



This Trilennium Limited Lifetime Warranty (“Warranty”), extended by Endura Products, Inc. (“Endura”), provides that, subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period the Trilennium brand products (“Product”) contained therein (and as detailed in Section 1 below) will be free from non-conformities in materials and workmanship. This Warranty applies to Trilennium products purchased and installed on or after September 1, 2011.

**1. Components Incorporated in Trilennium Limited Lifetime Warranty:** Specific components supplied by Endura, and included in this warranty include:

- 3000/ 3070 Series Three Point Lock System
- 3020 Series French Mortise Lock System
- 3500 Series Five Point Lock System
- Trilennium brand handle sets and entrance grip sets

**2. Trilennium Warranty Period:** Lifetime non-transferable Warranty, applicable to the original homeowner, from the date the Product was purchased from an authorized dealer

**3. Warranty:** Except as otherwise provided below, Endura warrants to the original homeowner, based on provided proof of purchase, that each Product shall be free of mechanical defects for as long as the Purchaser occupies the residential premises upon which the product was originally installed. If any Product is found to be defective Endura in its reasonable judgment, Endura will, at its option, either repair or replace the defective hardware. This Limited Warranty does not cover any labor charges to remove and/or reinstall a Product in excess of \$50 per claim, or any other incidental, consequential, indirect, special and/or punitive damages.

**4. Warranty Exclusions:** The Trilennium Warranty does not cover the following:

- (i) FAILURE OF THE TRILENNIUM PRODUCTS DUE TO IMPROPER ASSEMBLY BY THIRD PARTIES, inconsistent with recommendations and written instructions provided by Endura or generally available in Endura’s Product Manuals as amended time to time by bulletins or other written communications on Endura’s website [www.enduraproducts.com](http://www.enduraproducts.com)
- (ii) FAILURE OF THE TRILENNIUM PRODUCTS DUE TO IMPROPER INSTALLATION BY A BUILDER, REMODELER OR OTHER PERSON OR ENTITY THAT INSTALLS, OR HANDLES THE PRODUCT OTHER THAN ENDURA PRODUCTS, INC., inconsistent with recommendations and written instructions provided by Endura or generally available in Endura’s Product Manuals as amended time to time by bulletins or other written communications on Endura’s website [www.trilenniumhardware.com](http://www.trilenniumhardware.com);
- (iii) Removal, reinstallation or alteration of the Trilennium products or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, including but not limited to the lever spindles, in which case Warranty shall only apply if such components are replaced with the applicable Trilennium components;
- (iv) Defects caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including use in a commercial application
- (v) Defects caused by use of paints, solvents, other chemicals, or harsh environments or foreign substances including any airborne foreign substances



- (vi) Product which has been subjected to improper temperature, salt, humidity or other environmental conditions
- (vii) Natural changes to finishes that occur due to natural oxidation and “finish aging” related to frequency of use
- (viii) Product that is used in combination with knobs, levers or trim of other than those designed for Trilennium products, and approved by Endura
- (ix) Product that has been damaged by acts of nature or by fire
- (x) Failure of the Warranty Holder to provide timely normal maintenance of Product;

**5. Claims:** Claims under this Warranty must be initiated within 30 days following Warranty Holder’s earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow specified procedures for any Claims arising from Product failures upon and subsequent to installation. Failure to follow Trilennium Warranty claim procedures (either timing or procedures) may void the Trilennium Warranty on the individual Product. To obtain help under this Warranty, or to initiate a claim, Warranty Holder should contact Endura Products, Inc. in writing at 8817 West Market St., Colfax, NC 27235 “Attn – Warranty Claims,” or call (800) 334-2006 or by email at [warrantyclaims@enduraproducts.com](mailto:warrantyclaims@enduraproducts.com). The Trilennium Warranty Claim Procedure will not be initiated until all of the following information is received:

- (i) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
- (ii) Proof of purchase of the Product
- (iii) Date of Home Purchase or date of installation of the product
- (iv) Name of Original Home Builder (if known), or name of the installing contractor
- (v) Description of Warranty-Related Complaint and Associated Damage
- (vi) Attached Photos of Warranty-Related Complaint and Associated Damage

Endura must receive this Warranty Claim notification within 30 days following the Warranty Holder’s earliest awareness of a potential issue for which recovery arises under this Warranty. Following receipt of this information, Endura Products will initiate and facilitate the Trilennium Warranty Claim Procedure.

