

# Aspiro® & Cendura®

## Warranty

**FORTE**  
OPENING SOLUTIONS

Series	Product Category	Interior	Exterior
Aspiro	Authentic Stile & Rail	Lifetime*	3-year**
Aspiro	Wood Jambs and Frames	Lifetime*	3-year**
Aspiro	Select Wood Veneer	Lifetime*	Not Available
Aspiro	Premium Painted	Lifetime*	Not Available
Aspiro	Choice Laminates	Lifetime*	Not Available
Aspiro	Hollow Core or Bifold	1-year	Not Available
Cendura	Standard Wood Veneer	Limited Lifetime*	Not Available
Cendura	Everyday Laminates	Limited Lifetime*	Not Available
Cendura	Standard Painted	Limited Lifetime*	Not Available
Cendura	Hollow Core or Bifold	1-year	Not Available

\*Lifetime of original installation

\*\* Exterior S&R doors must be factory primed or finished to be eligible for 3-year warranty. Door and frame maintenance program must be performed and documented for exterior warranty to apply.

Subject to the terms, conditions, tolerances and exclusions contained in this Warranty, Forte Opening Solutions warrants its Aspiro + Cendura branded door slabs as follows:

**Lifetime & Limited Lifetime Coverage:** Forte Opening Solutions interior doors are covered under this warranty beginning on the date that the doors are originally purchased and continuing for as long as the doors remain in use at the commercial structure where, and as, originally installed.

**Limited One-Year Coverage:** Cendura Hollow Core and Bifold doors are covered under this limited warranty for one year from the date that the doors are originally purchased.

### General Coverage:

The Forte Opening Solutions finish on the door and any accessories installed by Forte Opening Solutions at its manufacturing facility are warranted for a period of only one (1) year. Any glass lites are not warranted hereunder but may have a separate warranty.

Forte Opening Solutions warrants for the applicable time period that its doors will be free from defects in design, material and manufacture at the time of shipment that would render them unserviceable.

This warranty is valid for products sold and installed only in the United States, Canada and Mexico.

The "Tolerances" set forth below are acceptable and not deemed defective under this warranty. In addition, if any condition described in the "Exclusions" set forth below is applicable, the door will not be warranted.

This warranty covers only the original installation of the door and only if installed in accordance with the written instructions contained in the Forte Opening Solutions Care & Handling Guide. This warranty is extended to, and only enforceable by, the purchaser of the door from Forte Opening Solutions.

### Remedies:

If a claim is asserted during the warranty period, Forte Opening Solutions, at its option will: (1) repair the defect; (2) replace the door; or (3) refund the purchase price of the door that was actually paid to Forte Opening Solutions subject to reduction based on the proration schedule. If replaced or repaired, the door will only be warranted for the remainder of the original warranty period. Forte Opening Solutions will assess each situation and determine on a case by case basis whether it will pay all or any amount to remove, refinish and rehang a defective door. In the instance of Cendura limited lifetime doors and Aspiro Exterior Stile + Rail doors, such consideration will only be given if the defect is detected in the first three years. For Cendura Hollow Core or bifold doors the warranty will not cover any labor or other costs associated with rehanging or refinishing. Forte Opening Solutions does not cover any expense relating to the removal or rehanging of a door when any defect for which the door is being rejected was apparent prior to installation.

### Tolerances:

1. Size tolerances: Nominal length, width and thickness  $\pm 1/16$ " (1.5875 mm); prefit width sizes  $\pm 1/32$ " (0.7938 mm).
2. Squareness tolerance: Diagonal measurement difference will not exceed  $1/8$ " (3.1750 mm).
3. Factory hardware preparation: a plus  $1/32$ " (0.7938 mm) minus  $0$ " tolerance will be allowed on hinge and lock front preparation cutouts.  $\pm 1/32$ " (0.7938 mm) tolerance will be allowed on hinge and lock front locations.
4. Stile, rail and core show-through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of  $1/100$ " (0.254 mm) in any three-inch-span (76.2 mm).
5. Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%. Temperature must not be less than 50°F (10°C), nor greater than 90°F (32.2°C). These environmental conditions must be present at the time of delivery to the installation location.
6. Warp shall not be considered a defect unless it exceeds  $1/4$ " (6.35 mm) in the plane of the concave side of the door itself. The following warp allowances are for  $1-3/4$ " (44.45 mm) or thicker doors. For doors wider than  $3'6$ " (1066.8 mm) and less than  $7$ ' (2133.6 mm) in height, the warp shall not exceed  $1/4$ " (6.35 mm) in a section  $3'6$ " (1066.8 mm) by the height of the door. For doors wider than  $3'6$ " (1066.8 mm) and taller than  $7$ ' (2133.6 mm), the warp shall not exceed  $1/4$ " (6.35 mm) in any  $3'6$ " (1066.8 mm) by  $7$ ' (2133.6 mm) section. For doors up to and including  $3'6$ " (1066.8 mm) wide and over  $7$ '

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(2133.6 mm) in height, the warp shall not exceed 1/4" (6.35 mm) in any 7' (2133.6 mm) length of door section. "Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "warp" shall include bow, cup and twist. In measuring the amount of warp present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect concave face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the straight-edge, taut wire or string and the face of the door.

