Dovecreek Wood Products Inc
Custom Wood Doors

Warranty

Dovecreek is extremely proud of the quality and craftsmanship in each one of our hand-crafted entry and exterior doors as our warranty is one of the best in the industry.

Limited Warranty 2024, Effective March 26, 2024

All exterior doors manufactured by Dovecreek (Except those expressly excluded from this warranty by the manufacturer) including fire rated doors are guaranteed by the manufacturer for (1) one year from date of shipment 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 ordinary purposes for which each door is recommended. **Accoya Wood Doors** are guaranteed by the manufacturer for (5) five years from date of shipment 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 ordinary purposes for which each door is recommended. This warranty applies to doors properly sealed, finished and, in case of exterior applications, hung in a location protected from exposure to direct sun or rain under normal conditions. The warranty is nontransferable and non-prorated and only applies to the construction of the door not the finish.

All interior doors manufactured by Dovecreek (defined as being exposed to controlled interior climactic conditions on both sides of the door) including fire rated doors are guaranteed by the manufacturer for (5) five years from date of shipment 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 ordinary purposes for which each door is recommended. This warranty applies to doors properly sealed, finished and hung. The warranty is nontransferable and non-prorated and only applies to the construction of the door not the finish.

One Year Limited Warranty on Dovecreek Wood Products Factory Prefinish: We warrant the factory prefinish and our Dovecreek Custom Wood Doors for **one** year.

Dovecreek will as its option, either (1) repair any door without charge, or (2) replace any door without charge in the same stage of fitting and/or finishing as the manufacturer originally supplied, if the door is found not to comply with this warranty. In the case of a defect reasonably discoverable by inspection of each upon receipt of shipment, written notice must be given within thirty (30) days thereafter and before the door is hung or treated in any manner. Any claims after such 30-day thereafter and before the warranty shall not apply to doors repaired or replaced without Dovecreek's prior written approval.

Certain ornamental details not affecting the structural soundness of the door that would be considered defects in standard applications of the material are used intentionally and add uniqueness and character. It is important to understand that natural properties and characteristics such as size and occurrence of knots, differences in the color, texture and grain pattern of wood are subjective determinations not covered under warranty.

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Except as otherwise expressly provided herein, Dovecreek shall not pay for the cost of labor, installation or finishing of the replacement or original door or for any other cost relating to the replacement of the door. All of which shall be the sole responsibility of the person making the warranty claim. Other conditions the warranty does not extend to, include;

1.- Unsatisfactory service or appearance caused by failure to follow the Installation and Finish Maintenance Instructions set forth herein is not covered by this warranty.

2.- The appearance of field-finished doors is not covered in any event. 3.- Natural variations in the color or textured of the wood, including sap pockets and mineral streak are not considered to be defects.

3.- Warp of less than 1/4" in any 3/6 x 8/0 x 1-3/4" section of the door. Warp is any distortion in the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist. In measuring the amount of warp a customer should place a straight edge, taut wire or string on the suspected concave face of the door at an angle (i.e. horizontally, vertically or diagonally) with the door in its installed position. If the claimed defect is warp, Dovecreek may defer repairing or replacing the door for a period of up to twelve (12) months from the date of claim. The deferral will not be counted against the warranty period.
Note: This warranty excludes all doors over 3/6 wide or 8/0 in height.

4.- Doors not hung plum and level or secured properly on the job by the door installer.

5.- Damage caused by others or by any cause beyond the control of Dovecreek, including but not limited to damage caused by misuse, abuse, accident, improper framing, mishandling or by fire, flood, earthquake, storm or other natural acts.

6.- Knot placement, quality, or size found on door.

7.- Damage caused by failure to comply with the handling, job finish and installation instructions provided by Dovecreek to include but not limited to damage caused by failure to seal all six (6) sides of the door within seventy two (72) hours of delivery. *Primer is not a sealer.*

8.- Failure to perform normal homeowner's maintenance, including maintaining the finish (factory or non-factory finish)

9.- Raised or flat panel movement (shrinkage) of ¼" or less. Temperature and humidity may cause the wood panels of your doors to shrink, leaving an unstained line along the panel edge unless factory finished. The panels in your door have been designed to "float".

10.- Damage caused by temperature buildup where storm doors are utilized. Storm doors must be vented to eliminate temperature buildup.

11.- Slight expansion or contraction due to varying environmental conditions, such as temperature and humidity.

