

## EXTERIOR DOORS

Routine maintenance after proper installation will include a monthly wipe down with Guardsman® Furniture Polish we have provided. This is a non-silicon based natural wax and we recommend re-using your Guardsman® application cotton rag over and over again. All wood surfaces including the wood sill should be wiped. This is very similar to waxing a car as this polish helps to resist water (enemy) and grime, and maintain the look of your door.

**DO NOT SPRAY OR CLEAN** your door with a water hose. **This is NOT a maintenance free product**, but a finely crafted door unit that is built like furniture, but being asked to perform in an exterior environment. Even though we have brushed and sprayed (3) coats of SIKKENS CETOL® Clear Window and Door as a top coat, Fine Entry/Exterior Door Units with a proper finish need to be under cover as much as possible, and protected from all elements. This includes sun and rain. Of course, we know there will be exposure, but not direct exposure and certainly not direct exposure caused by spraying water from a hose or pressure washing etc. Any evidence of this will obviously void any warranties. Overtime, hinges and strikes may be adjusted as the entry settles.

We offer on-site maintenance within (3) hours of our shop in Morganton, NC which includes finish

and service maintenance. Outside of this area, we can assist in finding a qualified professional to help keep your product serviced.

## INTERIOR DOORS

In most cases there is very little weather exposure to these doors and as such your Interior doors will only require light dusting as if it was furniture. Overtime, hinges and strikes may be adjusted as the home settles.

Thank you again for working with us when purchasing your custom doors. We hope you and your family enjoys your heirloom quality doors and never hesitates to call us with any questions, concerns, or just to say hi.



## DOOR CARE

*THE ENTIRE TEAM AT APPWOOD DOORS GREATLY APPRECIATES YOUR PURCHASE OF ONE OR MORE OF OUR TRULY CUSTOM DOORS. WITH THE INVESTMENT WE HAVE ALL PUT INTO YOUR PROJECT, WE WOULD LIKE TO PROVIDE SOME INFORMATION AND GUIDELINES FOR THE IMMEDIATE AND FUTURE CARE OF YOUR APPWOOD DOOR. PLEASE FOLLOW THESE GUIDELINES AS THEY WILL HELP TO ENSURE THE LONGEST LIFE FOR YOUR DOOR PURCHASE. FEEL FREE TO CONTACT OUR OFFICE AT ANY TIME FOR EXPLANATIONS AND ANY ADVICE WE MIGHT BE ABLE TO IMPART ON THE LIFE OF YOUR DOOR.*

**APPWOOD, LLC**



**CUSTOMER SERVICE: 828.437.4300**

**E-MAIL: [INFO@APPWOODDOORS.COM](mailto:INFO@APPWOODDOORS.COM)**

**WEBSITE: [WWW.APPWOODDOORS.COM](http://WWW.APPWOODDOORS.COM)**

## WARRANTY INFORMATION

AppWood, LLC warrants, subject to the conditions and restriction contained below, that each stile and rail door manufactured and sold by AppWood shall 1) Comply with NWWDA Industry Standard I.S. 6-91 Series, as periodically amended and 2) to be free from defects in materials and workmanship from the time of manufacture until the time specified below:

### **Warranty Period**

AppWood Doors	5 years
AppWood Finish	1 year
Glass	5 years

In the event that one of AppWood stile and rail door fails to conform to this warranty, AppWood will, at our discretion, either repair the door, ship a replacement door to the original shipment address, or offer cash settlement. Replacement door will be provided in the same condition of size, finish and fitting as originally sold to the customer. Finish or Glass warranty claims may be repaired on site or in our shop; AppWood reserves the right to make that decision for each Finish warranty claim.

**Except as otherwise stated herein, AppWood 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 client making the warranty claim.**



**APPWOOD, LLC**  
**300 BURKE DRIVE**  
**MORGANTON, NC, 28655**  
**828.437.4300**

### **The following shall not be considered defects in material or workmanship and are not covered by this limited warranty:**

1. Warp in any door wider than 42";
2. Warp in any nominal 1¾" thick by 42" wide by 96" high or smaller door, not exceeding ¼" in the plane of the door itself;
3. Bow or nonalignment in the frame or jamb in which the door is hung if purchased from AppWood un-machined or not pre-hung;
4. Variations or unsatisfactory results in gloss level, texture or appearance resulting from site applied finish or paint;
5. Natural variations in the color or texture of the wood;
6. Damage caused by others or by a cause beyond the control of AppWood, including but not limited to damage caused by misuse, abuse, accident, mishandling, or by fire, flood, storm, tornado or other acts of nature. "Misuse" of a door includes, but is not limited to, using a door on part of a building without providing adequate overhang or an appropriate finish color. Adequate overhang depends on the typical weather conditions of the area where the door is to be used, but typically means an overhang projecting a distance from the structure one half the elevations which is farthest from the door. In order to reduce the chance of warping or checking, dark-colored finishes should be avoided on all surfaces, especially on light-colored wood species, or if the door is exposed to direct sunlight;
7. Damage due to trimming more than ½" from the top of the door or 1½" from the bottom;
8. Damage caused by failure to seal all (6) sides of the door;
9. Failure to perform normal homeowner's maintenance, including maintaining the finish (factory or non-factory finish);
10. Product failure due to improper or incorrect installation;
11. Attempts to repair AppWood products other than by AppWood carpenters;

12. Surface checks that are less than 1/32" in width and/or 2" in length;
13. Panel movement (shrinkage) of 1/8" or less. Temperature and humidity may cause the wood panels in your door to shrink, leaving an unstained line along the panel edge. The panels in your door were designed to "float" ;
14. Damage caused by extreme temperature buildup where a storm door is utilized. Storm doors must be vented to eliminate this temperature buildup;
15. Slight expansion due to varying environmental conditions, such as temperature or humidity;
16. Doors shipped outside of the continental United States are not warranted.
17. If your warranty claim is warp, AppWood may defer repairing or replacing the door for a period of twelve (12) months from the date of claim or the date when the door was installed, as it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

AppWood reserves the right and must be given at least thirty (30) days to field inspect any door that has a warranty claim.

This limited warranty extends only to the original purchaser of the door or the original purchaser of the structure into which the door was installed.

***This warranty is effective for all products manufactured or sold after January 1, 2012***

**NOTE: AppWood reserves the right to make product improvement changes in specifications, materials, and construction details. AppWood hardwoods vary in color and grain, which can affect the actual finish color and may vary slightly from the actual finish color you approved.**