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LIMITED WARRANTY FOR WOOD DOORS

The above manufacturer warrants all doors sold under this warranty (except those doors expressly excluded from this warranty), for two years from the date of shipment, and at the time of shipment, to be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for their ordinary, recommended use.

This warranty extends only to first purchaser of said door(s) and may not be enforced by any person to whom the said door(s) are transferred.

ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO TWO YEARS FROM DATE OF SHIPMENT.

The manufacturer will, at its option either (1) repair any door without charge, or (2) replace any door without charge in whatever stage of fitting and/or finishing it was originally supplied by the manufacturer, in no event shall Novin Doors pay for the cost of labour, 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 or (3) refund the price received by the manufacturer for any door, if the door is found not to comply with this warranty. However, written notice of any claim under this guarantee must be given to the manufacturer promptly when discovered, and in any event within the above stated two-year period. In the case of a defect reasonably discoverable by inspection of each door upon receipt of shipment from the manufacturer, notice must be given within seven days thereafter and before the door is hung or treated in any manner. The manufacturer shall not be liable for doors repaired or replaced without its prior written consent. Action on any claim for warp may be deferred, at the option of the manufacturer, for a period not to exceed 12 months from date of claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

Please refer to the Suitable Protection & Maintenance for Wood Doors – Coating Disclaimer.

The installation warranty for wood doors is 3 years. Please see matters excluded from the warranty.

MOISTURE CONTENT

All doors are manufactured to a moisture content of 10% - 12%. It is the purchaser's sole responsibility to check with building authorities to ensure that the above moisture content is suitable for your area.

The manufacturer will accept no responsibility for doors when moisture content of the lumber falls below 8% or exceeds 14%. The manufacturer will not accept responsibility for conditions wholly beyond its control, however, the manufacturer should be consulted if moisture related issues occur to provide assistance in overcoming the difficulty.

Please note for drier areas in Canada such as our Prairie Provinces, all products must be finished within seven days of receipt. This will reduce the chance of moisture loss resulting in component part shrinkage and surface checking.

ALLOWABLE TOLERANCES

1. Thickness: For all nominal thicknesses, the finished thickness, after sanding shall be plus or minus 2mm.
2. Height and Width: For all nominal sizes, the height and width tolerances shall be plus or minus 2mm.
3. Warp shall not be considered a defect unless it exceeds 7mm in the plane of the door itself. 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 present in a door the following method shall be used: Bow, cup and twist shall be measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontal, 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 bottom of the straight edge, taut wire or string and the face of the door.
4. A squareness tolerance of not more than 4mm difference shall be allowed between the two diagonal measurements, taken across the face of the door.
5. Bevel glass: Glass bevels are not always perfectly straight due to the nature of the glass-making process, which involves beveling each edge individually. As a result, beveled edges may not be straight and corner angles may not meet at point of intersection of profiled wood stop (IE: Corners.)
6. Glass with minor scratches, slight imperfections, wavy distortion, irregular sightlines, sealant intrusion, or other imperfections that do not impair structural integrity or significantly obscure normal vision are not considered a defect. (Note: These are normal characteristics of heat-treated glass and sealed-units).
7. Doors with decorative glass may rattle slightly when moved. This is as a result of the glass manufacturing process. Decorative glass that rattles will not be considered defective.

