

Door Warranty

▪ Limited 1-year warranty on all door, sidelites and glass seal failures.

The following are circumstances which are not considered the responsibility of the manufacturer and will void the warranty:

- 1 Installing a wood, pre-finished fiberglass, or patio door unit without adequate entryway protection from direct exposure to the elements will void the warranty.
- 2 Installation of any storm door will void the warranty.
- 3 Installing a wood, pre-finished fiberglass, or patio door in any direct sunlight will void the warranty.
- 4 Damage caused by failure to comply with finishing and maintenance instructions provided by the manufacturer, or by attempts to perform any repairs to the door other than by an installer or representative authorized by the manufacturer.
- 5 Damage, misuse or abuse caused by other parties, or by any causes beyond the control of the manufacturer.

NOTE: All merchandise is shipped free of damage and in accordance with the carrier's packaging and shipping requirements. You are responsible for determining if your shipment has suffered in-transit freight damage. You should open and inspect your shipment thoroughly prior to signing for your shipment, even if there is no visible signs of damage. If any damage is noticed, the shipment should be refused and noted as such on the freight bill. Freight carriers will not honor damage claims if not discovered and noted at the time of delivery. If you choose to refuse the shipment, please contact us as soon as possible so we may further assist.

- 6 Please do not install any damaged product. Doing so will waive the manufacturer's liability of such product.
- 7 Failure to properly finish all door/sidelite/transom surfaces, edges and or jamb materials immediately. This includes units that will be stored in excess of 30 days prior to installation.
- 8 Warps which do not exceed 1/4" in the plane of a 36" x 80" door or smaller. For doors larger than 36" x 80", warps not exceeding 1/2" in the plane of the door are still considered under tolerance. Warps on doors are normal and occur as the normal process of acclimation. In the event that your door warps, allow at least one to two months for it to retract to its normal position. This distance shall be determined by placing a straight edge on the suspected concave face of the door and measuring the point of maximum distance between the bottom of the straight edge and the face of the door, accounting for panels and glazing recess. Action on any claim of warpage on doors or jambs may be deferred at the option of the manufacturer for a period not to exceed 12 months, since it is not uncommon for a temporary warp condition to occur as the unit adjusts to local humidity and temperature conditions.
- 9 Natural variations in color or texture of any wood grain finish shall not be considered a defect. For Knotty Alder products this includes the placement, quantity and size of knots, cracks or other distress markings on the wood surface.
- 10 Like in all wood products, wood doors will naturally expand and contract. Therefore our wood door panels have been specifically designed and manufactured to float within the door which will allow natural expansion and contraction. During the normal shrinking and expansion of door panels, the unfinished edges may be exposed. This will require the exposed edges to be touched up

and are not considered a defect. Specific to Knotty Alder products: the size, location, and quantity of knots cannot be controlled in any specific door, therefore not to be considered a defect. Cracks in and around knots are also natural to knotty alder wood and not considered a defect.

- 11 **Water Hose Test:** Door manufacturers do not warranty doors to not leak from streaming or spraying a water hose directly on to the door or glass. As stated on our warranty, doors need protection from direct exposure to the elements. Performing a "water hose test" would not replicate normal weather related issues under normal conditions and will void the warranty. On wood doors, the panels are floating to deter splitting. Additionally, wood cells will continue to react to the elements by their design nature. A "water hose test" would work against these normal features and damage your door.
- 12 Decorative and clear beveled glass panels are handmade and may vary from one piece to another and contain variances such as distortions, minor scratches, waves, bubble-like areas and variance in bevel sizes. Decorative glass has very little space between the panes of glass and may rattle with vibration of the door opening and closing.
- 13 Iron grilles and mounting brackets on doors are handmade and may vary from one piece to another and contain variances such as size/shape of iron work within the design and appearance of welds. Exterior iron grilles are not warrantied against rust or deterioration.
- 14 Separation (or cracks) that are 1/32" wide or smaller, are not a defect. We use filler to cover this up. When installing hardware latch plates on door edges, there occasionally may be a hairline crack, sometimes due to over-tightening of the screws. This is considered cosmetic and not a warranty defect as it does not affect door performance.
- 15 Condensation or damage as a result of condensation.

NOTE: Unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help. Also, a dehumidifier may help.

- 16 Any modifications to the product will void the warranty, such as trimming the door, installing mail slots, adding door lites, vent or any other special details.

The manufacturer is not responsible for the finishing or refinishing of any door, nor the installation or re-installation of any door.

The manufacturer's sole responsibility is as stated herein and it shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of the price paid for the doors involved. Warranty only applies to original purchaser and is non-transferable.

