



## **WARRANTY POLICIES**

Following is a list of criteria that is essential in receiving a **WARRANTY** for the specified time.

### **EXTERIOR DOORS**

(Harring standard construction)

Harring Doors will provide a **3 year warranty** on an exterior door provided that we **factory finish** the product and the door is within the following guidelines.

**Harring Doors will not, under any circumstances, warranty an exterior door that is not pre finished at our facility. The warranty for exterior doors is intended to cover defects in workmanship & materials. Prolonged exposure to extreme conditions may limit your warranty.**

- Maximum door size – 42” x 96”
  - Minimum size for stiles and top rail, no less than 5”.(over 36” wide 5 ½”)
  - Minimum size for bottom rail, no less than 10”. ( over 36” wide 12”)
  - Dual species at the exterior will not carry a warranty
  - Job site fitting will not be permitted
  - Outswing doors require metal flashing at top
  - Exterior caulk must be used on lites and hardware
  - An overhang of four feet must be maintained from face and edge of door.
  - Prolonged exposure to extreme climatic conditions - heat, sunlight, moisture etc. may limit your warranty
  - Concealed Vertical Rods will void any warranty
  - Periodic touch up on the finish is required to maintain exterior doors
  - The following standard species are recommended for **EXTERIOR** use and will be warranted.
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- American Black Cherry
  - White Oak
  - American Black Walnut
  - Eastern White Pine
  - African Mahogany

Due to expansion and contraction of the wood, it is preferred to have the cut of the above woods on the quarter, this will help in the stability of the grain.

**Note: the use of Red Oak to the exterior will not be warranted in any event. Any plank door shall have a laminated face with grooves machined in.**



**WARRANTY POLICIES**  
(CONTINUED)

**STANDARD**  
**INTERIOR DOORS**  
(LSL & VENEER)

Harring Doors will provide a **lifetime warranty** on an **interior standard door**. The following conditions must be met in order to receive such a warranty.

- Maximum door size - 48" x 108" with 14" bottom rail (applies to over 43"w & 100"h).
- Maximum door size - 42" x 99" with 12" bottom rail (applies to over 36"w)
- Maximum door size - 36" x 98" with 10" bottom rail.
- Minimum size for stiles & top rail – 4 1/8"
- Door may be finished or unfinished.
- Doors shall not be subjected to extremes of heat, dry or humid conditions. Relative humidity should not be less than 25% or greater than 55%.

Note: fixed units may have 2 1/2" stiles at a minimum.



# HARRING DOORS

WOOD STILE & RAIL SPECIALISTS

## LIFE TIME INTERIOR WARRANTY

### Coverage

This Warranty applies to Purchasers of the below-described products from Harring Doors, and to the resale of them during the full warranty term, including Transferees of the product.

Harring Doors warrants that its products hereinafter listed, will be free from defects which would render them unserviceable or unfit for their normal, recommended use, from date of shipment for the time period indicated above.

### Pre-Installation

Any Harring Door or frame found by an authorized representative of Harring Doors, to be defective within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, prior to installation, with respect to claims relating to door warping or telegraphing, will either be repaired or replaced at the discretion of HARRING DOORS, with an identical Harring Doors product delivered to the location of installation without charge. If, after a reasonable attempt to remedy the problem, repair or replacement is not practical, Harring Doors will refund the purchase price of the product.

### After Installation

If any product becomes defective after installation, within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, Harring Doors will agree, in addition to the above, to pay reasonable expenses for removing, re-hanging and refinishing. Such removal, re-hanging and refinishing, shall be performed only with the written approval of Harring Doors, and after the cost of such work has been determined and approved. **If the defect for which the product is being rejected was visible and apparent prior to installation, Harring Doors cannot be responsible for any cost of removal, reinstallation or finishing of the product.**

### Exceptions to coverage

HARRING DOORS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY UNLESS SUCH DOORS OR FRAMES HAVE BEEN HANDLED, STORED, FINISHED, INSTALLED AND MAINTAINED IN ACCORDANCE TO ESTABLISHED INDUSTRY STANDARDS. ALSO, ALL RECOMMENDATIONS SET FORTH IN APPENDIX II AND ANY HARRING DOORS WRITTEN INSTALLATION INSTRUCTIONS HAVE BEEN ADHERED TO AND SUBJECTED TO NORMAL USE. HARRING DOORS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY FOR ANY FURTHER FIELD FINISHING OF SUCH DOORS OR FRAMES. This warranty does not apply if the defect or failure of the warranted product was caused by damage while in the possession of the consumer. HARRING DOORS SOLE RESPONSIBILITY IS AS STATED IN THIS WARRANTY, AND HARRING DOORS IS NOT LIABLE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.