MATTERS EXCLUDED FROM THE WARRANTY

1. Unsatisfactory service or appearance caused by failure to follow the "Handling, Job Finishing and Installation Instructions" set forth herein is not covered by this warranty.
2. The appearance of field-finished doors is not guaranteed in any event.
3. Natural variations in the colour, grain, and/or texture of the wood are not to be considered as defects.
4. The warranty against warp does not apply to the following:
 - a. 1 3/4" or thicker doors that are wider than 3' 6" or higher than 8' 0"
 - b. 1 3/8" thick doors that are wider than 3' 0" or higher than 7' 0"
 - c. Doors that are improperly hung or do not swing freely.
5. This warranty does not cover doors with damage caused by others or by any cause beyond the control of Novin Doors, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado, or other acts of nature; claims for shipping damage or loss by freight lines must be filed with carrier.
6. Panel / plank shrinkage is not considered a defect covered by this warranty.
7. Knotty Alder doors for exterior use not having open voids filled on the exterior face.
8. Failure to maintain an adequate Exterior Finish and Cap-Bead as per the Handling, Job Finishing, and Installation Instructions.
9. Exposure to weather or a non-climate-controlled environment in the unfinished and/or primed state. Note that primer does not function as a sealer or moisture barrier.
- 10. Failure to finish doors for Canada's Prairie Provinces within seven days of receipt.**
11. Attempts other than by Novin Doors to repair the door.
12. Doors painted or stained dark colors including, but not limited to black, walnut, mahogany, etc..
13. During the manufacturing process of stain or select grade fir doors we may expose pitch pockets or resin galls. These areas will be required to be filled with neat wood inlays, which are acceptable under Canadian Standards and will not be considered as a defect.
14. Surface checking on large deep relief carvings is not uncommon and will not be considered a defect.
15. Slight variations in the design of wood carvings are not to be considered a defect as all carvings are individually carved by the artist.
16. Physical damage (including, but not limited to dents, glass breakage, scratches, etc) after initial inspection upon receipt of shipment from the manufacturer. All claims for damage must be submitted prior to machining, finishing, or installation.
17. Sealed Units with Breather or Capillary Tubes. The use of these items will reduce the life expectancy of a Sealed Unit and is subject to adequate sealing / crimping on the job site, which is beyond the control of the manufacturer.
18. Hardware warranties (including, but not limited to: locks, lock-trims, multipoint devices, etc.) are made by the hardware manufacturer and are not directly covered under the Novin Doors Limited Warranty for Wood Doors.
19. Nail marks on finished trim caused by the installation of the trim is not covered.
20. Defects caused by inadequate overhang.
21. This warranty applies to doors properly sealed, finished and, in the case of exterior applications, hung in a location protected from exposure to direct sun or rain under normal conditions and residential use.

22. Weatherstrip and Door Sweeps carry a 1 year warranty.
23. Installation of a storm door on any entry system will render this warranty null and void. Excessive heat build up due to the storm door can cause door lite failures and peeling paint.
24. Any door which has been repaired or modified or attempted to have been repaired or modified by any person other than a Novin Doors authorized representative.
25. Doors or door components that are exposed to direct sun or rain under normal conditions.
26. Structural integrity issues or other problems caused by improper fitting of hardware or improper sizing of the door system.
27. Damage or malfunction caused by improper shipping or handling.
28. Problems related to water and/or air infiltration due to installation errors or flaws in building design and construction.
29. Condensation or ice build-up (Note: Most condensation or ice build up problems are related to excessive humidity levels in a structure.)
30. Doors installed within 8 km from any body of saltwater
31. Normal wear and tear and natural weathering of surfaces. Exposure to sunlight, air pollutants and normal atmospheric conditions may cause a stained door or vinyl clad surfaces to gradually fade.
32. Acts of God, or damage as a result of any cause beyond our control (e.g. fire, flood, earthquakes, other acts of nature and acts of a third party outside of our control).
33. Economic loss, problems due to misuse or abuse, intentional or accidental acts, and negligence. Damage caused by scratches to the door panel surface or frame surface resulting in rusting/blistering and peeling of paint or coating.
34. Failure to follow the care and maintenance instructions or exposure to harmful chemicals or pollutants.
35. Scratches and defects must be visible from a distance of 3 feet to be considered.
36. Replacing of interior casing trim around door may not cover paint lines on wall.
37. Scratches or dents must be reported within 48 hours.
38. Exterior Primed Finger-Joint Frames are to be painted within a month of the installation date.

