

DOOR WARRANTY

We recommend all product be installed by a licensed contractor.

• 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 warranted against rust or deterioration.
- 14 Cracks or separation of 1/32" wide or smaller, on any part of the unit (including doors, sidelites, jambs or mull posts), are not a defect. Filler can easily 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.