

At Special-Lite, we provide high-quality, durable products as ordered. Experience peace of mind with our no-hassle warranties and exceptional customer service. After your order ships, our Customer Service Team is here to support you.

This guide is designed to help you navigate our various warranties, outlining terms, coverage limitations, and extended warranty requests. Whether you are a first-time customer or a long-standing partner, our goal is to ensure you understand the protection and support that accompanies your investment.

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Limited Warranty for Doors, Frames, and Bathroom Partitions

10-YEAR

Special-Lite, Inc. warrants the Special-Lite® Doors, Frames, Panels, Hardware, and Bathroom Partitions that it manufactures to be free of defective materials and faulty workmanship, and as conforming to our customers' written purchase order guidance, for a period of ten years from the date of shipment. This warranty covers the repair or replacement of the product at our discretion and payment of pre-approved labor charges as necessary to effect such repairs or replacement.

Claims relating to the conformance of products to the signed pricing acknowledgement must be submitted in writing to Special-Lite, Inc. within 30 days after receipt of the products by the buyer.

LIMITED LIFETIME

Special-Lite provides a limited lifetime (while the door is in its specified application in its original installation) warranty covering the following:

- A. Failure of corner joinery
- B. Core deterioration
- C. Delamination or bubbling of door skin
- D. Corrosion

The Limited Lifetime Warranty against corrosion does not apply to fasteners, hardware, or internal components of doors.

Limited Warranty for Hollow Metal Replacement FRP Doors

5-YEAR

Special-Lite, Inc. warrants the Hollow Metal Replacement FRP Door that it manufactures to be free of defective materials and faulty workmanship for a period of five years from the date of shipment to a Special-Lite Reseller or the Date of Purchase from an Authorized Reseller.* If the product is registered with the Warranty Registration Form, this warranty is extended to the original owner of the building where the door is installed and covers the replacement of the door.

***Date of Purchase:** Special-Lite markets and sells the Hollow Metal Replacement FRP Door through an Authorized Reseller. The Date of Purchase provision requires that the end-user return the [Warranty Registration Form](#) with a receipt to Special-Lite within 30 days of purchase.

LIMITED LIFETIME

Special-Lite provides a limited lifetime (while the door is in its specified application in its original installation) warranty against corrosion.

The Limited Lifetime Warranty against corrosion does not apply to fasteners, hardware, or internal components of doors.

Limited Warranty for SpecSlide, Omega, and LiteSpace

5-YEAR

Special-Lite, Inc. warrants its interior aluminum products SpecSlide, Omega, LiteSpace, and Dual Glazed LiteSpace to be manufactured free from defective material and faulty workmanship for a period of 5 years from the date of shipment, when the product is installed and used in accordance with the company's published instructions. This warranty is extended to Special-Lite's dealers and or authorized distributors, who are acquiring the product directly from Special-Lite. Special-Lite's only obligation to this warranty is limited to repair or replacement of material, at the sole discretion of Special-Lite, Inc. All material replacement shall be F.O.B. Special-Lite's current manufacturing location.

This warranty will not apply to any of the supplied product that has been subject to abuse, neglect or damage during shipment or at time of installation. This warranty is limited to manufacturing of the product and does not include any such warranty on installation performed by its dealers, distributors or other contractors. No warranty is made for any non-standard materials requested, selected and used at the request of the customer.

Door Warranties and Exclusions: All SL-Series, AF-Series, and SLI-Series doors are covered within Special-Lite's 10-Year/Lifetime Limited Warranty. SLI-Series Doors are interior-only installation. Interior wood doors supplied from other manufacturers are covered by the manufacturer's warranty.

Limited Warranty for Double-Acting Traffic Doors

2-YEAR

Special-Lite, Inc. warrants the Double-Acting Traffic Doors that it manufactures to be free of defective materials and faulty workmanship, and as conforming to our customers' signed pricing acknowledgement, for a period of two years from the date of shipment.

Limited Warranties for Factory Finishes

3-YEAR | 5-YEAR | 10-YEAR

Finish Descriptions & Warranty Periods: Special-Lite, Inc. warrants the following finishes for the period listed from the date of shipment.

