

Manufacturer's Limited Warranty

General Products Company, Inc., (hereinafter referred to as General Products) warrants its Benchmark Systems door products, both steel bifold and entrance types, to be free from defects in material and workmanship for a period of 18 months from the date of manufacture by General Products or one year from the date of shipment whichever shall occur last, providing written notice is received by General Products within warranty period.

1. General Products shall be liable for the replacement of any parts that fail through defect in material or workmanship during the period of the warranty, at no cost to the purchaser. General Products reserves the right to determine whether the product contains such defects in material and workmanship. If requested by General Products, products or parts for which a warranty claim is made are to be returned freight prepaid to the General Products factory.
2. Should General Products receive written notice within warranty period of any failure to conform to this warranty, General Products shall upon notification, correct such nonconformity. Nonconformance to design specifications may be corrected either by repairing any defective part or parts or by making available F.O.B. General Products plant a repaired or replacement part. At its option, General Products may refund the purchase price of the defective product to settle any warranty claim. No installation included.
3. This warranty shall not apply to any product made by General Products which:
 - A. Shall not have been installed and operated in accordance with General Products printed instructions.
 - B. Shall have been operated beyond the rated capacity of the product.
 - C. Shall have been repaired or altered outside General Products facilities, at facilities not authorized by General Products, or shall have been repaired using parts not manufactured by General Products or parts not approved by General Products.
 - D. Shall, in the judgment of General Products, have been subject to accident, abuse, misuse, negligence, or alteration which affects the stability and reliability of the product.
 - E. Wood frames and other wood components, such as light frames, are restricted to a 12 month warranty. Proper painting and maintenance are required.
 - F. Shall have been installed using components as manufactured by others. General Products does not endorse any components or products for use with the Benchmark system other than its own. The Benchmark weatherseal system, the Benchmark threshold system, the Benchmark door light system, and other applicable components are the only systems that we endorse for use by our customers. Light systems manufactured by others are not covered by this warranty. If components other than those provided by General Products are used with the Benchmark door system, then we can in no way warrant the Benchmark unit as a Benchmark system, and the stated limited warranty is null and void.
 - G. Shall not apply to any special color paint applied to Benchmark doors, frames, or components, whether applied by General Products or the customer.
 - H. Removal of the product I.D. label will void warranty. Door I.D. label located beneath center hinge leaf attached to door.
4. Benchmark bifold doors are provided with a paint suitable for normal interior usage. Benchmark entrance doors are finished with a prime coat designed for the addition of a finish coat by the purchaser. The prime coat protects against rust. All Benchmark doors are protected against rust for a period not less than 12 months (Legend - 10 years, Benchmark - 3 years, Landmark - 1 year, Commercial- 1 year. Individual warranties available.). Use without the addition of a finish coat is at the user's option and responsibility. It is the responsibility of the user to follow recommended painting instructions and to maintain the integrity of the prime and/or finish coat after installation. Wood components require proper caulking and painting. The finish coat of paint must also be maintained throughout the warranty period.

5. General Products assumes no obligation hereunder in regard to its product for failure by anyone, including but not limited to, building owner, architect, builder, or subcontractor, to comply with applicable Federal, State, and local ordinances and regulations.
6. General Products' obligation under this warranty shall not include any transportation charges or costs of installation. Where a warranty question exists, and there is dispute as to the responsible party, which the area Sales Representative is unable to solve satisfactorily, a representative of the General Products Quality Control Department or Sales Technical Representative may, at General Products' option, visit the job site to determine the proper course of action. Improperly installed or finished painted items are not the responsibility of General Products. General Products' responsibility is limited to furnishing non-defective items to its customers only.
7. No employee, agent or representative of General Products is authorized to change this warranty in any way or grant any other warranty.
8. This warranty is in lieu of all warranties of merchantability fitness for purpose, or other warranties, expressed or implied.
9. Correction of non-conformities in the manner and for the period of time provided above, shall constitute fulfillment of all liabilities of General Products to buyer, whether based on contract, negligence, or otherwise with respect to, or arising out of such product.
10. General Products shall not be liable for special, indirect, or consequential damages. The remedy set forth herein is exclusive, and the liability of General Products with respect to any contract or sale, or anything done in connection therewith, whether in contract, in tort, under any warranty, or otherwise, shall not, except as expressly provided herein, exceed the price of the product or part under which such liability is based.
11. This warranty shall not apply to any product of General Products which is used outside the boundary of the continental United States. There shall be no warranty of any kind expressed or implied, on any product of General Products used outside the Continental United States.
12. General Products is not liable for damage incurred in transit. It is the purchaser's responsibility to inspect merchandise upon arrival and make claim against the carrier in such an event.
13. General Products warrants only those products it manufactures. Any components that are manufactured by others and included in a system assembled by a customer will not be the responsibility of General Products. Any use of non-Benchmark parts voids the warranty for the function of those components.

