



### LIFE OF INSTALLATION WARRANTY

DOOR TYPE	INTERIOR	EXTERIOR*
Stave Block Core	Life of Installation	No Warranty
Particleboard Core	Life of Installation	No Warranty
20 Minute Stave Block Core	Life of Installation	No Warranty
20 Minute Particleboard Core	Life of Installation	No Warranty
B-90 Minute, Mineral, WH	Life of Installation	No Warranty
B-60 Minute, Mineral, WH	Life of Installation	No Warranty
C-45 Minute, Mineral, WH	Life of Installation	No Warranty
Lead Lined	Life of Installation	No Warranty
Holid Core	2 Years (Up to 3/0 x 8/0 only)	No Warranty
Structural Composite Lumber	Life of Installation	No Warranty
20 Minute Structural Composite Lumber	Life of Installation	No Warranty

\* An exterior door is defined as one used in applications where temperature and/or humidity can not be controlled on both sides of the door.

#### Coverage

This warranty applies to purchases of the above described doors from Ohio Valley Door. It extends on resale of the door but, then claims should be processed through the intermediate suppliers.

If any door does not comply with this warranty within the time period specified above, Ohio Valley Door will, at *its option*, repair, replace or refund the price of the door(s). Ohio Valley Door *will not* be held liable for doors repaired or replaced *without our explicit* consent. In case of a defect, customers must submit a detailed written claim within 15 days of receipt of shipment *and* before the door is finished, hung or treated in any manner.

If any door becomes defective after installation, Ohio Valley Door will pay a reasonable amount to remove and rehang the door, but an estimate of the cost must be submitted for approval by Ohio Valley Door *before* work is begun. OHIO ALLEY DOOR IS NOT OBLIGATED TO PAY FOR REMOVAL AND REHANGING IF THE DEFECT FOR WHICH THE DOOR IS BEING REJECTED WAS APPARENT PRIOR TO INSTALLATION.

#### Exceptions to Coverage

Ohio Valley Door is not responsible for damage or unsatisfactory performance caused by others. Its sole responsibility is as stated in this warranty, and it is not liable for consequential, indirect or incidental damages.

THIS WARRANTY WILL NOT COVER EXCLUSIONS, IS SUBJECT TO TOLERANCES AND REQUIRES *STRICT* COMPLIANCE WITH THE STORAGE, INSTALLATION AND MAINTENANCE INSTRUCTIONS, ALL STATED ON THE REVERSE SIDE OF THIS WARRANTY.

#### EXCLUSIONS

Matters excluded from this warranty are as follows:

1. Natural variations in the color or texture of wood.
2. Unsatisfactory appearance or service caused by failure to follow recommended Handling, Finishing and Installation Instructions.
3. The appearance of field finished doors & panels.
4. Normal wear and tear including wear-through of the finish, or doors deteriorating for reasons other than material and workmanship of the door itself.
5. Doors faced with different species of face materials on opposite sides of the door. This includes doors with different plastic colors or patterns on each face.
6. The appearance of a high gloss on wood or Plastic Laminate doors over 35 degrees.
7. Cracking of veneer or warp on veneer or Plastic Laminate doors resulting from:
  - a. Doors that are improperly hung or do not swing freely.
  - b. Doors that have light and/or louver cutout areas exceeding 40 percent of the door area or one-half the door height.
  - c. Doors with light or louver cutouts nearer than 5" to the door edge (6" - fire doors) or doors with less than five inches between cutouts for lights, louvers, locks, closer, and/or other hardware cutouts.
8. Cracking of Plastic Laminate surfaced doors with openings cut by other than Ohio Valley Door. 1/4" radius at corners of opening must be maintained.
9. Any delamination caused by failure to protect and seal all exposed surfaces of the door.
10. Warranty against warp on doors less than 1 3/4" thick which are wider than 3'0" or higher than 7'0". (See tolerances.)
11. Doors hung without a hinge and/or pivot for every 30" of door height.
12. When exterior doors are cut into for concealed closures, hardware, light or louver openings, opportunity exists for moisture penetration into the core which will eventually cause deterioration of the doors. Therefore the existence of the following conditions will void the warranty for exterior installations:
  - a. Use of concealed closures
  - b. Failure to use metal flashing at top and bottom of doors and at bottom of lite openings.
  - c. Failure to double seal with exterior sealer all hardware cutouts, lite or louver openings in addition to all edges.
  - d. Failure to provide adequate overhead protection.
  - e. Exterior doors less than 1 3/4" thick.
  - f. Plastic Laminate doors in exterior locations.
13. Doors and/or panels faced with veneer from flitches supplied by the customer. Ohio Valley Door will bear no responsibility for the appearance of products laid up with veneer supplied by the customer.
14. Incompatibility of hardware with a particular door construction.
15. Doors stored longer than 6 months.

16. Plastic Laminate doors with standard grade thickness of less than .050".
17. Doors with any face grooving which penetrates the crossband.
18. Doors over 4'-0" in width and/or 10'-0" in height.
19. Doors altered by others (not to include machining for Hardware).
20. Doors with concealed closures deeper than 2" or wider than 1-1/8" or machined pockets wider than 1-1/8".

