



**OregonDoor**

we build the doors that build your reputation

**Warranty Coverage**

Architectural and Craftsman Series

Construction	Interior Use	Exterior Use
Hollow Core	1 Year	None
Particleboard Core	Life of Installation	None
Agrifiber Core	Life of Installation	None
Structural Composite Lumber Core	Life of Installation	None*
Stave Lumber Core	Life of Installation	None
Mineral Core	Life of Installation	None
Acoustical (STC) Core	Life of Installation	None
Lead-Lined Core	Life of Installation	None
Bullet Resistant Core	Life of Installation	None

\* Limited warranty of Structural Composite Lumber Core doors for exterior use may be available with advanced approval.

**Coverage**

This warranty applies to purchasers of the below-described products from Oregon Door and to resale of them during the warranted time period, including transferees of the product. Oregon Door warrants that its products hereinafter listed, will be free from manufacturing defects which would render them unserviceable or unfit for the normal, recommended use for the time periods indicated above. Oregon Door is not responsible for damage or unsatisfactory performance caused by others.

No liability whatsoever shall be attached until the door(s) involved have been paid in full.

**Prior to Installation**

Any door made by Oregon Door found by an authorized representative of Oregon Door to be defective within the meaning of this warranty, prior to installation, will, at Oregon Door's option, except as provided hereof with respect to claims relating to door warp or telegraphing, either be repaired, or replaced with an identical Oregon Door product delivered to the location or the structure without charge. If, after a reasonable number of attempts to remedy the problem, repair or replacement is not practical, Oregon Door will refund the purchase price of the product.

Oregon Door does not guarantee safe delivery of goods; therefore Oregon Door's responsibility for freight or handling damage ceases with the issuance of the bill of lading showing delivery in good order to the freight company. All claims for shortages, loss, or damage from any cause must be filed by the consignee upon the freight company.

**After Installation**

If any warranted door becomes defective after installation, Oregon Door will agree, in addition to the above, to pay

reasonable expenses for removing, rehangng, and refinishing. Such removal and rehangng shall be performed only with the approval of Oregon Door and after the cost of such work has been approved by Oregon Door. If the defect for which the product is being rejected was visible and apparent prior to installation, Oregon Door cannot be responsible for the cost of removal and reinstallation of the door.

**Exceptions to Coverage**

Oregon Door shall have no liability under this warranty unless such doors have been handled, stored, finished, installed and maintained in accordance with established building practices, WDMA recommendations, and the recommendations set forth in Oregon Door's written installation recommendations, and have been subject only to normal use. Normal wear and tear, including wear through of the finish is not considered to be a defect. Furthermore, unless the products have been pre-finished by Oregon Door, Oregon Door shall have no liability under this warranty for the finish of such doors. This warranty does not apply if the defect or failure of the warranted door to conform to the warranty was caused by damage while in the possession of the consumer. Doors prefinished at the factory should be checked against an approved finish sample prior to hanging. **Installation of prefinished doors constitutes acceptance.** Oregon Door's sole responsibility is as stated in this warranty, and Oregon Door is not liable for consequential indirect or incidental damages. (This warranty gives you specific legal rights, and you may also have other rights that vary from state to state). Hollow core doors are not governed by this full warranty; rather, they carry a limited warranty for the duration noted above. Oregon Door FRP Rugged Series doors are covered by a separate warranty and are not governed by this warranty.

