



HARDWOOD DOOR LIMITED WARRANTY

Everwood Custom Woodworking Ltd. (hereafter called "EVERWOOD ") warrants all its doors construction and workmanship sold under this warranty (except those doors expressly excluded from this warranty), **for TWO YEARS & ONE YEAR for FINISH** from the date of final invoice, to be free of manufacturing defects which would render said doors unserviceable or unfit for their ordinary, recommended use.

Glass or Hardware purchased through Everwood will be cover via the glass or said hardware manufacture, this coverage varies from supplier to supplier but ranges from 2 years to lifetime warranty. Everwood will curate glass/hardware warranty claims but replacement/repair will be by said manufactures and will not include shipping, labour or materials to remove or replace said products.

ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO TWO YEARS FROM THE DATE OF FINAL INVOICE ON DOOR CONSTRUCTION OR WORKMANSHIP OF INSTALL ON DOOR AND ONE YEAR FOR FINISHING.

No distributor, dealer or Everwood representative has the authority to change or modify this limited warranty.

Everwood will, at its option either (1) repair any door without charge, or (2) replace any door without charge in whatever stage of fitting and/or finishing it was originally supplied or (3) refund the price received by Everwood for any door, if the door is found not to comply with this warranty. However, written notice of any claim under this guarantee must be given to Everwood promptly when discovered and in any event-within the above stated two-year period for workmanship or construction of the door or 1-year for finishing. In the event of replacement or repair, Everwood shall not pay for the cost of labor, installation, shipping, or finishing of the replacement or repaired defect product, it is the sole responsibility of the purchaser or person making the warranty claim to cover install, removal or transport costs, this includes shipping to/from Everwood if Everwood elects to repair the door. In the case of a defect discovered by inspection of each door upon receipt of shipment from Everwood, notice must be given within seven (7) days thereafter and before the door is hung or treated in any manner. Everwood shall not be liable for doors repaired or replaced without its prior written consent. Action on any claim for warp may be deferred, at the option of Everwood for a period not to exceed 12 months from the date of claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

EXCLUSIONS FROM THIS WARRANTY

- Failure or defects caused by handling, finishing "by others" or installation of the "door by others".
- Doors with cut-outs exceeding 40% of the door area or 54" of door height.

- Panel shrinkage or movement.
- Doors that are installed in contravention to the overhang and exposure requirements.
- Doors that are installed “by others” improperly hung or do not swing freely.
- Damage caused by others or by any circumstance beyond the control of Everwood including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, storm, tornado, or other acts of nature.
- Failure to perform normal door maintenance and care as detailed below in “Adjustment, Care and Maintenance”
- Exposure to weather or non-climate-controlled environment in an unfinished and/or primed state.
- Failure to seal doors within 72 hours of receipt of doors.
- Field finished doors (finishing after installation).
- Claims for shipping damage or loss is the sole responsibility of the carrier and must be filed with them.
- Any door having different temperature and humidity conditions on opposite sides.
- All failures and defects in finishes “by others” will not be warranted regardless of the cause or conditions.
- Warping, growth, shrinkage or finish issues caused by extreme low or high levels of humidity with out climate control.
- Damage caused by extended direct sun exposure.
- Doors with glass not installed by Everwood.

APPEARANCE AND GRADE

The natural variations including, but not limited to, colour, grain, and texture are not manufacturing defects. Everwood’s warranty does not extend to the natural variations associated with wood as seen in any finish colour. Variations, especially apparent in light/natural finishes, will occur from one piece to another even if they are finished at the same time. Grain, pattern and color from unit to unit are not guaranteed or warranted.

Exposure to light and age will cause lightening or darkening of natural wood products; therefore Everwood cannot guarantee or warrant matching of new products being placed with existing products in the field. Movements in the wood that occur during the seasoning process are not considered a manufacturing defect. Checking up to .02” in width are considered normal. If the door is finished “by others” special care should be taken to use finishes that expand and contract with the wood as seasons and temperatures change in order to minimize the visual effects of the seasoning of the wood.

