

UPSTATE DOOR

Distinctive Door Solutions

WARRANTY

Upstate Door Inc. produces superior quality doors that are engineered and designed specifically for each individual customer. Our product will stand the test of time under normal conditions and use, with proper installation and finishing.

Upstate Door Inc. warrants all of our products for 1 year from the date of delivery of the products against (a) Defects in Workmanship (b) Defects in Materials, and (c) Door Warping.

Door Warping can be measured by placing a straight edge on the concave side of the door measuring the distance between the straight edge and the face of the door. A distance greater than 1/4" is considered to be defective.

All warranty claims must be submitted in writing within one (1) year of the original date of delivery. In the event of a covered warranty claim, Upstate Door will, at its discretion (a) Repair the affected product, (b) Replace the affected product, or (c) Refund the purchase price of the original product.

CONDITIONS AND EXCLUSIONS:

- ◆ Upstate Door is not responsible for installation or refinishing of replacement parts.
- ◆ It is the purchaser's responsibility to keep accurate records of proper maintenance (according to the manufacturer of the finishing agent chosen), including but not limited to dated receipts and or pictures.
- ◆ Upstate Door Inc. does not warranty any products if Modifications are made to the original product, that Upstate deems to be the cause of product failure.
- ◆ Upstate Door Inc. does not warranty any products if not installed in accordance with the attached installation requirements.
- ◆ Upstate Door Inc. will not warranty doors wider than 3'6" or doors with a height greater than 8'0" (1 3/4" & 2 1/4" thickness) and doors wider than 3'0" or doors with a height of 7'0" (1 3/8" thickness), against bow or twist. Upstate Door will build doors outside of our warranty limits with engineered stiles and rails (if applicable) to minimize the likelihood of warping.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, FITNESS FOR USE, OR OTHERWISE. OUR LIABILITY IN THE EVENT OF BREACH OF WARRANTY OR CONTRACT, NEGLIGENCE, OR OTHERWISE IS STRICTLY LIMITED TO REFUND OF THE PURCHASE PRICE OR REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT. IN NO EVENT SHALL WE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AS DEFINED IN THE UNIFORM COMMERCIAL CODE. THIS WARRANTY SHALL BE VOID IF OUR PRODUCT IS USED OR MODIFIED IN A MANNER OTHER THAN IN ACCORDANCE WITH THE WRITTEN INSTRUCTIONS PROVIDED BY US.

INSTALLATION REQUIREMENTS

Failure to follow these installation requirements will void your warranty:

1. Unit must be finished or sealed within 1 week from delivery of the product.
2. All surfaces of the product must be finished or painted, including top edge, bottom edge, and under/behind the hinges, locksets and weather-stripping (all 6 sides).
3. Unit must have an overhang/awning* above it that extends 1/2 the distance of the entry height (measured from the foot of the door to the base of the overhang). See drawing on reverse.

* For water infiltration and sun exposure.

INSTALLATION REQUIREMENTS *Continued*

4. Unit must be installed Plumb, Level and Square.
5. Unit must be properly shimmed and spaced. Use of expandable polyurethane foam insulation is NOT recommended (expansion of polyurethane insulation can cause door to pinch/stick; which is NOT covered by our warranty).
6. Wood doors are susceptible to expansion and contraction caused by temperature and humidity variation. The natural characteristics of wood movement cannot be warranted as slight shrinking and expansion may occur under certain conditions. These variations from perfection are not considered flaws.
7. **DOOR HANDLING:**
 - 7.1 Carefully inspect each unit for any visible defects.
 - 7.2 Do NOT store doors in direct sunlight.
 - 7.3 Be careful to avoid dragging or sliding one door across another.
 - 7.4 Store doors flat on a flat, dry surface that is well ventilated.
 - 7.5 Allow doors to acclimatize to relative humidity of door installation location.
8. **FINISHING PREPARATION:**
 - 8.1 Before finishing, install unit and then remove door and door hardware.
 - 8.2 Doors need to be sealed within 24 hours after installation.
 - 8.3 Sand all surfaces of the door with 180-200 grit sandpaper.
 - 8.4 If doors require glazing, apply topcoat of finish generously to bridge between the wood and glass.
 - 8.5 If the unit is to be painted, apply paint with a 1/16" lap to provide for adequate moisture protection.
9. **FINISHING:**
 - 9.1 We strongly recommend high quality stain or paint be used to finish your door.
 - 9.2 If your door is expected to face direct sunlight, we recommend avoiding the use of dark stain or paint.
 - 9.3 Use of sanding sealer or conditioner before sanding will increase the ease of finishing.
 - 9.4 Ensure that all surfaces of the door including the top, bottom, hinge pockets, and machined areas be sealed. We recommend applying a minimum of 3 coatings of high quality varnish or paint. Do not use lacquer or polyurethane based sealers for exterior units that do not have a U.V. inhibitor.
10. **RECOMMENDED ON GOING DOOR CARE:**
 - 10.1 Stains, clear finishes should be protected from sunlight and weather to prolong the finish.
 - 10.2 Inspect the door unit yearly for finish wear. If you need to reseal the door, remove the door, and refinish all surfaces as noted in Finishing preparation and Finishing instructions above.

