

# Therma-Tru® Door Systems

Fiberglass – Classic Craft®, Fiber-Classic®, Smooth-Star®, and Pulse® Door Systems

## Tru-Defense® Door System Rider

Rider to Fiberglass and Steel Door Systems Limited Warranty  
Up to \$2,500 Reimbursement if water infiltrates  
For Purchases Made on or After January 1, 2021

This TRU-DEFENSE® DOOR SYSTEM RIDER (“Rider”) supplements the Therma-Tru® Fiberglass and Steel Door Systems Limited Warranty for Classic Craft®, Fiber-Classic®, Smooth-Star®, and Pulse® Fiberglass Door System Products of Therma-Tru in effect on the purchase date (“Limited Warranty”) and provides for additional payment to the Warranty Holder of up to a maximum of \$2,500 reimbursement if water infiltrates solely as a result of non-conformities in the Tru-Defense Door System.

Except as modified by this Rider, all terms of the Limited Warranty remain in full force and effect. Capitalized terms in this Rider have the same meaning as set forth in the Limited Warranty. FOR A COPY OF THE LIMITED WARRANTIES, OR TO VIEW A PICTURE OF ANY OF THE PRODUCTS OR COMPONENTS REFERRED TO IN THIS RIDER, contact an authorized Therma-Tru dealer, or contact Therma-Tru Corp., 1750 Indian Wood Circle, Maumee, Ohio 43537 at 1-800-537-5322, or visit Therma-Tru’s website at [www.thermatru.com](http://www.thermatru.com).

### 1. WHAT PRODUCTS THIS RIDER COVERS

Therma-Tru Classic Craft, Fiber-Classic, Smooth-Star, Pulse Fiberglass Door Systems that include ALL OF THE FOLLOWING Therma-Tru approved components (“Tru-Defense Door System” or “System” or “Product”):

- Therma-Tru Classic Craft, Fiber-Classic, Smooth-Star, or Pulse fiberglass door slab (and any applied or inserted panels)
- Therma-Tru 7-shape corner seal pads (inswing Systems only)
- Therma-Tru composite adjustable profiled inswing sill (excludes Therma-Tru’s “Basic Composite Adjustable” sill)
- Therma-Tru composite profiled outswing sill
- Therma-Tru dual-bulb door bottom sweep (gasket) (inswing Systems only; no applied door bottom sweep (gasket) on outswing Systems)
- Therma-Tru composite door frame featuring Tru-Guard Composite Technology (recommended) or a frame that meets the dimensional machining requirements of the Tru-Defense frame specifications\*
- Therma-Tru hinges, weatherstrip, glass lites, wood grilles, and jamb plugs
- Therma-Tru multi-point locking system or approved Therma-Tru double-bored lock and dead bolt system; that is, any ANSI Grade 1 or Grade 2 hardware system
- Therma-Tru 7/8 inch aluminum or stainable astragal on double door Systems
- Therma-Tru rain guard (required for outswing Systems)

\*Use of Therma-Tru primed pine jambs, primed pine mullions, primed pine brickmould, oak jambs, oak mullions, oak brickmould, and mull casing, or use of any non-Therma-Tru jambs, mullions, brickmould or mull casings, does not disqualify the above described door system from this Rider, however, none of these types of frames or components are covered by Therma-Tru’s Fiberglass and Steel Door Systems Limited Warranty.

If the Tru-Defense Door System includes all of the applicable components referenced above, and ALSO includes a Therma-Tru sill pan installed in accordance with Therma-Tru’s published instructions, then the Supplemental Reimbursement amount to which the Warranty Holder is otherwise entitled to receive under this Rider will INCREASE as indicated in the table in Section 3. If installed by a Therma-Tru Certified Installer, then the Supplemental Reimbursement amount to which the Warranty Holder is otherwise entitled to receive under this Rider will DOUBLE as indicated in the table in Section 3.

### 2. THIS RIDER’S COVERAGE AND HOW LONG

Therma-Tru provides to the Warranty Holder of a Tru-Defense Door System the SAME Limited Warranty for the applicable Warranty Period as stated in the Limited Warranty, PLUS the supplemental reimbursement stated in this Rider. This Limited Warranty applies only to Tru-Defense Door Systems purchased and installed in the USA or Canada.

