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LIMITED WARRANTY FOR WOOD DOORS

(Please read carefully and complete Page 2)

***Please note this warranty is void if project invoices are NOT PAID IN FULL**

A-1 Doors & Mouldings Ltd. provide a limited warranty in association with our suppliers to ensure that the wood doors you have purchased reflect our commitment to quality. Wood doors are natural structures and require special consideration regarding location and environment, staining and sealing, and installation. With proper care and maintenance, wood doors will be the focal statement of your home for years to come.

We provide a **ONE YEAR** warranty from the date of shipment provided that the following conditions are met:

- Proper **moisture content checks** to ensure that the moisture content of 10-12% is suitable for the building or area
- A **qualified** finisher and installer is used
- **Proper painting, staining, sealing, and installation** (see instructions below)
- Proper **homeowner maintenance**

This warranty **DOES NOT** apply in the case of:

1. Absence of moisture content checks by customer (moisture content should be 10-12%)
2. **Natural variations of texture and colour** in the wood. These are not defects but natural characteristics.
3. **Panel shrinkage** is not considered a defect but a natural property of wood.
4. **Warping** of doors that are:
    i. 1-3/4" or thicker doors that are wider than 3'6" or 8'0" and higher
    ii. 1-3/8" thick doors that are wider than 3'0" or higher than 7'0"
    iii. Hung improperly or do not swing freely.
5. This warranty voids all damage caused by others or beyond the control of A-1 Doors & Moulding, including but not limited to damage caused by misuse, abuse, accident or mishandling, fire, flood, earthquake, storm, tornado, or other acts of nature.
6. Exposed natural pitch pockets or resin galls need to be filled are not considered a defect.
7. Wood carvings that are individually hand carved may slightly differentiate from the brochure or door in the showroom. This is natural and not a defect.

If you should have any problems with your wood doors despite strict compliance to the guidelines and proper care and maintenance (see instructions below), please contact your sales representative. Your claim will be investigated and should you qualify for the one year warranty, we will either: 1) repair your door; or 2) replace your door. Should the door be repaired or replaced, we are responsible for providing the door only and not any associated labour costs. Proper finishing and installation are the responsibility of the customer.

A FAILURE TO COMPLY WITH THE FOLLOWING INSTRUCTIONS WILL VOID WARRANTY:

DOOR HANDLING AND INSTALLATION

1. Doors should be **stored flat**, on a level surface, in a **dry and well-ventilated** building. This will prevent the intake of excessive moisture and warping.
2. Wood doors should be handled with **clean and dry gloves**.
3. **Never drag doors** across one another or across any other surfaces.
4. Foundations, concrete floors, and plaster or textured walls must be **completely dry** before the delivery or installation of doors to prevent the intake of excessive moisture.
5. If the doors are stored at the job site, ideally all surface sides of the doors should **be sealed with a quality oil-based sealer within 72 hours** to prevent the absorption of moisture. If this is not possible, at the very least the top and bottom edges of the door(s) should be sealed.
6. Doors must never withstand **fluctuations in or abnormal amounts of heat, dryness, or humidity**. Before hanging, doors should be allowed to become acclimatized to the humidity levels of the home.
7. Avoid placing or storing a door close to a **heat source** (minimum 4 feet away). Excessive heat directed on one part of the door may dry out that particular area, resulting in warping, twisting, shrinkage, and checking in that area.

8. The **structural integrity** of the door must not be compromised when fitting the door, adding hardware, or cutting/altering the door for lights. Any changes should be performed by a qualified finisher.
9. **Three hinges** must be used on door measuring 7'0" or less in height and **four hinges** on a door measuring over 7'0".
10. Knotty alder doors contain naturally occurring open knots, checks, and colour variations, all of which are not considered defects. Exterior wooden doors must have all voids filled. Failure to do so, will void warranty.
11. When hanging door, make a **clearance of 3/16" (in fully dry conditions)** to allow for swelling of the frame or door in damp weather.
12. Before exposure to the outdoors, doors must be completely finished (painted, stained, and sealed).

PAINTING, STAINING, AND SEALING

1. Before finishing wood doors, the **moisture levels of the doors should be average (10-12%)** and the door's surface must be clean and dry (clean with a cloth to remove all dust or foreign material). The door must be **sanded properly** to remove any handling marks, effects of exposure to moisture, and to create a smooth base for even painting and staining. Sandpaper of 120 grit should be first utilized working up to a maximum of 180 grit sandpaper. Sanding should occur WITH the grain. Clean doors with a dry cloth in between applications of sealer or finish and sand and clean again between coats.
2. Douglas Fir naturally contains sap and must be specially prepared before finishing. All surfaces of the Douglas Fir door must be wiped down with acetone so that the sap is neutralized and the grain can open to take the seal. Surfaces then must be sanded with 220 grit sandpaper to create a smooth surface.
3. Please **test any finishing products** on the surface of the door before using all over.
4. A **quality sealer** or combination of sealer and stain should be used as a first coat. This will help create an even appearance and avoid sharp colour contrasts or a blotchy appearance.
5. **AVOID DARK COLOUR FINISHES** in areas exposed to direct sunlight. Dark colours will likely result in warping, checking, shrinking, pitch bleeding, and sunburn. A failure to comply voids warranty.
6. Exterior finishing products (paints, stains, and sealers) should be used **on both sides and all four edges of the door**. If there is an outward swing or protection from the elements, the **doors must be properly protected** by flashing or other means.
7. FOR PAINT FINISHES: First, a quality **oil based primer** must be used on all the door's surfaces, followed by a **minimum of three brushed-on or five sprayed-on** coats of **exterior oil based** or **exterior latex based** paint. The primer and top coat should be made by the same manufacturer and designed to use together.
8. FOR STAIN FINISHES: First, apply a coat of stain-and-sealer or clear sealer (alkyd-resin based) for exterior doors. A lacquered-based finish or toner should NEVER be used. This first coat should be followed by **a minimum of three brushed-on or five sprayed-on** coats of gloss or semi-gloss **exterior finish**. This exterior finish (polyurethane, oil, or alkyd-resin base) must contain ultra violet (UV) inhibitors. Do not use oils or solid based stains as the final finish.
9. After finishing a door, it is possible that the panels may reveal a slight unfinished edge due to the wood "breathing" process. A simple touch up using stain and sealer or paint is required to finish the edge of the panel. This is a natural process and not a defect.

MAINTENANCE

Wood doors require simple but regular maintenance and the frequency mainly depends on the environment in which they are situated. Both a severe climate and the presence of direct sunlight will increase the frequency of maintenance; therefore doors found in these conditions should be monitored more carefully. Some signs that a maintenance should be performed, include:

- Topcoat of the finish contains hairline cracks
- Texture of the finish has deteriorated (i.e. showing flaking or scaling)
- Colour of the finish has changed
- The finish has become dull or chalky

This maintenance should be regularly performed by a qualified finisher. Please follow the painting, staining, and sealing instructions above. Please clean your wood doors with a dry clean cloth.

I, _____, understand and agree to adhere to the warranty outlined above by A-1 Doors & Mouldings Ltd. Upon completion of this section of the warranty, my order for wood doors will be placed.

Project address: _____

Date: _____

Signature: _____

Account #: _____

Please provide a copy of this document to your Sales Representative, in person, via email or fax (604-591-9416). Thank you!