



LIMITED Warranty

Timberlife Series Products

Effective October 1, 2021

What is covered?

- **TRICOYA WOOD PANELS ONLY:**
 - *all defects or material damage sustained to the TRICOYA wood panels as defined by the TRICOYA Certificate of Warranty.*
 - *Manufacturer's warranty provided by TRICOYA; See TRICOYA Certificate of Warranty below.*
- **ACCOYA WOOD PANELS ONLY:**
 - *all defects or material damage sustained to the ACCOYA wood panels as defined by the ACCOYA Certificate of Warranty.*
 - *Manufacturer's warranty provided by ACCOYA; See ACCOYA Certificate of Warranty below.*
- Insulated steel door sections; for manufacturing defects that cause rust-through under ordinary wear conditions.
- Track and hardware; for manufacturing defects under normal, residential usage.
- Factory Finishes (of Artisan Designer White or Faux Stain, or custom paint finish); for material defects and workmanship under normal, non-extreme weather conditions, provided regular care and maintenance guidelines provided by Artisan are accurately followed. Defects may include blistering, flaking, chipping, cracking or peeling.

What is NOT covered?

- **TRICOYA WOOD PANELS ONLY:**
 - *Any and all applicable exclusions explicitly stated in the TRICOYA Certificate of Warranty.*
 - *See TRICOYA Certificate of Warranty below.*
- **ACCOYA WOOD PANELS ONLY:**
 - *Any and all applicable exclusions explicitly stated in the ACCOYA Certificate of Warranty.*
 - *See ACCOYA Certificate of Warranty below.*
- Transfer of warranty to anyone other than original owner of home
- Improper Transport, Storage, or Installation by an unauthorized person or dealer
- Improper or inadequate maintenance
- Ordinary and expected weathering and normal fade due to sun exposure to the elements, which is defined here to be fading, chalking or darkening of the surface due to natural sunlight and extreme atmospheric conditions of your geographical location.
- Failure to follow Artisan Finishing instruction
- Failure to follow Artisan supplied care & maintenance instructions that require field applications of sealant.
- Field applied paint or stain finishes of any kind, or use of incompatible materials applied by customer or any third party.
- Variations or unsatisfactory results in gloss levels, texture or appearance resulting from field applied paint or stain.
- Intentional or negligent misuse, abuse, neglect, improper handling & storage
- Impact of foreign objects
- Earthquakes, lightning, ice, fire, tornado, windstorm, flood, or any other acts of God
- Pollution, acid rain, contact with harmful chemicals or vapors.

Time frame of Warranty coverage:

- **TRICOYA wood panels—subject to the scope of the conditions set forth in the TRICOYA Certificate of Warranty:**
 - (50) Fifty years when used above ground; and
 - (25) Twenty-five years used at or below ground level.
 - See TRICOYA Certificate of Warranty for Scope of Manufacturer's Warranty below.
- **ACCOYA wood panels—subject to the scope of the conditions set forth in the ACCOYA Certificate of Warranty:**
 - (50) Fifty years when used above ground; and
 - (25) Twenty-five years used at or below ground level.
 - See ACCOYA Certificate of Warranty for Scope of Manufacturer's Warranty below.
- Insulated steel door sections: (5) Five years from date of factory shipping.
- Track & Hardware: (3) THREE years from date of factory shipping.
- Factory Finish: (5) FIVE years from date of factory shipping.

Your responsibilities to keep the TRICOYA/ACCOYA Certificates of Warranty in Effect:

- **For TRICOYA or ACCOYA wood panels only—FOLLOW ALL of TRICOYA's guidelines set forth in the TRICOYA Certificate of Warranty including, but not limited to, handling, storage, finishing and maintenance instructions.**
- **See applicable Certificate of Warranty below.**

Your responsibilities to keep the TIMBERLIFE Warranty (excluding TRICOYA/ACCOYA Certificate of Warranty) in Effect:

- Follow ALL of Artisan's recommended handling, storage, finishing and maintenance instructions.
- Perform an **annual** inspection of your Timberlife door(s) according to Artisan's maintenance & care instructions.
- Apply Artisan Sealer Coat to doors as required by the Maintenance & Care instructions.
- Failure to follow Artisan Maintenance & Care instructions, as determined by an Artisan Company representative will VOID this Warranty in its entirety.