### Claims Procedure

Harring Doors cannot inspect or control the handling or exposure of doors or frames after shipment; therefore, the Purchaser must inspect all products when received. The purchaser, upon discovery of a defect in the product, must notify Harring Doors in writing, of the defect within five (5) days upon discovery of such defect.

### Other conditions of warranty

This Warranty will not cover exclusions, is subject to strict tolerances, and requires strict compliance with the **STORAGE, HANDLING, FIELD FINISHING AND INSTALLATION INSTRUCTIONS, SUPPLIED WITH THIS WARRANTY.**

PURCHASER: \_\_\_\_\_ PROJECT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ CITY: \_\_\_\_\_

STATE/ZIP: \_\_\_\_\_ STATE/ZIP: \_\_\_\_\_

PURCHASE ORDER NUMBER: \_\_\_\_\_ INVOICE NUMBER: \_\_\_\_\_

DATE SHIPPED: \_\_\_\_\_

PRODUCT DESCRIPTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

### **THIS WARRANTY IS NOT VALID UNLESS ACCOMPANIED BY :**

**APPENDIX I** - LIMITED WARRANTY FOR STILE & RAIL WOOD DOORS

**APPENDIX II** - HOW TO STORE, HANDLE, FINISH, INSTALL AND MAINTAIN WOOD DOORS

TOLL FREE 1-888-689-0683

TEL 1-519-644-2444 FAX 1-519-644-2520



# HARRING DOORS

WOOD STILE & RAIL SPECIALISTS

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## THREE YEAR EXTERIOR DOOR WARRANTY

### Coverage

This Warranty applies to Purchasers of the below-described products from Harring Doors, and to the resale of them during the full warranty term, including Transferees of the product.

Harring Doors warrants that its products hereinafter listed, will be free from defects which would render them unserviceable or unfit for their normal, recommended use, from date of shipment for the time period indicated above.

### Pre-Installation

Any Harring Door or frame found by an authorized representative of Harring Doors, to be defective within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, prior to installation, with respect to claims relating to door warping or telegraphing, will either be repaired or replaced at the discretion of HARRING DOORS, with an identical Harring Doors product delivered to the location of installation without charge. If, after a reasonable attempt to remedy the problem, repair or replacement is not practical, Harring Doors will refund the purchase price of the product.

### After Installation

If any product becomes defective after installation, within the meaning of our LIMITED WARRANTY FOR WOOD DOORS, Harring Doors will agree, in addition to the above, to pay reasonable expenses for removing, re-hanging and refinishing. Such removal, re-hanging and refinishing, shall be performed only with the written approval of Harring Doors, and after the cost of such work has been determined and approved. **If the defect for which the product is being rejected was visible and apparent prior to installation, Harring Doors cannot be responsible for any cost of removal, reinstallation or finishing of the product.**

### Exceptions to coverage

HARRING DOORS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY UNLESS SUCH DOORS OR FRAMES HAVE BEEN HANDLED, STORED, FINISHED, INSTALLED AND MAINTAINED IN ACCORDANCE TO ESTABLISHED INDUSTRY STANDARDS. ALSO, ALL RECOMMENDATIONS SET FORTH IN APPENDIX II AND ANY HARRING DOORS WRITTEN INSTALLATION INSTRUCTIONS HAVE BEEN ADHERED TO AND SUBJECTED TO NORMAL USE. HARRING DOORS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY FOR ANY FURTHER FIELD FINISHING OF SUCH DOORS OR FRAMES. This warranty does not apply if the defect or failure of the warranted product was caused by damage while in the possession of the consumer. HARRING DOORS SOLE RESPONSIBILITY IS AS STATED IN THIS WARRANTY, AND HARRING DOORS IS NOT LIABLE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.

### Claims Procedure

Harring Doors cannot inspect or control the handling or exposure of doors or frames after shipment; therefore, the Purchaser must inspect all products when received. The purchaser, upon discovery of a defect in the product, must notify Harring Doors in writing, of the defect within five (5) days upon discovery of such defect.