**The Trilennium Claim Procedure is as follows:**

- (i) Homeowner contacts Endura Products to initiate the Trilennium Warranty Claim Procedure. Upon notification Endura will provide a copy of the Trilennium Products Care and Trouble Shooting Guide to the Warranty Holder in attempt to first identify cause of the problem and a potential remedy
- (ii) If the issue cannot be resolved by the Warranty Holder with the use of the Trilennium Products Care and Trouble Shooting Guide, Endura will evaluate the provided claim information to determine if further field inspection is required. If a detailed lock inspection is necessary to properly diagnose the problem at hand, using the Proof of purchase of the Trilennium Product, Endura Products will contact the appropriate Endura representative organization (“Endura Rep”) to notify them that a Trilennium Warranty complaint has been received, and that inspection claim procedure needs to be initiated.
- (iii) If justified by the initial warranty claim, Endura will provide the homeowners with suitable replacement hardware. Homeowner’s credit card information is required process replacement shipment, but no charges will be made unless (a) the faulty hardware is not returned to Endura within 45 days of the replacement shipment, (b) upon inspection by Endura personnel the hardware defects are determined not to be covered under warranty, or (c) the returned hardware proves not to be defective upon inspection by Endura personnel.



- (iv) If the warranty claim relates to third party manufactured hardware (Rocky Mountain Hardware or Emtek), suitable replacement hardware will be provided by Endura (Homeowner's credit card information is required process replacement shipment). No charges will be made to the credit card unless (a) the faulty hardware is not returned to Endura within 45 days of the replacement shipment, (b) upon inspection by the manufacturer the hardware defects are determined not to be covered under warranty, or (c) the returned hardware proves not to be defective upon inspection by the manufacturer.
- (v) Endura Rep may contact the appropriate Distributor and (a) request that the Distributor contacts the Warranty Holder to arrange an on-site Trilennium product Inspection and (b) provide the Distributor with an electronic copy of the Trilennium Warranty Inspection Guide that will be used by the Distributor/Dealer/Builder to assess the condition of the Product.
- (vi) Endura Representative or Distributor will contact the Warranty Holder and (a) confirm the Warranty Holder's compliance with the "Trilennium Product Care and Maintenance" procedures using the "List of Questions for Homeowner" within the Trilennium Warranty Inspection Guide and (b) will arrange an on-site Product inspection if and only if the care and maintenance procedures are confirmed current and the complaint still has not been remedied with the use of the Trilennium Products Care and Trouble Shooting Guide provided by Endura. Trilennium Warranty performance issues due to lack of unit care and maintenance is the responsibility of the Warranty Holder and neither Endura Products, nor its Distributors, Dealers nor Builders are deemed liable for any costs associated with maintenance-related failures or underperformance.
- (vii) As arranged by the Endura Representative/ Distributor, the Rep/Distributor/Dealer/Builder makes an on-site inspection of the Trilennium Warranty and completes the "Job Site Inspection Check List" within the Trilennium Warranty Inspection Guide. At this point, the Distributor/Dealer/Builder will attempt to fix any door unit issues using the remedies spelled out in the Trilennium Warranty Inspection Guide and/or Trilennium Products Care Guide and Warranty Guide. A copy of the "Job Site Inspection Check List" and notes of any remedies will be sent to the Endura Rep for Endura's records.
- (viii) If the Distributor/Dealer/Builder is unable to fix the product, but the root cause of the issue has been determined based on the on-site inspection and the Product failure is covered by the Warranty, the inspecting representative will arrange for proper repairs/replacements. All required replacement components will be then either (a) sent directly to the warranty holder along with replacement instructions and a \$25 labor credit, or (b) provided and replaced by Endura Rep or the distributor's service representative. If the root cause of the problem cannot be identified during the field inspection, the smallest required components sub-assembly will be replaced under this Warranty. All assemblies replaced under this condition have to be returned to Endura for further diagnosis and Warranty coverage validation.
- (ix) If the root cause of the complaint is found to be due to improper/out-of-specification Assembly, Installation or Maintenance, then the costs to fix the Product are to be borne by the responsible party. Specifically, issues resulting from the improper assembly shall be the responsibility of the Pre-Hanger or Distributor; issues resulting from improper installation shall be the responsibility of the builder or installer; issues resulting from improper maintenance and care of the door unit shall be the responsibility of the Warranty Holder. And, in the event that satisfactory repairs cannot be made to the unit, the cost of replacement of the entire unit shall also be covered by the responsible party.
- (x) If it is determined that the complaint is due to a faulty Product, meaning that ALL Trilennium Assembly, Installation and Maintenance instructions were followed, Endura will then revert to the conditions stated in the written Trilennium Warranty to mitigate the problem and/or existing conditions.



