

VANCOUVER DOOR LLC

LIMITED DOOR PERFORMANCE WARRANTY

All doors manufactured by Vancouver Door LLC, are warranted to be of good material and workmanship and free from defects which render them unserviceable for the ordinary uses for which they are recommended for the period of time as they are stated below. No warranty made herein shall inure to the benefit of any except those purchasing products directly from Vancouver Door LLC.

	INTERIOR	FULLY TYPE 1 EXTERIOR
310 HOLLOW CORE	1 YEAR	
330 FOLDING	1 YEAR	
420 PARTICLEBOARD CORE	5 YEAR	*1 YEAR
510 INSTITUTIONAL HOLLOW CORE	1 YEAR	
520 PARTICLEBOARD CORE	LIFETIME	*1 YEAR
520S STAVE WOOD CORE	LIFETIME	*1 YEAR
52SCLC STRUCTURAL COMPOSITE CORE	LIFETIME	*1 YEAR
600 XR LEAD LINED	LIFETIME	
650 BULLET RESISTANT	LIFETIME	
745 45 MIN FIRE DOOR	LIFETIME	
760 60 MIN FIRE DOOR	LIFETIME	
790 90 MIN FIRE DOOR	LIFETIME	
800 S.T.C. SOUND DOOR	5 YEAR	5 YEAR

***Subject to prior approval of location, intended use, and exterior installation exclusions.**

All doors must be inspected upon arrival and all claims for complaints, which can be reasonably discovered upon inspection, must be made within thirty (30) days of arrival and prior to any finishing being applied.

Under any circumstance, Vancouver Door LLC. is not obligated for costs incurred as a result of replacement if the defect for which the door is being rejected was apparent prior to installation.

Any other claims made within the time period specified above from date of shipment. All claims must be made in writing to Vancouver Door LLC, 8134 Interchange Parkway San Antonio, TX 78218.

Upon presentation of a timely claim, Vancouver Door LLC will at its option repair or replace (in the white unfinished state), without charge, or at its sole option refund the purchase price of any door which is defective or fails to conform to the warranty stated herein. Vancouver Door LLC will not be responsible for any charges for finishing or installing replaced doors, nor will it be responsible for any work which was not originally performed by it. This warranty is not effective if goods are repaired or replaced without first obtaining the written consent of Vancouver Door LLC.

Vancouver Door LLC will be responsible, during the time period stated above, for warp or telegraphing defects in excess of the tolerances stated below. If there is a claim for warp or telegraphing defects, Vancouver Door LLC may defer, at its option, taking action to remedy such a problem for a period not to exceed twelve (12) months from the date of claim. If a door has been installed prior to such claim being made, the door must remain in the original installation during the period of deferment to permit conditioning to humidity and temperature. Nothing stated in this paragraph, however, shall extend the period during which a claim must be made.

MATTERS EXCLUDE FROM THIS WARRANTY:

EXCEPT AS SPECIFICALLY PROVIDED ABOVE, THERE ARE NO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER IMPLIED WARRANTY, EXCEPT AS SUCH REPRESENTATION OF WARRANTY IS STATED IN THE ACKNOWLEDGMENT OR ORDER OR OTHERWISE AGREED TO IN WRITING SIGNED BY AN OFFICER OF VANCOUVER DOOR LLC. IN ANY CASE, ANY IMPLIED WARRANTY SHALL BE LIMITED TO ONE YEAR AND VANCOUVER DOOR LLC, LIABILITY IS EXPRESSLY LIMITED TO REPAIR OR REPLACEMENT OF NONCONFORMING GOODS OR THE REFUND OF THE PURCHASE PRICE, AT THE OPTION OF VANCOUVER DOOR LLC. VANCOUVER DOOR LLC, SHALL NOT BE BOUND BY ORAL REPRESENTATIONS OR NONCONFORMANCE WITH ANY MODEL OR SAMPLE. VANCOUVER DOOR LLC, SPECIFICALLY DISCLAIMS ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF THE WARRANTY STATED HEREIN. Some states do not allow limitations on how long an implied warranty lasts or allow exclusions or limitations of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Additional terms and conditions, including additional exclusions from warranty coverage are contained on the reverse side of this limited warranty. ANY EXTENSION OF OUR WARRANTY TO INCLUDE REASONABLE REHANG OR REFINISH WILL IN NO EVENT EXCEED A \$50.00 PER DOOR CREDIT FOR THESE SERVICES.

Customer:	No & Type of Doors:
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Address:	
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Project:	
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PO #:	VD LLC ACK #
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By:	
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Date:	
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THIS WARRANTY REQUIRES STRICT COMPLIANCE WITH THE HANDLING, FINISHING AND INSTALLATION INSTRUCTIONS AND IS SUBJECT TO TOLERANCE AND EXCLUSIONS ALL STATED HEREIN:

HANDLING, FINISHING AND INSTALLATION INSTRUCTION.

