

CUSTOM DOOR WARRANTY

LIMITED ONE YEAR CUSTOM DOOR WARRANTY

The Detering Company offers a limited warranty for One (1) year on all custom wood doors from the original date of shipment. This warranty assures that each door is of good material and workmanship, free from defects rendering the door unfit for the ordinary, recommended use. This warranty shall be void if the door has not been stored, installed and maintained in a good workable manner. Doors must be sealed all six (6) sides within seventy two (72) hours of taking possession. During this period, if the door is exposed to rain or any water infiltration, the warranty shall be voided.

Exterior doors must have adequate cover, perpendicular from the plane of the door a minimum of 75% of the door height, it should also extend 3' on either side of the door.

Ex: 3/0 x 8/0 door, requires 6', (75% of door height), of cover protruding perpendicular from the plane of the door, with 3' on both sides (9' in width).

Additional overhang may be necessary in areas with extreme weather conditions to adequately protect the door. Proper overhang significantly decreases the chance of warping, checking, delamination and or stile and rail separation caused by the sun and precipitation.

Proper handling, conditioning, sanding, preparation and finishing, according to industry standards are critical to seal out moisture, and protect the wood. The Detering Company will, upon request, furnish you with proper wood finishing standards as a guide.

Note: this guide is available on our website at www.detering.com/resource-library/millworkresources/

In the case of a defect reasonably discovered by inspection of each door upon receipt of shipment from the manufacturer, notice must be given within thirty days thereafter. Any claims after this time should be filed promptly in written form with the manufacturer within the **one year period stated above**. The manufacturer shall not be liable for doors repaired or replaced without its' prior consent.

ALLOWABLE WARP TOLERANCES

Warp shall not be considered a defect unless it exceeds 1/4 inch in the plane of the door itself. Warp is any distortion in the door itself and does not refer to the relation of the door to the frame or jamb in which it is hung. **The term warp shall include bow, twist and cup.** In measuring the amount of warp present in the door, the following method shall be used: bow, cup and twist shall be measured by placing a straight edge, taught wire, string or laser level on the suspected concave face of the door at any angle (i.e. horizontally, vertically, diagonally). With the door in its installed position, the measure of bow, cup or twist shall be made at the point of maximum distance between the bottom of the straight edge, taught wire, string, or laser level and the face of the door.

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GLASS WARRANTY

Insulated glass units shall be warranted against material obstruction to vision due to defects in material or workmanship which results in film formation or dust collection on the internal glass surfaces caused exclusively from the failure of the hermetic seal, other than through glass breakage, for a period of five (5) years. Glass units installed in high moisture areas such as saunas, greenhouses or pool enclosures are excluded from this warranty. Excluded from this warranty are glass breakage, cleaning scratches and any liabilities that may occur from replacement of material, cost of removal or installation, and any related incidental charges. Films or any foreign material applied to the surface of the glass will void the warranty. Any break in the hermetic seal caused by drilling etc., for hardware, security tabs, magnets, any aftermarket product, etc., will also void the warranty.

MATTERS EXCLUDED FROM THIS WARRANTY

1. Unsatisfactory service or appearance caused by failure to properly handle, finish and or install the door.
2. The appearance of field finished doors is not guaranteed under any condition.
3. Natural variations in the color or texture of the wood are not to be considered defects.
4. The warranty does not apply to the following: any door larger than 3-0x8-0 and/or doors that are improperly hung or do not swing freely.
5. Painting a door black or dark green voids the warranty.
6. Panel splits after 1 year.
7. Warranties are void if adequate cover does not exist as noted on exterior doors.

The Detering Company will not be liable for installation, removal, labor or refinishing charges.

DOOR FINISHING

Doors must be completely finished on all six (6) sides (including top and bottom), in accordance with wood finishing manufacturer's directions. See "Special Instructions for On-Site Finishing of Wood Doors". Claims Procedure and Limit on Remedies All warranty claims must be presented as outlined above within the warranty period. The Detering Company will at its' option 1.) Repair the product, 2.) Replace the product, 3.) Refund the purchase price paid by the original purchaser. **The Detering Company will not honor warranty claims made prior to payment in full for the warranted product.** The Detering Company reserves the right to inspect any door which is subject to a warranty claim and shall have (10) days to do so.