**6. General Conditions and Exclusions:** The Warranty set forth in this document is the only express warranty (whether written or oral) applicable to Trilennium Products and no one is authorized to modify or expand this Warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the Warranty Holder. This limited Warranty provides specific legal rights, but Warranty Holder may have other rights that apply from state to state. If this limited Warranty is deemed to have failed its essential purpose, in no event will Seller's entire liability exceed the lesser of the Trilennium products or the non-conforming components purchase price.

Warranty Revision 1.0, effective September 1, 2011



PERFORMANCE STANDARD

8817 W. Market St., Colfax, NC 27235

**1.800.334.2006** [www.enduraproducts.com](http://www.enduraproducts.com)

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### Finish Care and Cleaning:

Lacquered or clear-coated finishes should be wiped with a soft, damp cloth. A mild soap may be lightly used if very dirty. Particular care should be taken to avoid paint smears, thinners and strong cleaning agents as they will quickly destroy the protective coatings and subject the finish to rapid oxidation and discoloration. Initial care for finishes requires only periodic cleaning with mild non-abrasive soap and light buffing with a soft cloth.

### Lock and mechanical parts care and maintenance:

TRILENNIUM products should remain clean of dirt, saw dust, paints, stains and other debris and/ or substances that interfere with any of the mechanical components of the product. In order to ensure proper latch engagement and smooth operation, the lock latches should be inspected annually. A little spay of silicon (not WD-40) around the latches is good routine maintenance. In addition, the strike plate rollers should be inspected annually to ensure proper lock system operation. A little spray of silicone (not WD-40) on the roller shaft is good routine maintenance. A light film of white grease or Vaseline on the bolt tips (where they contact the strikes) will help ensure that the latches retract smoothly.