**General Exclusions:** This warranty does not cover:

1. Any condition or appearance caused by failure to follow the installation or Care and Handling guidelines.
2. The appearance of field finished or factory primed doors.
3. Doors altered by others (excluding machining by Forte Opening Solutions secondary machineries).
4. Interior doors subjected to different temperature and/or humidity conditions on each side of the door as outlined in the Tolerances section or stored/installed in conditions outside of the care and handling guidelines.
5. Doors reported to be damaged or defective after off-site pre-installation of hardware or accessories or transhipment from original delivery address to job site.
6. Doors that are improperly hung or do not swing freely.
7. Fading or darkening due to exposure to ultra-violet light sources.
8. Incompatibility of hardware with a particular door construction.
9. Failure of flush bolt and CVR configurations installed without end caps or metal channels if required.
10. Natural variations and characteristics in color, figure and/or texture of solid wood components or veneer.
11. The natural characteristic of the "barber-pole" effect.
12. Glass, glass lites or glazing.
13. Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself.
14. Doors shipped outside of the United States, Canada or Mexico will not be warranted.
15. If an interior door is installed or used for any exterior applications.
16. Doors where self-tapping or combination metal/wood screws are used to attach surface applied hardware.
17. Repairs, rework or replacements made without prior written consent from Forte Opening Solutions.
18. Any delamination caused by failure to protect and seal exposed hardwood rails or veneer surfaces of the door and failure to maintain these surfaces.

**Flush Door Exclusions:** In addition to the general exclusion, this warranty does not cover:

1. The appearance of high gloss plastic as defined by the laminate manufacturer, or factory finished doors with a gloss higher than 40° (based on 60° gloss meter).
2. The warranty against warp does not apply to the following:
  - a. Doors that are wider than 3'0" (914.4 mm) or taller than 7'0" (2133.6 mm) and less than 1-3/4" thick (44.45 mm).
  - b. Hinge and pivot exclusions:
    - Doors hung without a hinge every 33" (838 mm) of door height. This exclusion is waived on non-rated SCL core doors up to 9'0" (2743.2 mm) for warp not to exceed allowable warp per WDMA I.S. 1A.
    - Top and bottom offset pivots require one intermediate pivot up to 7'0" (2133.6 mm) and an additional pivot for every 30" (762 mm) of door height
    - Center hung pivots are warranted on Particlecore, EHD Particlecore, and SCL core up to 7'0" (2133.6 mm). Center hung pivots are warranted up to 9'0" (2743.2 mm) on SCL core only.
  - c. Doors with unbalanced construction.
  - d. Doors wider than 4'0" (1220 mm) and taller than 10'0" (3050 mm).
  - e. Note: Action on any claim for warp may be deferred, at the option of Forte Opening Solutions, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity.
3. Particlecore doors with wood beading:
  - a. With cutout areas exceeding 40 percent of the door area.
  - b. With individual visible glass exceeding 54" (1371.6 mm) in height or 36" (914.4 mm) wide.
  - c. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - d. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - e. With less than 10" (254 mm) bottom rail for full lite cutouts.
4. Particlecore doors with metal vision frame:
  - a. With areas exceeding 2,743 square inches (1.77 sq m) of visible glass.
  - b. With individual visible glass exceeding 81" (2057.4 mm) long or 36" (914.4 mm) wide.
  - c. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - d. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
  - e. With less than 10" (254 mm) bottom rail for full lite cutouts.

