

BHI Doors Interior Warranty Door Limited Warranty

BHI Doors products are designed and manufactured to industry standards and are warranted in accordance with the terms of this document. This warranty applies to BHI Interior Prehung Door Systems and Interior Door Slabs (utilizing Trimlite Interior Door Slabs) shipped by BHI Doors installed in residential homes within the United States and Canada.

BHI Doors warrants its prehung door systems at the time of purchase to the original owner to be of good material and workmanship and to be free of defects that would render the doors unserviceable or unfit for recommended use.

This warranty is not transferable.

Warranty Coverage Periods

Coverage begins from the time of purchase by the original owner. The original owner is defined as the owner of the house or the owner of the building in which the product has been installed.

Product Type	Warranty Duration
BHI Interior Door Slabs (Slab Only)	5-Year Limited Warranty
BHI Interior Prehung Door Systems	2-Year Limited Warranty
Comercial Applications (All Interior Units/Slabs)	2-Year Limited Warranty

Commercial Limited Warranty

All BHI Interior Prehung Door Units and interior door slabs are time-of-purchase to the original owner. The original owner is defined as the owner of the house or the owner of the building in which the product has been installed. BHI Doors defines commercial buildings as multi-family (apartments, condominiums, hotels, or other non-residential residences), retail, office, or industrial.

Warranty Exclusions

The following exclusions are defects in workmanship or material and are not covered in this limited warranty:

- Damage caused by attempts other than BHI Doors' to repair the interior door system.
- Damage caused by improper handling or on-site storage.
- Defects caused by improper installation, such that the door does not swing freely or the frame is out of plumb.
- Damage caused by sunlight, water, condensation, or extremes of heat and/or humidity.
- Any damage to an interior door system installed in any exterior application.
- Any issue due to improper alteration of a door or frame by 3rd parties.
- Misuse and abuse; failure to follow the care and maintenance instructions.
- Hardware or other components not provided by BHI Doors.
- Normal wear and tear or natural weathering of the surfaces.
- Failure to properly finish all six sides of the door and all surfaces of the door frame.

- In conformity with the glass industry, an imperfection in the glass is only considered if visible beyond 3 feet (1 meter). Anything observed at less than 3 feet will not be considered a defect.
- Any warp, size, or squareness within the tolerances specified below.

Permitted Door Tolerances

- Thickness, width, and height tolerances from nominal sizes shall not exceed 1/16" plus or minus.
- A squareness tolerance of not more than 1/8" between two diagonal measurements taken across the face of the door shall be allowed.
- For doors 3'0" x 7'0" or smaller, deformation (bow, cup, twist, warp, oil-canning) shall not be considered a defect unless it exceeds 1/4" in the plane of the door.
- For door heights taller than 3'0 x 7'0" to 3'6" x 8'0", deformation not to exceed 3/8".
- Door widths greater than 3'6" x 8'0" are not covered under this warranty for warping.
- **Maximum trimming allowance on standard-sized doors:**
 - Width: Up to 1/4" off each side.
 - Height: 2" total (we recommend 1-1/2" from the bottom of the door and up to 1/2" from the top of the door to maintain a proportional look).
 - No trimming allowance warranted on bifold doors or fire-rated doors.

Finishing Instructions

BHI Doors' interior prehung systems are typically sold unfinished.

- All doors and frames must be finished according to BHI Doors/Trimlite finishing instructions.
- The interior door units must be finished within **48 hours** of delivery to the job site.
- All six sides (top, bottom, sides) of the interior door must be sealed to prevent warping, bowing, or twisting. **Primer does not function as a sealer or moisture barrier.**

Storage, Care, and Maintenance Instructions

- Do not walk on any door units. Some units contain glass.
- Once the interior door units are received, they must be immediately inspected for quality, including correct size, machining, and species of veneer.
- Deliver doors to the job site after plaster, drywall, or cement is dry to avoid excess moisture.
- Warping may occur, depending on season and humidity levels, until the door becomes acclimatized to the humidity and temperature of the building.
- Keep doors away from direct sunlight and sources of extreme heat, cold, or humidity.
- Store door units in a dry, climate-controlled area; do not lean doors against a wall for extended periods.
- Doors should be handled with clean, dry hands or while wearing clean, dry gloves.

- The door should be cleaned a few times a year with mild detergent.

How to Make a Claim

If you detect a warranty issue, please report it to the system. You will need to provide:

1. Description of the door and photos of the defect.
2. Name and address of the location of the door, and if installed, the builder and/or the installer.
3. Proof of Sales (or the date you purchased the home/date of installation).
4. Detailed explanation of the defect, including confirmation that the defect was not caused by one of the exceptions listed above.
5. BHI Doors may decide to visit the job site with a representative of your firm or the homeowner.

BHI Doors may defer action for up to 6 months from the date of the claim to allow the interior door slab to adjust to local humidity and temperature conditions.

This Limited Warranty document is limited to the amount of the original price paid to BHI Doors. BHI Doors is not obligated to, and this warranty does not cover, the costs of labor, installation, or finishing for a replacement door or door unit. This is the sole warranty granted, and there are no other warranties given, expressed, or implied.