

**LIMITED WARRANTY FOR WOOD DOORS**  
**ROHDEN ARTEFATOS DE MADEIRA LTDA.**

All of the Rohden doors are manufactured to meet or exceed industry standards. Each door is warranted pursuant to the terms of this document and valid for **5 years** from the manufacturing date. This warranty is effective for doors manufactured on or after January 1, 2021.

Should Rohden deem a door to be defective and thereby not in compliance with this limited warranty, Rohden will, at its option:

- (a.) Repair the door, or
- (b.) Replace the door without charge; or
- (c.) refund the purchase price paid to Rohden for the door. If it is Rohden's choice to replace a defective door and the door has been discontinued or otherwise not available.

Rohden reserves the right to replace the defective doors with a door of similar style and value.

THE COST OF LABOR AND MATERIAL FOR FINISHING AND INSTALLING THE REPLACEMENT OR ORIGINAL DOOR AND ANY OTHER COST ASSOCIATED WITH THE REPLACEMENT DOOR WILL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM AND UNDER NO CIRCUMSTANCES WILL ROHDEN PAY THOSE COSTS.

ROHDEN'S LIABILITY IS EXPRESSLY LIMITED TO REPLACING, REPAIRING, ANY DOOR DEEMED DEFECTIVE OR, AT ITS OPTION, REFUNDING THE PURCHASE PRICE PAID TO ROHDEN FOR SAID DOOR. IN NO EVENT WILL ROHDEN BE LIABLE FOR ANY EXPENSE, INJURY, LOSS OR DAMAGE, WHETHER DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, ARISING FROM THE SALE, USE OR INABILITY TO USE ANY ROHDEN DOOR OR FROM THE BREACH OF THIS OR ANY OTHER WARRANTY WHETHER EXPRESSED, IMPLIED OR STATUTORY

Manufacturing defects include warpage exceeding 1/4" in the plane of the door, splitting of stiles and rails, and delamination of veneer. Warp tolerance is any distortion in the door itself and does not refer to the relationship of the door to the frame or jambs in which it is hung. The term "warp" shall include bow, cup and twist. The warranty does not extend to any other product but the door itself.

All doors must be finished and maintained in the strictest conformity with the installation and finishing instructions as provided in the "Important Instructions to Protect Your Interior Door." If determined by our representative that the required storage and finishing procedures of products were not properly accomplished, it will void the warranty.

Action on any claim for warp may be deferred, at the option of the manufacturer, for a period not exceeding 12 months from the date of claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment to permit conditioning to humidity and temperature.

The manufacturer will not be liable for any door repaired or replaced without its prior written consent.

This limited warranty will not apply to the following which are not considered a defect in material or workmanship:

- 1) *Damage caused by failure to comply with the care and handling instructions;*
- 2) *Damage due to failure to comply with instructions for finishing or installing the door or damage resulting from failure to perform normal maintenance*
- 3) *Failure to seal all 6 sides of the door, including the top and bottom of door;*
- 4) *Doors that are improperly hung or do not swing freely;*
- 5) *Natural variations in color, grain or tone of the wood or unsatisfactory results in the color, finish, texture, gloss level or tone variations of any field applied finish. Labour to replace and refinishing defective doors.*
- 6) *Damage or unsatisfactory operation caused by sunlight, water, extremes of heat and/or humidity.*
- 7) *Problems due to misuse or abuse; failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control.)*
- 8) *Warp, bow or misalignment of the jamb or frame in which the door is hung.*
- 9) *Damaged outside the control of Rohden including but not limited to damage caused during transportation or installation, damages caused by abuse, neglect, or accident, damage due to exposure to the elements before, during or after installation or damage due to the forces of nature.*

## IMPORTANT INSTRUCTION TO PROTECT YOUR INTERNAL DOOR

- 1) **Introduction** -Timber is a natural grown product and as such is subject to changes due to variations in humidity and temperature resulting in minor swelling and shrinking. This is not a defect but a natural characteristic of timber. Warp in the plane of the door will only be considered a defect if it exceeds 1/4 inch when measured as deviation from a straight edge on the suspected concave surface of the door in its installed position.
- 2) **Storage** -This door must be stored in a dry and flat location. Don't remove packaging (plastic bag) until the door is to be fitted.

- 3) **Precautions** -This door is not recommended for installation in any new build or freshly plastered location. All plaster, texture or cement must be completely dry to avoid excessive moisture penetration otherwise swelling, splitting, or warping may occur. It is essential that door should be sealed with a suitable base sealer on both faces and four edges and any cutouts (locks etc) immediately. It is of utmost importance that both ends are completely sealed, as this is where moisture can most easily penetrate causing swelling, splitting or warping. Before hanging allow time for the door to adapt to the general humidity of the area in which it is to be installed. In new build situations where central heating is used to accelerate the drying out process;
- 4) **Hanging** - Prior to hanging this door inspects for damage and do not proceed to fit door if any noticeable damage or defect is evident. If this door is to be reduced in size, an equal amount of timber (maximum 1/8" each side) and /or 1" from bottom rail. Again all surfaces must be properly sealed immediately following cutting/ planning. Locks should not be fitted at the rail joint as this will result in a weakening of the joint. Therefore mortise lock cavity should be kept to a minimum size and sited away from rail joint.
- 5) **Finishing** - Usually 3 top coats of a proprietary branded lacquer or paint are satisfactory but we recommend a wood sealer or primer coat, sanding with #400 grit sander between coats and then applying two or more coats of top coating, according to finish required. Or, prior you treat this door, read in the lacquer/paint manufacturer instructions. If you don't feel comfortable in proceeding with the job, we recommend hiring/consulting a technician.
  - a) " Water based stain finishes are not suitable for these doors."
- 6) **Maintenance** - Regular Maintenance of this door should be made to prevent breakdown of paint film and protect the timber from deterioration.

**Any representative of Rohden Artefatos de Madeira Ltda or dealers or distributors has authority to modify this warranty or assume for Rohden any additional liability or responsibility in connection with this warranty. Only an officer of Rohden may vary the terms.**