



## **Wood Door Warranty**

Custom interior and exterior doors from Old World Millworks (OWM) are crafted with carefully selected woods and materials, and built with skilled craftsmanship and modern technology. We warranty our doors for a period of one year, beginning on the date of delivery or pick up. Please read all of the information in this warranty packet thoroughly. It is the responsibility of the Purchaser to properly store, finish, install and maintain the wood doors from the date of delivery/pick up. Failure to do so, as described below, may cause the Wood Door Warranty to be invalidated.

**It is the Purchaser's responsibility to inspect the door(s) at the time of delivery/pick up.** If there is any question about the door(s), OWM must be notified immediately.

### **WARRANTY CLAIMS**

Warranty claims must be submitted **in writing** within one year of the original date of delivery. See below for instructions. If a legitimate warranty issue is found, OWM reserves the right to remedy the problem with one or more of the following solutions:

- Repair the defect or defective product
- Replace the defective product
- Refund the purchase price of the original defective product

OWM is not responsible for any installation, finishing or refinishing costs of either the original or the replacement product, or any associated costs. No compensation will be paid to any outside party for performing any work in respect to any claim without prior consent and authorization from OWM.

During the 12 month Warranty period, OWM reserves the right to defer any claim for warping or telegraphing defects for a period of no longer than 12 months from the date of the claim.

If the door in question has been installed prior to the claim it must remain hung during the deferment period to permit acclimation to conditions.

### Glass/Hardware/Other Components

Components not manufactured by OWM, including, but not limited to, glass, hinges, thresholds, fire doors, etc., may be covered by a warranty from the manufacturer or supplier of that product. OWM does not warranty the quality or performance of items made by other manufacturers. OWM does not cover the cost of labor, installation, finishing, refinishing and/or consequential damages related to those products that may be included with the doors.

### Warranty Exclusions

- Warpage defects : Slight warpage is not considered a defect. Door warping can be measured by placing a straight edge on the concave side of the suspected warped door. Any gap between the surface of the door and the straight edge should be measured. A gap, or warp, of greater than 1/4" is considered to be a defect.
- Warranty is void on any products that are cut down more than 3/8" from original size or otherwise modified in the field from their original state.
- **Oversized doors:** OWM will not warranty any doors that exceed the following dimensions:
  - **1-3/8" thickness:** doors over 3'0" wide and 7'0" tall (36" x 84")
  - **1-3/4" thickness:** doors over 3'0" wide and 8'0" tall (36" x 96")
  - **2-1/4"+ thickness:** doors over 3'6" wide and 8'0" tall (42" x 96")
- Warranty is void on doors that are not installed and/or finished in accordance with written requirements included in this warranty.
- Warranty does not apply to the appearance of field applied paint or finish. Unsatisfactory results in gloss levels or texture are not included in this Warranty. Primer does not constitute a sealed or finished coat. It is the Purchaser's responsibility to finish the door(s) with the appropriate finish for the species and location of each door.
- OWM wood doors are manufactured with stile and rail construction. Panels "float" to allow slight movement during normal changes in temperature and/or humidity. After finishing, the "floating" panels may move slightly and reveal an unfinished edge. This is the nature of wood and is NOT considered a defect. Minimal finish touch-up will correct the issue.
- "Flush" or "Overlay" doors, or doors manufactured by methods other than OWM basic "stile and rail" construction process are not covered by this Warranty. Doors designed as "flush" or "overlay" will be built using the best possible method to resist defects, but no Warranty will apply.
- Splitting panels which do not allow light to show through are not considered a defect. Checks and small splits are a natural characteristic of hardwood products

and will not be considered a defect unless the split allows light to shine through the panel.

- Natural variations in color, grain and texture of wood are not considered defects.
- Warranty is void on doors that are found to be out of compliance with handling, installation and/or finishing requirements that accompany this warranty.
- **EXTERIOR DOORS:** Exterior doors are fabricated with different materials and methods than interior doors, due to exposure to the elements. OWM will present suggestions to Purchaser (species, etc.) but Purchaser is responsible for selection of species for all door(s) on their order. **Some wood species are not suitable for exterior use and are not covered under warranty.**

**SPECIAL NOTE: Exterior doors (and interior doors exposed to direct sunlight) that are finished with black or very dark paint or stain colors on are not covered by the OWM warranty. Doors finished with black or dark colors may absorb excessive heat from sun exposure, which may damage the door or the finish or both. Such damage is not covered by the OWM Warranty.**

#### Delivery of Doors

If OWM is delivering the custom door or doors, the customer will be contacted in advance to schedule the time and location. Please refer to the separate OWM “Terms of Sale / Terms of Delivery” for specifics regarding delivery arrangements.

