



5 Year Entry / Exterior Solid Wood Doors & Jamb Warranty

North Central Wood Products, Inc. warrants to the original buyer of a North Central Wood Products Wood Door or Jamb that the product shall: 1) Comply with the AWI Industry Standard "Custom Grade" (in effect as of the date of manufacture of the product) pertaining to Measurements, Tolerances, Warp and the visual characteristics; and 2) Be free from defects in materials and workmanship.

How Long The Warranty Lasts and What North Central Wood Products Will Do. Should the Product fail to conform to this warranty within a five (5) year period of the original owner from the date of purchase of the Product, North Central Wood Products will, at its option, (a) repair the Product, (b) replace the Product in the same stage of fitting or finishing as was initially supplied by North Central Wood Products, or (c) refund the price originally paid to North Central Wood Products for the Product. If the claimed nonconformity is warp, North Central Wood Products may defer repairing or replacing the Product for a period of up to twelve (12) months from the date of claim or the date of installation, as it is not uncommon for a temporary warp condition to occur as the door adjusts to local weather conditions. This deferral will not be counted against the warranty period. **This warranty is non-transferable.**

What North Central Wood Products Will Not Do. North Central Wood Products is not responsible for transportation, shipping, removal, finishing, labor or installation charges or costs incurred in replacing the Product or any other costs relating to the replacement of the Product.

Product Care. All Products are to be stored on flat level surfaces in well ventilated areas. Products are to be kept covered until finished to avoid discoloration from dirt or light. Be sure to apply a sufficient amount of exterior finish by the finish manufacturer's instructions to all six (6) sides and any other exposed edges within 1 week of North Central Wood Products delivery date. The Products should not be exposed to extreme conditions before finish has been applied, the relative humidity should not be less than 25% or greater than 55%. The Products should be hung using three (3) hinges up to seven-foot-six (7'6") and four (4) hinges for doors up to ten-foot (10').

This Warranty Does Not Cover:

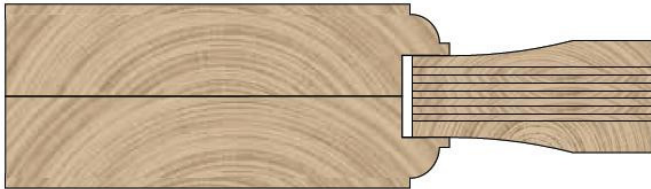
- 1.) Warp not exceeding 1/4" in the plane of the door itself for doors three-feet (3') X seven-feet (7'), and warp not exceeding 3/8" in the plane of the door itself for doors that are larger than three-feet (3') X seven-feet (7').
- 2.) Damage caused by attempts other than North Central Wood Products to repair the Product.
- 3.) Product failure due to improper installation.
- 4.) Damage caused by failure to comply with the finishing, handling, or care instructions as stated by North Central Wood Products, including but not limited to, damage caused by improper handling or on-site storage.
- 5.) Damage due to trimming more than one-inch (1") total off the Product.
- 6.) Damage caused by failing to seal all six (6) sides of the product. All edges must be sealed immediately after fitting and hanging with the integrity of the finish maintained.
- 7.) Defects caused by bow or non-alignment in the frame or jamb in which the door is hung or improper hanging.
- 8.) Damage due to failure to perform normal owner's maintenance, including maintaining the finish (factory or non-factory finish).
- 9.) Natural variations in the color or texture, of the wood including variations in the appearance of "Product" from Factory Distressing.
- 10.) Variations or unsatisfactory results in gloss level, texture or appearance resulting from the field application of paint or other finishing material.
- 11.) Panel shrinkage of 1/8" or less. (Note: Panels are designed to "float". Temperature changes may cause the wood panels to shrink, leaving an unstained line along the panel edge.)
- 12.) Slight expansion due to differing environmental conditions.
- 13.) Damage caused by temperature buildup where a storm door is utilized.
- 14.) Damage caused by others or by any cause beyond the control of North Central Wood Products, including but not limited to, damage caused by normal wear and tear, weathering, customer misuse, abuse, neglect or alteration; or, fire, flood earthquake, storm, tornado or other acts of nature. Misuse includes but is not limited to, weather conditions of the area where the door is to be used. Adequate overhang is defined as one half the distance from the bottom of the door to the bottom of where the overhang begins. This significantly decreases the chance of warping, checking and de-lamination caused by the sun.

Glass Warranty

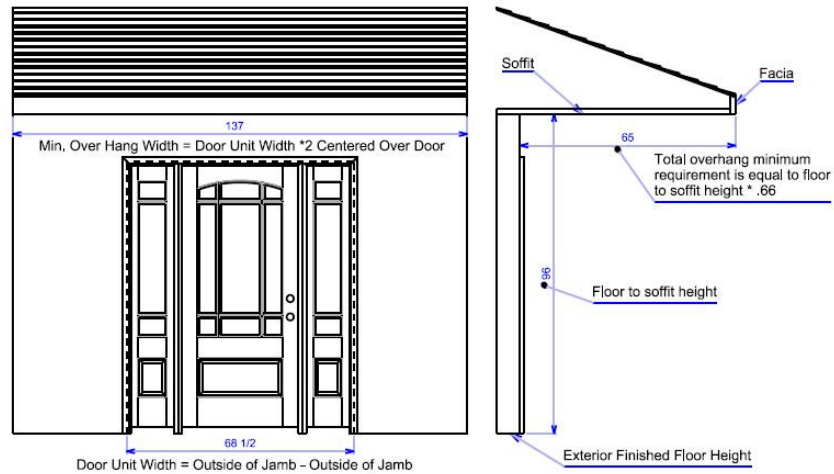
North Central Wood Products warrants its insulated glass units for a period of ten (10) years from the date of manufacture against defective materials or workmanship that result in material obstruction of vision caused by dust collection or film formation on the internal glass surfaces due to failure of the insulating glass seal.

Lifetime Door Construction

Solid 2-ply Stile Rail with a ply core solid wood panel



Minimum Door Overhang Requirements



How to make a claim

1. All doors must be registered at <http://www.ncwoodproducts.com/warranty.aspx>
2. To make a claim please follow the below procedure:
 - a. Send a photograph of your entry door from both the interior & exterior as well as some close up photos indicating what the claim is for
 - b. In a written description please describe what the warranty issue is with your door as well as where your door was purchased and the purchase date.
 - c. Please allow 48hrs. to be contacted about your claim.
 - d. All claims can be emailed to info@ncwoodproducts.com or mailed to North Central Wood Products, Attn. Warranty Claim, S2960 Indian Creek Road, Fountain City, WI 54629