



CUSTOM GARAGE DOOR WARRANTY

Garage Door Sections

Ziegler Garage Doors are made from the highest quality materials available. Our kiln dried wood frames are finger jointed and warranted against cracking or splitting for 25 years. Wood overlays should be chosen based on the amount of moisture and sun exposed to the garage door. All wood will expand when the climate is moist & shrink when dry. Overlays are warranted against defects in manufacturing (nailing, cutting, & glueing) for two years. Minor cracking or checking of real wood is not considered a defect. Excessive cracking or damaged wood is a defect and boards may be repaired or replaced.

Hardware

All hardware, hinges, rollers, and track are warranted against defect for one year. Torsion springs and other related hardware are warranted for 12,000 cycles or 3 years, whichever is first. Hardware is made from galvanized metal and must be lubricated to maintain optimum smooth quiet operation. Our standard hardware is rated to withstand wind gusts up to 120 mph. Upgraded hardware is available, but does not extend warranty. Door hardware that is not lubricated periodically will operate rough and most likely create excessive noise. Regular maintenance is required.

Installation

Garage Doors to be installed & serviced according to Ziegler Door sSpecifications. Installations are warranted against defect in workmanship for two (2) years. Refer to Ziegler garage door specifications and standard hardware diagram for model and exact instructions.

Finish / Refinish

Ziegler Wood Products warrants defects in finish (2) two years from installation. Slight fading of color and general movement of wood and joints is not considered defective as well as color differentiation from putty or nail holes. Putty from nail holes may show discoloration, this is exterior finishes should be chosen based on door location & exposure to elements. Doors should be inspected annually to determine if excessive wear to top coat has occurred.

Warranty Excludes the following

- 1.) Cracking, splitting, bowing, expanding / contracting of any overlay material. These are natural properties of wood.
- 2.) Excessive noise due to incorrect painting of doors or lack of maintenance & lubrication.
- 3.) Defects due to improperly finished doors.
- 4.) Unauthorized alterations and/or service door by anyone other than an authorized Dealer.
- 5.) Normal wear and weathering of materials caused by exposure to the elements or any event that causes damage out of Ziegler's control.
- 6.) Natural oils or sap that emerge from the wood via nail holes or knots.

All of our garage doors will require an adjustment after the first couple of month of usage. Once the garage door has acclimated to its environment, the components tend to need a little fine tuning to get optimum performance out of the system.

All warranty deficiency / complaints must be submitted in writing to the manufacture. Upon submitting a written complaint notification, the manufacturer will work with authorized dealers to correct the problem. All corrections include material & labor. The manufacture reserves the right to determine whether a correction requires repair of defects or replacement of materials.