



ONE YEAR LIMITED WARRANTY

Distinctive Doors and Woodworking (“DDW”) provides this written, express, Limited Warranty (“Warranty”) effective the date specified below. This Warranty specifically covers hardwood product and insulated glass manufactured by DDW. By your purchase of the Product you accept this Warranty and you and DDW agree to be bound by the terms of this Warranty.

THE WARRANTY

DDW WARRANTS that each Product, is manufactured free from defects in materials and workmanship, and further, that the Product remains so for a period of one (1) year.

LIMITATIONS AND EXCLUSIONS FROM THIS WARRANTY

The following characteristics and properties are not defects and are specifically excluded from this Warranty.

- 2/ Any door over 7’0” in height or 3’0” in width will not be covered under this limited warranty unless the active and inactive doors have a three point locking system.
- 3/ Hardwood panels over 3’0” (revealed) in width.
- 4/ Damage to DDW Product caused by failure to comply with the “Installation Information” and the “Finishing and Care Guidelines”. DDW reserves the right to modify these at any time.
- 5/ Exterior finishes, the appearance of doors that are field finished or failure to maintain proper finish.
- 6/ Surface checks and natural variations in color, grain pattern and texture of the wood that are typical in hardwood and are not considered defects.
- 7/ Warp for which the deflection measured is not greater than 1/4” as measured over a 3’0” x 7’0” span on the concave face of a door from bottom corner to top corner then measuring the space between the door and a straight edge. For doors greater than 4’0” measurement is taken from a diagonal 4’0” span at any placement on the face of the door.
- 8/ Products whose structural integrity is impaired by the fitting or the installation of hardware.
- 9/ Skins supplied by DDW when applied to fire rated doors may void the manufacturer’s warranty. DDW offers no warranty and has no responsibility for fire doors provided for or modified by others, nor non-rated doors used by the customer as fire doors.
- 10/ Damages caused by a party other than DDW in the installation, fitting and repair of the products.
- 21/ Glass breakage and product damage due to improper use.
- 22/ Damage caused by the absence of adequate overhangs. An adequate overhang depends on the normal weather conditions where the product is being used. Typically an adequate overhang would be the distance extending to one half the height of the entire unit.
- 23/ Damage caused due to the installation of improperly vented storm doors without sunscreen or tint.
- 24/ Normal wear and tear including wear through of finish.
- 25/ Doors stored longer than three months from shipping date.
- 26/ Unfinished doors provided by DDW that are not finished by others within 21 days of delivery.
- 27/ Damage due to improperly hung doors or improperly caulked panels are not covered by this warranty.

In the event that any Product fails to conform, to this written Warranty DDW will, at its option: repair the Product, ship a replacement Product in the same condition as DDW originally sold the Product, or refund the price received by the manufacturer for the Product. Installation of the replacement Product is the exclusive responsibility of the customer and DDW shall not be liable for any cost of disassembly or transportation of the Product, nor for the installation, hanging or finishing of the replacement Product. FURTHER, DDW shall in no event be responsible for any amount in excess of the amount originally paid to DDW for the original Product. All defective Product replaced by DDW shall be returned to DDW upon delivery of the replacement Product.

How to Obtain a Remedy Under this Warranty

Immediately upon discovering any damage or nonconformity which you believe will require DDW to respond and comply with the terms of this Warranty, you must send a notice in writing with photo documentation, which describes the damages or nonconformity to the dealer or distributor from whom you purchased the Product or to Distinctive Doors, 2074 Perry Road, North Java, NY 14113 (716) 202-8560, info@doubledw.com.

Waiver of Warranty

This Warranty may be extinguished by Waiver. You will waive your rights under this Warranty if: (1) you receive and keep (formal acceptance is not required) for more than ten (10) days a Product which has a reasonably discoverable nonconformity or damage, (2) you FAIL to notify the dealer or distributor or DDW of the damage! or nonconformity in accordance with this Warranty, (3) you install or alter the Product, or (4) you FAIL to make a claim! under this Warranty with ten (10) days after discovery of a hidden damage or nonconformity or after such hidden! damage or nonconformity should have reasonably been discovered.

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state. For instance, some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages. One or more of the limitations may not apply to you.

All express or implied warranties, including the warranties of merchantability and fitness for a particular purpose, not specifically included above, are specifically excluded from this warranty. All special and incidental damages and all consequential damages, except consequential damages for injury(ies) to the person, are also excluded from this warranty.

If Federal or State Law requires the same, outside of the express terms of this warranty, then all implied warranties, including the warranties of merchantability and fitness for a specific purpose, which are required by specific Federal or State Law to be included, are limited in duration to the duration of this express warranty stated above.

