

# Zion Doors LLC Limited Warranty Statement

## Overview

Zion Doors LLC (“Zion”) stands behind the quality and craftsmanship of our interior door slabs.

This warranty covers defects in materials and workmanship under normal residential use within the United States and Canada.

Applies to products manufactured on or after **January 1, 2025**.

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## Warranty Summary

| Product Type                    | Structural Warranty | Finish Warranty (Factory-Applied Primer) |
|---------------------------------|---------------------|--|
| Solid Core Interior Door Slabs  | 7 Years             | 1 Year                                   |
| Hollow Core Interior Door Slabs | 15 Years            | 1 Year                                   |
| MDF / HDF Interior Door Slabs   | 5 Years             | 1 Year                                   |

*Primer coats are not considered a finish. Finishes applied by third parties are not covered.*

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## Coverage

This warranty protects against defects in materials and workmanship that affect the performance or structural integrity of Zion interior door slabs.

Covered issues include:

Warping beyond ¼ inch in a 36" × 78" section

Delamination of slab skins, stiles, rails, or core materials

Manufacturing defects that materially impair functionality

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## What Is Not Covered

- This warranty does not cover:
  - Improper installation, storage, handling, or finishing
  - Exposure to excessive moisture, water intrusion, or extreme temperature/humidity
  - Installation or storage in environments without operating HVAC (required 25 – 55 % RH, 50 °F – 90 °F)
  - Alterations or modifications affecting structural integrity (e.g., excessive trimming)
  - Damage from chemicals, sunlight, abuse, misuse, impact, or neglect
  - Normal wood/composite expansion/contraction up to ¼ inch
  - Warp within permitted tolerances
  - Hardware, locksets, or components not supplied by Zion
  - Variations in color, texture, or surface appearance
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## Permitted Tolerances

- Size: ± 1/16" (width, height, thickness)
  - Squareness: ± 1/8" (measured diagonally)
  - Warp: ≤ ¼" in a 36" × 78" area
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## Installation Requirements

- Zion supplies unmachined door slabs only; all field machining is the installer's responsibility.
  - Do not impair structural strength during installation or hardware prep.
  - Trim allowances (max):
  - Unmachined: ¼" total (⅛" per stile) + ¼" bottom only
  - Hinge guidelines: 2 hinges ≤ 60", 3 hinges ≤ 90", 4 hinges ≤ 120"
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## Storage, Handling & Finishing

- Inspect door slabs immediately upon delivery.
  - Store horizontally on a level surface with full support and spacers.
  - Keep away from sunlight, moisture, and extreme temperatures.
  - Zion provides primed slabs; final finishing is the purchaser's or installer's responsibility.
  - All six sides (top, bottom, both stiles, both faces) must be sealed before installation.
  - Apply at least two coats of manufacturer-approved paint or sealant to prevent moisture damage.
  - Verify finish compatibility with primer before applying.
  - Field-applied finishes are not warranted, but proper sealing is required.
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## Reporting Defects

- Visible defects or damage must be reported to Zion within 7 days of delivery.
  - Claims after 7 days for visible issues may be denied.
  - Hidden defects not discoverable at delivery remain covered during the warranty period.
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## Remedy

If a covered defect is confirmed, Zion will, at its discretion:

- **Repair** the door slab, or
- **Replace** the door slab with one of equivalent specifications.

Refunds are not provided.

Replacement slabs carry the **remainder of the original warranty or 90 days**, whichever is longer.

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## Liability Limitation

Zion's maximum liability is limited to the original purchase price.

Zion is not responsible for incidental, special, or consequential damages.

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## **Arbitration**

Any dispute will be resolved through binding arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. Venue: California, unless undue hardship is demonstrated.

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## **Non-Transferability**

This warranty applies only to the original purchaser and the first owner of the residence where the product is installed.

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## **Governing Law**

This warranty is governed by the laws of the State of California.

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## **Acclimation Requirement**

Door slabs must be allowed to acclimate to the installation environment for a minimum of 48 hours prior to installation.

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## **Interior-use clarification**

Zion door slabs are intended for interior use only and are not warranted for exterior or semi-exposed applications.

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### **CARB Phase 2 & TSCA Title VI Compliance**

Zion Doors products are manufactured using composite wood materials that comply with the California Air Resources Board (CARB) Phase 2 standards and the U.S. EPA Toxic Substances Control Act (TSCA) Title VI formaldehyde emission regulations. Our products meet applicable emission limits for hardwood plywood, medium-density fiberboard (MDF), and high-density fiberboard (HDF), ensuring adherence to state and federal indoor air quality standards.