

# WARRANTY

## WOOD DOOR LIMITED WARRANTY

Every Southwood door is covered under warranty for a period of one (1) year and guaranteed to be free from defect as a result of manufacturing or quality.

Should the warranted door be found to contain defects as stated above, Southwood Doors, will at its option, either repair or replace any door without charge or a full refund given to the distributor in order to facilitate a refund to the end user.

In the event of a defect discovered by inspection of a door upon receipt of shipment from Southwood Doors, immediate notice must be given before the door is shipped to the end user or installed in any application. A replacement door unit will be reshipped pre-paid to the distributor of origin. In the event that the damage is discovered upon receipt from the distributor, the distributor should be notified immediately before any installation occurs and a reasonable acceptance of responsibility will be determined and the end user will be accommodated accordingly.

Under the terms of this warranty, Southwood Doors is obligated to replace the defective product, F.O.B. distributor's warehouse from which the original sale was facilitated. No labor, installation, finishing and/or consequential damages will be covered.

1. All Doors must be installed providing sufficient protection from exposure to weather including excessive moisture/rain as well as excessive heat due to sun exposure. This protection required includes adequate overhang distance that is at a minimum projection from the home at one half the distance from the floor of the overhang to the ceiling of the overhang.
2. Any deterioration of the wood components of the door unit caused by neglect or failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging the door are not covered by this warranty. Every door unit regardless of exposure must be annually inspected and maintained by the homeowner. Reasonable maintenance includes ensuring adequate clear topcoat that contains a UV inhibitor and is maintained throughout the life of the door. Painting the door black or any other dark opaque color voids the warranty. Painting wood doors causes excess absorption of heat/UV rays.
3. Southwood Doors reserves the right to require on site inspections of maintenance and installation procedures before any claim will be processed.
4. Wood is a natural product therefore any variations in color, texture, grain or the general surface appearance of wood naturally occurring will not be considered defects. Variations in wood color must be compensated for by the use of staining methods preferably implemented by a professional.
5. All wood doors are constructed using floating panels. This construction method allows for expansion and contraction. Exposure to severe moisture such as rain in an unprotected environment may result in water penetration through the panels and is not considered a defect. In the event of water penetrating through the edges of the panels in this environment, it will be the consumers responsibility to caulk and or provide a remedy for the water penetration.

## Glass Limited Warranty

Southwood Doors warrants that all glass shall be free from seal failure for ten (10) years from the date of shipment. Southwood Doors shall, at its option either repair or replace the defective glass. Glass breakage is not covered under warranty under any circumstance.



# WARRANTY



It is imperative to use high quality stains and clear coats that contain UV inhibitors specifically formulated for exterior window and door use. PPG Door and Window Finish is an example of an acceptable product specifically formulated for the application of exterior doors.



Painting doors black, gray, brown, or any dark opaque color will void door warranty. These opaque colors absorb heat and sunlight rather than reflecting the elements that lead to cracking, warping, and expansion/contraction of components of the door.



Excessive exposure to wet weather will result in water intrusion through the panels and other assembled wood components as well as glass stops and beads. Water will soak into the wood components resulting in separation of the joints of wood components.

## NOT COVERED UNDER WARRANTY

1. Doors that are installed and not sealed completely including the top of the door slab. All doors must be sealed within 30 days of job site installation.
2. Damaged doors that have been delivered to the job site. All doors are delivered to the distributor. The distributor must receive the doors and note any damages to the crate/wrapping material immediately. Doors delivered by the distributor to job sites are the sole responsibility of the distributor.

## OVERHANG REQUIREMENTS



X=distance from floor of overhang to the highest point of base/front of overhang.

Y= Projection of overhang

$$Y \geq 1/2 X$$

$$Z \geq 3\text{FT}$$

\* The door unit in photo above X = 13FT. Y = 7FT. This overhang meets requirements as  $Y \geq 1/2 X$ .  
(7 FT  $\geq$  6 1/2FT)

