

# Extreme Exposure • Site Specific • Conditional Warranty For Full Exposure Exterior Impact Doors

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 one (1) year 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 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 replacement 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.

## Handling/Installation

- Store in a dry ventilated area, cover to protect while maintaining ventilation.
- Handling with clean hands or gloves, avoiding all dirt and oil.
- Do not drag any door or other object across the face of another door.
- Do not deliver to building where cement or plaster has not dried.
- Do not subject doors to abnormal extremes in temperature or humidity, nor sudden changes in same, nor extreme variations from face to face.
- 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.

## Finishing

- All doors must be field sanded prior to finishing.
- All doors must be sealed withing 48 hours of delivery to job site. **Primer is NOT a sealer.**
- All doors must receive a minimum of one (1) coat of sealer and two (2) coats of Finish on all six (6) faces, giving extra attention to the bottom edge, and hardware prep areas.
- In order to reduce the chance of warping or checking, dark-colored finishes should be avoided on all surfaces, especially on light-colored wood species or if the door is exposed to direct sunlight.
- **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 72hrs of receipt.

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## Glazed Units

1. 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.
2. Dark stains and paints, and water-based primers are highly discouraged on exterior doors.
3. Follow all **Finish Manufacturers'** instructions for the species of door you have chosen.
4. **Never allow unfinished doors to become wet!**

**\*Failure to follow the above instructions and provisions will render your door's warranty null and void!**

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## Exclusions

1. Natural variations in color, texture, or grain.
2. Appearance of a door after field finishing.
3. Any door damaged due to misuse, accident, mishandling, poor finishing or machining by others.
4. Misuse of door includes, but not limited to, hanging a door without providing adequate overhang or applying an inappropriate finish.
5. Any damage caused by acts of God, fire, flood, earthquake, or other storms.
6. 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.
7. Modification, alterations (including trimming and cutting down door), repair or service of this product by anyone other than manufacturer.
8. Products installed in or subject to high moisture or high humidity environment, including new homes with uncured plaster, drywall, concrete or ceramic tile.
9. Products installed in direct sunlight
10. Products 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.
11. Products not properly sealed or maintained as set forth above.
12. Scratches, abrasions or other damage caused by improper handling or cleaning.
13. Failure to perform normal homeowner's maintenance, including maintaining the finish. Inspection of finish every 6 months.
14. Annual maintenance: At minimum - Light Sand & Re-coat Exterior.
15. Panel Movement (shrinkage) of 1/8" or less. Temperature and humidity may cause the wood panels in your door to shrink.
16. Allowable tolerances shall be any twist, cup, bow, warp, or crown that does not exceed 1/4" 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.