs be sent showing the item(s) in question. upon inspection if the item(s) is deemed defective or faulty, Authorization for repair or replacement will be made at **TELL's** option. the item(s) will be provided at no charge to the customer. **NO WARRANTY** is extended by the manufacturer for any field labor, travel time, or freight involving said item(s).

All products must be stored on site, installed properly and maintained in accordance with manufacturer's instructions. this warranty shall be null and void if the product is not stored, installed properly and maintained pursuant to the manufacturer's specifications and/or instructions. this warranty does not extend to normal wear or to damage by circumstances beyond the manufacturer's control and is **VOID** when any component part or the complete door unit fails, due to the following: alteration, misuse, negligence, accident, improper installation, lightning, water damage, exposure to corrosive fumes or chemicals, condensation, fire, riots, war or any acts of God, or when performance coatings used to finish the door are not suitable. **NO WARRANTY** is extended by the manufacturer for broken windows or light frames or for the indirect cost (ie. shipping, field labor) which may be required to repair or replace defective part(s). **NO WARRANTY** is extended by the manufacturer for minor scratches, rubs or slight variations in color of doors and frames, as these are not considered defects.

Claims must be made within fifteen (15) calendar days of the discovery of the suspected defect and such notice shall indicate the nature of the defect. the full and proper address, contact name, and telephone number for a return reply must be included. Photographs of the problem should accompany a claim if at all possible. After receiving notification of a claim, a **TELL** field representative shall be permitted to inspect if needed. inspection will be performed within a reasonable period of time, and if upon verification a defect due to defective materials or faulty workmanship on the part of the manufacturer is found, and not caused by the aforementioned exclusions, the repair(s) or replacement(s) (manufacturer's option), exclusive of labor or freight will be made at no cost to the owner.

**TELL** provides product pre-painted. Each door and frame is carefully constructed of corrosion resistant galvanized/ galvalume steel. All door and frame products are factory pre-finished with a low gloss industrial quality paint which is designed to meet or exceed the paint requirements for steel doors and frames, as set by the *Steel Door Institute*. this allows a customer the option of applying a final coat of paint, or no additional painting is required to honor the 1 year warranty. no claim is made that this is to be considered a long term finish/final coat. manufacturer does not consider minor scratches or rubs to be defects. Variations in color may occur.

Products stored "on site" awaiting building construction, must be uncrated and stored at a minimum incline of thirty degrees to allow for proper drainage and drying. failure to do so may result in paint adhesion failure. **NO WARRANTY** is extended by the manufacturer for paint adhesion failure due to improper storage of the product.

**THIS WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED AND ALL OTHER OBLIGATIONS OR LIABILITIES OF TELL MANUFACTURING, INC. AND TELL DOOR AND WINDOW, LLC. THIS WARRANTY NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR TELL ANY OTHER OBLIGATION OR LIABILITIES IN CONNECTION WITH SAID DOORS AND FRAMES. TELL'S LIABILITY SHALL BE LIMITED TO REPLACING OR REPAIRING THE MATERIAL FOUND TO BE DEFECTIVE AND TELL SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESS LIMITED WARRANTY,** including but not limited to, (1) cost of parts, labor and service charges which are performed by others at any time or place, (2) damage to buildings or other property, (3) injuries or damages sustained by any persons whomever, (4) recovery of any direct or indirect costs such as shipping, installation labor charges, paint or painting, (5) other building materials. **ALL CLAIMS UNDER THIS WARRANTY SHALL REQUIRE PROOF OF PURCHASE.**

