



Challenger Door Limited Warranty Statement

Challenger Door, LLC warrants to the original retail purchaser for **TWO YEARS from date of purchase, (provided that the 5000 laminated ramp series shall be for ONE YEAR from date of purchase)** all products shall be free from defect in material and workmanship under normal use. 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.

To submit a claim

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

ATTN: Michael Reid
Email mreid@challengerdor.com
Phone 574-773-8166
Fax 574-773-0474

All claims must have **clear** photos showing defect.

All claims must have photo of serial number located on product (*on hinge side on backside of product or on inner trim on hinge side*).

Challenger Door, LLC may request the product to be returned for inspection.

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.**

**This Limited Warranty does not cover products that have been misused, abused, mishandled, improperly installed, improperly stored, changed or modified. Service work performed by any person not specifically authorized by Challenger Door to perform service work is not covered by this Limited Warranty and voids this Limited Warranty.*

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 acceptable service costs 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. To the extent that such disclaimer is invalid or ineffective all implied warranties shall be for TWO YEARS from the date of purchase (provided that the 5000 laminated ramp series shall be for ONE YEAR from date of purchase). 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.



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Challenger Door, LLC has provided proper **installation instructions** on YouTube as well as acceptable service **time allowed** for the replacement of each of its products covered by this Limited Warranty. <http://www.youtube.com/user/ChallengerDoorLLC/videos>

200 series

Time allowed for replacement:	0.1 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing core:	0.1 hours

400 series

Time allowed for replacement:	0.4 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing core:	0.1 hours

600 series

Time allowed for replacement:	0.1 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing core:	0.1 hours

725 series

Time allowed for replacement:	0.25 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing core:	0.1 hours

950 series

Time allowed for replacement:	0.5 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing window:	0.2 hours
Time allowed for replacing seal:	0.3 hours

975 series

Time allowed for replacement:	0.5 hours
Time allowed for replacing latch:	0.1 hours
Time allowed for replacing seal:	0.3 hours
Time allowed for replacing window:	0.2 hours

1100 series

Time allowed for replacement:	0.7 hours
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1126 series

Time allowed for replacement:	0.75 hours
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3000 series

Time allowed for replacement:	1.0 hours
Time allowed for replacing latch:	0.2 hours
Time allowed for replacing seal:	0.3 hours

5000 series Ramp door (Recreation Series)

*This product is designed for recreational use only and not intended for commercial use. **If the product is used in a commercial application, this Warranty is void and no longer applies.***

Time allowed for replacement:	0.5 hours (or 15 minutes for 2 persons)
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5055 series Ramp door (Commercial Series)

*This product is designed for **recreational and commercial** use and comes with the Challenger Door **Two Year Warranty.***

Time allowed for replacement:	0.5 hours (or 15 minutes for 2 persons)
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Challenger Door Door Labels Explained

Updated: 1/17/2014

this is the number I need

