



# ARCHITECTURAL & COMMERCIAL DOOR WARRANTY/HANDLING/INSTALLATION INFORMATION

## WARRANTY BY DOOR TYPE - up to 4/0 x 10/0

Particle Core - Limited Lifetime

Structured Composite Lumber - Limited Lifetime

Mineral Core - Limited Lifetime

Stave Core – Not Warranted

Wicket - Limited 1 Year

Door thickness other than 1-3/8; 1-3/4"; 2-1/4" - Not Warranted

Lead Lined - Limited Lifetime

Sketch Face - Limited Lifetime

Sound Retardant - Limited 5 Year

Bullet Resistant - Limited 3 Year

Doors over 4/0 x 10/0 -- Not Warranted

## COVERAGE

Warranty coverage is based on the type of door and its use. Doors covered under this Warranty are warranted to be free of defects in material and workmanship that would cause the door to be unfit for use for the period specified under "Warranty by Door Type". Please see Size, Telegraphing and Warp Tolerances as well as Exclusions below.

This warranty covers the original installation of the doors when performed in accordance with the installation, handling and storage. It applies to the purchasers of doors from Protect Door as described below. It extends on resale of the door. However, claims must be processed through the immediate supplier.

Protect Door reserves the right to repair any warranted door. If repair is not practical, Protect Door will, at Protect Door's option replace the door or refund the purchase price of the door. Protect Door is not obligated to pay for removal, re-hanging, or refinishing. Should Protect Door agree to participate in removal, re-hanging, or refinishing, Protect Door liability shall not exceed \$100.00 per door. Action on any claim for warp or for telegraphing defects may be deferred, at the option of Protect Door, for a period not to exceed 12 months from the date of the claim. If a door has been installed prior to such claim, the door must remain in the original installation during the period of deferment to permit the door(s) to acclimate to the humidity and temperature of the building.

## RESPONSIBILITY

The sole responsibility of Protect Door is stated in this warranty and Protect Door is not liable, to the extent permitted by applicable law, for consequential, indirect or incidental damages and its liability in any event shall be limited to the cost of the door. Purchaser should carefully read this Limited Warranty for important warranty exclusions. Protect Door will not inspect finished installations for the sole purpose of certifying the installation is within warranty.

## DISCLAIMERS

**Lead lined: Protect Door will not advise or select lead thickness. It is the responsibility of the customer or project radiation physicist to determine the lead thickness required for the opening. It is the responsibility of the customer to insure the selection of hardware with its corresponding preparation maintains adequate shielding levels.**

**Bullet Resistant: Protect Door will not advise or select the bullet resistance requirements for an application. It is the customer and or his agent's responsibility to determine what level of protection is required. It is the customer's responsibility to assure that only the specific hardware stated in the original purchase order will be used in the individual door specified.**

## SIZE, TELEGRAPHING AND WARP TOLERANCES

"Warp" is any distortion in the door itself and does not refer to the door's relationship to the frame or jamb in which it is hung. The term "Warp" shall include bow, cup, or twist. When 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 straight edge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically or diagonally) 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 straight edge, taut wire or string and the face of the door.

Warp shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself. The following warp allowances are for 1-3/4" or thicker doors.

Warp will not exceed 1/4" in doors 3'6" x 7'0" or smaller. Nor will it exceed 1/4" in any 3'6" x 7'-0" section of larger doors. For doors less than 1-3/4" thick, warp will not exceed 1/4" in doors 3'-0" x 7'-0" or smaller, larger size not warranted.

Size tolerance: thickness +/- 1/16", standard widths and lengths +/- 1/16", prefit widths +/- 1/32". Squareness tolerance: diagonal measurement shall not exceed 1/8" Telegraphing: stile, rail, core show-through on flush doors shall not be considered a defect unless the faces of the door vary from true plane in excess of 1/100" in any 3" span.

## EXCLUSIONS:

Protect 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 and the recommendations listed in this document. Protect Door is not responsible for damage or unsatisfactory performance caused by others.