SHIPMENTS

All shipments are F.O.B. Novin Doors Ltd., Burnaby, BC. **UPON DELIVERY TO THE TRANSPORTATION COMPANY, SHIPMENTS BECOME THE PROPERTY OF THE PURCHASER WHO THUS ASSUMES ALL RISKS FOR LOSS OR DAMAGE, INCLUDING CONCEALED DAMAGE, FOR WHICH WE ARE NOT RESPONSIBLE.**

Upon Receipt: **INSPECT IMMEDIATELY FOR DAMAGE; NOTE ON RECEIVING PAPERWORK AND HAVE THE CARRIER MAKE AN INSPECTION REPORT OF ANY DAMAGED MERCHANDISE. Claims for shipping DAMAGE THAT IS NOT IMMEDIATELY NOTED ON CARRIER WAYBILLS AND PACKING SLIPS CANNOT BE CLAIMED.** All freight damage must be noted on waybills and packing slips to file a claim with the carrier immediately upon receipt.

We will honour all reasonable requests for your preferences of carrier in routing shipments. If, for some reason, we cannot adhere to the requested routing, we reserve the right to use a carrier and routing of our choice.

UNLESS YOU ADVISE US TO THE CONTRARY, we will show an approximate Invoice Value on the Bill of Lading. While this raises the cost of freight, it does protect you in the event that you have to place a claim on the carrier for damages.

DELIVERY

Delivery schedules are based on prevailing conditions and our best judgment at the time of order acceptance and cannot be guaranteed. Our ability to ship as scheduled is subject to possible delay caused by strikes, fires, floods or other causes beyond our control, including the delivery of material to us by our suppliers.

RETURNS

Prior approval must be obtained before returning merchandise to us and a RETURN AUTHORIZATION NUMBER must be obtained from our Customer Service Department. This number must be clearly shown on the crate **AS WE MUST REFUSE ANY RETURNED SHIPMENT WHICH DOES NOT HAVE A RETURN AUTHORIZATION NUMBER.**

All returns must be shipped prepaid and insured. The manufacturer assumes no responsibility for products or damage during shipment.

We will not accept collect shipments. In the case of a return for a warranty inspection, once Novin Doors validates the merchandise to fall within the warranty guidelines, Novin Doors will then reimburse reasonable freight costs. Doors that fall outside of the warranty guidelines (non-warranty items) will not have freight costs reimbursed.

NOVIN DOORS LTD. WILL REFUSE ANY SHIPMENT IF THE GOODS ARE IMPROPERLY CRATED AND SHOW ANY SIGNS OF FREIGHT OR CONCEALED DAMAGE.

HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS

WARNING – DOORS ARE NOT READY FOR IMMEDIATE FINISH. ALL WOOD DOORS REQUIRE SANDING BEFORE STAINING OR PAINTING. THE BELOW STEPS ARE NECESSARY TO ACHIEVE A HIGH QUALITY APPEARANCE

Read all instructions thoroughly before beginning

1. Deliver doors in a clean truck and under cover.
2. Store doors flat on a level surface in a dry, well-ventilated building. Cover to keep clean but allow air circulation. Avoid exposure to direct sunlight.
3. Handle with clean gloves, and do not drag doors across one another or across other surfaces.
4. Do not deliver or install doors until foundations, concrete floors, plaster or texture walls, drywall, and paint are completely dry and construction vapors have dissipated.
5. If the doors are to be stored for more than one week at least the top and bottom edges should be sealed with a minimum of three brushed-on or five sprayed-on coats of exterior finish (paint, polyurethane, or varnish).
6. Doors should not be subjected to abnormal heat, dryness or humidity, or sudden changes therein. They should be conditioned to average prevailing humidity of the locality before hanging.
7. Avoid placing a door too near a heating register (at least 4 feet away). Excessive heat on one area of the door creates drying-out which results in warp, twist, shrinkage and checking on the faces.
8. 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, panels or any other special details.
9. Use three hinges per door on doors 7' 0" in height or less, and four hinges per door on doors over 7' 0" in height. Hinges should be set flush with edge surface. Be sure that hinges are set in a straight line to prevent distortion. Allow approximately 3/16" clearance for swelling of door or frame during future damp weather periods.
10. Immediately after fitting, cutting for closures, weather-strip and/or threshold and before hanging any interior or exterior door on the job, the entire door, including the top and bottom edges must receive three to five coats of paint, varnish or polyurethane to prevent undue changes in moisture content.
11. Before finishing, door surfaces must be clean and dry, and moisture content no higher than average. Remove handling marks or effects of exposure to moisture. Sand the product thoroughly – beginning with 120 and working up to 180 grit sandpaper – sanding with the grain. Clean with tack cloth before applying sealer or finish. Sand and clean again between coats.
12. **DOUGLAS FIR IS A NATURALLY SAP LADEN WOOD AND MUST BE PREPARED AS FOLLOWS: WIPE ALL SURFACES WITH ACETONE - THE PURPOSE OF ACETONE IS TO NEUTRALIZE THE SAP ON THE SURFACES AND OPEN THE GRAIN SO IT CAN BE SEALED PROPERLY. NEXT, SAND ALL SURFACES WITH 220 GRIT SANDPAPER - THIS WILL REMOVE ANY RAISED GRAIN.**
13. Some species of wood contain a chemical, which reacts unfavorably with certain finishes. Where possible, the surface should be tested for such unfavorable reaction. Application of a quality sealer before finishing will promote a uniform appearance and avoid sharp colour contrasts or blotchy appearance.

