



WoodMax Custom Door & Millwork Limited Warranty

All doors and millwork manufactured by WoodMax are warranted to be free of defects in materials and workmanship that would render those products unserviceable or unfit for the recommended use, subject to specific terms, to the original purchaser. If a warranted product is defective, WoodMax will, at its sole discretion, 1) repair the product, or 2) provide an equivalent replacement, or 3) refund the purchase price.

Length of Warranty

Exterior residential doors and millwork, and commercial doors and millwork, are warranted for a period of 1 year from the date of manufacture, subject to specific terms.

Interior residential doors and millwork are warranted for a period of 3 years from the date of manufacture, subject to specific terms.

Warranty Exclusions

The following are specifically excluded as defects from coverage of the warranty:

- Damage caused by a failure to maintain the door or millwork, or any condition caused by a failure to follow WoodMax's written Handling, Care and Maintenance Instructions.
- Damage caused by failure to maintain the finish, or failure to apply the finish to all 6 sides of the product, or failure to apply the finish within 1 week of delivery.
- Warp which does not exceed 1/4" in the plane of the door for any area up to 36" X 80" on doors up to 2-1/4" X 42" X 96" . Larger doors are not guaranteed against warp. WoodMax may defer repairing or replacing any door or millwork due to warp for a period of up to 12 months from the date of the claim to allow proper equalizing and conditioning to local humidity and temperature conditions.
- Warp, bow or misalignment relating to the frame or jamb in which the door is hung.
- Damage caused by improper glazing, hardware installation or finishing that is not done by, or under the control of, WoodMax.
- Damage caused by others or by factors beyond the control of WoodMax including, but not limited to, misuse, abuse, accident, mishandling, or by fire, flood, storm, extremes of high or low humidity, improper environmental conditions, or other acts of nature.
- "Misuse" includes, but is not limited to, using a door or millwork on a part of a structure without adequate protection from direct sunlight or other weather elements. An adequate overhang is required, and generally means a projection at least equal to the distance from the bottom of the door to the bottom of the overhang. This meaning may vary depending on the local weather conditions where the product is installed.

Warranty Exclusion, cont.

- Damage caused by the extreme heat buildup in the space between a storm door and the warranted door. If a storm door is used it must be vented to eliminate this heat buildup.
- WoodMax doors and millwork are produced with natural wood. As such, due to the nature of wood, small surface checks, cracks, grain separation, color variations and swelling or shrinking of the door or millwork parts caused by fluctuations in ambient temperatures and humidity may occur. These are normal occurrences and part of the natural aging process of wood and not considered a manufacturing defect. Providing stable temperature and humidity conditions as well as proper finishing of the door and millwork are the best ways to minimize these natural effects.

Warranty Limitations

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES. WOODMAX EXPRESSLY EXCLUDES AND DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL WOODMAX BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT OR ANY OTHER SPECIAL DAMAGES FOR BREACH OF ANY WARRANTY OR NEGLIGENCE. FURTHER, WOODMAX SHALL NOT BE RESPONSIBLE OR LIABLE FOR COST OF LABOR, INSTALLATION, REMOVAL, SHIPPING OR RE-FINISHING OF ANY REPLACEMENT PRODUCT OR COMPONENT. THE AGGREGATE LIABILITY OF WOODMAX UPON ANY CLAIMS HOWSOEVER ARISING OUT OF OR RELATING TO ANY PRODUCT OR ITS WARRANTY WILL IN ANY EVENT BE LIMITED TO THE AMOUNT PAID BY THE ORIGINAL PURCHASER TO WOODMAX FOR SUCH PRODUCT.

Some states do not allow the exclusion of incidental or consequential damages, so parts of the above paragraph may not apply to some purchasers. This warranty gives the purchaser specific legal rights, and the purchaser may also have other rights which vary from state to state.