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5. Extra heavy-duty particlecore doors:
  - a. With lite and/or louver cutout areas exceeding 2,743 square inches (1.77 sq m) of visible glass.
  - b. With visible glass exceeding 81" (2057.4 mm) long or 36" (914.4 mm) wide.
  - c. With less than 3-1/4" (82.6 mm) between lock and lite cutouts.
  - d. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
6. Structural composite lumber doors:
  - a. With lite and/or louver cutout areas exceeding 3,146 square inches (2.03 sq m) of visible glass.
  - b. With visible glass exceeding 90" (2286 mm) long or 36" (914.4 mm) wide.
  - c. With less than 1-1/16" (26.9875 mm) between lock and lite cutouts.
  - d. With less than 5" (127 mm) between lite cutout and door edge or other cutouts.
7. Louvers, lites and any other cutouts in hollow core construction.
8. Doors with concealed closers deeper than 2" (50.8 mm) or wider than 1-1/4" (31.75 mm).
9. Doors with reveals that are greater than 1/4" in depth both faces or not the same pattern each face.
10. No hardware is to be mortised into or attached to a transom that does not include a metal transom bar in the door frame.
11. Door accessories installed by others.
12. Cracking of high-pressure decorative laminate faced doors with openings cut by parties other than the manufacturer or its authorized representative.
13. Variation between exterior and interior stain finish appearance.
14. Machined pockets that leave less than 1/4" (6.35 mm) thick cavity walls.
15. Mortise door bottom preps that exceed 2-1/4" (57.15 mm) in depth.

**Interior Stile & Rail Exclusions:** In addition to the general exclusion, this warranty does not cover:

1. The warranty against warp does not apply to the following:
  - a. Doors that are more than the maximum size per stated qualifications.
  - b. Doors with unbalanced construction.
  - c. Note: Action on any claim for warp may be deferred, at the option of Forte Opening Solutions, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity.
2. Doors with reveals that are greater than 1/8" (3.175 mm) in depth both faces or not the same pattern each face.
3. Field painting of stain grade wood veneer surfaces.
4. Natural movement of floating panels.

**Interior Stile & Rail Qualifications:**

1. The maximum door size is 48" x 108" (1219.2 mm x 2743.2 mm) with an 8" (203.2 mm) bottom rail.
2. The minimum size for stiles and top rail is 4 1/8" (104.775 mm). This ensures that the door has sufficient structural support and stability to function properly.
3. Doors may be finished or unfinished.
4. NOTE: Fixed units may have 2-1/2" (63.5 mm) stiles and rails at minimum.

**Aspiro® Series Defendr Door System™ Exclusions:** In addition to the general exclusions, this warranty does not cover:

1. The ability of the **Aspiro Series Defendr Door System** to prevent or stop an incident or attack from occurring.
2. Any issue caused by improper installation or alteration of the **Aspiro Series Defendr Door System**.
3. (The attack resistance of) door configurations that have not been tested by Forte Opening Solutions.
4. Doors that are not implemented in one of the configurations tested by Forte Opening Solutions.
5. Use of hardware that has not been tested by Forte Opening Solutions for use with the **Aspiro Series Defendr Door System** door slab.
6. The frame used as part of the **Aspiro Series Defendr Door System**.

**Exterior Stile & Rail Exclusions:** In addition to the general exclusions, this warranty does not cover:

1. Doors that are not factory finished.
2. Dual wood species at exterior applications.
3. Job site fitting will not be permitted.
4. Prolonged exposure to extreme atmospheric conditions (heat-sunlight-moisture etc.) may limit the warranty.
5. Concealed Vertical Rod exit devices.
6. Plank doors at exterior locations.
7. Red Oak doors at exterior locations.
8. Utilizing solid lumber stiles.
9. Variation between exterior and interior stain finish appearance.
10. Louver doors are not warranted under any exterior condition.

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### **Exterior Stile & Rail Qualifications:**

1. Doors must be factory primed or finished to qualify for a 3-year exterior warranty.
2. The maximum door size is 42" x 96" (1066.8 mm x 2438.4 mm).
3. The minimum size for stiles and top rail is 5 inches (127 mm) for doors up to 36 inches (914.4 mm) wide, and 5-1/2 inches (139.7 mm) for doors wider than 36 inches and up to 42 inches (1066.8 mm) wide.
4. The minimum size for bottom rail is 10 inches (254 mm) for doors up to 36 inches (914.4 mm) wide, and 12 inches (304.8 mm) for doors wider than 36 inches and up to 42 inches (1066.8 mm) wide.
5. Outswing doors require metal flashing at top of door.
6. Exterior caulk must be used on lights and hardware.
7. An overhang of four feet [ 4' ] (1219.2 mm) must be maintained from the exterior face and edge of the door[s].
8. Recommended exterior application species: White Oak, Mahogany, Cherry, Pine, Walnut.
9. An owner maintenance (regarding the finish) program is required. See below.
10. Minimum two coats of topcoat must be applied to all six sides of the door. Recommended to use a clear coat or sealer with a high UV blocker.

