

# Warranty Information

## Full Door and Frame Warranty

### COVERAGE

This Warranty applies to Purchasers of the below-described products from Algoma Express, and to resale of them during the full warranty term, including Transferees of the product. Algoma Express warrants that its products hereinafter listed, will be free from manufacturing defects which would render them unserviceable or unfit for their normal, recommended use for the time periods indicated below.

#### -PRIOR TO INSTALLATION

Any Algoma Express door or frame found by an authorized representative of Algoma Express to be defective within the meaning of this warranty, prior to installation, will, at Algoma Express' option, except as provided on the reverse side hereof with respect to claims relating to door warp or photographing, either be repaired, or replaced with an identical product delivered to the location or the structure without charge. If, after a reasonable number of attempts to remedy the problem, repair or replacement is not practical, Algoma Express will refund the purchase price of the product.

#### -AFTER INSTALLATION

If any product except the **PC-7, FPC-9, Bi-Fold, Colonist or Hardboard Doors** becomes defective after installation, Algoma Express will agree, in addition to the above, to pay reasonable expenses for removing, rehanging and refinishing. Such removal and rehanging shall be performed only with the approval of Algoma Express and after the cost of such work has been determined. **IF THE DEFECT FOR WHICH THE PRODUCT IS BEING REJECTED WAS VISIBLE AND APPARENT PRIOR TO INSTALLATION, Algoma Express CANNOT BE RESPONSIBLE** for the cost of removal and reinstalling the product. Any and all backcharges must be approved by Algoma Express prior to start of work.

### EXCEPTIONS TO COVERAGE

**ALGOMA EXPRESS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY UNLESS SUCH DOORS OR FRAMES HAVE BEEN HANDLED, STORED, FINISHED, INSTALLED AND MAINTAINED IN ACCORDANCE WITH ESTABLISHED BUILDING PRACTICES, THE RECOMMENDATIONS SET FORTH ON THE REVERSE SIDE HEREOF, AND ALGOMA HARDWOOD'S WRITTEN INSTALLATION RECOMMENDATIONS, AND HAVE BEEN SUBJECTED ONLY TO NORMAL USE. FURTHERMORE, UNLESS THE PRODUCTS HAVE BEEN PREFINISHED BY ALGOMA EXPRESS, ALGOMA EXPRESS SHALL HAVE NO LIABILITY UNDER THIS WARRANTY FOR THE FINISH OF SUCH DOORS OR FRAMES.** This warranty does not apply if the defect or failure of the warranted product to conform to the warranty was caused by damage while in the possession of the consumer. **ALGOMA EXPRESS' SOLE RESPONSIBILITY IS AS STATED IN THIS WARRANTY, AND ALGOMA EXPRESS IS NOT LIABLE FOR CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES.** The **PC-7, PC-9, Bi-Fold, Colonist or Hardboard Doors** listed below are not governed by this warranty; rather, they carry a more limited warranty for a shorter duration which does not include removing, rehanging, and refinishing costs (see below). (This warranty gives you specific legal rights, and you may also have other rights which vary from state to state).

### CLAIMS PROCEDURE

Algoma Express cannot inspect or control the handling or exposure of doors or frames after shipment; therefore, the Purchaser must inspect them when received. The Purchaser, upon discovery of a defect in the product, must notify Algoma Express, Inc. in writing, of the defect within thirty (30) days of discovery of the defect.