### Other conditions of warranty

In order to maintain the exterior warranty, the additional conditions must be met, an overhang of four feet from the face and edge of door. Proper metal flashing caulked in place on top edge of door. Use of exterior caulking on all lites and hardware. Maintaining a continuous uniform finish on all sides of the door. Job site fitting is not allowed in any instance.

This Warranty will not cover exclusions, is subject to strict tolerances, and requires strict compliance with the **STORAGE, HANDLING, FIELD FINISHING AND INSTALLATION INSTRUCTIONS, SUPPLIED WITH THIS WARRANTY.**

PURCHASER: \_\_\_\_\_ PROJECT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ CITY: \_\_\_\_\_

STATE/ZIP: \_\_\_\_\_ STATE/ZIP: \_\_\_\_\_

PURCHASE ORDER NUMBER: \_\_\_\_\_ INVOICE NUMBER: \_\_\_\_\_

DATE SHIPPED: \_\_\_\_\_

PRODUCT DESCRIPTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

### **THIS WARRANTY IS NOT VALID UNLESS ACCOMPANIED BY :**

**APPENDIX I** - LIMITED WARRANTY FOR STILE & RAIL WOOD DOORS

**APPENDIX II** - HOW TO STORE, HANDLE, FINISH, INSTALL AND MAINTAIN WOOD DOORS

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**LIMITED WARRANTY**  
**FOR STILE & RAIL WOOD DOORS**  
**APPENDIX I**

All products manufactured by HARRING DOORS, are warranted to be free from defects in material and workmanship which would render said products, unserviceable or unfit for their original recommended use. This warranty extends from the original ship date, for the previously mentioned time period, and applies to the purchaser of said products and extends through resale. Any claim should be processed through the intermediate supplier in writing within 5 days of identifying a problem.

**LIMITATION OF LIABILITY**

Harring Doors shall not be liable for incidental, indirect or consequential damages arising from the manufacture, use or sale of these products. Harring Doors liability is limited to the repair or replacement of defective or non-conforming products, or, the refund of the original purchase price, solely at the discretion of Harring Doors. If any product becomes defective after the installation, Harring Doors agrees to pay a reasonable amount for machining, finishing, removing and re-hanging. Such work shall only be performed after written approval is received from Harring Doors and all costs for such work has been determined. If the defect for which the product is being rejected was visible and apparent prior to installation, Harring Doors cannot be responsible for any removal, refinishing or re-hanging charges.

**INSPECTION REQUIREMENT**

Due to our products being shipped to various regions, we must impose upon the purchaser the inspection of all goods within a period of 30 days, any claim for defects must be made in writing to Harring Doors within 5 days upon noticing any defect. NO CLAIM UNDER THIS WARRANTY SHALL BE ACCEPTED UNLESS THE FOREGOING NOTICE HAS BEEN GIVEN.

**TOLERANCES**

1. Stile, rail or core show through shall not be considered a defect unless the face of the door varies from a true plane in excess of 1/100" in any three inch span.
2. Prefit tolerances shall be: thickness +/- 1/16", width +/- 1/16", height +/- 1/16" squareness not to be more than 1/8" difference when measuring from corner to corner.
3. Factory hardware preparation for all hardware including locks and hinges, not to exceed 1/32"
4. Warp will not be considered a defect unless it exceeds 1/4" in the plane of the door itself. For doors 13/4" or thicker, warp will not exceed 1/4" in doors 3'6" x 7'0" or smaller, nor shall it exceed 1/4" in any 3'6" x 7'0" section of a larger door. For doors less than 13/4" thick, warp shall not exceed 1/4" in doors 3'0" x 7'0" or smaller. Warp does not refer to the relationship of the door to the frame, jamb or adjacent door. The inactive door of a pair must be fixed at the top and bottom in order to aid in preventing warp.

**NOTE: HARRING DOORS RESERVES THE RIGHT TO DEFER ANY ACTION OR CLAIM FOR WARP OR TELEGRAPHING FOR UP TO 12 MONTHS TO ALLOW FOR CONDITIONING TO THE TEMPERATURE AND HUMIDITY CONDITIONS.**

**MATTERS EXCLUDED FROM THIS WARRANTY**

1. Appearance of field finished doors.
2. Natural variations in the color or texture of the wood components.
3. Doors with different face species for exterior use.
4. Natural movement of floating panels.
5. Doors over 42" in width or 96" in height for exterior use.
6. Doors over 48" in width or 108" in height for interior use.

