

Limited Warranty for Wood and Glass Doors and Entry Units

Valley Oak Industries (VOI) warrants all products sold for one year from the date of shipment, and at the time of shipment, to be of good material and workmanship and to be free from defects which would render said products unserviceable or unfit for their ordinary, recommended use, except as limited by this document.

**WARP TOLERANCES:** Warp shall not be considered a defect unless it exceeds 3/16" in the plane of the door itself. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist. Measuring the amount of warp present in a door, the following method shall be used: Bow, cup or twist shall be measured by placing a straightedge, taut wire, or string on the suspect concave face of the door at any angle with the door in its installed position. The measurement of bow, cup or twist shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door tolerance.

**LIMITATIONS:** The following shall not be considered defects in materials and workmanship and are not covered by this limited warranty:

- 1) Unsatisfactory service or appearance caused by failure to follow recommended handling, finishing and maintenance instructions. The appearance of field finished doors is not warranted in any event.
- 2) Natural variations in color or texture of the wood.
- 3) The warranty against warp does not apply to the following:
  - a. All 1 3/8" and 1 3/4" doors which are wider than 36" or taller than 80"
  - b. Doors that are improperly hung or do not swing freely.
- 4) Damage caused by extreme temperature buildup where a storm door is utilized.
- 5) Damage associated with the structure and/or materials to which the product is attached, or other causes that do not arise out of the product itself.
- 6) Damage caused by placement of a door without providing adequate overhang. Adequate overhang depends on the typical weather conditions of the area where the door is installed, but typically means an overhang projecting a distance from the structure one half the elevation difference between the bottom of the door and the base of the overhang structure at the point which is farthest from the door.
- 7) Damage resulting from exposure to direct sunlight of more than 2 hours per day at any time during the year.
- 8) Any discoloration or irregularity in glass that is not visible from farther away than 6 feet.

**WARRANTY PERFORMANCE:**

1. If at the time a product shipment is received, said product(s) is found to have a defect which can reasonably be discovered by inspection of the entry unit do not install the unit, the purchaser must within 10 days send written notice of said discovered defect to Valley Oak Industries (VOI).
2. If a defect is discovered or occurs after a door is fitted and hung, written notice of said defect must be sent to VOI within 30 days after discovery. VOI will not be liable for any doors repaired or replaced without its prior written consent.
3. Photos of the product showing the defect or failure should accompany the notice if possible. All notices concerning this warranty should be sent to Valley Oak Industries, Inc., P.O. Box 1097, Santa Ynez, CA 93460.
4. Before any permanent repair to the product is made, the purchaser must allow VOI's agent to enter the property and structure where the product is stalled, and examine and take photographs of the product.
5. If, after inspection, VOI determines that there is a defect or failure covered by this warranty, VOI will elect either to:
  - a. Repair or arrange for repair of the product only without charge; or
  - b. Replace the product only without charge, in the same stage of fitting as was originally supplied.
6. VOI will perform its obligations under Warranty within 60 days after appropriate notice is given by the purchaser.
7. If the claimed defect is warp, VOI may defer repairing or replacing the product for a period of up to 12 months from the date of shipment, as it is not uncommon for a temporary warp condition to occur as the door adjusts to seasonal humidity and temperature.

Valley Oak Industries' sole liability under this warranty is limited to such replacement or repair and it shall not be held liable in any form of action for direct or consequential damages to property or person. THE FOREGOING WARRANTY IS EXPRESSLY MADE IN LIEU OF ALL OTHER WARRANTIES WHATSOEVER, EXPRESS, IMPLIED AND STATUTORY, AND INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS. As there is a variety of conditions under which VOI products may operate, any greater responsibility than herein set forth cannot be assumed by VOI unless a specific warranty is requested by the customer and agreed to by VOI in writing.