### OTHER CONDITIONS ON WARRANTY

It shall not be Algoma Express' policy to inspect finished installations for the sole purpose of certifying that the installation is within warranty. **THIS WARRANTY WILL NOT COVER EXCLUSIONS, IS SUBJECT TO TOLERANCES, AND REQUIRES STRICT COMPLIANCE WITH THE STORAGE, HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS, ALL STATED ON THE REVERSE SIDE OF THIS WARRANTY.**

WARRANTY	Product	Interior Use	Exterior Use
	Wood Frames	Life of original installation	NOT WARRANTED
	PC-5 Novodor, FD ½ Hour	Life of original installation	NOT WARRANTED
	PC-7, FD 1/3 Hour	Limited Lifetime	NOT WARRANTED
	SLC-5 Stave Lumber Core, FD ½ Hour	Life of original installation	NOT WARRANTED
	SCLC-5 Structural Composite Lumber Core, FD ½ Hour	Life of original installation	NOT WARRANTED
	FD 1½, FD 1, FD ¾ Hour	Life of original installation	NOT WARRANTED
	SR Acoustical, FD ½ Hour	Life of original installation	NOT WARRANTED
	LL Lead Lined, FD ½ Hour	Life of original installation	NOT WARRANTED
	Stile and Rail/Artisan	Life of original installation	NOT WARRANTED
	FGFW Full Glass Full Warranty ½ Hour	Life of original installation	NOT WARRANTED
	SHC & IHC Hollow Core	Limited 1 year warranty	NOT WARRANTED
	Commodity (FPC-9)	Limited 1 year warranty	NOT WARRANTED

Purchaser \_\_\_\_\_ Name of Installation \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State/Zip \_\_\_\_\_

Algoma Order No. \_\_\_\_\_ No. of Doors \_\_\_\_\_ Type \_\_\_\_\_

\_\_\_\_\_ No. of Doors \_\_\_\_\_ Type \_\_\_\_\_

Date Shipped \_\_\_\_\_ No. of Doors \_\_\_\_\_ Type \_\_\_\_\_

\_\_\_\_\_ No. of Doors \_\_\_\_\_ Type \_\_\_\_\_

\_\_\_\_\_ No. of Doors \_\_\_\_\_ Type \_\_\_\_\_

\_\_\_\_\_ No. of Frames \_\_\_\_\_ Type \_\_\_\_\_

By: \_\_\_\_\_  
Algoma Express, Inc.



Algoma Express Corporate Headquarters  
506 Municipal Avenue • Jefferson City, TN 37760  
1.800.254.6623 • 1.800.485.5921

# Warranty Information

## PHOTOGRAPHING AND WARP TOLERANCES

1. Stiles, rail, and core show-through (photographing) on flush doors shall not be considered a defect unless the faces of the door vary from a true plane in excess of .010" in any three inch span.
2. Warp shall not be considered a defect unless it exceeds ¼" in the plane of the concave side of the door itself. The following warp allowances are for 1¾" or thicker doors. For doors wider than 3'6" and less than 7" in height, the warp shall not exceed ¼" in a section 3'6" by the height of the door. For doors wider than 3'6" and higher than 7", the warp shall not exceed ¼" in any 3'6" by 7" section. For doors up to and including 3'6" wide and over 7" in height, the warp shall not exceed ¼" in any 7" length of door section. "Warp" is any distortion in the door itself and does not refer to the relationship 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 present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect **concave** face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the straight-edge, taut wire or string and the face of the door.
3. Manufacturer has the option to let the warped or photographing door hang 1 year to acclimate to surroundings.
4. Exterior doors, or interior doors subjected to different temperature or humidity conditions on each side of the door; or stored or used in conditions outside the guidelines below will not be warranted.