ALLOWABLE TOLERANCES

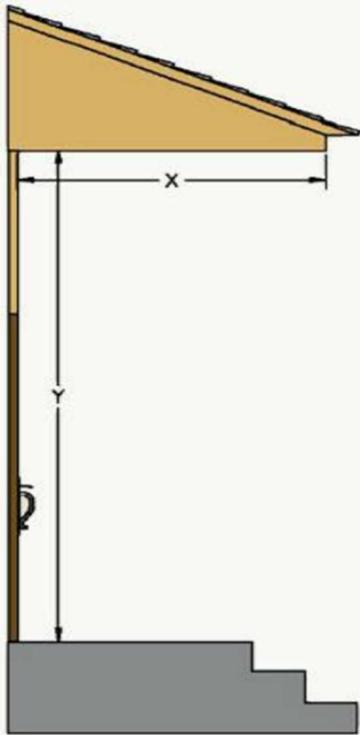
Everwood warrants its door will be manufactured flat and square according to the listed standards and tolerances below. Improper storage and site conditions can cause warping, twisting, cupping, expanding and contracting of doors. It is the sole responsibility of the customer to ensure the proper storage,

handling and finishing if applicable of doors in order to maintain their flatness. Warp shall not be considered a defect in 1-3/4" thick doors unless:

- Warp shall not be considered a defect in 1-3/4" thick doors unless it exceeds 1/4 inch (7mm) in the plane of the door itself for doors up to 2'10" x 7'0" or 3/8 inch (10mm) for doors up to 3'0" x 8'0". For Doors up to 4'0" x 8'0" - 3/8 inch (10mm) on any 3'0" x 8'0" plane of the door. Doors wider than 4'0" or taller than 8'0" must be 2-1/4" thick in order to qualify for warranty against warp. For Doors 2-1/4" thick and wider than 4'0" x 8'0", warp is considered greater than 3/8 inch (10mm) on any 3'0" x 8'0" plane of the door. Warp is any distortion in the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist. In measuring the amount of warp present in a door the following method shall be used. Bow, cup and twist shall be measured by placing a straightedge, taut wire or string on the suspected concave face of the door any angle (i.e. horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup or twist at 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.
- Thickness, width and height tolerances from nominal sizes shall not exceed 1/16 inch (2mm).
- A square tolerance of not more than 1/8 inch (4mm) between two diagonal measurements taken across the face of the door shall be allowed.

To minimize warping store doors on a flat level surface, in a dry, well-ventilated building. Relative Humidity must be kept within the range of 30% - 60%. Doors shall be kept a minimum of 100mm (4") off the floor. Maintain a protective covering that protects from moisture, direct sunlight and abuse, yet allows for air circulation. For storage beyond 3 days, doors should be sealed on all 6 sides with a non water based sealer or primer.

OVERHANG AND EXPOSURE REQUIREMENTS



For Flush and Stile and Rail Doors: X = Y

Where X is the length of the overhang required and Y is the distance from the bottom of the door to the base of the overhang. Overhang is required on front and sides.

Sun Exposure

Unequal temperatures from side to side of the door will cause warping. To avoid overheating one face of the door, sufficient overhang must be present to block direct exposure to the sun. Sun exposure can result in bleaching of wood or in the case of Douglas Fir Species; 'sunburn' will result in pitch bleeding out onto the surface. All exteriors should have ultra violet (UV) inhibitors in the finish.

Dark Color Stain and Paint

Dark colors absorb heat, whereas light colors reflect heat. Doors painted or stained dark colors should never be exposed to direct sunlight and are not covered under this manufacturer's warranty.

Sealing of Doors

Doors should always be sealed all 6 sides no later than 72 hrs after delivery. Exterior doors should never be site finished. Tops and bottoms should be sealed with 3 coats of exterior finish or 2 coats of marine grade finish.

FINISHING GUIDELINES

If you choose to purchase your Doors or Door package from Everwood un-finished please follow the following guidelines to ensure best results.

