ROGUE VALLEY DOOR LIMITED WARRANTY

All stile and rail door products manufactured by Rogue Valley Door meet or exceed generally accepted industry standards. Rogue Valley Door warrants that at the time of shipment, each door is fabricated with good material and workmanship and is free of defects which would cause the door to be unfit for the ordinary recommended use. Specific warranty periods for doors, door components, and exclusions are as follows:

One Year Exterior Door and Fire Door Limited Warranty

For doors used in an exterior application or interior fire door application will be warranted for one year from the date of shipment from the factory. This warranty applies only to doors that have been properly handled, finished, and for exterior doors installed with a proper overhang in accordance with the Rogue Valley Door Handling, Finishing, and Installation Guidelines.

Ten Year Interior Door Limited Warranty

For doors used in an interior application will be warranted for ten years from the date of shipment from the factory. Interior application is defined as having a controlled interior climatic conditions on both sides of the door. The ten year warranty does not apply to fire rated doors, doors with High Definition Glass (HDG) panels, or doors used in commercial, hospitality, or multi-family applications, in which case the one year warranty will apply. The ten year warranty only applies to the original purchaser, and is non-transferable.

Five Year Rogue Premium Limited Warranty

For doors manufactured using the Rogue Premium construction methods using either 1/4” veneer or solid face laminated stiles and rails. This warranty applies only to doors that have been properly handled, finished, and for exterior doors installed with a proper overhang in accordance with the Rogue Valley Door Handling, Finishing, and Installation Guidelines. The five year warranty only applies to the original purchaser, and is non-transferable.

Five Year Insulated Glass Limited Warranty

Rogue Valley Door warrants that any of our Insulated glass units will not develop a visual obstruction between the two panes of glass caused by the failure of the seal. Rogue Valley Door liability to a seal failure will be to send out a replacement glass unit.

Warranty Exclusions

The following are not considered a defect in your Rogue Valley Door, and are not covered by this written warranty:

1. Failure to properly seal all six edges of the door. The door must be properly finished immediately after fitting and hanging.
2. Natural color or texture variations in the wood.
3. Expansion of bottom rail due to climate conditions is not considered a defect.
4. Damage caused from extreme heat buildup where a storm door, dark paint, or dark stain is being used.
5. Failure to perform routine homeowner’s maintenance.
6. Damage from improper storage or handling of the doors. Storage damage includes moisture in doors due to humidity.
7. Panel shrinkage is not considered a defect.
8. Failure to have adequate overhang, see pg 155 in Rogue Valley Door’s Full Line Literature for details.

9. For doors 3/0 x 7/0 or smaller, warp not exceeding 1/4” in the plane of the door. For doors larger than 3/0 x 7/0 warranty against warp does not apply. Warranty will apply for doors up to 3/6 x 8/0, warp not exceeding 3/8” in the plane of the door. Action on any claim or warp may be deferred for a period of up to 1 year, in order to permit conditioning and equalizing to humidity and temperature conditions.
10. Doors larger than 3/6 x 8/0 x 2-1/4 are not covered under this warranty.
11. Plank doors are not warrantied against warp in any size.
12. The performance or appearance of finishes applied is not covered.
13. Surface checking of hardwoods is considered a natural characteristic and is not covered by this warranty.
14. Damage or defects caused by house settling or acts of God.

WARRANTY CLAIM AND LIMITATIONS

In the event of a defect or failure to conform with this warranty, upon written notice to Rogue Valley Door, the company, at its option, will (1) repair the door without charge, or (2) provide a replacement door without charge in the same stage of fitting and finish as was originally purchased from Rogue Valley Door. Rogue Valley Door will not be liable for any door repaired or replaced without their prior written consent. Rogue Valley Door shall not be liable for consequential, indirect, or incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusions of limitation may not apply to you. All implied warranties are limited to (one year from the date of shipment from the factory of Rogue Valley Door for exterior and fire doors, five years on Rogue Premium doors and insulated glass units, and ten years on interior doors). This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

HANDLING, FINISHING & INSTALLATION GUIDELINES

Wood stile and rail doors are a reflection of quality and good taste. To ensure you obtain the maximum enjoyment and utility of your door, follow the guidelines detailed below. Failure to follow the guidelines below will invalidate our Limited Warranty. It will be the discretion of Rogue Valley Door or its representative to approve or reject any claim due to poor handling, application, installation or finishing.