#### Facility Pick Ups or Shipment by Others

- Orders that are picked up at our facility by the Customer or their representative must be inspected prior to loading. Any discrepancy or damage must be noted immediately on the shipping papers.
- For orders that are shipped from OWM’s facility by a freight carrier, a Bill of Lading will be prepared and must be signed by the driver to verify shipment details and value. Any discrepancy or damage that may have occurred during shipment must be noted immediately by the Customer on the Bill of Lading when the order is unloaded.

#### Handling and Storage Requirements of Custom Doors

- Each door should be carefully inspected for visible defects upon delivery or pick up. Any visible defects should be reported immediately.
- Doors be stored at least 4” above the floor and should NOT be stored in direct sunlight.
- Doors should not be dragged or slid across one another.

### **Handling and Storage Requirements of Custom Doors, con't.**

- **Doors should be stored flat** and not leaned, either upright or sideways.
- Doors should be protected from dirt, moisture and abuse.
- Doors should not be stored in wet basements or areas with uncured concrete, wet drywall mud, or any other environment that is not temperature and humidity controlled. Recommended conditions are 25-55% relative humidity and 50-90 degrees Fahrenheit.
- Doors should not be handled with forklifts, pallet jacks or other mechanical devices.

### **Door Installation Instructions**

- Prior to installation doors should be allowed to acclimate to the temperature and humidity conditions of the jobsite for at least 72 hours.
- Trimming door widths is not recommended. Consult OWM before field-trimming door heights to insure dowel placement is not interrupted.
- Doors hung in the field should use 3 hinges on heights up to 88" and 4 hinges on doors over 88" to 96".
- **Exterior doors over 96" tall must be installed with a 3-point locking system to prevent warpage.**
- Door unit(s) must be installed plumb, level and square. Units installed out of plumb, level and/or square can promote warping and will void warranty.
- Exterior door units require an overhang to protect door from sun and rain. **Doors installed without adequate overhang will not be covered by this Warranty.** Overhang is required to be a minimum of half of the distance from the bottom of the door to the height where the overhang begins. For example, if the height of the overhang is 10' from the bottom of the door sill, the overhang must extend at least 5'.
- Proper installation requires proper spacing and shim usage. The use of expandable polyurethane foam insulation can cause the door frame to pinch and effect the operation of the door and void OWM's warranty.

### **Finishing Requirements**

- Interior or exterior doors or door units must be finished or sealed within 30 days from the products delivery date. If doors are hung before 30 days they must be finished immediately after fitting or hanging and before hardware is installed.
- All six sides of doors (both faces, and all four edges, including top and bottom edge) must be completely finished and sealed equally. Primer is NOT an adequate finish. Additionally, surfaces under/behind hinges, locksets, weather-stripping and bottom sweep must be sealed. No wood should be left untreated.

### **Finishing Requirements, continued:**

- Avoid finishing during periods of high humidity. Doors should be finished in a horizontal position. For best results all surfaces of door should be hand-sanded with fine grit (150-180) sandpaper prior to finishing. Sanding should only be done in the direction of the grain.
- Only high quality stains, primers and paints should be used to finish wood doors. Light sanding is required between each coat. Dust should be removed with a tack cloth prior to subsequent coats. Only oil-based stains, sealers and primers are to be used on exterior doors. A minimum of 3 coats of exterior grade varnish with UV inhibitor must be applied to exterior doors.
- Some species of wood may contain chemicals which can react unfavorably with certain finishes. Application of a sealer before finishing can minimize this issue. Testing the finishing process with sample boards in the wood species is recommended.
- The OWM warranty does not include field-applied finishes. The above instructions are intended to be used as general guidelines. Always use high-quality finish products and follow the manufacturer's instructions carefully.

### **Claims and Returns**

- Upon receipt of shipment any product with a visual defect must be reported within five days. For any such claim to be considered they must be reported prior to installing, hanging or fitting the door.
- Warranty claims must be submitted within 12-months of the shipment date. OWM reserves the right to defer any claim for warping or telegraphing defects for a period of no longer than 12 months from the date of the claim. If deferment does not provide a solution the original report date will be considered for the purposes of warranty.
- Warranty or damage claims should be reported through the purchasing dealer. Dealer claims should be reported to:

Old World Millworks  
5N200 Wooley Rd  
Maple Park, IL 60151  
(877) 653-9753

**THE TERMS OF THIS WARRANTY ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

NOVEMBER 2018