



**NORTHWEST DOOR®**  
www.NorthwestDoor.com

# THERMA SERIES COMMERCIAL STEEL DOOR WARRANTY

MODELS: 308, 308TM, 650

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The Therma Series commercial steel garage doors manufactured by Northwest Door, LLC are warranted against delaminating (separation of the polystyrene foam from the steel skin) and/or rust-through for a period of ten years, paint system warranted for five years, all other components including windows and hardware are warranted against defects in material and/or workmanship for period of one year from the date of shipment.

Northwest Door's warranty is strictly and expressly limited and is in lieu of all other warranties, expressed or implied, by operation of law or otherwise. In no event shall Northwest Door be liable for special, incidental or consequential damages, subject to specific rights afforded a buyer in various states regarding limitations and time periods.

Upon inspection, Northwest Door will supply, only, the defective parts to the original purchaser. Northwest Door agrees to repair or replace at no charge any part, parts, or complete unit found to be defective by Northwest Door within these time periods. Color fading and/or chalking of the paint finish is inherent due to prolonged exposure to natural sunlight and is not considered a defect. Paint performance and surface variations which meet or exceed industry standards and are not considered reasonable cause for replacement. Northwest Door will not be responsible for painting, shipping, transportation, labor, and/or field service charges. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not. No other warranties are expressed or implied by Northwest Door, nor shall they extend beyond stated time period.

Northwest Door reserves the sole right to determine whether the defect is a result of product failure or abuse to the product. This warranty shall be void, if in Northwest Door's judgment, the product was subjected to abuse, misuse, neglect or if the product was altered during or after installation in any way that may have impaired its safety, operation or efficiency. Northwest Door will not be responsible for damages resulting from the product being subjected to an accident.

**WARNING:** Only an ***EXPERIENCED DOOR TECHNICIAN*** such as your Northwest Door Dealer should make any adjustment to the door. Serious injury can result from improper adjustments to the product!

**PAINTING YOUR DOOR:** This quality steel door comes with a baked on polyester enamel coating. To add another finish the door, the following procedures are recommended. To improve the adhesion of the paint, lightly scuff the door's surface with a "Scotch Bright" type scouring pad to reduce gloss (**DO NOT USE STEEL WOOL**). Do not expose bare metal. Any exposed bare metal must be coated with a primer specifically intended for metal. First clean your door with a mild solution of Tri Solvent Phosphate, followed by a 10:1 mixture of water and vinegar. Rinse the door thoroughly with clean water and let dry completely before painting. **DO NOT PAINT IN DIRECT SUNLIGHT or if THE DOOR'S SURFACE IS WARM TO THE TOUCH.** A top coating of a high quality 100% acrylic exterior latex paint is recommended for the door. Care must be exercised not to paint joint and edge seals, in that; surfaces painted and pressed against the seal will adhere and cause seal damage. Also, to ensure the finish paint is compatible, always paint a sample area to test adhesion. Finally, check your paint manufacturer's instructions carefully for any additional recommendations and future maintenance requirements. Dark colors are not recommended as they absorb and retain heat which can lead to the peeling of the paint. **Colors with an LRV (Light Reflectance Value) of 40% or less will void our paint system warranty.**

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Northwest Door, LLC  
19000 Canyon Road East  
Puyallup, Washington 98375

Effective: March 23, 2020  
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**INSTALLATION OF A GARAGE DOOR OPENER (G.D.O.):** Installation of a G.D.O. requires the top of the door to be properly reinforced the full width. Northwest Door recommends a professional installing dealer for your G.D.O. needs. Any G.D.O. not installed by a professional garage door installation company voids this warranty. **Garage door openers, when not installed correctly, can cause injury or death.** Check the G.D.O. owner's manual for proper installation and adjustments. Monitor these adjustments monthly. Damage to your door by a G.D.O. is not a factory defect and not covered under this warranty.

*This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Northwest Door's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.*