Warranty Claims Procedure

The purchaser must thoroughly inspect all doors and millwork when received to determine if any damage has occurred during shipment. Written notice of any claim must be delivered by the purchaser within 5 days of discovery to WoodMax. All notices must be delivered by using registered mail, return receipt requested, or overnight delivery service addressed to WoodMax, 111 Pomeroy Avenue, Paynesville, MN 56362. Delivery shall be deemed effective upon receipt by WoodMax.

WoodMax can respond most effectively and quickly if the following information is provided: date and location of purchase, how to contact the purchaser, nature of the problem (photos are helpful), and address where the product is located. We will investigate any claim and take appropriate action within 30 days of delivery of notice of such claim.

General Provisions

This warranty shall govern the liability of WoodMax and supercedes all prior representations and warranties, written or oral, including any contained in the purchaser's purchase order or invoice. This warranty extends only to the original purchaser and is not transferable or assignable by the original purchaser. This warranty is not extended to any third party. No dealer, employee or representative of Woodmax has the authority to change or expand this warranty.



Handling, Care and Maintenance Instructions

Beauty, style, performance and uniqueness are some of the reasons to choose WoodMax custom wood doors and millwork. To preserve the fine qualities of these products, and have a lifetime of superior service, proper storage, handling and installation is of vital importance. The following guidelines will help to maintain the high quality products supplied by WoodMax.

How to Store, Handle, Finish, Install and Maintain Wood Doors and Millwork

Storage and Handling

1. Store all products flat on a level surface in a dry, well-ventilated building. Products should not come in contact with water, and should be kept at least 102 mm (4 inches) off the floor and should have protective coverings under the bottom and over the top. Covering should protect products from dirt, water and abuse but allow for air circulation under and around the stack.
2. Avoid exposure of interior doors and millwork to direct sunlight. Certain species (e.g., cherry, mahogany, walnut, teak) in an unfinished state are more susceptible to discoloration if exposed to either sunlight or some forms of artificial light. To protect doors from light damage after delivery, opaque wrapping of individual doors may be specified.
3. Do not subject interior products to extremes of heat and/or humidity. Do not allow products to come in contact with water. Prolonged exposure may cause damage. Locating where humidity and temperature are controlled provides the best storage situation (recommended conditions are 35%-45% RH and 60°F-75°F).
4. Do not install doors or millwork in buildings that have wet plaster or cement. Do not store doors or millwork in buildings with excessive moisture content – HVAC systems should be operating and balanced.
5. Doors and millwork should always be handled with clean dry hands or while wearing clean dry gloves.
6. Doors and millwork should be lifted and carried when being moved, not dragged across one another.

Finishing

1. Wood is hygroscopic and dimensionally influenced by changes in moisture content caused by changes within its surrounding environment. To assure uniform moisture exposure and dimensional control, all surfaces must be finished equally.

2. Doors and millwork should not be considered ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnishes and other undesirable blemishes by block sanding all surfaces in a horizontal position with 150 or 180 grit sandpaper. Sanding of the overall surface will be required to open the grain to receive a field applied finish evenly. To avoid cross grain scratches, sand with the grain.

3. Certain species of wood, particularly oak, may contain extractives which react unfavorably with foreign materials in the finishing system. Eliminate the use of steel wool on bare wood, rusty containers or any other contaminate in the finishing system.

4. A thinned coat of sanding sealer should be applied prior to staining to promote a uniform appearance and avoid sharp contrasts in color or a blotchy appearance. **Door and Millwork Manufacturers are not responsible for the final appearance of field-finished doors and millwork.** It is expected that the painting contractor will make adjustments as needed to achieve desired results.

5. **All exposed, unfinished wood surfaces must be sealed prior to installation including the top and bottom edges. Cutouts for hardware in exterior doors, and doors located adjacent to areas where high moisture is expected, should be sealed prior to installation of hardware and exposure to weather.**

6. Dark colored finishes should be avoided on all surfaces if the product is exposed to direct sunlight, in order to reduce the chance of warping or checking.