Door Handling Guide

1. Handle all doors with clean gloves and equipment.
2. Avoid dragging doors across one another or across other surfaces. Avoid leaning at a steep angle.
3. Store on a level surface in a dry, well-ventilated building. Avoid stacking on end.
4. Cover doors to keep clean, but allow air circulation.
5. Doors should not be subject to abnormal heat, dryness, or humidity for prolonged periods. Avoid sudden changes such as forced heat to dry out a building.
6. Deliver doors in a clean truck and under cover from wet weather.
7. Deliver doors to building site only after plaster, stucco, and/or cement is dry.
8. If the doors are to be stored for long periods or on the job site, the entire door including the top and bottom edges must be sealed in order to prevent undue moisture absorption.
9. Doors shall not be exposed to excessive moisture (above 55% RH), excessive heat (90 degrees F), and dryness (30%RH).

Door Fitting & Hanging Guide

1. All wood doors should be conditioned to average prevailing relative humidity of the locality before hanging.
2. When hanging door, allow adequate clearance for swelling of door or frame in extremely damp weather.

3. All exterior glazed doors should be hung with the removable wooden bead facing the interior side of the opening.

4. Avoid cutting doors down in size, use designated sizes. If width trim is necessary, do not trim more than ¼" per side. Top of door may be trimmed ½" and the bottom no more than 1-½". Use a sharp, fine tooth saw for best results.

5. Caution must be used to avoid impairing the utility or structural strength of the door when fitting for hardware, lites, louvers, panels, and/or any other special detail.

6. Be sure the jambs and stops are set perfectly square and plumb.

7. 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 top and bottom edges must be sealed to prevent undue absorption of moisture.

Door Preparation For Finishing Guide

1. Adjust or align components if necessary.

2. All doors manufactured by Rogue Valley Door require sanding prior to finishing. The degree of pre-sanding will depend upon the owner's selection of stain and whether or not they are spraying or wiping on the stain.

3. Remove all handling marks, instruction labels, stamps and effects of exposure to moisture with a thorough, final light sanding over all surfaces of the door, using 180 grit sand paper. Note: Small amounts of grease, oil or pitch can be wiped clean with mineral spirits.

4. Clean door thoroughly after sanding to remove all dust or foreign material. Avoid using chemical cleaners that react unfavorably to certain wood species and finishes. Consult a finish expert. Note: Some hardwood species can have an adverse reaction with certain chemical cleaners and finishes.

5. Apply finish as soon as door is fitted, but before final hanging. Cutouts for hardware must be sealed prior to installation. Rogue Valley Door will not warrant product that has been hung prior to finishing or that shows deterioration of wood or swelling due to finish breakdown.

6. Make sure all surfaces are sealed and finished, including top, bottom, and side edges of the stiles and rails.

7. It is the finisher's responsibility to cover the glass during the finishing process. On doors ordered with plastic film, removal of the film immediately after finishing is required. Failure to remove the film in a timely manner may result in difficulties in removing the film at a later date. Do not use razors or other sharp object to remove the film or clean the glass. These items may scratch the glass.

Exterior Door Finishing Guide

Caution: If during the finish process you are having some issues with your door, stop finishing immediately and contact the company from where you purchased the doors.

Stain & Clear Finish

The top coats should be a solvent-borne (oil-base, alkyd resin base, polyurethane resin-base) or a water-borne (latex resin-base) clear finish. The advantages of a solvent-borne clear finish is they are faster drying, harder, and more water resistance. The advantages of a water-borne clear finish is they are very flexible, ultraviolent resistance, and have good exterior durability. Note: Lacquer-base toners or finishes should not be used on exterior doors.

