

Custom Door Limited Warranty

Custom doors are warranted to be of sound material and workmanship and to be free of defects, which would cause the door to be unfit for the ordinary recommended use for a period of one (1) year from the date of original purchase subject to the conditions and restrictions listed below. This limited warranty is extended to all end users.

If a door is determined to be defective and or damaged, and after an investigation is conducted by Moore Custom Woodworking, Inc., we reserve the right to:

- 1 - Repair the door, or
- 2 - Provide a replacement part or parts for the door, or
- 3 - Provide a replacement door

MOORE CUSTOM WOODWORKING, INC. WILL NOT BE RESPONSIBLE FOR CUSTOMER APPLIED FINISHES, INSTALLATION COSTS, OR ANY OTHER WORK NECESSARY FOR THE REPLACEMENT OF ANY DOOR.

Conditions and Restrictions to your Limited Warranty:

- A) Custom doors more than 8øtall or 3øwide.
- B) Custom doors that have warp-age, which does not exceed 1/4ø in the plane of the door. Warp-age is any distortion in the door itself and does not refer to the relationship of the door to the jamb or frame in which it is hung. The term "warp-age" shall include bow, cup and twist. In measuring the amount of warp-age in a door, the following method shall be used: Bow, cup and twist shall be measured by placing a straightedge on the suspected concave face of the door at any angle (i.e. horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the bottom of the straightedge and the face of the door.
- C) Insulated or laminated glass products within the door are covered for a period of three (3) years. Fogging, delaminating and other defects must be visible at a distance of ten feet.
- D) Improper installation or failure to maintain your door.
- E) Doors less than 1 3/4ø thick for exterior use.
- F) Doors, which have not been properly sealed on all six sides, within one week of delivery, including the top and bottom edges of the door.
- G) Damage caused by not complying with Moore Custom Woodworking, Inc. "Handling, Finishing, and Installation Instructions."
- H) Damage caused by others or by any cause beyond the control of Moore Custom Woodworking, Inc., including but not limited to damage caused by misuse, abuse, accident, mishandling, or by fire, flood, earthquake, storm, tornado, or other acts of nature.
- I) Misuse of a door including but not limited to, using a door on a part of a building without providing adequate overhang or an appropriate finishing color. Adequate overhang depends on the typical weather conditions of the site where the building is located; an overhang projecting a distance away from the door at least equal to or greater than the elevation difference between the bottom of the door and the base of the overhang structure is required.
- J) Damage due to trimming the door more than a 1/2ø from the top or 1ø from the bottom of the slab.
- K) Panel movement and shrinkage; the panels in your door are designed to "float" and will expand and contract in response to environmental conditions.
- L) The defective or damaged door must be returned to Moore Custom Woodworking, Inc.

Slight variations in aesthetic detail and finish may occur, such as variations in color, texture and grain pattern of the wood.

Exposure Warning / Exterior Raised Panel Door

If wood doors are frequently exposed to rain and/or direct sunlight due to inadequate overhang or other protection raised panels will crack. Due to the natural properties of wood grain there is no way to manufacture a split poof panel. Glass, false louvered or other door designs should be used in these locations. If you choose to use a raised panel design in an over exposed location the panels should never be wider than 10ø.

If any door design is installed in an over exposed location the warranty will be void (refer to I).

Handling, Finishing, and Installation Instructions

All unfinished custom doors must be finished/sealed on all six sides within one week of delivery or the limited warranty becomes void.

1. Entrance doors shall always be stored on edge, supported vertically (not leaning). Interior doors must be stored flat, in a clean, dry environment.
2. Glazed doors shall be inspected for nicks or scratches upon delivery and be reported to Moore Custom Woodworking within 24 hours; otherwise, we will not be responsible for damaged glass.
3. Doors shall not be exposed to excessive heat, dryness, humidity, or direct sunlight prior to finishing.
4. Handle door with clean gloves and do not drag doors across each other or other surfaces.
5. Deliver doors to the job site after plaster is dry. If doors are stored on the job site for more than one week, all edges must be sealed.
6. All hardware locations, preparations, and methods of installation must be appropriate for the specific door.
7. All doors 7' and under must have 3 hinges. Doors over 7' must have 4 hinges.
8. Prior to finishing, remove all handling marks with 150 grit or finer sandpaper and remove all sanding dust.
9. Apply sealer, primer, or first coat of required finish immediately after fitting, cutting for hardware, weather stripping, etc. and before the installation of hardware or hanging the door.
10. **All exposed surfaces of the door must be sealed, including the top, bottom, side edges, and the hardware cutouts.**
11. Use only oil-based stains, sealers, or primers on the door. If water-based paint is to be used, it must be applied over an oil-based primer. (**Note of Caution:** *An interior grade lacquer is NOT a satisfactory product for exterior use.*)
12. All exterior surfaces, including the top, bottom, and sides of the door must be finish coated with a good quality exterior grade paint or varnish. At least three (3) coats of exterior grade varnish with a UV Inhibitor must be applied.
13. In order not to induce warp-age or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight.
14. Most finishes on exterior doors deteriorate relatively quickly. To insure exterior doors receive the protection required, inspect the condition of exterior finish at least once a year and refinish as often as needed to maintain the protective stability of the finish.

There are no warranties that extend beyond the preceding. Warranty is subject to change without notice. Moore Custom Woodworking, Inc. shall not be liable for consequential, indirect, or incidental damages or for any amount in excess of the manufacturer's price for the shipment involved, whether the claim is for breach of warranty or negligence.

Since these doors are shipped to you unsealed and unfinished, we cannot warranty against the natural characteristics of the wood which may occur in the various conditions encountered from our plant to your finished opening. Because the wood can respond in different ways to the variety of atmospheric and environmental conditions, it is imperative that special attention is given to the door and the necessary care and effort taken to protect the door in the unfinished state to minimize the potential for problems.

Conditions Not Covered or Allowed for Warranty Claims

In supplement to the Moore Custom Woodworking, Inc., Limited Warranty, the following material or physical situations will not be covered by the warranty.

1. Warp-age not exceeding one-fourth inch (1/4") in the plane of the door.
2. Bow or nonalignment in the frame or jamb in which the door is hung.
3. Variations or unsatisfactory results in gloss levels, texture or appearance resulting from the field of application of paint or other finishing material.
4. Natural variations in color, texture of surface and checking of wood are not considered defects.
5. Damage resulting from any cause beyond the control of Moore Custom Woodworking, Inc., including, but not limited to, damage caused by misuse, abuse, accident, sprinkler systems, mishandling, fire, flood, earthquake, storm, tornado, or any other act of nature.
6. **Warranty is null and void if deterioration occurs due to the failure to protect and seal all exposed surface and edges of the door either prior to or immediately after hanging.**
7. Damages caused by failure to comply with normal maintenance and care.
8. Due to the excessive heat build-up, any exterior door used with an unvented glass storm door will not be warranted.
9. Doors finished in any Dark Color with direct sun exposure will not be warranted.