1. Store doors flat on a level surface, at least 4" above floor, in a dry, well-ventilated building. Cover to keep clean but allow air circulation. If doors are to be stored more than a week, all edges should be sealed. Recommended conditions -10°C to 32°C (50°F to 90°F).
2. Doors should not be subjected to extremes of heat, dry or humid conditions. Relative humidity should not be less than 30 percent or more than 55 percent.
3. Do not drag doors across one another or across other surfaces.
4. The utility or structural strength of the doors must not be impaired in the fitting of the doors, the application of hardware, or cutting and altering for lights, louvers, panels or any other special details.
5. Use three hinges for interior doors 7/6 in height or less, four hinges for heights over 7/6. Use four hinges on all exterior doors over 7/0. Allow a fitting clearance of 1/8 inch at each side and at the top. Drill pilot holes of correct size for hardware prior to installation.
6. Double seal all edges immediately after fitting. Including areas routed for concealed closures and other hardware. (Interior and exterior doors)
7. Light and louver cutouts in exterior doors must be properly protected to prevent moisture from seeping into the core. Tops of exterior doors must be properly protected by flashing or other suitable means.
8. Before finishing, thoroughly sand all surfaces with hand block and 180 grit sandpaper to remove handling marks and raised grain which will otherwise result in a blotchy appearance. Sanding and finishing should be done with door in a horizontal position.
9. Immediately after fitting and sanding and before hanging, seal the entire door, including the top and bottom edges, with two coats of a good quality paint, varnish or lacquer. For spray application of paint on paint-grade surface, additional preparation of the surface may be required. Exterior finishes should be used on exterior doors and all edges of exterior doors.
10. Some woods, particularly oak, contain chemicals which react with iron or some finishing materials. Do not use steel wool on oak doors.
11. Factory prefinished doors should be checked against the approved sample prior to installation. (Installing of these doors shall imply acceptance.)

TOLERANCES:

1. Size tolerance: thickness \pm 1/16-inch, standard widths \pm 1/16 inch, Prefit widths \pm 1/32 inch.
2. Squareness tolerance: diagonal measurement difference will not exceed 1/8 inch.
3. Factory hardware preparation tolerance: a plus 1/32-inch tolerance will be allowed on hinge preparation cutouts. A plus 1/32 inch minus 0-inch tolerance will be allowed on lock front preparation cutouts.
4. Stile, rail and core show-through (Telegraphing) shall not be considered a defect unless the face of the door varies from a true plane in excess of 1/100 inch in any three-inch span.
5. Warp shall not be considered a defect unless it exceeds ¼ inch in the plane of the door itself. For doors 1-3/4 inch or thicker warp shall not exceed ¼ inch in doors 3/6x7/0 or smaller, nor shall it exceed ¼ inch in any 3/6x7/0 section of larger doors. For doors less than 1-3/4 inch thick, warp shall not exceed ¼ inch in doors 3/0x7/0 or smaller.
Warp is any distortion in the door itself and does not refer to the relationship of the doors to the frame or jamb in which it is hung.
Warp is measured by placing a straight edge on the concave face and determining the maximum distance from straight edge to door face, or adjacent doors. Installations of singles and pairs, each door must be installed against a fixed stop or be latched in the opening by hardware that would prevent warpage.

EXCLUSIONS: THIS WARRANTY DOES NOT COVER EXCLUSIONS

1. Vancouver Door LLC is not responsible for face veneers such as cherry, teak, walnut, fir and others which are very susceptible to discoloration when exposed to sunlight and/or certain source of artificial light. Cover doors with an opaque covering which will not allow penetration of light during storage and/or installation. Allow for air circulation.
2. Unsatisfactory service or appearance caused by failure to follow the "Handling, Finishing and Installation Instructions" set forth above.
3. The appearance of field finished doors.
4. Natural variations in the color or texture of wood.
5. Doors 1-1/8 inch or 1-3/8 inch thick which are wider than 3/0 or higher than 7/0.
6. Normal wear and tear including wear-through of finish.
7. The appearance of doors finished with a dark colored stain. Doors finished with a high gloss finish over 40 degrees.
8. Doors with an unbalanced finish or different face species.
9. Incompatibility of hardware with a particular door construction.
10. Doors that have had wood bleach applied.
11. Mineral core fire doors and high-pressure laminate surfaced doors in exterior locations.
12. Doors with a different high pressure laminate color or pattern on opposite face.
13. Cracking of high-pressure laminate surfaced doors with openings cut by other than Vancouver Door LLC. or its approved representative. ¼ inch radius at corners of openings must be maintained to avoid cracking.
14. High pressure laminate faced doors with high gloss finish.
15. Cracking of veneer or high-pressure laminate surfaces or warp 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 five inches to the door's edge, or doors with less than five inches between cutouts for light, louvers, locks, closures and/or other hardware cutouts.
16. Doors supplied outside the continental 48 states, where abnormal temperatures and/or humidity may occur, will not be warranted against telegraphing or warp and twist.
17. Incompatibility of hardware to door construction. Doors must be blocked to accept certain deep mortises, concealed closers, and magnetic holders etc. deeper than 2" or wider than 1-1/8".
18. Doors stored longer than 6 months.
19. Any unauthorized application of face moldings or face grooving.
 1. **Exterior Doors**
An exterior door is defined as one that cannot be controlled on both sides for temperature and humidity.
 1. Telegraphing and checking of exterior doors is not warranted.
 2. Sound doors installed in exterior locations are subject to their own exclusions and parameters of installation. Contact the factory for a copy of this information. Therefore, the existence of the following conditions will void the warranty for exterior installations.
 - A. Use of concealed closures.
 - B. Failure to double seal all exposed edges including light openings and hardware cut outs with exterior sealer.
 - C. Failure to use exterior lip moldings around light and louver openings and metal flashing at top of doors and bottom of openings.
 - D. Failure to provide adequate overhead protection or doors that swing out to the weather.
 2. **Maintenance**
 - A. A complete and continuous finish must be maintained on all surfaces of the door. Moisture protection at the top and bottom of exterior doors and around cutouts must be maintained. Moisture may seep into bottom of exterior doors unless periodically resealed.