#### TOLERANCES

1. Size tolerance: thickness + or - 1/16", length + or - 1/16", standard widths + or - 1/16", prefit widths + or - 1/16".
2. Squareness tolerance: diagonal measurement difference shall not exceed 1/8".
3. Factory hardware preparation tolerance: + 1/16" minus 0" tolerance will be allowed on hinge preparation cutouts, + 1/16" minus 0" tolerance will be allowed on lock preparation cutouts.
4. Stile, rail and core show-through (telegraphing) shall not be considered a defect unless the faces of the door vary from a true plane in excess of 1/100" in any three inch span.
5. Warp is any distortion in the door itself, and is not measured in relation to the frame in which it is hung. Warp is measured by placing a straight edge or a taut string on the concave face and determining the maximum distance from straight edge or string to door face.

Door Thickness	Door Size	Warp Is Considered A Defect When Maximum Deviation Exceeds
1 - 3/8"	3'-0" x 7'-0" or smaller*	1/4"
1 - 3/4" or thicker	3'-6" x 7'-0" or smaller	1/4"
	Larger than 3'-6" x 7'-0"	1/4" in any 3'-6" x 7'-0" section

#### NOTE:

\*1 - 3/8" doors are not recommended for sizes in excess of 3'-0" x 7'-0".

Under manufacturer's warranties, action on any claim for warp or telegraphing defects may be deferred at the option of the manufacturer for a period not to exceed twelve months after project completion to permit doors to acclimate to temperature and humidity conditions.

#### DOORS - CARE AND HANDLING AT SITE

##### A. STORING

1. Store flat on a level surface in a clean, dry, well ventilated area protected from sunlight. (Certain species such as cherry and mahogany are extremely sensitive to light and require extra protection.)
2. Doors should not be subjected to extremes of heat and/or humidity conditions. Relative humidity should not be less than 30% or more than 60%.
3. Cover to keep clean and protected from sunlight, but permit air circulation.
4. Seal at the earliest possible moment. If doors are stored at the jobsite for more than 1 week, all edges must be sealed. Edge seals are particularly important (see field finishing).
5. Handle with clean gloves. Do not drag one door across another.
6. Deliver doors to jobsite only after plaster, texture and cement is dry. Deliver doors in clean truck under cover.
7. Inspect and report damage at time of delivery.

##### B. HANGING

1. Allow doors to become acclimated to finished building heat and humidity before hanging. Relative humidity must not be less than 30% no more than 60%.
2. In fitting for width, trim equally from both sides. Fire rated doors shall be trimmed only from the lock edge and shall be trimmed no more than 3/16".
3. In fitting for height, do not trim top or bottom rails more than 1/4". Fire rated doors shall be trimmed ONLY from the bottom rails and shall be trimmed no more than 1/4" on 45, 60 and 90 minute doors. 20 minute doors shall be trimmed no more than 3/4" from top and bottom rails, unless ordered with oversized bottom rails, i.e. 6", 12", etc.
4. Threaded-to-the-head wood screws are preferable for fastening all hardware on non-rated doors and required on all rated doors. Pilot holes must be drilled for all screws.
5. All 45, 60 and 90 minute doors may be hung with either half surface or full mortise hinges. Throughbolts must be used with half surface hinges and all other surface mounted hardware.
6. Use two hinges for doors up to 60" in height, three hinges for doors up to 90" in height, and one additional hinge for every additional 30" of door height or portion hereof.
7. DO NOT REMOVE labels from fire doors.
8. Allow the fitting clearance of 1/8" at sides and top of doors.

##### C. FIELD FINISHING

1. Just prior to staining, sealing and finishing, doors must be completely block sanded, with not less than 150 grit sandpaper, to remove all handling marks, scuffs, scratches, raised grain and burnishes that may occur during handling, unloading and storage.
2. Top, bottom, opening, and hardware recess edges must be sealed after fitting with at least two coats of oil-based paint, varnish or lacquer.
3. Water-based stains, paint or latex primers should be avoided whenever possible because they raise the grain, may cause veneer splits and have a tendency to highlight veneer joints.
4. Avoid dark colors on exterior doors in direct sunlight.
5. Do not use steel wool on oak veneered or fire rated doors.
6. A wash coat (thin sealer) must be applied prior to the use of a dark stain to avoid a blotchy appearance and/or sharp contrast in color.
7. Manufacturers warranties do not cover appearance of field applied finishes.
8. Sanding and finishing must be done with the door in a horizontal position. The duration of sanding and surface prep required to achieve a final finish acceptable to the owner is the responsibility of the contracted painter.
9. Use a flat or satin finish. High Gloss finishes over 40 degrees are not warranted and may cause telegraphing.
10. Doors prefinished at the factory should be checked against approved control finish sample prior to hanging. (Hanging of prefinished doors shall constitute acceptance.)