

Wood Door Warranty

Wood Door Limited Warranty

All Entrada doors are warranted for one (1) year from the date of shipment to be of good material and workmanship, and to be free from defects at the time of shipment that would render them unfit for the purpose for which each door is recommended. Before leaving our plant, your door has been inspected for any defects in materials and workmanship and is packaged to protect the door in transit.

Should the warranted door be found to contain defects as stated above, Entrada Iron and Wood Doors, LLC will at its option, either (1) repair any door without charge, or (2) replace any door without charge in the stage of fitting and/or finishing as it was originally supplied, or (3) refund the price received for the door. In the event of a defect reasonably discovered by inspection of a door upon receipt of shipment from Entrada Iron and Wood Doors, LP written notice must be given within 30 days thereafter and before treated in any manner. No labor or installation refinishing expenses are covered by this warranty.

1. The appearance of field finished doors is not covered by this warranty in any event.
2. Natural variations in color, texture or general surface appearance of wood are not considered defects.
3. Any deterioration caused by failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging are not covered by this warranty.
4. We can require that an inspection be made by one of our employees prior to adjustment or replacement.

Handling, Finishing, and Installation Instructions

1. Doors shall not be exposed to direct moisture – ie. Rain, water sprinklers, standing water, etc.
2. Doors shall not be exposed to excessive heat, dryness, humidity, or direct sunlight prior to finishing.
3. Prior to finishing, remove all handling marks with 150 grit or finer sandpaper and remove all sanding dust.
4. **All exposed surfaces of the door must be sealed, including the top, bottom, side edges, and the hardware cutouts.**
5. Use only oil-based stains, sealers, or primers on the door. If water-based paint is to be used, it must be applied over an oil-based primer. (**Note of Caution:** *An interior grade lacquer is NOT a satisfactory product for exterior use.*)
6. All exterior surfaces, including the top, bottom, and sides of the door must be finish coated with a good quality exterior grade paint or varnish. At least three (3) coats of exterior grade varnish with a UV Inhibitor must be applied.
7. In order not to induce warpage or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight.
8. Most finishes on exterior doors deteriorate relatively quickly. To insure exterior doors receive the protection required, inspect the condition of exterior finish at least once a year and refinish as often as needed.

There are no warranties that extend beyond the preceding. Entrada Iron and Wood Doors, LLC shall not be liable for consequential, indirect, or incidental damages or negligence.

The warranty time is measured one (1) year from the final invoice date from Entrada Iron and Wood Doors, LLC on each respective unit. This warranty does not reset when ownership changes.

Since these doors are shipped to you unsealed and unfinished, we cannot warranty against the natural characteristics of the wood which may occur in the various conditions encountered from our plant to your finished opening. Because the wood can respond in different ways to the variety of atmospheric and environmental conditions, it is imperative that special attention is given to the door and the necessary care and effort taken to protect the door in the unfinished state to minimize the potential for problems.



Insulated Glass Limited Warranty

Entrada Iron and Wood Doors, LLC warrants our insulated glass for a period of one (1) year from the date of manufacture of the insulated glass panel, against permanent failure of the hermetic seal, directly attributed to defective manufacturing, when such failure results in permanent obstruction of vision through the panel.

This warranty does not apply if the failure of the seal is caused by an Act of God, damage as a result of exposure to corrosive fumes or condensates, damage resulting from excessive stress from movement of the structure, glass distortion or breakage, mishandling or improper installation or by any other cause whatsoever not within our exclusive control, and shall not apply unless the failure occurs and claim is delivered to us within (1) year after the date of manufacture of the insulated glass panel.

Under the terms of this warranty, **our obligation is to replace the defective glass. No labor, installation and/or consequential damages are included.**

For a period of one (1) year after manufacturing, a replacement insulated glass panel shall be furnished, for excessive fogging problems only. The company may, at its option, refund the purchase price of defective panels in lieu of furnishing a replacement. **No other express warranty is made by Entrada Iron and Wood Doors, LLC**

Entrada Iron and Wood Doors, LLC supports our customers with a warranty that covers defective conditions based on industry standards of acceptability. We take a fair and objective view of any warranty situation, but it is important to understand that a warranty does not cover any and all problems that may occur. We urge you to call if you have questions or need further clarification on our warranty conditions or relating to any specific situation that you may encounter.

Conditions Not Covered or Allowed for Warranty Claims

In supplement to the Entrada Iron and Wood Doors, LLC Limited Warranty, the following material or physical situations will not be covered by the warranty.

1. Exposure to moisture in an unfinished state – ie. Installed and exposed to rain with no sealant
2. Warpage not exceeding one-fourth inch (1/4") in the plane of the door.
3. Bow or nonalignment in the frame or jamb in which the door is hung.
4. Variations or unsatisfactory results in gloss levels, texture or appearance resulting from the field of application of paint or other finishing material.
5. Natural variations in color, texture of surface and checking of wood are not considered defects.
6. Damage resulting from any cause beyond the control of Entrada Iron and Wood Doors, LLC., including, but not limited to, damage caused by misuse, abuse, accident, sprinkler systems, mishandling, fire, flood, earthquake, storm, tornado, or any other act of nature.
7. **Warranty is null and void if deterioration occurs due to the failure to protect and seal all exposed surface and edges of the door either prior to or immediately after hanging.**
8. Damages caused by failure to comply with normal homeowner maintenance and care.
9. Insulated glass is only warranted against fogging.
10. Doors painted Black (or any Dark Color) with any sun exposure, will not be warranted.

Important Information About Warranty

Do NOT cut, trim or finish a door, side lite or transom sash, before it has been fully inspected. Once the product has been cut and/or finished, it can not be returned to Entrada Iron and Wood Doors, LLC for replacement unless it is defective in a way that is covered by the warranty. Please comply with all of the handling and finishing instructions completely to validate the warranty. The product must be hand sanded before finishing.

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