



EKENA

MILLWORK

EnduraCore Shutters

LIMITED LIFETIME WARRANTY

General: This express limited warranty covers performance of EnduraCore brand shutters manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

Terms: Ekena Millwork warrants that the product lines outlined in "general" are free from manufacturing defects which result in cracking, splitting, warping, and rotting under normal weather conditions. This warranty applies to shutters not exceeding 18" in width and/or 80" in height if installed with hinges.

Exclusions: This warranty does not apply to any issues with non-defective products caused by conditions or handling beyond Ekena Millwork's control. This warranty does not cover claims, damage, or failure of the products from the following but not limited to: 1) Acts of God or fire; 2) Accidental or intentional acts of the owner, the installer, or others; 3) Installation not in accordance with Ekena Millwork's written instructions and recommendations; 4) Repairs or modifications by persons not authorized by Ekena Millwork or from the use of parts and accessories not authorized by Ekena Millwork; 5) Unreasonable use or use outside of the intended application; and/or handling; 8) Failure due to purchase of custom sizes outside of Ekena Millwork's recommendations; 9) Failure due to inadequate connections points/amount of hardware according to Ekena Millwork's recommendations, or use of hardware from non-Ekena Millwork approved manufacturers; 10) Ordinary wear and tear; 11) Use of shutter exceeding recommended sizes for hinged installations; 11) Paint failure due to weathering or other natural elements.

Coverage Schedule: The table below describes the pro-rated warranty coverage schedule:

Number of Years After Installation	Prorated Coverage
0-3 Years	100%
3-6 Years	75%
6-9 Years	50%
10-12 years	25%
13+ Years	10%

Who Is Covered: This warranty extends only to the original residential or commercial owner(s) of the structure on the date of the purchase of the products and shall extend for the terms stated so long as such owner owns the structure. Coverage under this warranty shall cease upon the transfer of ownership of the structure or upon death of the original owner. This warranty does not transfer to any new owner of the structure which the product is installed on or any other individual other than the original owner of the structure.

Remedies: If the shutters do not meet the warranty, Ekena Millwork shall at its option and subject to the warranty coverage schedule (shown above), repair or replace the products or refund the purchase price of the products (less taxes) at its sole discretion. Ekena Millwork shall not be liable for labor costs to remove or re-install, travel expenses, or other costs incurred replacing the product.

Claims: Claims under this warranty will be honored only if the following conditions are met: 1) proof of purchase date and purchase price are provided; 2) Ekena Millwork is notified within 30 days after the facts on which the claim is based become known; 3) Ekena Millwork has an opportunity to investigate and approve the claim in writing.





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Replacement: Ekena Millwork reserves the right to remove and examine sufficient undamaged products as well as alleged damaged products before providing any replacement product or reimbursement. Ekena Millwork will attempt to replace defective product with new product having the same color and design; however the exact color or design may no longer be available and Ekena Millwork reserves the right to replace the defective product with product of similar design and color and shall not be required to replace surrounding products of different color and/or design. This warranty shall be void if anyone makes repairs or modifications to products that are not first approved in writing by Ekena Millwork except for emergency repairs.

ENDURACORE SHUTTERS: GENERAL PRODUCT NOTES

- Material may be repaired with use of wood filler, automotive bondo, or other fillers for dents, gashes, and other minor voids.
- EnduraCore shutters are solid-backed.
- Remove from packaging immediately and store properly without weight or pressure on parts and in temperatures below 120 degrees fahrenheit.
- Endura-Core shutters may be used for both decorative and hinged shutter installations. If using in a hinged application, Ekena Millwork approved hardware must be used in addition to adequate number of hinges, pintels, and holdback supports for the given sizes. Improper installation or insufficient number of hinges, pintels, and holdback supports may result in product failure and warranty is voided.
- EnduraCore shutters are factory painted with Sherwin Williams Eggshell paint, or may be purchased factory primed without paint.

*****IMPORTANT***** Ekena Millwork strongly advises against installing EnduraCore shutters with hinges for sizes exceeding 18" in width and/or 80" in height. Warranty coverage is automatically voided if shutters are installed with hinges exceeding the recommended dimensions. For shutters measuring 18" in width or less and 80" in height or less, hinged installations are acceptable, provided they adhere to Ekena Millwork's installation guidelines. These guidelines stipulate the correct placement and number of connection points on each shutter, along with the incorporation of Ekena Millwork's designated shutter holdback supports for additional reinforcement. Failure to comply with these installation requirements, including inadequate connection points or the omission of holdback supports, will result in the avoidance of the warranty.

Please ensure strict adherence to these guidelines to guarantee the longevity and performance of EnduraCore shutters.

Size	Connection Points To Structure Required (Per Shutter)
12"-36" High	3
>36"- 60" High	4
>60"-80" High	5

*For shutters 12"-36" high, 3 connection points required including two hinges attached to structure and shutter supported by holdback support.

*For shutters >36"-60" high, 4 connection points required including three hinges attached to structure and shutter supported by holdback support.

*For shutters >60"-80" high, 5 connection points required including four hinges attached to structure and shutter supported by holdback support.

THE EKENA DIFFERENCE LIFETIME WARRANTY

