



EXTERIOR DOOR WARRANTY FOR FACTORY FINISHED DOORS

All exterior doors provided by Tropical Doors & Mouldings Llc. (TDM) are warranted for the term of ONE YEAR from the date of shipment from our facility. It is understood that within the first year, any manufacturing defects or installation-related issues will typically become apparent and obviously we are committed to addressing those if that is the case. After that initial period, the door's long-term performance depends heavily on proper maintenance, finishing, and the climate it's exposed to. Things like sun exposure, rain, humidity, and even how often it's refinished all play a big role. For those reasons, most wood door manufacturers limit their warranties for the same period. Unless you are notified in writing at delivery, all door products shipped/received are free from defects in materials and workmanship.

TDM warrants against manufacturing defects for the term of ONE YEAR from shipment when installed in accordance with the approved drawings and installation instructions. Glass warranties are provided separately by the glass manufacturer and replacements of insulated glass due to seal failure must be shared by the glass manufacturer with labor supplied by the individual vendor. Glass warranty does not include glass breakage. This warranty does not cover defects resulting from the owner's failure to maintain TDM millwork products in accordance with maintenance finishing, storage, or installation recommendations. This warranty is for the original Dealer/Client and is not transferable. Proof of purchase is required for this warranty.

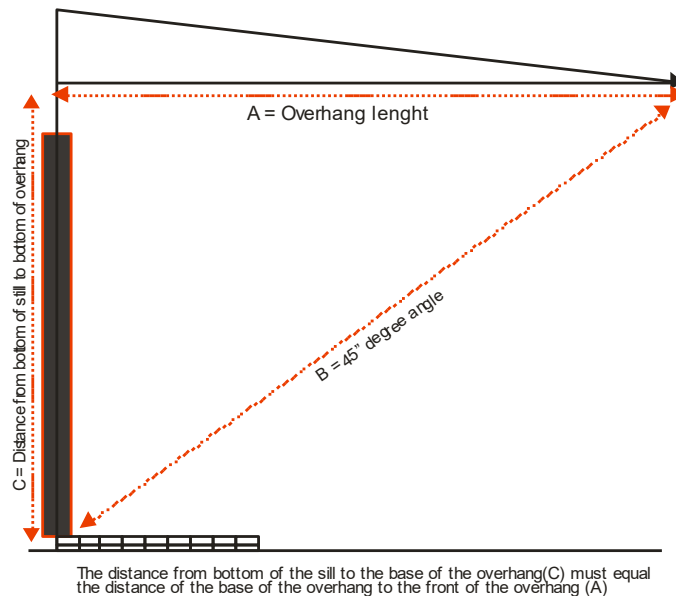
TDM will repair, replace or refund the money for any part(s) that fails due to manufacturer or material defect solely at TDM 's option. Photos of defects should be submitted initially, and inspections may be required to determine the correction of any problem. Labor costs for removal, site board-up and/or re-installation of any millwork are not included under these warranties and must be borne by the others. Due to changes in design and improvements, parts of substantially equal quality may be substituted.

WARRANTABLE ITEMS:

- A. Warping of door slab is considered a defect if it exceeds ¼" on a 6/8 panel heights, 3/8" on 8/0 or 5/8" on a 10/0 panel spam.
- B. "Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame in which it is hung. Warp shall include a bow, cup, or twist. The following method shall be used to measure the amount of the warp in the door; the bow cup or twist shall be measured by placing on a straight edge of the suspected concave face of the door at any angle whether horizontal vertical or diagonal with the door in the installed position. SPECIAL NOTE: any action on a claim for warp may be deferred at the option of TDM for a period, not to exceed one year from the date of claim, to allow conditioning of the door to temperature and humidity.
- C. A separation of stile and rail over 1/16" of an inch. Splits may occur on time.
- D. A door over 8ft. must have a factory installed multi-point lock OR must have an acceptable alternate lock that intersects the approved reinforcing plate at the header and engages regularly with the door hardware when in the locked position. We recommend locking taller doors down after installation while the door acclimatizes to its new environment.
- E. Flush Face doors (see addendum) are constructed using solid species outer and inner full size laminated layers and more prone to cupping than those built in stile & rail design. Extra attention should be given to avoid exposure to unequal weather exposures, especially in an unfinished state. Timely finishing of a flush face door slab is critical to insure against cupping in both the horizontal and vertical planes. Unless notified in writing, otherwise at delivery flush face slabs will be considered free of defects.
- F. Storage of millwork should be in a dap-free area out of direct sunlight; doors can be laid on long edge for short time but otherwise should be laid on a flat surface. Do not allow doors to lean on walls as a bow could develop. Finished surfaces should not be stored in contact with each other.

EXCLUSIONS - THIS WARRANTY DOES NOT COVER THE FOLLOWING:

1. Part(s) which have been damaged by accident, improper use, negligence, improper installation, or damage because of exposure to inappropriate chemicals or conditions.
2. Part(s) or labor supplied by parties other than TDM.
3. Incidental or consequential damages.
4. Exterior millwork not protected by adequate overhang. Millwork must be protected with an overhang that projects outward at a minimum of 45-degree angle to the bottom of the millwork.
*See fig.#1
5. Shrinkage, tiny splits, swelling, small cracks and/or surface imperfections in the wood.
6. All 1-3/4" thick door panels that are over 3/0 wide or 8/0 height.
7. Any condition resulting from the buyer's neglect or failure to properly maintain the millwork.
8. A unit that is improperly hung or does not swing freely.
9. An individual floating panel whose width is greater than 14".
10. A door shipped outside the contiguous 48 states.



Overhang Detail for Warranty

An overhang is required to retain this warranty. The Protective overhang is to be equal to, or greater than The distance from the bottom of the sill to the base of The overhang. See figure 1 (above)

ADDENDUM

FLUSH DOOR FINISHING, MAINTENANCE & CARE:

At Tropical Doors & Mouldings, Llc. we build flush doors starting with a single sheet interior core(s) made from solid species boards edge-glued into one single piece ("butcher block"). Outer-facing single panels are edged and faced glued then pressed on to the structural core. This results in a very strong and unblemished seamless face-grain. Wood varieties whose grain structure and density are best suited for use in exterior millwork offering strength, workability, and beauty, tend to be familiar woods such as Mahogany, Oak, Cherry, and contain a natural percentage of moisture at the time of fabrication.

Sudden changes in the weather will affect solid wood doors because wood is a natural material that responds to environmental conditions like moisture, sunlight, and temperature. "Stile and rail" constructed doors have intermediate components to help disperse the forces of weather induced expansion and contraction with structural components and floating panels. During wet tropical periods due to heavy raining, "flush-face" doors may expand in their openings and gaps between the door and frame may appear smaller or possibly rub. In these circumstances a warping on the door can also appear; bowing a little in the center depending on the height of the slab. Conversely during dry periods, woodgrains across the surface of "flush-face" doors tend to contract and cracks or fissures along the plank grain may appear.

It is universally understood that limiting wood door exposure to weather extremes helps to keep it stable. The natural moisture reduction loss of mass from the "moist to dry cycle" cannot be considered a manufacturing defect. Even after a proper finish and sealing is applied, prolonged exposure to seasonal wet/dry periods may affect overall moisture content in either weather condition. It is important to assess these factors especially when purchasing a "Flush Face" style exterior door product.