

ARTISAN CUSTOM DOORWORKS LIMITED WARRANTY

TIMBERLIFE & ICON SERIES PRODUCTS

Effective October 1, 2026

1. Products Covered

This Limited Warranty applies to Artisan Custom Doorworks TimberLife Series products and the Icon Series products, including the Icon Series UV-resistant component wrap. The primary TimberLife warranty applies to the Icon Series except to the extent that this warranty specifically addresses the Icon Series UV-resistant component wrap. The applicable manufacturer warranty governs Tricoya wood components as stated below.

2. What Is Covered

- **TRICOYA WOOD PANELS AND COMPONENTS** — Defects or material damage to Tricoya wood panels and components are covered subject to the applicable Tricoya Certificate of Warranty and its terms, conditions and exclusions.
- **ICON SERIES UV-RESISTANT COMPONENT WRAP** — Icon Series components are warranted against delamination or deterioration of the UV-wrapped components for ten (10) years from the date of factory shipping.
- **INSULATED STEEL DOOR SECTIONS** — Manufacturing defects that cause rust-through under ordinary wear conditions.
- **TRACK & HARDWARE** — Manufacturing defects under normal residential usage.
- **SPRINGS** — Manufacturing defects for the warranty period stated below.
- **FACTORY FINISHES** — Material defects and workmanship in Artisan Designer White, Faux Stain, or custom factory-applied paint finishes under normal, non-extreme weather conditions, provided Artisan's care and maintenance requirements are followed.

3. Warranty Periods

Product / Component	Warranty Period
Tricoya wood panels/components — above ground	50 years, subject to manufacturer warranty
Tricoya wood panels/components — near fresh water / at or below ground	25 years, subject to manufacturer warranty
Icon Series UV-resistant component wrap	10 years
Insulated steel door sections	5 years from factory shipping
Track & hardware	3 years from factory shipping
Springs	3 years from factory shipping
Factory finish	5 years from factory shipping

4. What Is Not Covered

- Any exclusions stated in the applicable Tricoya Certificate of Warranty.
- Transfer of this warranty to anyone other than the original owner of the home.
- Improper transport, storage, handling, or installation by an unauthorized person or dealer.
- Improper or inadequate maintenance.
- Ordinary and expected weathering and normal fading caused by sunlight or atmospheric conditions, including fading, chalking, or darkening of the surface.

- Failure to follow Artisan finishing instructions.
- Failure to follow Artisan-supplied care and maintenance instructions, including required field applications of sealant.
- Field-applied paint or stain finishes of any kind, or incompatible materials applied by the customer or any third party.
- Variations or unsatisfactory results in gloss, texture, or appearance resulting from field-applied paint or stain.
- Intentional or negligent misuse, abuse, neglect, improper handling, or improper storage.
- Impact from foreign objects.
- Earthquakes, lightning, ice, fire, tornado, windstorm, flood, or other acts of God.
- Pollution, acid rain, or contact with harmful chemicals or vapors.

5. Owner's Responsibilities

- Follow all Artisan-recommended handling, storage, finishing, care, and maintenance instructions.
- For Tricoya components, follow all requirements in the applicable Tricoya Certificate of Warranty, including handling, storage, finishing, and maintenance requirements.
- Perform an annual inspection of the TimberLife or Icon door in accordance with Artisan's maintenance and care instructions.
- Apply Artisan Sealer Coat as required by Artisan's maintenance and care instructions.
- Failure to follow Artisan's maintenance and care instructions, as determined by an Artisan representative, will void this warranty in its entirety, except to the extent prohibited by applicable law.

6. Tricoya Components and Manufacturer Warranty

All warranty claims concerning Tricoya wood panels or components are subject to the applicable Tricoya Certificate of Warranty. The customer is responsible for complying with the manufacturer's procedures, terms, conditions, limitations, and exclusions. Claims concerning Tricoya components will be determined and handled pursuant to the applicable manufacturer's warranty.

7. Artisan's Remedies

For covered problems not governed by the Tricoya manufacturer warranty, Artisan reserves the right to:

- Determine, based on reasonable criteria, whether the condition is the result of normal weathering or another excluded condition.
- Determine the nature and source of the alleged defect.
- Repair or replace any part that Artisan determines to be defective.

Upon verification of a covered claim, Artisan, at its sole discretion, may arrange for repair or replacement of the product or provide a replacement product for installation by others.

Artisan will not refund the original purchase price or pay labor costs associated with removing, returning, or reinstalling defective parts or doors.

8. How to File a Warranty Claim

For claims unrelated to Tricoya wood panels or components, the consumer, purchaser, or authorized dealer must provide Artisan with a written claim or completed Product Incident Report within ninety (90) days after discovery of the alleged defect. The claim must include:

- Customer name, complete address, and telephone number.
- Dealer name and contact information.
- Photographs clearly showing the condition or alleged defect.
- Date of installation.
- Artisan factory order number (the four-digit number shown on the label visible on the side of the door sections).

- A description of the problem.

Artisan reserves the right to investigate any warranty claim. The consumer, purchaser, and/or authorized dealer must 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.

9. Governing Law and Forum

Except as otherwise provided by the applicable Tricoya manufacturer warranty, all sales and this Limited Warranty are governed by the laws of the Commonwealth of Pennsylvania. Any dispute arising under this Limited Warranty shall be heard exclusively in Berks County, Pennsylvania, in court or in private arbitration, at Artisan's sole discretion.

10. Additional Conditions

- This Limited Warranty may not be altered or amended except by a written instrument signed by Artisan and the consumer/purchaser and/or authorized dealer.
- Artisan has not authorized any dealer or other person to make statements or representations regarding product performance except as contained in this Limited Warranty, and Artisan shall not be bound by statements other than those contained herein.
- The foregoing warranty is exclusive and is in lieu of all other applicable warranties, express or implied, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose, to the fullest extent permitted by applicable law.
- No warranty claim may be asserted beyond the applicable warranty period stated in this Limited Warranty, subject to applicable law.
- This Limited Warranty applies only to the original owner of the home and is not transferable.

ARTISAN CUSTOM DOORWORKS

975 Hemlock Road • Morgantown, PA 19543 • 610-913-6090 • Fax 610-913-6036