



**Richards-Wilcox**  
Premium Garage Doors

## Lifetimer™ Warranty for Rockwood

**RICHARDS-WILCOX CANADA** warrants door sections against deterioration due to “rust through” and/or “delamination” as follows:

- i.) in residential single-family installations, for as long as the original purchaser owns the home;
- ii.) in all other residential installations (including installations on facilities owned in common by condominium associations or similar organizations for ten (10) years from date of delivery to the original purchaser.

The wood overlay material and workmanship is warranted against rot through due to normal weather damage; and/or delamination of wood overlay from steel substrate for two (2) years from the date of delivery to original purchaser, provided the wood overlay received a protective finish within 48 hours of delivery.

**RICHARDS-WILCOX CANADA** warrants all hardware components and spring assemblies used in the door system against defects in material and workmanship for as long as the original purchaser owns the home:

- i.) in residential single-family installations, for as long as the original purchaser owns the home;
- ii.) in all other residential installations (including installations on facilities owned in common by condominium associations or similar organizations for five (10) years from the date of delivery to the original purchaser.

Under the terms of this limited warranty, for any door components that are found to be defective upon inspection by authorized **RICHARDS-WILCOX** personnel, **RICHARDS-WILCOX** will replace the defective door components. Labour charges for installation shall be the responsibility of the customer. This warranty applies only to doors that are professional installed by an authorized **RICHARDS-WILCOX** dealer.

### RECOMMENDATIONS:

- i.) The wood used on all our doors is high quality, kiln dried, Western Red Cedar, thus it is a natural product, some minor cracks or checks may develop over time; these are part of the natural characteristics of wood and are to be expected.
- ii.) The door must receive a protective finish within 48 hours of delivery.
- iii.) The finish will be in accordance to the recommendations of the Western Red Cedar Lumber Association. These recommendations can be found on their web site at <http://wrcla.org>
- iv.) All exposed edges, especially the end cuts of wood, must receive the full protective finish treatment.

This warranty does not apply to commercial, industrial or automated parking control systems for multi-tenant parking application installations.

The Lifetimer™ warranty does not apply to any damage or deterioration caused by abuse, applied paint failure, corrosive airborne substances, muriatic acid or failure to provide reasonable and necessary maintenance.

**RICHARDS-WILCOX CANADA** warrants its sealed glass windows for five years from the time of purchase against the formation of condensation. **RICHARDS-WILCOX** will only replace the windows if there is a seal failure. Broken glass is not covered by any warranty. This warranty does not cover **RICHARDS-WILCOX** windows or window parts that have been removed from an initial installation and reinstalled in any structure.

**RICHARDS-WILCOX** shall not be liable for any consequential or incidental damages. All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded. Some jurisdictions do not allow the exclusion or limitation of consequential or incidental damages, 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 jurisdiction to jurisdiction. To make a claim under these warranties, contact **RICHARDS-WILCOX CANADA**.