14. **KNOTTY ALDER HAS CHARACTER MARKS, WHICH CONTAIN OPEN KNOTS, CHECKS AND COLOUR VARIATIONS ALL OF WHICH ARE NOT CONSIDERED DEFECTS. EXTERIOR DOORS MUST HAVE ALL VOIDS FILLED ON THE EXTERIOR FACES. FAILURE TO DO SO WILL VOID WARRANTY.**
15. Exterior finishes shall be used on both faces and all edges of the door. Where installed for outward swing or with no protection from the elements, doors must be properly protected by flashing or other suitable means.
16. **AVOID DARK COLOUR FINISHES** if a door is exposed to direct sunlight. This will reduce the chance of warping, checking, shrinkage and sunburn. Note sunburn in Douglas Fir will result in pitch bleeding out onto the surface, which will not be considered a defect. To remove bleeding pitch on surfaces, use a clean cloth in conjunction with acetone and apply to surface areas affected. This may have to be repeated several times throughout the year until the bleeding stops. The bleeding generally occurs during the summer months and in most cases will not persist after the first initial year of exposure. (also see: Matters Excluded From The Warranty; 12)
17. **Paint finish:** Use a good quality oil base primer, then a minimum of three brushed-on or five sprayed-on coats of exterior oil base or latex base paint. If water base is used, an oil base primer must be applied first. Finish all sides and edges of door. Follow supplier's instructions carefully. Failure to comply will void warranty.

Stain finish: First apply a clear sealer or a combination of stain and sealer. Follow with a minimum of three brushed-on or five sprayed-on coats of exterior finish (polyurethane or varnish) in gloss or semi-gloss. All exteriors must have ultra violet (UV) inhibitors in the finish. Do not use oils or solid based stains as the final finish. Both sides and all four edges of the door must be finished. Follow supplier's instructions carefully. Failure to comply will void warranty.
18. After the door is finished, the panels/planks may "breathe," revealing a slight unfinished edge on the panel/plank. Minor touch-up with stain and sealer or paint is all that is needed to finish the exposed edge. This is not to be considered a defect.

IMPORTANT NOTES

1. Wood Doors have a unique characteristic in that they have many joints and seams; therefore, a lot of open end-grains. If not properly treated, this could lead to changes in moisture content of the lumber, and the problems associated with changes in moisture content. Where there are holes, areas of open end-grain, knots, or areas where the joinery meets, saturate heavily with the coating and, where necessary, fill with a good quality polyurethane or acrylic-based caulking. Ensure all wood is finished following the requirements as noted within these Handling, Job Finishing and Installation Instructions.
2. If doors have little or no overhang Novin Doors strongly suggests that doors be ordered with loose stop on one side, with the solid stop side being placed to the exterior. A cap bead must also be applied to the exterior. See page 7 for details.
3. Choice of gloss, semi-gloss or satin clear top-coat is for aesthetics. In general, semi-gloss and satin finishes do not show flaws in the finish as readily as a gloss finish.
4. Semi-gloss and satin clear top-coats generally provide a warmer feel than does a gloss finish.
5. Knots in knotty alder have been filled with an acetone base filler. Do not use acetone or acetone base products on knotty alder door surfaces.