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### Warranty Exclusions

1. Natural variation in color and texture of wood.
2. The appearance of field finished doors.
3. Fading or discoloration due to exposure from ultra-violet light sources. Materials such as tape being applied to finished doors can also affect the pre-finish and will not be a valid warranty claim.
4. Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself.
5. Unsatisfactory appearance or service caused by failure to follow recommended storage, handling, finishing, installation, proper care and maintenance instructions.
6. The warranty against warp will not apply to the following:
  - a. 1-<sup>3</sup>/<sub>8</sub>" doors wider than 3-0 and taller than 7-0, or any door wider than 4-0
  - b. Doors that are improperly hung or do not swing freely
  - c. Doors, other than SCL (structural composite lumber) core doors, that have light and/or louver cutout area exceeding 40% of the door surface area, or 50% of the door height
  - d. Doors that have been improperly stored or handled.
7. Doors, other than non-rated SCL (structural composite lumber) core doors, with light or louver cutouts closer than 5" to the door edge or doors with less than 5" between cutouts for lights, louvers, locks, closures and/or hardware cutouts.
8. Non-rated SCL (structural composite lumber) core doors with light or louver cutouts closer than 4" to the door edge or with less than 1-<sup>1</sup>/<sub>4</sub>" between cutouts for lights, louvers, locks, closures and/or hardware cutouts.
9. Cracking of plastic laminate surface doors with openings not cut by Oregon Door personnel. A <sup>1</sup>/<sub>4</sub>" radius at the corner of the openings must be maintained as specified by AWI 1300-S.
10. The appearance of high gloss on wood or plastic laminate doors.
11. Doors with different face materials on opposite sides of the door, such as veneers, plastic laminates, grain configurations, finishes, finish colors, etc. This exclusion may be waived, with prior written approval, for SCL (structural composite lumber) core doors.
12. Incompatibility of hardware with a particular door construction.
13. Doors used in building exterior applications.
14. Defects in raw veneers not noticeable until after finishing such as, but not limited to, knife marks, glue bleed, veneer peel, or cracks in veneer.
15. Handling type damage, such as, but not limited to, scratches or dents, not reported within 30 days of delivery.
16. Doors with face grooving into or through cross bands.
17. The appearance of high sheen finish on painted, stained, or plastic laminate faced doors.
18. Doors with concealed closers deeper than 2" or wider than 1-<sup>1</sup>/<sub>4</sub>" or machined pockets that leave less than <sup>1</sup>/<sub>4</sub>" thick cavity walls.

### Dimensional Tolerances

1. Stile, rail and core show-through (telegraphing) is not considered a defect unless the faces of the doors vary from a true plane in excess of <sup>1</sup>/<sub>100</sub>" in any 3" span.
2. Size Tolerance: thickness  $\pm \frac{1}{16}$ ", length  $\pm \frac{1}{16}$ ", standard width  $\pm \frac{1}{16}$ ", pre-fit width  $\pm \frac{1}{32}$ "
3. Factory hardware preparation tolerance:  $\pm \frac{1}{32}$ " on hinge preparation cutouts, + <sup>1</sup>/<sub>32</sub>" minus 0 on lock front preparation cutouts.
4. Squareness tolerance: diagonal measurement difference will not exceed <sup>1</sup>/<sub>8</sub>".
5. Warp is any distortion in the door itself and does not refer to the door in relation to the frame or jamb in which it is installed. Warp is not considered a defect unless it exceeds <sup>1</sup>/<sub>4</sub>" in the plane of the door itself. Warp is measured by placing a straightedge on the concave face and determining the maximum distance from the straightedge to the door face. For doors 1-<sup>3</sup>/<sub>4</sub>" or thicker, warp will not exceed <sup>1</sup>/<sub>4</sub>" in doors 3-6 x 7-0 or smaller, nor will it exceed <sup>1</sup>/<sub>4</sub>" in any 3-6 x 7-0 section of larger doors. For doors 1-<sup>3</sup>/<sub>8</sub>" in thickness, warp will not exceed <sup>1</sup>/<sub>4</sub>" in 3-0 x 7-0 or smaller.

### Claims Procedure

Claims should be processed through the intermediate suppliers (distributors). It is the responsibility of Oregon Door's intermediate suppliers to make the initial jobsite visit on a complaint to verify the issue and collect necessary documentation (i.e. photos, sizes, door numbers, etc.). On occasion, it may be necessary for Oregon Door to send a representative to the jobsite. If an Oregon Door representative is required to go to the jobsite and the issue is determined not to be a manufacturer's issue, then the intermediate supplier will be charged for all applicable expenses related to the jobsite visit.

Since Oregon Door cannot control the handling or exposure of doors after shipment, the purchaser must inspect the doors when received. Written notice of any claim must be given by the purchaser/installer to the intermediate supplier and to Oregon Door within 30 days of delivery. Forwarding of doors prior to inspection for damage will waive all opportunity to file a freight claim.

All parties must be given reasonable opportunity to investigate the reported issue and Oregon Door must be given reasonable opportunity to implement corrective action.

Purchaser \_\_\_\_\_  
Project Name \_\_\_\_\_  
Project Location \_\_\_\_\_  
Product(s) Supplied \_\_\_\_\_  
Order Number(s) \_\_\_\_\_  
Date Shipped \_\_\_\_\_ Date Signed \_\_\_\_\_  
By \_\_\_\_\_