1 Year Limited R list Warranty

The BENCHMARK COMMERCIAL DOOR manufactured by General Products Company, Inc., Fredericksburg, VA is warranted to be resistant to rust for a period of 1 year from the date of manufacture. Failures which are a result of the following excluded:

- (1) Accident or abuse resulting in the thinning or removal of the protective primer.
- (2) Component failures, including weatherstripping, threshold, or frame and trim parts.
- (3) Fire, corrosive fumes, or condensation damage.
- (4) Improper installation.
- (5) Failure to maintain coating protection.
- (6) Rust resulting from routing opening in door, or piercing the door panel.
- (7) It is the responsibility of the owner to insure that all cut edges and corners are painted to provide a protective coating.
- (8) Rust developing from the hinge hole locations is not warranted.

This warranty applies to the door only as manufactured by General Products Company, Inc., excluding other wood parts or parts added to the door. Does not include painting or staining which have been applied by the installer/owner or others. Also excludes the warranty of special color paint by General Products.

This warranty does not apply to paint film damage arising from conditions beyond General Products' control such as mechanical damage or abrasions to doors, exposure of doors to solvents, corrosives, salts, or other chemicals, excessive moisture, or damage caused by painting over the base coat. Other exceptions may apply. See back side of warranty.

In the event that a warranty claim is accepted by General Products, the right is reserved to provide a reasonable repaint allowance, furnish a replacement of the door, at its option, or to refund the factory selling price of the door only. No labor or installation is included in replacing the door or refunding the factory selling price. The warranty is restricted to the conditions outlined herein, no other warranty either expressed or implied.

Effective date April 1, 1991.

Glass/ glass inserts, see glass warranty.

General Products warrants the Benchmark Commercial door to be free from defects in material and workmanship for 18 months from date of manufacture. General Products must receive written notification within said 18 month period. See Manufactures Limited Warranty.

WARRANTY INSTRUCTIONS

In the event of a warranty claim, send a written note of any failure or defect occurring within the warranty period by certified U.S. Mail to GENERAL PRODUCTS COMPANY, INC., P.O. Box 7387, Fredericksburg, VA 22404, ATTENTION: Quality Control Department - immediately upon the discovery of the defect. The written notice must include:

- A) I.D. label information and date of manufacture.
- B) Name and address of owner, installer and painter.
- C) Proof of purchase if available.
- D) DETAILED explanation of defect/failure.

Exception

1. Exposure to damaging atmospheric or abnormal environmental conditions, including but not limited to, hail, fertilizers, pesticides, insecticides, salt water spray, corrosive or harmful chemicals, (i.e. muriatic acid or other brick wash solutions) air borne contaminants or other damaging conditions.

2. Failure or deterioration of the coating due to falling objects, external forces, explosions, fire, acts of war or excessive radiation.

3. Improper storage, handling, shipping, processing, or installation.

4. Exposure to moisture or other contamination while in storage.

5. For claim submitted on doors with rust, do not attempt correction prior to receiving authorization from General Products Co., Inc. Any corrective measures taken or attempted prior to authorization and instructions from General Products will void warranty.

6. Removal of I.D. label voids warranty. I.D. label located beneath center hinge.