



Challenger Door Limited Warranty Statement

Challenger Door warrants their products, excluding 5000 series ramps, manufactured by it to be free from defects in material and workmanship for a period to match the **OEM's warranty period for up to two (2) years from date of original retail sale** to the original purchaser, **or a maximum of Three (3) years from the date of door manufacture** whichever period ends first, under proper and normal use and service. The 5000 laminated ramp series warranty shall be limited to ONE YEAR from date of purchase. This Limited Warranty does not cover products that have been misused, abused, mishandled, improperly installed, improperly stored, changed or modified. This Warranty does not cover "plain doors" (i.e...doors that are made with no outer skin) or delamination on doors Challenger does not laminate the core. Service work performed by any person not specifically authorized by Challenger Door will void the Warranty. All claims under this Limited Warranty must be submitted pursuant to the following claims procedure. Challenger Door, LLC reserves the right to deny any claim not submitted pursuant to the following claims procedure. This Limited Warranty should be provided to the manufacturer, dealer and retail customer of the OEM unit and made available to the retail customer prior to purchase of the OEM unit.

Examples:

1. Mfg. Date = 1/15/15, Purchase date = 5/10/15, OEM's warranty = 1 year. Product warranty good through 5/10/16
2. Mfg. Date = 1/15/15, Purchase date = 5/10/15, OEM's warranty = 3 year. Product warranty good through 5/10/17
3. Mfg. Date = 1/15/14, Purchase date = 5/10/15, OEM's warranty = 3 year. Product warranty good through 1/15/17

To submit a claim

All claims must be submitted to Challenger Door, LLC warranty department via email or fax.

ATTN: Warranty

Email Warranty@challengerdoor.com

Phone 574-773-8166

Fax 574-773-0474

- All claims must have **clear** photos showing defect.
- All claims must have a photo of the serial number located on product (*If the label hasn't been removed previously, it can be located on the back of the product on the hinge side or on inner trim on hinge side*).
- Challenger Door, LLC may request the product to be returned for inspection at Challenger's cost
- Provide information of OEM unit on which Challenger Door product was installed, unit serial number, Model, Date of purchase, Dealer from which unit was purchased.
- All defective latches must be returned to Challenger Door, LLC for inspection (excluding Canada) **Challenger Door, LLC will pay shipping costs unless claim is denied.**

All obligations of Challenger Door, LLC pursuant to this Limited Warranty are limited to replacing or repairing the defective product, paying for shipping costs and service at our standard rate in connection with a claim covered by this Limited Warranty. Challenger Door, LLC reserves the right to deny service costs to the extent that such service does not comply with the installation instructions provided by Challenger Door and was not performed within or have been invoiced to Challenger Door, LLC in excess of the time allowed in the respective video links below. This Limited Warranty is the exclusive warranty to Challenger Door, LLC and is in lieu of all other warranties, expressed or implied, including, but not limited to, WARRANTIES OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE except as otherwise required by state or federal law. In no event shall Challenger Door, LLC be liable for consequential, indirect or incidental damages resulting from the installation, use or failure of its products, whether arising in contract, tort or otherwise.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

Flat Rate for Entry Doors

Part replaced	Time Allowed	Part Return	CHALLENGER PRIOR CONTACT	Picture Required
Entry Door Latch	0.2 HOURS	YES-WITH KEYS	NO	YES
Screen Door Latch	0.2 HOURS	NO	NO	YES
Screen Door Stationary Panel	0.2 HOURS	NO	YES	YES
Screen Door Slider	0.1 HOURS	NO	NO	YES
Entry Door Window	0.3 HOURS	UPON REQUEST	YES	YES
Hinge Replacement-WHOLE DOOR	1 HOUR	UPON REQUEST	YES	YES
Gas Strut	0.1 HOURS	UPON REQUEST	NO	YES
Complete Entry Door	1 HOUR	UPON REQUEST	YES	YES
Complete Screen Door	0.2 HOURS	NO	YES	YES
Entry Door Seal	0.5 HOURS	NO	YES	YES
Complete Entry Door with Graphics	1.25 HOURS	UPON REQUEST	YES	YES
Complete Entry Door with Paint	2.5 HOURS	UPON REQUEST	YES	YES

**ENTRY DOOR AND SCREEN DOOR ADJUSTMENTS ARE NOT COVERED UNDER WARRANTY
IF THE ISSUE ONLY INVOLVES HINGES THE COMPLETE DOOR REPLACEMENT WILL NOT BE COVERED. HINGES CAN BE REPLACED.**

IF THE ISSUE IS THE SCREEN DOOR STATIONARY PANEL OR THE SLIDER FALLING OUT A WHOLE SCREEN DOOR REPLACEMENT WILL NOT BE COVERED. PANELS AND SLIDERS CAN BE REPLACED.

Flat Rate for Ramp/Patio Doors

Part replaced	Time Allowed	Part Return	CHALLENGER PRIOR CONTACT	Picture Required
Complete Plain Ramp/Patio Door	1 HOUR	UPON REQUEST	YES	YES
Complete Ramp/Patio Door Minor Graphics	1.5 HOURS	UPON REQUEST	YES	YES
Complete Ramp/Patio Door Major Graphics and/or Paint	2.5 HOURS	UPON REQUEST	YES	YES
Ramp/Patio Springs	0.25 HOURS Each	NO	NO	YES

Ramp/Patio Door Seal	.5 HOURS	NO	YES	YES
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Flat Rate for Tent Doors

Part replaced	Time Allowed	Part Return	CHALLENGER PRIOR CONTACT	Picture Required
Bunk Door Seal	0.5 HOURS	NO	YES	YES
Complete Tent Door Minor Graphics	1.25 HOURS	UPON REQUEST	YES	YES
Complete Tent Door Paint	2.5 HOURS	UPON REQUEST	YES	YES
Tent	1 HOUR	UPON REQUEST	YES	YES

Flat Rate for Compartment Doors

Part replaced	Time Allowed	Part Return	CHALLENGER PRIOR CONTACT	Picture Required
Complete Compartment Door	1 HOUR	UPON REQUEST	YES	YES
Complete Compartment Door with Graphics	1.5 HOURS	UPON REQUEST	YES	YES
Complete Compartment Door with Paint	2.5 HOURS	UPON REQUEST	YES	YES
Compartment Door Latch	0.2 HOURS Each	NO	NO	YES
Compartment Door Seal	.5 HOURS	NO	YES	YES
Compartment Door Core with Hinge only (extruded)	0.2 HOURS	UPON REQUEST	YES	YES

<http://www.youtube.com/user/ChallengerDoorLLC/videos>