### CAUTION!

**Always follow the below guidelines during fabrication, installation or daily use of the Trilennium lock:**

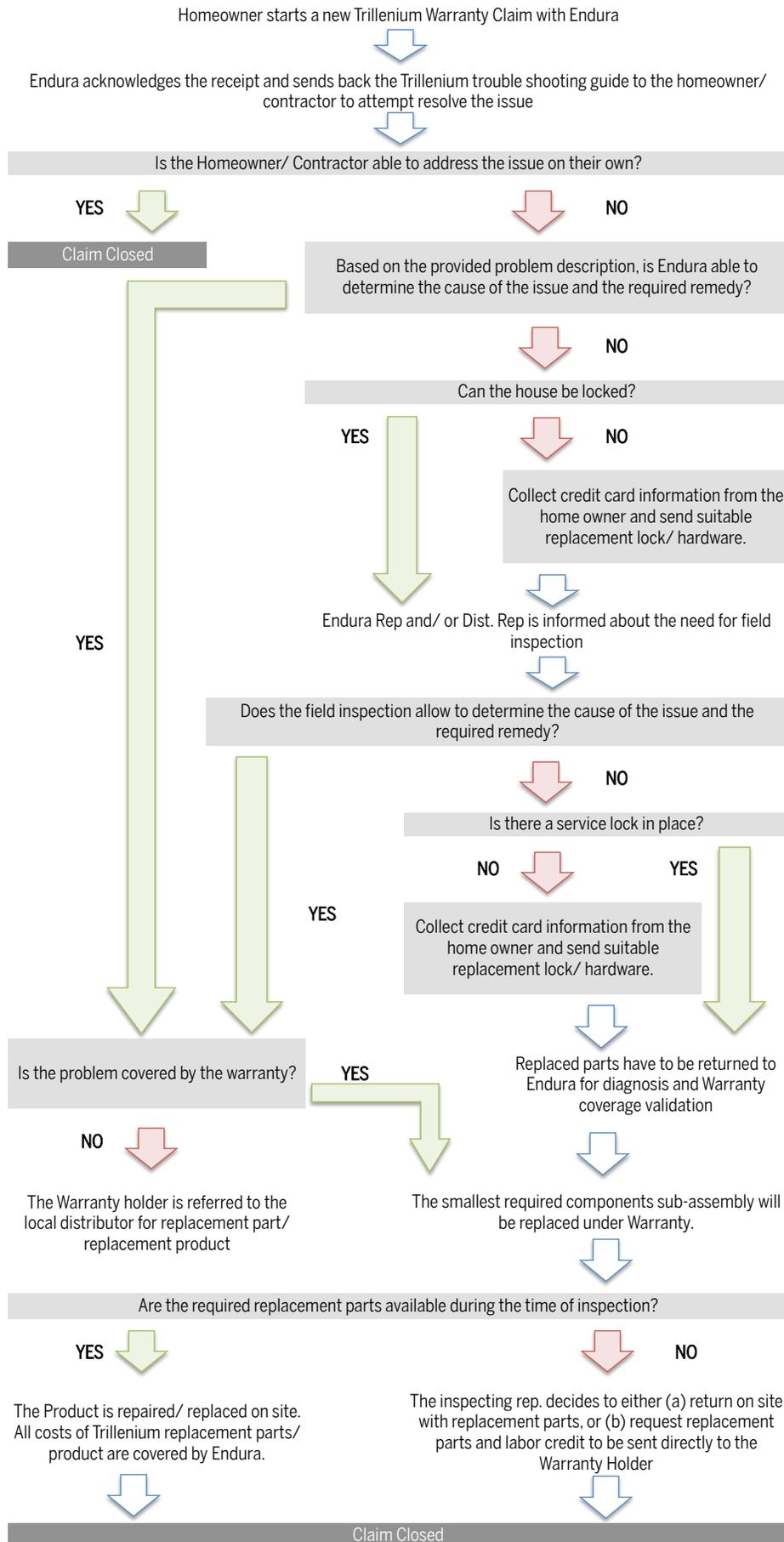
- The lock must be installed in properly machined door panels, with sufficient clearance space for all moving parts
- All visible screws on the lock and handle set should not be over-tightened with an electric or pneumatic drill, but rather installed snug with a hand screw driver
- During (re)finishing of the door unit (painting or staining), the lock should be removed from the door to protect it from and exposure to paint/ stain
- Never use abrasive cleaning tools (such as household sponges or brushes) to clean any parts of the Trilennium lock or hardware
- Never use commercial or residential cleaning solvents, paint thinners, acetone, or other strong cleaning agents to clean the Trilennium lock or hardware
- DO NOT use the Trilennium handle set to lift the door in case of a sagging door panel
- In case of malfunctioning lock or handle set, DO NOT attempt to repair or adjust the lock mechanism without contacting a local distributor or an Endura representative



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# TRILENNIUM WARRANTY CLAIM PROCESS



CLAIM PROCESS