

Product Warranty: Woodharbor Interior Doors

All residential interior doors manufactured by Woodharbor Doors & Cabinetry, Inc., (except those doors specifically excluded from the warranty in the provisions below) are warranted by Woodharbor only to the original Buyer/Homeowner of Woodharbor doors for a period of one-hundred (100) years from the date of shipment from Woodharbor. Woodharbor agrees to provide products of good materials and workmanship at the time of shipment and to be free of defects that would render those doors unserviceable or unfit for their ordinary, recommended use.

If, upon receipt of a shipment, any door is found to have a defect which can be reasonably discovered by inspection of that door, Buyer must, prior to installing, hanging or fitting the door and within thirty (30) days of the received date, send written notice of the discovered defect(s) to Woodharbor Doors & Cabinetry, Inc., 3277 9th Street SW, Mason City, Iowa 50401. If a defect is discovered or occurs after a door is installed, written notice of the defect must be sent to Woodharbor within 100 years from the original date of shipment. Buyer shall not return any goods until Woodharbor has been provided a reasonable opportunity to inspect the goods at Buyer's premises to determine whether a defect exists. Woodharbor shall not be responsible for any goods repaired, returned or replaced without prior written consent.

Action on any claim for warp or telegraphing defects may be deferred, at the option of Woodharbor, for a period not to exceed twelve (12) months from the date of the 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 doors to acclimate to temperature and humidity conditions.

If warranted doors are found to contain defects covered under this limited warranty, Woodharbor may, at its option, either; (1) repair the door(s) without charge; (2) replace the door(s) without charge; or (3) refund the purchase price of the door(s) to Buyer.

IN NO EVENT SHALL WOODHARBOR PAY FOR THE COST OF LABOR, INSTALLATION OR FINISHING OF THE REPLACEMENT DOOR(S) OR ORIGINAL DOOR(S) OR FOR ANY OTHER COST RELATING TO THE REPLACEMENT OF THE DOOR(S), ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

The following are not to be considered defects in material or workmanship and are not covered by this limited warranty:

- A. Any condition or appearance caused by failure to follow Woodharbor's "Handling, Installation & Finishing Instructions."
- B. Natural variations in the color, grain and texture of wood or the appearance of any field-finished doors.
- C. Warp which does not exceed 1/4" in the plane of a 7/0 door or within a 3/0 x 7/0 section of an 8/0 door. Warp is any distortion in the door itself and does not refer to the door in relation to the frame or jamb in which it is hung. The term "warp" shall include bow, cup and twist. Warp is measured by placing a straight edge on the suspected concave surface of the door at any angle

(horizontally, vertically, diagonally) with the door in its installed position. The measurement of warp shall be made at the point of maximum distance between the straight edge and the face of the door.

- D. Doors that are improperly installed or do not swing freely.
- E. Any doors used for exterior purposes.
- F. Splitting of panels which does not allow light to show through. Checks and small splits generally occur in hardwoods as a natural characteristic and are not considered defects unless the split allows light to show through.
- G. Unfinished doors are warranted for five (5) years. This warranty does not cover the appearance or application of field-applied finishes. "Unfinished" doors must be thoroughly sealed and finished according to Woodharbor's written "Handling, Installation & Finishing" instructions to qualify for any warranty claims. (Doors specified with a "Primed" finish are not covered under the Woodharbor warranty for any finish related concerns).
- H. Enamel finishes are warranted for one (1) year. Natural wood movement (expansion and contraction) at joints will cause noticeable "seams" or "joint lines." These "lines" are unavoidable and are a natural characteristic of an enamel finish on wood and should not be considered reason for product rework or replacement.
- I. Any moisture/humidity related concerns. Any condition arising from Buyer's neglect or failure to properly maintain the door(s).
- J. Any damage caused by others or by any cause beyond the control of Woodharbor including, but not limited to, damages caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature.
- K. Any doors used for commercial installations. Commercial doors are warranted for five (5) years if they are finished by Woodharbor. Unfinished doors are warranted for one (1) year.
- L. Woodharbor doors shipped outside the continental United States are warranted for five (5) years if ordered with a Woodharbor Factory Finish, or for one (1) year if ordered Unfinished. For any warranty claims, Woodharbor must be provided opportunity upon request to view doors at Buyer's premises.