1. When applying stain to a door, the door should be prepped with a wood conditioner or sanding sealer prior to applying stain. Verify with the stain and top coat manufacturer's instructions. Caution: If during the finish process you are having some issues with your door, stop finishing immediately and contact the company from where you purchased the doors.

2. Doors should be sealed with at least three coats of a good quality exterior solvent-borne or water-borne clear finish.

3. Sand lightly between top coats, making sure that all surfaces and edges are covered every time a coat is applied. Clean door of dust before applying the next coat.

4. To minimize moisture penetration where wood parts or glass and wood come together, be sure enough top coat is applied to form a bridged film across any voids. Make sure that the finish does not prevent movement of the floating panels.

5. You can make sure all coatings in the finish system are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instructions.

6. Dark colored stains should not be used on doors exposed to sunlight, as expansion and contraction of door components may occur.

7. A substantial overhang and protection from the elements will minimize component movement inherent in exterior wood doors.

Paint Finish

Oil-base or latex resin-base exterior grade primer and paints may be used on wood doors. Oil-base primer and paints offer more resistance to moisture penetration, and latex resin-base primer and paints will offer better durability and color retention.

1. Doors should be sealed with a good quality exterior primer followed by at least two topcoats of either an oil-base or latex resin-base exterior paint.

2. Sand lightly between coats, making sure that all surfaces and edges are covered every time a coat is applied. Clean door of dust before applying the next coat.

3. To minimize moisture penetration where wood parts or glass and wood come together, be sure enough paint is applied to form a bridged film across any voids. Make sure that the finish does not prevent movement of the floating panels.

4. You can make sure all coatings in the finish system are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instructions.

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High Exposure Finishing

1. Use silicone caulking around the perimeter of each glass pane. This will seal the putty and prevent any moisture from penetrating the door.

2. Use silicone caulking around the perimeter of each panel. This will seal the panel joint and help prevent moisture from penetrating the door.

3. Allow any finish to flow onto the glass area at least 1/16 inch.

4. Storm door may be required to completely eliminate moisture problems. If storm door is used, it must be ventilated to eliminate heat build-up.

Maintenance

Your Rogue Valley Door will need some periodic maintenance to help insure that it has adequate protection against the elements. This regular maintenance is required for the warranty that is provided with every Rogue Valley Door. Some of the following signs are indicators that it is time to re-finish your Rogue Valley Door: chalkiness in finish, flaking of finish, hairline cracks in the finish, and changes in the color of the finish

Interior Door Finishing Guide

Caution: If during the finish process you are having some issues with your door, stop finishing immediately and contact the company from where you purchased the doors.

Stain & Clear Finish

A solvent-borne system is recommended for interior door applications, and may be that of a lacquer-base.

1. Depending on the type of stain being applied, the door may need to be prepped with a wood conditioner or sanding sealer prior to applying stain. Verify with the stain and top coat manufacturer's instructions.

2. Doors should be sealed with at least two coats of a good quality exterior solvent-borne or water-borne clear finish.

3. Sand lightly between top coats, making sure that all surfaces and edges are covered every time a coat is applied. Clean door of dust before applying the next coat.

4. You can make sure all coatings in the finish system are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instructions.

Paint Finish

Oil-base or latex resin-base primer and paints may be used on wood doors. Oil-base primer and paints offer more resistance to moisture penetration, and latex resin-base primer and paints will offer better durability and color retention.

1. Doors should be sealed with a good quality primer followed by at least two topcoats of either an

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MAINTENANCE

Your Rogue Valley Door will need some periodic maintenance to help ensure that it has adequate protection against the elements. This regular maintenance is required for the warranty that is provided with every Rogue Valley Door. Some of the following signs are indicators that it is time to refinish your Rogue Valley Door: chalkiness in finish, flaking of finish, hairline cracks in the finish, and changes in the color of the finish.