## CERTAIN ADDITIONAL MATTERS EXCLUDED FROM THIS EXPRESS WARRANTY

1. The appearance of field finished doors or frames is not warranted.
2. Natural variations in the color or texture of wood are not to be considered as defects.
3. Since bleaches sometimes react unfavorably to minerals and other particles in wood, Algoma Express will not be liable for results of the bleaching of wood products.
4. The warranty against warp does not apply to the following:
  - a. Doors with face veneers of different species on each side.
  - b. Doors that are improperly hung or do not swing freely.
  - c. Doors with top and bottom rails not sealed.
  - d. Exterior doors
5. This warranty does not cover:
  - a. Doors with cutouts for lights, louvers and/or face grooves, any edge of which is nearer than 5 inches to any edge of the door.
  - b. Doors with cutout areas exceeding 40 percent of the door area, or with individual cutouts exceeding 54 inches in height (Exception: FGFW Full Glass Doors).
  - c. Doors with less than 5 inches between cutouts for lights, louvers, locks, and/or other hardware cutouts (Exception: 1½" on stile and rail doors and 1½" on FGFW Full Glass Doors).
  - d. Any delamination or warpage caused by failure to protect and seal all exposed surfaces of the door and the continued proper maintenance of these surfaces.
  - e. The appearance of wood doors with a high gloss finish.
  - f. Doors with hardware that is not compatible with a particular door construction. Concealed overhead closers, stops, or holders are limited to a maximum mortise dimension of 1¼" wide by 1¼" deep on particleboard or stave core doors (1¾" or thicker doors) and not approved for use on fire-rated doors.
  - g. Repairs, rework or replacements made without prior written consent from manufacturer.
  - h. Normal wear and tear including wear through of the finish or doors deteriorating for reasons other than material and workmanship of the door itself.
  - i. Doors and accessories that are not acceptable to local authorities having jurisdiction.
  - j. Doors where self-tapping or combination metal/wood screws are used to surface applied hardware.
  - k. Exterior doors.

## HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTION

1. Deliver doors or frames to building site after plaster or cement is dry. If doors are stored at jobsite for more than one week, all edges should be sealed.
2. Handle with clean gloves and do not drag doors or frames across one another or across other surfaces.
3. Store flat on a level surface off the floor in a dry, well ventilated building. Cover to keep clean and avoid discoloration with opaque covering which does not permit light to penetrate. Covering must allow air circulation. Relative humidity should not be less than 25 percent or greater than 55 percent to aid in preventing warping and photographing. Avoid exposure to direct sunlight or artificial light, as some veneers will change color when exposed to light.
4. Doors and frames should not be subjected to: abnormal heat, extreme dryness, humid conditions or sudden changes therein.
5. The structural strength of the door or frame must not be impaired in the fitting of the door or frame, the application of hardware, or cutting and altering the door for lights, louvers, panels or any other special details. Cutting for electric strikes or other hardware may impair the structural strength of the frame.
6. For all doors up to 7'6" high, use three hinges. All doors 7'6" or higher require an additional hinge for each additional 30" of length.
  - a. Top and bottom offset pivots require one intermediate pivot up to 7'6" and an additional pivot for each additional 30" of length.
  - b. Center hung pivots warranted on PC-5 up to 7'0". All doors above 7'0" up to 8'0" must use stave lumber core.
7. Before finishing, remove handling marks or effects of exposure to moisture with a thorough, final sanding over all surfaces of the door using 120 to 180 grit sandpaper and clean before applying sealer or finish, otherwise a blotchy appearance may result. Sanding and finishing should be done in a horizontal position. 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 a thinned clear sanding sealer, followed by light block sanding before finishing, will promote the uniformity of subsequent stain coats. The full beauty of wood is best emphasized by the use of a satin or semi-gloss finish rather than high gloss. For spray application of paint on paint grade surfaces, additional preparation of the surface will be required to minimize visibility of grain. The darker the stain color, more sanding and prepping is required.
8. Immediately after fitting, or cutting for closers, weatherstrip and/or threshold, and before hanging any door on the job, the entire door, including the top and bottom edges, must receive an application of primer and two coats of a good grade paint, varnish or lacquer. Adequate drying time must be allowed between coats. For jobsite finishing, do not use a water-thinned paint unless an oil base prime coat is first applied.
9. Doors or frames prefinished at the factory should be compared with the approved finish sample before installing. Installation of **prefinished** doors or frames shall constitute acceptance.
10. Finishing at the job site should be discontinued immediately if unsatisfactory results are evident. The manufacturer should be consulted for possible corrective action before continuing.



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