### **Required Exterior Stile & Rail Maintenance Program:**

The owner maintenance program must begin no more than six (6) months after installation. Keep the maintenance program simple, and stick to a schedule. Early May and mid-October should be periods of time with moderate temperatures and low humidity. If the finish deteriorates, the wood will be exposed to atmospheric conditions that will cause moisture levels within the wood to vary and cause the wood to move. Warp, twist, joint separation, and operational issues will be inevitable. Properly maintaining the topcoat will help prevent these issues. The stain grade maintenance program should exist as follows: Doors should be lightly and evenly sanded from P180 and progressed through finer sanding grits P200, P220, and finer (if needed) to the desired surface smoothness of the face. After sanding, one should wipe the door down to remove dust. Use of a mechanical sander is not recommended as it may be too aggressive. Wood door finishes must be appropriately maintained to prevent degradation of the coated surface and to extend the service life of the door. To produce the best, most durable results, use good quality Exterior grade finishing materials and apply according to the manufacturer's directions. Make sure to seal and inspect all 6-surfaces (top, bottom, hinge side, lock side, exterior face and interior face) of the active door panel(s). Finishing must be completed within 3 days from the time the protective packaging was removed and/or the installation was performed. The sanding of the door is designed to prepare the door to take an additional topcoat (promotes adhesion of coats), not to repair scratches, gouges, or other cosmetic issues that may exist from everyday use. When purchasing the topcoat material, please inform the seller of the wood species of the doors. Compatibility may or may not be an issue. Minimum 2 coats of topcoat must be applied to all six sides of the door. Recommended to use a clear coat or sealer with a high UV blocker. Forte Opening Solutions suggests an annual or biannual inspection of exterior topcoats. If inspection shows wear, reapply topcoat as required.

### **Claims Procedure:**

The purchaser shall inspect ALL doors for damage and defects at the time of delivery. A written notice of any apparent and visual defects must be submitted by the purchaser / installer to the supplier and to Forte Opening Solutions within thirty (30) days of delivery if the defect is apparent or within thirty (30) days of detection if the defect is latent. Failure to notify Forte Opening Solutions within the specified time frames shall fully and completely relieve Forte Opening Solutions from any obligation under this warranty for such defects. All parties must be given a reasonable opportunity to investigate the reported problem and Forte Opening Solutions must be given reasonable opportunity to implement corrective action. Claims shall be processed through the supplier from whom the door was acquired unless the door was purchased directly from Forte Opening Solutions. If purchased directly from Forte Opening Solutions, please submit a Customer Warranty Request (CWR) form within the requisite period. The claim form is located on Forte Opening Solutions website: [Customer Warranty Request Form](#).

**Remedy and Liability Limitation:** If an issue is detected during the applicable warranty term, Forte Opening Solutions, in its sole discretion, will repair or replace the door or will refund the original purchase price paid to Forte Opening Solutions subject to reduction based on the proration schedule. The warranty term for any replaced or repaired door will run until the end of the original warranty period.

FORTE OPENING SOLUTION'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO FORTE OPENING SOLUTIONS SUBJECT TO FURTHER REDUCTION BASED ON THE PRORATION SCHEDULE. FORTE OPENING SOLUTIONS IS NOT OBLIGATED UNDER THIS WARRANTY TO COVER THE COSTS OF LABOR, INSTALLATION, REHANGING OR FINISHING ANY REPLACEMENT DOOR. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL FORTE OPENING SOLUTIONS BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow exclusions or limitation of consequential damages, this limitation will not apply. Any dispute under this warranty must be resolved by mandatory arbitration under the commercial rules of the American Arbitration Association. If you disagree with this remedy, you must notify Forte Opening Solutions in writing within thirty (30) days of the purchase of the door. Contractors and distributors agree to provide a copy of this warranty to the purchaser of the building where the door is installed.

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Unless Forte Opening Solutions agrees in writing to an alternative, any dispute under this warranty or related to the warranted product, shall be resolved by mandatory arbitration administered by the American Arbitration Association (AAA) and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration except that the parties agree not to exercise any option to proceed in any small claims court and waive any such right. Any in-person arbitral proceedings shall occur in Tampa, Florida; if, however, the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim ("claimant"), the arbitration will occur in a location specified by the arbitrator. Neither you nor Forte Opening Solutions will be entitled to join or consolidate claims in arbitration.

**Record this information in case of claims (Download warranty to complete form fields if required.)**

Purchaser:

Owner:

Building Address:

Warranty Type:

Installer:

Mill Order Number:

Date Shipped:

Date Installed:

Door Type(s):