**SINCE SITE CONDITIONS AND INSTALLATION METHODS ARE NOT IN THE CONTROL OF HARRING DOORS, THIS WARRANTY IS NOT EFFECTIVE UNLESS THE DOORS ARE STORED, HANDLED, FINISHED AND INSTALLED IN STRICT ACCORDANCE WITH THE PROVISIONS SET FORTH IN APPENDIX II OF THIS WARRANTY.**



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**HOW TO STORE, HANDLE, FINISH, INSTALL AND MAINTAIN WOOD DOORS**

**APPENDIX II**

**STORAGE AND HANDLING**

1. Store doors on a flat level surface, in a dry, well-ventilated building. Keep doors a minimum of 31/2" off floor. Maintain a protective covering that protects from moisture, direct sunlight and abuse, yet allows for air circulation. For storage beyond 5 days, doors must be sealed on all 6 sides with a non water based sealer or primer.
2. Doors shall not be subjected to extremes of heat, dry or humid conditions. Relative humidity should not be less than 25% or greater than 55%.
3. Do not install doors in buildings that have wet plaster or cement unless they have been properly finished. HVAC systems should be operating and balanced.
4. Handle doors with clean hands or while wearing clean gloves. When moving doors, lift and carry, do not drag on one another.

**FIELD FINISHING**

1. 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 a stable moisture content.
2. 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.
3. Doors may not be 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.
4. Certain species particularly oak, 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. Harring Doors can not be held responsible for these reactions.
5. In order not to induce warpage, avoid dark stains or dark colored paints on door surfaces exposed directly to sunlight, the same consistency of finish must be applied on both sides of the door.
6. In order to prevent blemish magnification, avoid extremely dark stains on light colored wood species.
7. Water based sealer or prime coats should not be used. Water based top coats should only be used over surfaces that have been completely sealed with a non-water based sealer or primer.
8. A thinned coat of sanding sealer should be applied prior to staining, this will promote a uniform appearance and avoid sharp contrasts in color or a blotchy appearance.
9. All exposed wood surfaces must be sealed, including top and bottom rails, cutouts and hardware preps.
10. To achieve the desired results of color uniformity, finish build, gloss and reduce the frequency of refinishing, obtain and follow finish manufacturer's recommendations.
11. 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. Do not finish door until a sample of the finish has been approved.
12. Exterior doors must have a continuous exterior finish on all sides, and in all cutouts.

**INSTALLATION**

1. The utility or structural strength of the doors must not be impaired in fitting to the opening, in applying hardware, in preparing for lights, louvers, plant-ons or any other detailing.
2. Clearance between door edges and door frame shall be a minimum of 1/16 inch on the hinge edge, 1/8 inch on the latch edge and top rail.
3. All hardware locations, preparations for hardware, and methods of hardware attachment must be appropriate for the specific door construction. Templates for specific hardware preparation are available from hardware manufactures, W.D.M.A. ( N.W.W.D.A.), A.W.I., D.H.I. **Pilot holes must be pre-drilled for all screws.**
4. Apply the sealer, primer, or first coats of the required finish, on doors, immediately after fitting, cutting for hardware, etc., and before the installation of any hardware.
5. Doors and frames must be installed plumb, square and level.

**CLEANING AND TOUCH-UP**

1. 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.
2. 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 mars, and final cleaning of finished surfaces.
3. When cleaning door surfaces, use a non-abrasive commercial cleaner designed for cleaning wood door or paneling surfaces, that do not leave a film residue that would build-up or affect the surface gloss of the door finish.

**ADJUSTMENT AND MAINTENANCE**

1. 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.
2. Review with the owner/owner's representative how to periodically inspect all doors for wear, damage and natural deterioration.
3. 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.
4. 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.

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

**IF THE ABOVE INSTRUCTIONS ARE NOT FOLLOWED, THE WARRANTY WILL BECOME NULL AND VOID.**

**THE APPEARANCE OF FIELD FINISHED DOORS IS NOT GUARANTEED IN ANY EVENT BY HARRING DOORS.**

**For all inquiries call:  
HARRING DOORS  
888-689-0683**