**Valley Oak Industries, Inc. – Door Care Sheet****Storage and Handling.**

1. To keep doors protected use clean gloves and equipment; cover, but allow for air circulation. Carry, do not drag doors over anything.
2. Store flat on a level surface in a dry, well-ventilated building. Avoid stacking on end or storing on cement floor.
3. If the doors are to be stored on the job site, the entire door including top and bottom edges must be sealed with a clear pigment-based sealer within 24 hours of delivery to prevent moisture absorption until a final sealer can be applied.
4. Never subject doors to abnormal heat, dryness or humidity for prolonged periods. *Important:* Wood doors should be conditioned for 24 hours to average prevailing relative humidity of the locality before hanging.
5. Deliver doors in clean truck and under cover in wet weather and only after all plaster, texture and/or cement on the building site is dry.

**Fitting and Hanging.**

1. When hanging door, allow adequate clearance for swelling of frame in extremely damp weather.
2. Use designated sizes to avoid cutting door width. For trimming ends, a sharp, fine-tooth saw is recommended. Consult your dealer prior to trimming for maximum trimming allowance.
3. Use caution to avoid impairing structural strength of the door when fitting for hardware or special features. To prevent distortion, set hinges in straight line. Use three hinges on doors 7'0" or less; four hinges on doors over 7' in height. Jamb and stops must be square and plumb.
4. Outward swinging doors exposed to the elements must be properly protected with a minimum 3' overhang within 24" from the top of the door. Outward swinging doors with less overhang are not warranted.
5. Immediately after fitting or cutting and prior to weatherstripping and hanging any door, the entire surface including the top and bottom surfaces, must receive 2 coats of oil-based primer, varnish or a quality sealer to prevent moisture absorption.
6. To minimize heat loss, thus reducing energy costs, use any good weatherstrip on exterior doors.

**Preparation, Finishing and Beauty Tips.**

- Inspect door carefully for defects before finishing.
- Seal top and bottom edges promptly with an oil-based product to prevent undue moisture absorption.
- Handle with clean gloves and equipment and store flat in a dry, clean, well-ventilated area. Allow door to be conditioned to average local humidity prior to installing. Doors should be sealed within 24 hours of delivery to site.
- Hang door and fit for hardware and weatherstrip. *Note:* Use 3 hinges on doors up to 7' in height; and 4 hinges on doors over 7' in height.
- Be sure jamb and stops are set perfectly square and plumb.
- Immediately after fitting and machining, remove door and sand lightly with 50 (180 grit) sandpaper and clean off remaining dust. Repeat procedure between each application.
- Seal and finish properly on both sides and all edges including top and bottom. This procedure must be followed with every coat of finish. *Note:* Use only high-quality finish and do not alter or thin the contents of the paint container.

**Exterior Finishing.**

1. Stain and Clear Finish.
  - a. The first coat should be a stain and sealer, which will both color the door and seal the surface. Choose one with an alkyd resin base. Do not alter or thin. Never use a lacquer-based toner or any other lacquer-based finish.
  - b. The second coat may be a solvent-borne (oil-base, alkyd resin-base, polyurethane resin-base) or water-borne (latex resin-base) clear finish, unaltered. Be sure this coat is compatible with the first coat.
2. Paint Finish: Seal doors with a quality oil-based primer and no fewer than 2 top coats of a solvent-based or latex resin-based exterior paint, unaltered/unthinned.. Dark colors must be avoided where exposure to direct sun is expected.
3. You should consult your paint dealer for the finish systems best suited for use in your region. We recommend that you select top quality paint.
4. Doors that are glazed with clear glass require special care. The finish should flow from the wood slightly onto the glass (approx. 1/16") to provide assurance against water leakage and protect the glazing putty from drying out. Back putty prior to finishing.
5. All surfaces of the door must be properly finished. All top, bottom and side edges must be coated with each and every coat that is applied to the face of the door. All surfaces must be treated equally to assure uniform moisture exposure dimensional control.
6. The life expectancy of today's finish products has been greatly reduced as a direct result of stringent environmental regulations. Thus, *Refinishing Should be Conducted on a YEARLY basis.*