### 3. THIS RIDER’S SUPPLEMENTAL REIMBURSEMENT AND EXCLUSIVE REMEDY

If the Tru-Defense Door System (“Product”) has been properly assembled and installed by third parties, and properly maintained by the Warranty Holder, and the Product (or components) fail to perform during the Warranty Period solely due to non-conformities in the Product as warranted under the Limited Warranty and this Rider, then Therma-Tru will:

(i) Provide a factory-authorized repair or replacement Product (component), at no cost to the Warranty Holder OR at Therma-Tru’s option, provide replacement Product (component) to the Warranty Holder or the Therma-Tru’s designated dealer (assembly and installation labor is not included), and in either case color matching not guaranteed, OR at Therma-Tru’s option, refund the Warranty Holder’s purchase price (the lesser of the original Product or component purchase price or the original catalog list price), in lieu of repairing or replacing the Product or components as provided above, AND (ii) Pay to Warranty Holder either, selected at Therma-Tru’s option, (a) the fair market value of any other property damaged due to water infiltration caused solely as a result of such non-conforming Product (component), or (b) Warranty Holder’s actual reasonable costs to repair or replace such damaged property or install replacement Product (component) supplied by Therma-Tru as provided in above 3. (i), in either case, up to the maximum amount listed below for the specified Product (“Water Infiltration Reimbursement Warranty Limit”). Warranty Holder must have taken reasonable steps in a timely manner to mitigate any resulting property damage, provide evidence of costs or damages incurred as requested by Therma-Tru, and timely submit a claim as provided below. If the fair market value of any damaged property is unclear, Therma-Tru may engage a third-party inspector or appraiser for assistance.

Water Infiltration Reimbursement Warranty Limit		
Tru-Defense® Door System (Product)	Non-Therma-Tru Certified Installer	With Therma-Tru Certified Installer*
Latch & Deadbolt (no sill pan)	\$250	\$500
Latch & Deadbolt + sill pan	\$500	\$1,000
Multi-Point Lock (no sill pan)	\$1,000	\$2,000
Multi-Point Lock + sill pan	\$1,250	\$2,500

\*A Therma-Tru Certified Installer is an installer who completed the Therma-Tru Certified Door System Installer Training Program. This program trains trade professionals on the techniques to properly install a Therma-Tru door system. If the system was installed by a Certified Installer, the certified installer will provide printed proof of the install with their name and the date to the homeowner as proof of warranty. The form will include check boxes for the installer to indicate what level of system they installed (deadbolt, sill pan, multi-point locking system, etc.). THIS RIDER DOES NOT WARRANT THE WORKMANSHIP OF ANY BUILDER, REMODELER, OR OTHER PERSON OR ENTITY THAT ASSEMBLES AND/OR INSTALLS THE TRU-DEFENSE DOOR SYSTEM, INCLUDING THERMATRU CERTIFIED INSTALLERS, NOR

ANY DAMAGES CAUSED BY SUCH PARTIES' IMPROPER HANDLING, ASSEMBLY, OR INSTALLATION.

Except as modified by this Rider, repaired or replaced Product (component) is warranted on the same terms as in the Therma-Tru Fiberglass and Steel Door Systems Limited Warranty for Classic Craft®, Fiber-Classic®, Smooth-Star®, and Pulse® Fiberglass Door System Products and only for the remainder of the Warranty Holder's Warranty Period. Therma-Tru reserves the right to discontinue or change the Product (component). If the Product (component) is not available, Therma-Tru may select and provide a replacement Product (component) of comparable quality. Except as provided in this Rider, the Limited Warranty does not cover the following: (i) labor for removing, installing, refinishing the Product (component) or other materials that are removed, reinstalled, or refinished to repair or replace the Product (component); (ii) shipping/freight expenses to return the Product (component) to Therma-Tru; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind. THIS IS THE WARRANTY HOLDER'S SOLE AND EXCLUSIVE REMEDY FOR THE PRODUCT UNDER THE LIMITED WARRANTY AS MODIFIED BY THIS RIDER.