End of Warranty

Effective Date: November 10th, 2008





INSTALLATION INFORMATION

A. Upon Delivery

- i. **INSPECT** each unit for defects or damage.
- ii. **STORE** flat, on a level surface, or on edge with support, in a dry, well ventilated building out of direct sunlight and never in contact with a cement floor. Prehung units may be stored standing, providing doors are supported by cleats and stops. Cover with drop cloth to keep clean, but do not stop air circulation.
- iii. **DO NOT SUBJECT** to abnormal heat, dryness, humidity or sudden changes of conditions. Relative humidity should not be less than 25% nor greater than 55%
- iv. Some species are sensitive to light. Cover with drop cloth to keep wood from changing shades.
- v. Store doors in closed in building with an operational HVAC system for ideal conditions.
- vi. Paint or finish as soon as possible.
 1. Interior: Paint Grade, within 3 months. Stain Grade, within 1 month.
 2. Exterior: Paint Grade, within 3 months. Stain Grade, immediately upon installation.

B. Installation

- i. Install products as soon as they have acclimated to the average humidity of the locality. Prehung units must be installed plumb and square.

Note: Jamb legs on interior units are longer than the door. Trim legs as necessary for desired floor clearance.
- ii. Structural integrity must not be impaired by fitting or by the installation of hardware.
- iii. **DO NOT COVER UNIT OR DOORS WITH PLASTIC SHEETING.** Plastic may hold moisture and/ or create an extreme temperature build-up which can affect the integrity of the products and its finish. If protection of the product is required during construction, we recommend covering with plywood or other wood-base building sheathing to allow air circulation.
- iv. **STORM DOORS** – DDW does not recommend the use of storm doors where direct sunlight through the storm door will create extreme temperatures. Such extremes may affect the integrity of the door and its finish. If storm doors are necessary to protect against extreme weather conditions, the glass must have a sun screen or be tinted to minimize the effects of direct sunlight. Ventilation to reduce heat build up is also necessary.
- v. If the finish is altered for installation, fitting or weatherstripping, the work must be re-sealed (stained, sealed and top coated) immediately.
- vi. Adequate overhangs must be provided to protect the product from the elements. Adequate overhang depends on the normal weather conditions of the area where the product is to be used. Typically an adequate overhang would be a distance extending to one half the elevation of the entire unit.
- vii. When the product is exposed to rain or excessive moisture, sealing around the moldings, glass and panels with a high-quality paintable caulking is required after finishing is complete.



FINISHING AND CARE GUIDELINES

Failure to follow these instructions may void the product warranty

A. General Instructions

- i. Allow doors to acclimate to local relative humidity, usually 1 to 2 days.
- ii. Finish upon installation and no longer than the following limits:
 1. Interior: Paint Grade, within 3 months. Stain Grade, within 1 month.
 2. Exterior: Paint Grade, within 3 months. Stain Grade, immediately upon installation.
- iii. Remove hinges before painting or staining. Solvents in finishes may damage hinge finish and the hinge mortise must be finished.
- iv. Doors and jambs must be finished or painted equally on all surfaces including:
 - Top and bottom edges
 - Beneath hinges and hardware
 - Under the weatherstrippingFailure to do so may result in expansion or contraction of , or deflection of product that will void warranty. Always finish both sides of the product. Never leave one side unfinished.

B. Application of Finish

Before you begin, check panel alignment. DDW products are manufactured using a “floating” panel construction to allow for the natural movement of wood during changes in humidity. It is possible that some of the panels may have shifted and be slightly out of alignment. Re-align panels by gently tapping into place with a cloth covered wooden block before applying finish.

- i. Primer - Primer alone is not a complete finish, it is only a base for paint. Primer is not sufficient to properly seal a door.
 1. Lightly sand to remove any handling marks or effects of humidity raising grain.
 2. Use compatible primer and top coats. DDW recommends vinyl base (interior) or alkyd base (exterior) primer.
- ii. Painting Factory Primed Doors
 1. Fill any dents from on site handling, then re-prime any filler.
 2. Sand entire door, including machined profiles with 400 grit paper.
 3. Wipe clean with a tack cloth to remove dust and fingerprints.
 4. Use a high quality oil base paints.
 5. Seal around moldings, glass, and panels with a quality paintable caulk is required prior to final coat of paint, when products are exposed to rain or excessively high humidity.
- iii. Staining and Clear Finish
 1. Lightly sand to remove on site handling marks or effects of humidity.
 2. Be sure surfaces are clean, dry, and dust free.
 3. Use high quality stains, sealers and top coatings.

DDW recommends penetrating or wiping stains, sanding sealers and lacquer for interior product and urethane or catalyzed finishes for exterior product. Check with your finish supplier to assure compatibility of all materials and whether they are suitable for the application.
 4. When products are exposed to rain of excessive moisture, sealing around moldings, glass and panels with quality clear caulk is required after the finishing has been completed.

C. Follow-up Care

Because various environmental and climatic conditions can greatly affect finishes, it is difficult to predict how long a finish will last. Proper care and maintenance will extend the life of a finish. The product should be kept clean and dry. Routinely inspect exterior doors for signs of deterioration. Additional coats of finish should be applied as signs of wear are seen. If any dullness, roughness, flaking, peeling or surface checking appears, it is evident that refinishing is necessary. The area should be sanded, stained and re-sealed. Additional top coats should then be applied to the entire surface. Do not use water, abrasive cleaners, or heavy waxes that leave residues.