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## THIS WARRANTY DOES NOT COVER:

1. Field Finish or the appearance of field finished doors. Normal wear and tear including wear through of the finish, or doors deteriorated by reasons other than material and workmanship of the door itself.
2. Natural variations in color, "barber pole" or texture of wood are not considered defects.
3. Fading or darkening due to exposure to ultra-violet light.
4. Doors with different faces on each side or applications of moulding to one face only.
5. Doors that are improperly hung or do not swing freely.
6. Doors with cutouts for lights, louvers or decorative panels which are 5" or less from any edge of the door.
7. Doors with any grooves or reveals.
8. Flush doors, other than SCL, with cutout areas exceeding 40% of the area of the face of the door or over 50% of the door height. SCL: Min. 5" top rail & stiles; 8" bot rail up to 4' x 10' door.
9. Particleboard and Stave Core doors with less than 3-1/4", Structural Composite Lumber doors with less than 1-1/4" and Mineral Core doors with less than 5-1/2" between cutouts for lights, locks, closures and or other hardware cutouts.
10. Doors with concealed closers, stops or holders deeper than 2" or wider than 1-1/4" or hardware prep pockets that cause cavity walls to be less than 1/4" thick.
11. Doors with hardware systems including fasteners that are not suited for the door construction or weight.
12. Doors where self-tapping or combination metal/wood screws are used to attach surface applied hardware.
13. Any delamination caused by failure to protect and seal all exposed surfaces of the door.
14. Cracking of high pressure laminate in doors with openings cut by other than the manufacturer.
15. Any door used in an exterior application, or an interior door with differing temperature or humidity on opposing sides of the door.
16. Doors altered in any way, or replaced, by others, without written factory consent prior to the action.
17. Damage by improper use or physical abuse.
18. Defects and or performance issues related to or a result of customer supplied components.
19. The appearance of doors with high gloss factory finish or high gloss plastic laminate.

## CLAIMS PROCEDURE

The purchaser must inspect the doors when received. Written notice of any freight claim must be given by the purchaser / installer to the supplier and to Protect Door immediately after receipt. Non freight related claims must be submitted by written notice through the purchaser / installer to the supplier and to Protect Door within 30 days of discovery. All parties must be given a reasonable opportunity to investigate the reported problem, before taking corrective action.

## Please include the following Claim information:

Digital photo showing problem area and top rail information:  
(Attach to email)

Protect Door Sales Order Number: \_\_\_\_\_

Customer Purchases Order Number: \_\_\_\_\_

Date Received: \_\_\_\_\_

Date Installed: \_\_\_\_\_

Purchaser: \_\_\_\_\_

Building Owner: \_\_\_\_\_

Building Address: \_\_\_\_\_

## HANDLING, INSTALLATION, FIELD FINISHING:

See WDMA finishing instructions for field finish.

Deliver door(s) to job site after plaster and cement is dry.  
Shipping package is not intended for storage.

Handle doors with clean gloves and do not drag doors across one another or across other surfaces.

Store flat in a dry well-ventilated building on 3 cross supports placed full width of the doors (one in the center and one 12" from each end of the bottom door.) Cross supports should be covered with a sheet of plywood and cardboard to protect the bottom door. Use a protective covering over the top door. Keep doors 4" off the floor with a protective covering under the bottom and over the top. Avoid exposure to direct sunlight. HVAC systems should be operating in the storage area.

Doors should not be subjected to abnormal heat, extreme dryness or humid conditions, or sudden changes therein. Relative humidity should not be less than 25% or greater than 55%.

The utility or structural strength of the doors must not be impaired in the fitting of the door, the application of hardware or cutting and altering for lights, louvers, panels or any other special details.

Use three hinges/pivots for doors 7'6" or less in height and one additional hinge/pivot for each 30" increment of height over 7'6". Allow a fitting clearance of 1/8" on each side and top.

Field finishing should be discontinued immediately if unsatisfactory results are evident. The manufacturer should be consulted for possible corrective action before continuing.

Install fire doors per NFPA 80 and in compliance with local authority having jurisdiction.