#### 4. WHAT THIS RIDER DOES NOT COVER AND WHEN THIS RIDER MAY BE VOID

In addition to the same exclusions and limitations as stated under the Limited Warranty, this Rider will NOT apply to Product non-conformities or damages attributable to or arising from:

- FAILURE OF THE TRU-DEFENSE DOOR SYSTEM DUE TO IMPROPER ASSEMBLY AND/OR INSTALLATION BY A BUILDER, REMODELER, OR OTHER PERSON OR ENTITY THAT ASSEMBLES AND/OR INSTALLS, OR HANDLES THE PRODUCT (COMPONENTS) OTHER THAN THERMA-TRU, inconsistent with recommendations and written instructions provided by Therma-Tru or generally available in Therma-Tru's Product Manual as amended from time to time by bulletins or other written communications or on Therma-Tru's website at [www.thermatru.com](http://www.thermatru.com).
- Rotting, splitting, warping, or swelling of a frame system, unless the frame system is a genuine Therma-Tru rot-resistant component part such as a Therma-Tru composite door frame featuring Tru-Guard Composite Technology (recommended). Use of a non-Therma-Tru frame system by the Warranty Holder (or its builder, installer, contractor, or other agent) will not automatically void this Rider. However, while Therma-Tru recommends the use of a rot-resistant or rot-free frame in the Tru-Defense Door System, Therma-Tru does NOT warrant the performance or integrity of any third-party frame product (even if the manufacturer claims that its frame product is rot-resistant or rot-free), and therefore, this Rider will not apply to Tru-Defense Door System non-conformities or damages attributable to or arising from the rotting, splitting, warping, swelling, or any other condition of a third-party frame product.
- Use of an applied door bottom sweep (gasket) of any type on an outswinging Tru-Defense Door System.
- Removal or reinstallation of a Tru-Defense Door System or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstrip, door bottom sweep (gasket), and corner pad.
- Failure of the Warranty Holder to provide timely normal maintenance to the Tru-Defense Door System.
- Failure to operate the Tru-Defense Door System in accordance with its instructions, including without limitation, fully engaging the entire Therma-Tru-approved locking system whenever the Tru-Defense Door System is closed.
- Failure of the Warranty Holder to timely take reasonable actions to mitigate any property damage.
- Labor, services, and materials to paint, stain, or refinish applied to or adjacent to the Tru-Defense Door System, or other carpentry or other work that may be undertaken that is not part of the Tru-Defense Door System, and which itself or in addition to any other property damage, exceeds the maximum Water Infiltration Coverage Warranty Limit.

- Failure to file a claim for alleged damages promptly and during the Warranty Period.
- Non-application of the Limited Warranty or Rider due to any of their stated terms and provisions.
- Failure to provide evidence of the "proof of warranty document" from the certified installer who Installed the Tru-Defense® Door System (Product) for any "with Therma-Tru Certified Installer" reimbursement claims.
- Products not installed in the USA or Canada.

#### 5. LIMITATION OF LIABILITY AND DISCLAIMER OF WARRANTIES

This Rider, read in conjunction with "THERMA-TRU FIBERGLASS AND STEEL DOOR SYSTEMS RESIDENTIAL LIMITED WARRANTY" for Classic Craft, Fiber-Classic, Smooth-Star, and Pulse Fiberglass Door System Products, sets forth the Warranty Holder's sole and exclusive remedy for any Tru-Defense Door System and components non-conformities. Except as modified expressly above in Section 3 ("This Rider's Supplemental Reimbursement and Exclusive Remedy"), in no case will Therma-Tru be liable to the Warranty Holder or any other person for any consequential, special, or indirect losses or damages of any kind. Without limiting the scope of the foregoing: THE LIMITED WARRANTY AND THIS RIDER ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH THEREIN, EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES/TERRITORIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. THERMA-TRU DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS. SOME STATES/PROVINCES/TERRITORIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT THE WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY BY LOCATION. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL THERMA-TRU'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

#### 6. CLAIMS

Claims under this Rider must be initiated promptly following Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Rider, and in all cases initiated during the Rider Warranty Period indicated above. To obtain help under this Rider, Warranty Holder should contact Therma-Tru Corp., 1750 Indian Wood Circle, Maumee, Ohio 43537 at 1-800-537-5322 or at [www.thermatru.com](http://www.thermatru.com).

Effective January 1, 2021