REMINDER

1. Novin Doors Ltd. cannot evaluate all available paints, stains, polyurethanes, varnishes, or application requirements. Check with your paint supplier for the best quality products and follow supplier's instructions carefully. Failure to comply will void warranty.
2. Exterior door finishes deteriorate over time, especially with little or no overhang applications. Inspect the finish regularly and re-finish as needed.

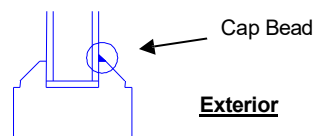
GLASS CARE FOR INTERIOR DECORATIVE DOORS

Avoid contact with abrasive or corrosive materials. All soldering joints are lead and in the case of brass or copper these joints are given a paint finish and care should be taken when cleaning glass. A touch-up solution is available if paint is removed. If brass, copper or zinc becomes dull or tarnished, a non-corrosive brass cleaner or polish can be used. All glass panels are handcrafted - bubbles, lines and slight surface imperfections or discoloration are characteristics of all fine handcrafted glass and are not considered defects.

GLASS CARE FOR EXTERIOR DOORS

To ensure a watertight seal between wood and glass, some glazing material may be squeezed out onto the visible surface of the glass during manufacturing. This must be removed before finishing. To remove excess glazing material, score it with a knife along the edge of the wood. Be careful not to cut into the wood or scratch the glass. Once scored, the glazing material can be easily pulled off by hand or with a plastic scraper. We do not recommend tools made of metal or razor blades. Use extreme care when cleaning caulking, paint, stain, etc. off tempered glass. It scratches very easily.

Note: If the unit is exposed to wind and/or rain, a fine bead of caulking must be used between the glass and wood moulding on the exterior surface; this will help eliminate water infiltration and premature seal failure.



SEALED UNIT ORIENTATION

Unless specified otherwise, sealed units with Low E coatings will have the Low E side installed to the exterior face of the door - excluding when combined with beveled glass or decorative glass in which case Low E coatings will be installed to the inside of the door.

SEALED UNIT WARRANTY

The manufacturer will replace defective sealed unit(s) without charge within the above stated two-year period. Over two years and up to five years the sealed unit(s) only, will be replaced, NOT INSTALLED. FINISHING IS NOT INCLUDED.

NOTE: There are no warranties that extend beyond the foregoing, and the manufacturer's sole responsibility under this guarantee is as stated herein Novin Doors Ltd. shall not be liable for consequential, indirect or incidental damages, or for any amount in excess of the manufacturer's price for the shipment involved, whether the claim is for breach of warranty or negligence.

IF THE ABOVE INSTRUCTIONS ARE NOT ADHERED TO THE WARRANTY WILL BE VOIDED.

HARDWARE WARRANTIES

All hardware warranties (including, but not limited to: locks, lock-trims, multipoint devices, etc.) are made by the hardware manufacturer and are not directly covered under the Novin Doors Limited Warranty for Wood Doors.

In case of a hardware warranty request, please advise Novin Doors Sales Staff for support in dealing with the hardware manufacturer. We will assist with appropriate reference numbers for the items in question.

HOW TO MAKE A CLAIM

Immediately upon discovering that the door is defective or fails to conform to this written warranty, the end-user shall contact Novin Doors Ltd.

When initiating a claim, you will be required to provide sufficient documentation of the issue, which may include the original sales order number, photographs, videos, and/or any other relevant documentation.

1. Provide Purchase Order # and Invoice #.
2. Identify product of concern and problem.
3. With the above information Novin Doors may be required to inspect the unit on the job site.
4. After determination of the problem has been established, the manufacturer will proceed as per the guarantee.