NOTWITHSTANDING ANY OTHER PROVISIONS IN THIS LIMITED WARRANTY, WOODHARBOR EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ALSO DISCLAIMS AND EXCLUDES ALL LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT OR ANY OTHER SPECIAL DAMAGES OF BUYER, INCLUDING LOST PROFITS, FOR BREACH OF WARRANTY, OR OF CONTRACT OR OTHERWISE. THIS WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF BUYER AGAINST WOODHARBOR.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental and consequential damages, so this limitation or exclusion may not apply to you. IN SUCH CASE, THE DURATION OF ANY IMPLIED WARRANTY SHALL BE THE SAME AS THAT OF THE EXPRESSED WARRANTY AS STATED HEREIN.

STORAGE/HANDLING

Handle doors carefully with clean gloves and clean equipment. Do not drag the doors across one another.

Store doors above grade, lying flat on a level surface, in a dry, well-ventilated building with an operational HVAC system. Do not expose doors to excessive humidity, moisture, heat, dryness or direct sunlight. Keep the doors covered but allow air circulation. Do not stack doors on end or prop at an angle.

Doors should not be subjected to abnormal or extreme changes in temperature or humidity. **Doors must be allowed time to acclimate to the average humidity conditions of the jobsite before hanging.** Average humidity conditions of the jobsite or storage facility must be monitored and maintained at 40-50% during storage, installation and occupancy. Extreme humidity levels are likely to cause problems.

If unfinished doors are to be stored for more than five (5) days, the entire door, including all edges and bored holes, should be thoroughly sealed to prevent moisture absorption.

INSTALLATION

Do not deliver/install doors until concrete floors, foundations and plaster/dry wall are completely dry and HVAC system is operational.

Prior to installation, doors must be acclimated to the average humidity conditions of the jobsite for at least seventy-two (72) hours.

When hanging the doors, be sure to allow adequate clearance for swelling of door or jamb in extreme damp conditions.

We do not recommend trimming the doors in width. Use standard sizes or specify custom sizes. If width trim is necessary, do not trim more than 1/8" off each side.

Top and bottom edges can be trimmed a maximum of 1" each. (If trimming is necessary, all trimmed edges must be thoroughly sealed with a protective finish to prevent moisture absorption.) **The structural integrity of the door cannot be impaired in the fitting of the door or application of hardware or special details.**

Use three (3) hinges on doors less than 7'6", and use four (4) hinges for doors 7'6" and over in height. Hinges must be set in a straight line, flush with the face of the door and frame to prevent distortion and binding. Be sure that jambs and stops are set perfectly square and plumb.

FINISHING

Factory finished doors do not require additional finishing. However, if doors are trimmed or require additional jobsite machining for hinges, latchsets or other hardware, all trimmed edges and machined areas must be thoroughly sealed before installation.

If doors are to be stored more than five (5) days, make sure entire door, including top and bottom edges and bored holes, is thoroughly sealed and/or finished.

Doors must be finished immediately after fitting or hanging and before hardware is installed. Avoid finishing doors during periods of higher than average humidity. Doors should be finished in a horizontal position if possible.

Sand entire door thoroughly with a fine grit sandpaper (150 or 180). A thorough hand-sanding is important to remove surface blemishes, handling marks, cross-grain scratches, etc. to achieve a consistent finish. Sand with the direction of the grain only. Remove dust with a tack cloth before finishing.

Always use high quality stains, paints or primer and follow manufacturers instructions carefully. **All surfaces, edges and machined areas of the door must be finished and/or sealed.**

Apply 2-3 coats of topcoat (i.e. varnish, polyurethane, lacquer, etc.) and sand lightly between each coat. Remove dust with a tack cloth before applying next coat. After the door is finished, the “floating panels” may move or “breathe” slightly revealing an unfinished edge. Minor touch-up with stain/sealer or paint will finish the exposed edge.

Some species of wood, Red Oak particularly, can contain chemicals which react unfavorably with certain finishes. Where possible, the surface should be tested for unfavorable reactions. Application of a sealer before finishing can sometimes prevent this difficulty.

The Woodharbor warranty does not cover the appearance or application of field-applied finishes. The above finishing instructions are meant as general guidelines only. Always use high-grade finish products and follow manufacturer instructions carefully.

NOTE: Failure to comply with these written guidelines for handling, installing and finishing Woodharbor doors will negate any warranty claims.