

Millwork 360 Interior Door Warranty

Interior application is defined as having a controlled interior climatic conditions on both sides of the door. The five year warranty does not apply to fire rated doors, or doors used in commercial, hospitality, or multi-family applications, in which case the one year warranty will apply. The five year warranty only applies to the original purchaser, and is non-transferable.

Millwork 360 warrants its doors (finished or unfinished) sold under this warranty to be free of defects in material or workmanship as set forth below, for a period of five (5) years from the date of shipment from Millwork 360 to its dealer, under the provision that all conditions below are adhered to.

Millwork 360 will, at its options, repair, replace or refund the original dealer cost should be the product be found defective by the following definitions, and that the claim be filed in writing with Millwork 360 within three days of the discovery.

Millwork 360 will at no time be responsible for any cost of related material and/or labor for removal, re-hanging, re-machining, or re-finishing the repaired or replaced products. Millwork 360 will not be responsible for any liquidated damages arising directly nor indirectly from such action.

Allowable tolerances shall be any twist, cup, bow, warp, or crown which exceeds the following dimensions from the plane of the related face, as determined by the diagonal taut string method. At no time shall a warp be considered in relationship to the jamb or frame in which it is installed.

- 1/4" in doors up to a 3/0 nominal width and an 8/0 nominal height
- 3/8" in doors up to a 3/6 nominal width and an 10/0 nominal height

Important: All products that are delivered unfinished from Millwork 360 must be properly sealed to prevent absorption of moisture. Grain sealer is required for Millwork 360 to warranty its products. All sides must be finished evenly within 72 hours of receipt.

Exclusions

1. Natural variations in color, texture, or grain.
2. Any 1-3/8" to 1-5/8" thick door wider than 36", and/or taller than 84".
3. Any 1-3/4" to 2-1/8" thick door wider than 36" and/or taller than 96".
4. Any 2-1/4" to 2-3/4" thick door wider than 42" and taller than 120".
5. Any door thinner than 1-3/8".
6. Appearance of a door after field finishing.
7. Any door with stile or rail with dimensions smaller than listed product standard.
8. Any door damaged due to misuse, accident, mishandling, poor finishing or machining by others.

Exclusions Continued

9. Misuse of door includes, but not limited to, hanging a door without providing adequate overhang or applying an inappropriate finish.
10. Any damage caused by acts of God, fire, flood, earthquake, or other storms.
11. Product failure due to improper or incorrect installation. This includes bow or misalignment in the frame in which door is hung, if the door was purchased as a slab only
12. Modification, alterations (including trimming and cutting down door), repair or service of this product by anyone other than manufacturer.
13. Any use of the product other than for which it was intended
14. Doors installed in or subject to high moisture or high humidity environment, including new homes with uncured plaster, drywall, concrete or ceramic tile.
15. Doors installed in direct sunlight
16. Doors subjected to unusual stress or strain such as that resulting from the movement of building or building components, or resulting from expansion or contraction of building components.
17. Doors not properly sealed or maintained as set forth above.
18. Scratches, abrasions or other damage caused by improper handling or cleaning
19. Failure to perform normal homeowner's maintenance, including maintaining the finish. Maintenance is an ongoing process.
20. Panel Movement (shrinkage) of 1/8" or less. Temperature and humidity may cause the wood panels in your door to shrink.
21. Solid wood panels wider than 14" measured across the grain will not be covered.

Handling/Installation

1. Store in a dry ventilated area, cover to protect while maintaining ventilation.
2. Handle with clean hands or gloves, avoiding all dirt and oil.
3. Do not drag any door or other object across the face of another door.
4. Do not deliver to building where cement or plaster has not dried.
5. Do not subject doors to abnormal extremes in temperature or humidity, nor sudden changes in same, nor extreme variations from face to face.
6. All doors up to 84" tall must hang on three (3) hinges, and doors between 85"-108" tall must use four (4) hinges, and doors between 109"-120" tall must use five (5) hinges.
7. If the doors are to be stored for long periods or on the job site, the entire door including the top and bottom edges must be sealed in order to prevent undue moisture absorption.
8. Door shall not be exposed to excessive moisture (above 55% RH), excessive heat (90 degrees F), and dryness (30% RH)
9. Never allow doors to become wet!

Finishing

1. All doors manufactured by Millwork 360 require sanding prior to finishing. The degree of pre-sanding will depend upon the owner's selection of paint or stain and the level of the finish quality desired.
2. Remove all handling marks, instruction labels, stamps and effects of exposure to moisture with a thorough, final light sanding over all surfaces of the door, using 180 grit sand paper. Note: Small amounts of grease, oil or pitch can be wiped clean with mineral spirits.
3. Clean door thoroughly after sanding to remove all dust or foreign material. Avoid using chemical cleaners that react unfavorably to certain wood species and finishes. Consult a finish expert. Note: Some hardwood species can have an adverse reaction with certain chemical cleaners and finishes.
4. Apply finish as soon as door is fitted, but before final hanging. Cutouts for hardware must be sealed prior to installation. Millwork 360 will not warrant product that has been hung prior to finishing or that shows deterioration of wood or swelling due to finish breakdown.
5. Make sure all surfaces are sealed and finished, including top, bottom, and side edges of the stiles and rails.
6. It is the finisher's responsibility to cover the glass during the finishing process. Do not use razors or other sharp object to clean the glass. These items may scratch the glass.
7. You can make sure all coatings in the finish system are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instructions.

Glazed Units

All finish coats must flow from the wood surface of the door onto the glass by 1/16", and must remain indefinitely. The failure to float the finish from the wood to the glass causes many doors problems. Failure to properly flow the finish to the glass will be considered improper finishing, and therefore will void the warranty.