Note finishing "by Others" is not guaranteed under this warranty in any condition:

- Prior to finishing, insure that the building atmosphere is dried to a normal relative humidity, and that the doors have been allowed to equalize to stable moisture content.
- Wood is hygroscopic, and dimensionally influenced by changes within its surrounding environment. To assure uniform moisture exposure, and dimensional control, all surfaces must be finished equally.
- Wood doors must not be considered ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnish and other undesirable blemishes by block sanding all surfaces in a horizontal position with a 150, 180 or 220 grit sandpaper. To avoid cross grain scratches, sand with the grain.
- Doors should always be sealed all 6 sides no later than 72 hrs after delivery. Exterior doors should never be site finished. Tops and bottoms should be sealed with 3 coats of exterior finish or 2 coats of marine grade finish.
- Certain species, contain chemicals which react unfavorably with certain finishes causing dark stain spots. Where possible, the species/finish combination should be tested prior to finishing the doors. Notify your finish supplier, or door supplier immediately if any undesirable reaction is noticed. Do

not continue with the finishing until the problem is resolved. Everwood cannot and will not be held responsible for these reactions.

- In order not to induce warping, avoid dark stains or dark colored paints on door surfaces exposed directly to sunlight.
- All exposed wood surfaces must be sealed, including top and bottom rails, cutouts and hardware preps.
- To achieve the desired results of color uniformity, finish build, gloss and reduce the frequency of refinishing, obtain and follow finish manufacturer's recommendations.
- Be sure the door surface being finished is satisfactory in both smoothness and color after each coat. Allow adequate drying time between coats. Desired results are best achieved by following the finish manufacturer's recommendations.
- Exterior doors must have a continuous exterior finish on all sides, and in all cutouts.

GLASS CARE FOR EXTERIOR UNITS:

If you choose to purchase your Doors or Door package from Everwood without glass installed or supply your own glass please follow the following guidelines to ensure best results:

- During manufacturing, some glazing material may be squeezed out onto the visible surface of the glass & wood. This must be removed before finishing. Use extreme care when removing caulking, paint stains etc. from glass.
- GLASS SCRATCHES VERY EASY (hair scratches are not considered a defect). Please refer to your glass manufacturer's warranty for coverage and allowable tolerances.
- NOTE: A fine bead of silicone MUST be used between the glass & wood moulding/glass stop on the exterior surface; this will help eliminate water infiltration & premature seal failure.

ADJUSTMENT, CARE & MAINTENANCE

- Ensure that all doors swing freely and do not bind in their frame. Adjust the finish hardware for proper alignment, smooth operation and proper latching without necessary force or excessive clearance.
- Review with the owner/owner's representative how to periodically inspect all doors for wear, damage and natural deterioration.
- Review with the owner/owner's representative how to periodically inspect and adjust all hardware to insure that it continues to function as it was originally intended.
- Finishes on exterior doors may deteriorate due to exposure to the environment. In order to protect the door, it is recommended that the condition of the exterior finish be inspected at least once a year and re-finished as needed.

CLEANING & TOUCH-UP

- Inspect all wood doors prior to hanging them on the job. Repair noticeable marks or defects that may have occurred from improper storage and handling.

- Field repairs and touch-ups are the responsibility of the installing contractor upon completion of initial installation. Field touch-up shall include the filling of exposed nail or screw holes, re-finishing of raw surfaces resulting from job fitting, repair of job inflicted scratches and marks, and final cleaning of finished surfaces.

- When cleaning door surfaces, use a non-abrasive cleaner designed for cleaning wood door or paneling surfaces, that does not leave a film residue that would build-up or affect the surface gloss of the door finish. After initial cleaning future recommended cleaning techniques are as follows:

1. Best is just to use a damp cloth to wipe down the door to remove dust and grime
2. You can mix 1 part vinegar with 10 parts water and clean with a terry cotton cloth
3. You can use soapy water (like Dawn dish soap), but remember to rinse all the suds off, and then wipe it dry

IMPROPER STORAGE, HANDLING, FINISHING AND INSTALLATION OF WOOD DOORS MAY RESULT IN SEVERE DAMAGE TO THE DOORS.

This Limited Warranty becomes effective only after full payment of the final invoice.

For warranty claims, inquires or questions please contact:

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