To correct problems related to TRICOYA/TRICOYA wood panels:

- **Customers must follow the procedures set forth in the TRICOYA or ACCOYA Certificate of Warranty.**
- **Any and all warranty claims alleging defects to TRICOYA or ACCOYA wood panels will be determined by the policies and procedures as set forth by the manufacturer in the TRICOYA or ACCOYA Certificate of Warranty.**
- **See TRICOYA or ACCOYA Certificate of Warranty, as applicable, below.**

To correct problems **not related to the TRICOYA or ACCOYA wood panels**, Artisan will:

- Have the sole discretion to determine, based on reasonable criteria, whether the door is suffering from normal weathering.
- Determine the extent of the problem and its source.
- Repair or replace any part that Artisan determines to be defective.

Artisan will NOT:

- Refund your initial purchase;
- Pay for the labor to remove and return any defective parts/doors to our factory;
- Pay for the labor of the new installation;
- Failure to follow Artisan Maintenance & Care instructions, as determined by an Artisan Company representative, will VOID this Warranty in its entirety.

How to file a Warranty claim related to TRICOYA or ACCOYA wood panels:

- **Customer must follow the procedures set forth in the TRICOYA or ACCOYA Certificate of Warranty.**

- ***Any and all warranty claims alleging defects to TRICOYA or ACCOYA wood panels will be handled and investigated pursuant to the policies and procedures as set forth in the TRICOYA or ACCOYA Certificate of Warranty.***
- ***See TRICOYA or ACCOYA Certificate of Warranty below.***

How to file a Warranty claim *unrelated to TRICOYA or ACCOYA wood panels*

Consumer, Purchaser and/or Authorized Dealer must provide the following information in a letter or a completed Product Incident Report (available from your Dealer) mailed or electronically sent to Artisan (address below) within 90 days from date of defect discovery:

- Customer Name, complete address and phone number
- Dealer name and contact person information
- Photographs showing the issue with your door
- Date of installation
- Artisan Factory Order Number (4 digit number on label visible on side of door sections.)
- Description of problem

Artisan reserves the right to investigate any claim hereunder. Consumer, purchaser and/or authorized dealer shall provide Artisan and its agents and employees a reasonable opportunity to inspect and test the product, its installation, and the environment in which it was used. Upon verification of a claim, Artisan, shall, at its sole discretion, either arrange for repair or replacement of Product, or delivery of the replacement Product for installation by others.

Governing Law and Forum

- *For TRICOYA or ACCOYA wood panels only, See applicable Certificate of Warranty below.*
- **All sales, and this Warranty, are governed by the laws of Pennsylvania. Any dispute arising under this Warranty shall be heard exclusively in Berks County, Pennsylvania, in court or in private arbitration, at the sole discretion of Artisan.**

Additional Conditions:

- ***ANY AND ALL CLAIMS RELATED TO TRICOYA or ACCOYA WOOD PANELS ARE SUBJECT TO THE POLICIES, PROCEDURES, TERMS, CONDITIONS, AND EXCLUSIONS AS SET FORTH IN THE APPLICABLE CERTIFICATE OF WARRANTY. PURSUING A WARRANTY CLAIM RELATED TO THE TRICOYA OR ACCOYA WOOD PANELS IS THE SOLE RESPONSIBILITY OF THE CUSTOMER TO COMPLY WITH THE TERMS AND CONDITIONS AS SET FORTH IN THE APPLICABLE CERTIFICATE OF WARRANTY. See TRICOYA and ACCOYA Certificate of Warranty below.***
- This warranty may not be altered or amended except in a written instrument signed by Artisan and Consumer purchaser and/or Authorized Dealer.
- Artisan has not authorized any dealer or other person to make statements or representations regarding the performance of our products except as contained in this Warranty, and Artisan shall not be bound by any such statements other than those contained herein.
- **THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER APPLICABLE WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**