Painted Textured FRP (Pebble Grain, Sandstone, 6-Panel Wood Grain, Rustic Wood Grain, Contemporary Wood Grain): 10 years

Stained Wood Grain FRP (6-Panel Wood Grain, Rustic Wood Grain, Contemporary Wood Grain) face sheets: 5 years

Painted Smooth Fiberglass - Satin (Standard): 5 years

Painted Smooth Fiberglass - Gloss (Optional): 5 years

Painted Aluminum, Fluropon 70% PVDF: 10 years

Through-Colored FRP (Pebble Grain SpecLite 3® FRP, Sandstone): 10 years

Anodized Aluminum: 10 years

Wood Expressions Decorative Finish on Aluminum: 5 Years on non-coastal; 3 years on coastal area installations (installed within three miles of bodies of salt water)

Coverage Scope: This finish warranty covers

- Major flaws or defects
- Fading or discoloration beyond acceptable limits on painted and anodized finishes (5 ΔE)
- Peeling, cracking, or blistering of the finish
- Deterioration of the underlying material caused by a failure of the finish

Exclusions: The limited warranty on finishes does not cover normal wear and aging of the finish. Thresholds do not have a finish warranty.

Extended Warranties

AVAILABLE BY REQUEST

Extended warranties are available upon request, please contact customer_service@special-lite.com for details.

Additional Terms for all Special-Lite Warranties

This limited warranty is in lieu of and replaces all other express or implied warranties, including but not limited to an implied warranty of fitness for a particular purpose and an implied warranty of merchantability.

Limitations of Liability: Special-Lite's liability under its limited warranties is in all events limited to repair or replacement of the defective product and in no event shall Special-Lite be liable for lost profits, or consequential, incidental or punitive damages of any sort, whether based on tort, breach of contract, or breach of warranty.

Factory Installed Hardware: Special-Lite also warrants for a period of 10 years that:

- A. Hardware is installed in accordance with the hardware manufacturer's specifications and instructions; and
- B. Hardware is securely mounted and, in normal usage, will not separate from the door.

Other Manufacturer's Products and Hardware: Special-Lite warrants that any products and hardware that are installed at the plant or in the field by Special-Lite personnel are installed in accordance with the hardware manufacturer's specifications and instructions. The hardware or mechanism is securely mounted and, in normal usage will not separate from the door. Special-Lite makes no warranties of any kind as to the other manufacturer's hardware, mechanisms, or other products that are installed at Special-Lite or in the field by non-Special-Lite personnel. Any such warranty shall be covered by these product manufacturer's warranty which shall run concurrently with this warranty.

Field-Installed Hardware: Special-Lite makes no warranties of any kind as to hardware installed in the field by non-Special-Lite personnel.

Glazing: Special-Lite does not manufacture the glazing material integrated into its products. All glass, including tempered, insulated, laminated and specialty glass is covered by the manufacturer's glass warranty.

Field Alterations: Pultruded Fiberglass Doors (model AF-100) with standard (mortised) door bottoms may be trimmed in the field at the bottom of the door up to a maximum of 1.125 inches. Vision lites or louvers to be added to doors in the field must be reviewed and approved in writing by Special-Lite Engineering to preserve warranty coverage on the door. Any unapproved field alterations will void this warranty.

Warp and Telegraphing: Special-Lite defines warp as any distortion in the door itself, and does not refer to the door in relation to the frame or jamb in which it is installed. Warp is not considered a defect unless it exceeds 1/4" in the plane of the door itself. Placing a straightedge on the concave face and determining the maximum distance from the straightedge to the door face is the method by which warp shall be measured.

Special-Lite doors will not be deemed defective due to "telegraphing" or stile, rail and core show-through unless the faces of the doors vary from a true plane in excess of 1/100" in any three inch span.

Installation and Maintenance Requirements: Regular inspection of the products and cleaning following the Cleaning Recommendations for the finish selected is required.

The following will void this limited warranty:

1. Failure to follow installation instructions;
2. Field alterations except as outlined above;
3. The application of hardware other than the hardware which the product was manufactured to receive;
4. Failure to follow Cleaning Recommendations, including regular cleaning and prompt removal of dirt, grime, chemicals, and graffiti; or
5. Abuse, mistreatment or improper usage of the product.

Warranty Claims: Upon receipt of a warranty claim, Special-Lite will determine whether the warranty applies and if so, Special-Lite will determine, in its sole discretion, whether repairs or replacements will be done at the factory or in the field.

Additional Terms and Conditions: Special-Lite, Inc. reserves the right to change these warranties at any time.