12.- Separation of joint that does not exceed 1/16".

13.- Doors shipped out of the continental United States are not warranted.

14.- Wood sills.

15.- Water infiltration

16.- Interior doors found in exterior applications

17.- Normal wear and tear, including wear and tear of weather strip, and natural weathering of surfaces. Variations in the color or texture of wood or finish, surface cracks that are less than 1/32" in width and/or 2" in length.

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DOVECREEK
LIFETIME MASTERPIECES

ACCESORY LIMITED WARRANTY

1.- The insulated glass is warranted for seal failure for a period of one (1) year. The Warranty does not cover glass breakage, glass color, bent glass, decorative/art type glass, distortion, minor glass imperfections that do not affect the normal vision or product performance and the imperfection shall not be detectable at a distance greater than 10 feet. Any other failures or operating difficulties due to accident, abuse, misuse, misapplication, exposure to elements when the glass has not been installed by Dovecreek, improper or insufficient handling, storage, installation, maintenance or service. Handle with clean gloves, and do not drag doors across one another or across other surfaces.

2.- Store flat on a level surface in a dry, well-ventilated building. Door slabs must not be leaned on walls at an angle. Cover to keep clean, but allow air circulation.

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

4.- The discoloration or rust of decorative metal accent options, (Grills, Clavos, Straps, etc)

INSTALLATION INSTRUCTIONS

1.- Doors should not be subjected to: abnormal heats, extreme dryness, humid conditions or sudden changes herein. They should be conditioned to average prevailing relative humidity of the locality before hanging; they should not be left in an open garage during home and construction.

1A- Dovecreek has seen this job's specific location & over hang conditions, and has deemed them to be acceptable, provided door is manufactured using Accoya wood as the external wood veneer

2.- When hanging a door, allow adequate clearance for swelling of door or frame in extremely damp weather. All glazed doors should be hung with the removable wooden glass beads facing the interior side of the opening.

3.- Avoid cutting doors down in width. Use designated sizes. If width is necessary, do not trim over ¼" per side. Use a sharp, fine tooth saw for trimming the ends. Top and bottom rail may be trimmed no more than 1/2". (Must be sealed immediately after trimming).

4.- The utility or structural strength of the door must not be impaired in the fitting of the door, the application of the hardware, or cutting and altering the door for lights, louvers, panels or any other special details. Use three hinges on doors 7/0 in height or less, use four hinges on doors over 7/0 in height. Hinges must be set in a straight line to prevent distortion. Be sure that jambs and stops are set perfectly square and plumb.

FACTORY UNFINISHED DOORS

1.- Deliver door(s) to building site after plaster or cement is dry. If doors are stored at job site for more than three days all edges must be sealed. *Primer is not a sealer.*

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2.- Immediately after hanging and not to exceed 72 hours on the job, the entire door including the top an bottom edges must receive two coats of a good grade of oil based mixed paint, varnish or lacquer. Adequate drying time must be allowed between coats. Some species of wood contain a chemical (oak particularly), which reacts unfavorably with certain finishes. Where possible, the surface should be tested for such unfavorable reactions. Application of sealer before finishing will usually prevent this difficulty. Do not use a water-thinned paint unless an oil base prime coat is first applied. Exterior finishes shall be used on the exterior face and all edges of exterior doors.

3.- Before finishing, a thorough hand sanding using 180g and 220g sandpaper is required at the job site to remove handling marks, oil residue from fingerprints, surface blemishes and other slight imperfections. Clean before applying sealer or finish.

FINISH MAINTENANCE INSTRUCTIONS

1.- All finished doors require regular maintenance to keep the finish looking as new as possible. Interior doors must be dusted regularly with a damp, not wet cloth to remove dust and other particles. Most exterior door finished deteriorates rapidly; therefore, regular maintenance needs to be done.

There are no warranties that extend beyond the warranties described on the face hereof, and the manufacturer's sole responsibility under this warranty is as stated herein. Dovecreek shall not be liable for consequential, indirect or incidental damages, nor for any amount in excess of the manufacturer's price for the door involved, whether the claim is for breach of warranty or negligence.

This warranty sets forth Dovecreek maximum liability for its product. Dovecreek makes no other warranty, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose with respect to its products except as it is set forth above. No distributor dealer or representative has the authority to change or modify this limited warranty. In no instance shall Dovecreek be responsible for indirect, consequential or incidental damages. This warranty shall be governed by California law.

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