7. Water-based coatings on unfinished wood may cause splits, highlight joints and raise wood grain. If used on exterior doors or millwork, the coating should be an exterior grade product. When installed in exterior applications, doors and millwork must be properly sealed and adequately protected from the elements. Please follow the finish manufacturer's recommendations regarding the correct application and use of these products.

8. Make sure the surface being finished is satisfactory in both smoothness and color after each coat. Allow adequate drying time between coats. Desired results are best achieved by following the finish manufacturer's recommendations. Do not finish product until a sample of the finish has been approved.

9. Certain wood fire doors have fire retardant salts impregnated into various wood components that make the components more hygroscopic than normal wood. When exposed to high moisture conditions, these salts will concentrate on exposed surfaces and interfere with the finish. Before finishing the treated wood, reduce moisture content below 11% and remove the salt crystals with a damp cloth followed by drying and light sanding.

Woodmax Handling, Care and Maintenance Instructions, Cont.

Installation

1. The utility or structural strength of the doors must not be impaired when fitting to the opening, in applying hardware or in preparing for lites, louvers, appliqués or other detailing.
2. Use two hinges for doors up to 1524 mm (60 inches) in height, three hinges up to 2286 mm (90 inches) in height and an additional hinge for every additional 30 inches of height or portion thereof. Use heavy weight hinges on doors over 79 kg (175 pounds). Pivot hardware may be used in lieu of hinges. Consult hinge or pivot hardware manufacturer with regard to weight and size of hinges or pivots required.
3. The maximum clearance between the top, hinge edge and lock edge to the frame and meeting edge of pairs of doors, is 3.2 mm (1/8 inches).
4. All hardware locations, preparations and methods of attachment must be appropriate for the specific door construction. Templates for specific hardware preparation are available from hardware manufacturers or their distributors.
5. When light or louver cutouts are made for exterior doors, they must be protected in order to prevent water from entering the door core.
6. Pilot holes must be drilled for all screws that act as hardware attachments. Full threaded screws are preferable for fastening hardware to non-rated doors and are required on fire-rated doors. Self-tapping or combination wood/metal screws are not recommended for use on wood doors.
7. In fitting non-rated doors for height, do not trim top or bottom edge by more than 19 mm (3/4 inches) unless accommodated by additional blocking. Trimming of fire-rated doors must be in accordance with NFPA 80.
8. Doors and door frames should be installed plumb, square and level. Locating under a protective overhang sufficient to prevent direct exposure to sunlight is strongly recommended.

Cleaning and Touchup

1. Inspect all wood doors and millwork prior to hanging or installing them on the job. Repair noticeable marks or defects that may have occurred from improper storage and handling.
2. **Field repairs and touchups are the responsibility of the installing contractor upon completion of initial installation.** Field touchup shall include the filling of exposed nail or screw holes, re-finishing of raw surfaces resulting from job fitting, repair of job inflicted scratches and mars and final cleaning of finished surfaces.
3. When cleaning door and millwork surfaces, use a non-abrasive commercial cleaner designed for cleaning wood door or paneling surfaces, that does not leave a film residue that would build-up or affect the surface gloss of the finish.

Adjustment and Maintenance

1. Insure that all doors swing freely and do not bind in their frame. Adjust the finish hardware for proper alignment, smooth operation and proper latching without unnecessary force or excessive clearance.
2. Review with the owner/owner's representative how to periodically inspect all doors and millwork for wear, damage and natural deterioration.
3. Review with the owner/owner's representative how to periodically inspect and adjust all hardware to insure that it continues to function as it was originally intended.
4. **Finishes on exterior doors and millwork may deteriorate due to exposure to the environment. In order to protect the product it is recommended that the condition of the exterior finish be inspected at least once a year and re-finished as needed. Both exterior and interior finishes will change color over time.**

Information in this document courtesy of WDMA – Window and Door Manufacturers Association.