Except as set forth above, The manufacturer makes no other warranty, expressed or implied, with respect to the product.

Door Handling & Care

A. Upon Receiving Your Door Unit

- Inspect your door unit immediately and report any damages or defects to the store in which you made your purchase. We are not responsible for damage once the door leaves the store.
- Do not install any door unit that is defective, damaged, or has broken glass. Installing such a door will void the warranty.
- Concealed damages will not be covered if not discovered and noted at time of delivery or pick-up.
- Compensation, if required, will be limited to door replacement only and no labor or other charge backs.

B. Maintenance for Pre-Finished Doors

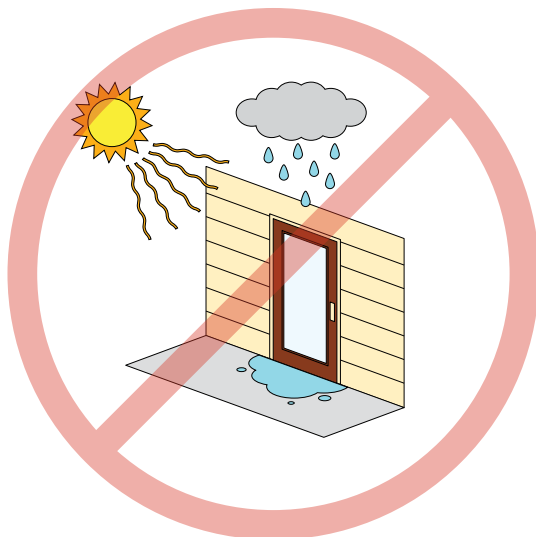
- A pre-finished door unit is a fine piece of furniture and must be maintained as such. Exposure to the elements (sun, rain, snow, sleet and air pollutants) will cause a well finished door unit to be affected. The following requirements will help you understand the maintenance needed to protect your investment.
- Direct sunlight will cause the finish on any door unit to deteriorate faster.
- The entryway must provide adequate protection against the elements. **See box "OVERHANG"**.
- Inspect your door unit periodically. If the topcoat has been damaged or is showing signs of deterioration, an additional application of top coat will need to be applied.
- Depending on the environment, the door unit will need to be refinished periodically.

C. Storage & Handling of Wood Doors

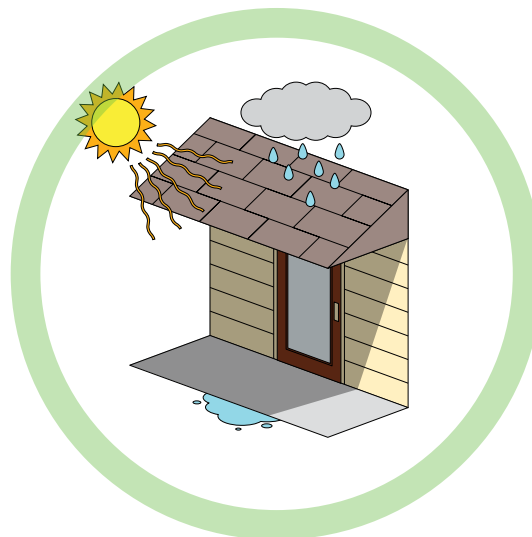
- Door slabs must be finished or primed and painted on all six sides immediately.
- Pre-hung door units must be completely finished or primed and painted immediately.
- Do not use a water base primer.
- If painting: Use good quality oil base or acrylic latex paints. Higher gloss paints will offer better protection than "flat/low gloss" paints.
- If staining: Follow the stain manufacturer's instructions. The door should be fully sanded and prepared before proceeding with staining. Depending on the stain, a pre-stain wood conditioner or sanding sealer may be required for a more uniform appearance.
- For wood fillers before staining, we recommend FamoWood® "Latex Wood Filler".
- We cannot evaluate all possible paint, stain and finish applications. Contact a local paint dealer for systems best suited for your geographic region.
- We are not responsible for finishing imperfections.
- Unfinished product must be finished immediately prior to storage
- Store in a well ventilated area.
- Deliver door unit to the job site only after plaster, texture and/or cement is dry.
- Door units stored in excess of 60-days prior to installation will void the warranty.

Overhang

Overhang required for wood, pre-finished fiberglass, and patio door units.
Overhang recommended for all other door units.



Sunlight on any part of the door, will deteriorate the door finish. A proper overhang is required to protect the door from sunlight, as well as rain or snow exposure. Lack of proper overhang will void the warranty and **require routine maintenance**.



A proper overhang protects the door from **sunlight** on any part of the door, as well as rain or snow exposure. Lack of proper overhang will void the warranty and require **routine maintenance**.

We recommend all product be installed by a licensed contractor.

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