

5-Ply Flush Door Warranty Information

For the life of original installation, Architectural Forest Products LLC (hereinafter referred to as AFP) warrants its doors to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary recommended use. The coverage under this warranty begins on the original purchase date and continues for as long as the doors remain at the site where they were originally installed.

If a door **PRIOR to installation** is found not to comply with this warranty, AFP will at its option either:

- Refund the purchase price of the door.
- Repair the door at no charge.
- Replace the door as originally manufactured.

Since AFP cannot control the handling or exposure of goods after shipment, a duty of inspection is imposed upon the purchaser as a condition to any claim under this warranty. Product must be inspected immediately upon receipt and if found defective a written claim must be submitted within 20 days of delivery and prior to door hanging or repair. Any customer involvement in the process of repair or replacement must be approved by AFP prior to the commencement of work. Estimates of costs must be submitted and approved. AFP will not be responsible for any repair or replacement made without its prior express written consent.

If a door **AFTER installation** becomes defective, AFP will agree to pay reasonable expenses for:

- Rehanging the door(s).
- Removing the door(s).
- Refinishing the door(s).

This work can only be performed with the prior approval of AFP, and after the cost of such work has been established and agreed to. In the event that A DEFECT FOR WHICH THE DOOR IS BEING REJECTED WAS VISIBLE OR EXISTING PRIOR TO INSTALLATION, AFP LLC CANNOT BE RESPONSIBLE for removal, refinishing, or replacement costs.

This express warranty contains the sole obligation of Architectural Forest Products, Inc. with regard to liability for defects. There are no other warranties, expressed or implied, including any warranty of merchantability or fitness for any purpose whatsoever.

Exceptions:

This warranty shall be void and AFP will have no obligation if or for:

- Doors have NOT been stored, handled, finished, installed, used, etc. and subject to normal use in accordance with standard practices. Recommendations are outlined further in this document.
- Door(s) has been modified in any manner without the written consent of AFP
- Door has been serviced or repaired by anyone not authorized by AFP.
- Natural variations in grain, color, cut, texture, etc.
- Relative Humidity on both sides of an interior door must consistently fall between 25% and 55%. Air temperature must fall between 50 and 90 degrees Fahrenheit at all times. Any door exposed to environmental conditions outside those outlined shall not be warrantied.

Unless prefinished by AFP, AFP will have no responsibility for finish performance or appearance.

Tolerances:

- **Size:** width, height, and thickness +/-1/16"; Prefit width +/-1/32"
- **Squareness:** diagonal measurement difference not to exceed 1/8"
- **Telegraph:** Core, stile, and rail show-through shall not be considered a defect unless the door face varies in excess of 1/100" in any three inch span.
- **Warp:** Warp refers to a condition of the door itself and not to a relationship between the door and jamb or frame. Warp shall be considered a defect when it exceeds 1/4" of the door plane in any 3/6 x 7/0 section. Bow, cup, and twist shall be included under 'warp'. Action on telegraph or warp after installation may be, at AFP's discretion, delayed for up to 12 months to allow for acclimation to surrounding environment.

Storage Handling and Finishing:

Since methods, conditions, installation, and use are beyond the control of AFP, this warranty is not effective unless the goods are stored, handled, finished, used, and installed in accordance with the following guidelines of the warranty.

- Store product in a well-ventilated and dry building. Store product flat on a level surface. Protect with an opaque covering that does not permit light to penetrate to keep parts clean and to avoid discoloration. Covering must allow air circulation. Deliver to building site after HVAC system is operating and plaster or cement is dry. All door edges should be sealed.
- Product should not be subjected to extreme heat and/or humidity. Relative humidity shall not be less than 25% or greater than 55% and temperatures shall not be less than 50 degrees F or greater than 90 degrees F. Doors should be allowed to acclimate to local environment before hanging.



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- Handlers should avoid dragging the doors across one another or other surface. Handlers should use clean gloves.
- Structural strength and/or utility of the door must not be compromised in the fitting of the door, applying hardware, cutting or altering for lights, louvers, etc.
- Do not perform any field machining of the product that could impair the utility, strength, or construction.
- Product prefinished by AFP shall be checked against the approved finish sample prior to installation. Installation of the prefinished product shall constitute acceptance of finish.
- For doors 7'6" in height or less use 3 hinges. Use one additional hinge for every 30" additional inches in height over 7'6". Distance between hinges should not exceed 30".
- If product is requested unsanded then prior to all field finishes all visible surfaces must be sanded. The finisher must thoroughly sand the product with appropriate grit sandpaper going the direction of the grain.
- A fitting clearance of 1/16" to 1/8" at the top and each side shall be allowed.
- Immediately after field finish all edges must be sealed.
- Some wood species such as oak react to ferrous metals. Avoid contact with these metals. Do not use steel wool.

Exclusions:

- The appearance of field finished or factory primed products.
- Poor door function or appearance caused by failure to follow storage handling and finishing instructions.
- Natural variations in the color, texture, grain, character, cut, etc. of the wood.
- Normal wear and tear of a wood product and finish wear.
- Product that is stored for more than 6 months from receipt.
- Changes in appearance of product due to light exposure, oxidation, or any other naturally occurring factor.
- Doors with cutouts that:
 - 1) Have an edge within 5" of door edge.
 - 2) Have an area exceeding 40% of the door face area.
 - 3) Have a height exceeding 54" or 50% of door height.
 - 4) Have an edge within 5" of another cutout.
- The appearance of high gloss plastic laminate and wood with greater than 40 degree sheen.
- Wood products that have been bleached.
- Doors with hardware not compatible with the door's construction. Concealed overhead closers, holders, or stops are limited to a maximum mortise dimension of 1-1/4 wide by 1-3/4 deep or any machined pocket that leaves less than 1/4" thick cavity walls for 1-3/4 or thicker doors.
- Cracking in laminate covered doors that have been machined by non AFP personnel.
- Fading due to UV exposure.
- Doors that have reveals.
- The warranty against warp does not apply when:
 - 1) Doors that are improperly hung and/or don't swing freely.
 - 2) Doors with different veneers on opposite sides, grain direction or other unbalanced construction.
 - 3) Unsealed doors



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- 4) Doors without at least one hinge per 30"
- 5) Doors wider than 4' and longer than 10'