



DuCHÂTEAU

DuChateau LIMITED TIME WARRANTY

The **DuChateau** Limited Time Warranty covers manufacturing defects in materials or workmanship of doors, with the exceptions stated below.

This limited warranty is NOT TRANSFERABLE and runs for one year from the date of initial purchase from **DuChateau** by the initial wholesaler, distributor or other purchaser. If federal, state or provincial law limits or restricts this prohibition on transfer, then the warranty period is effective for one year from the date of initial purchase by the wholesaler, distributor or purchaser.

The following shall not be considered defects in materials or workmanship under any circumstances and are not covered by this limited warranty:

- Damage resulting from attempts to repair doors by persons other than **DuChateau** or its designated representative(s).
- Any door wider than 3' or taller than 8'.
- Knot size shape, knot placement, or any natural variation in wood color or wood texture.
- Wood Veneers are a natural product and each door will show variation from our catalog and among each door even for Double Doors that are sequence matched.
- The veneer on the stiles for French Doors may differ from left to right and on horizontal applications the crossing grain may be different or misaligned.
- Rustic wood surface checks, which are less than 1/4" in width and 7" long.
- Variation in thickness, width, or length less than the industry standards.
- Knife, moulder or shaper marks which do not impair the dimensional integrity of the door.
- Damage caused by or resulting from improper machining by the pre-hanger, your carpenter, or your installer.
- Warping of any door, not exceeding 5/16" in plane of the door itself.
- Problems due to misuse or abuse of the door.
- Damage as a result of any cause beyond **DuChateau's** control (e.g. fire, flood, earthquake, other acts of nature, or acts of third parties outside **DuChateau's** control, including, without limitation, shipping companies).
- Problems related to improper finishing of all six sides. These sides include: front, back, top edge, bottom edge, left side and right side of the door.
- Variation or unsatisfactory results in sheen or texture resulting from the field application of paint, stain or lacquer or any other finishing material or damage caused by extreme temperature.
- Expansion or contraction of the door or other changes in form due to environmental conditions, including, without limitation, changes in moisture, temperature and humidity.
- Panel shrinkage or misalignment, including, without limitation, the appearance of unstained lines along the edge of a panel (may be caused by fluctuations or differences in temperature or humidity).
- Bowing or misalignment in the frame or jamb in which the door panel is hung, or problems related to water and/or air infiltration due to improper assembly or installation.
- Improper installation of hardware.
- Discoloration or rusting caused by the decorative metal accent options (such as grilles, clavos, straps, etc.) or hardware or inserts (such as locksets, door handles, strikes, etc.).
- Installation of an interior door in an exterior application.
- Door must be finished on all six sides within 2 weeks and/or before a storm falls at the location at which doors are installed or stored. Doors must have minimal exposure to the elements.
- Door installation should be done after painting and should be dried and complete.
- Failure to report problems with uninstalled glass before a door is machined or finished.
- **DuChateau** is not responsible for any problems related to glass installed in **DuChateau** doors by a distributor or other door shop or any **DuChateau** doors with problems resulting from improperly installed glass. These problems include, but are not limited to, glazing, waterproofing of glass and accompanying door cracks, blemishes, moisture in the glass, or any injury caused by or related to glass in **DuChateau** doors.
- Acceptable characteristics include variations in color, stain, wood grain, grain appearance, unlimited tight knots and unlimited worm holes. These variations in the product are completely normal and are not covered by this limited warranty.
- Modifying **DuChateau** Doors will void this limited warranty. Improper modifications include, but are not limited to, excessive trimming, removing panels, v-grooving damage (v-grooves in excess of 3/8" wide and 3/16" deep), and distressing damage. Allowable trimming on **DuChateau** Doors is up to 5/8" on left and right sides and to any size on top & bottom edges.
- Failure to report to **DuChateau** Doors any visible defect more than 24 hours after receipt or after the product is machined or installed.

The following are procedures you must follow to exercise this limited warranty. The integrity of **DuChateau** Doors is predicated upon the adherence to these procedures. Failure to observe these procedures may result in or precipitate an adverse reaction of the product, and shall void any warranty or claim.

HANDLING

- All doors are packaged for forklift loading and unloading. They are palletized and banded together. Upon receipt, any shipping damage must be noted on the bill of lading and reported immediately to the delivering carrier and **DuChateau**. When orders are received, it must be noted next to the signature "Subject to Inspection."
- Doors must be stored flat on a level surface in a dry, well ventilated building at least 4" above the ground and covered to avoid direct sunlight, as well as moisture, dirt and dust.
- Doors must be conditioned to average prevailing relative humidity and temperature of the locality before hanging.
- Do not walk on doors or drag doors across one another, particularly if they include raised molding.
- Doors must not be subject to extreme or radical changes in heat or humidity, including, without limitation, sudden changes resulting from forced heat used to dry out a building.
- IF DOORS ARE TO BE STORED AT A JOB SITE, ALL SIX SIDES MUST BE SEALED NO LATER THAN 48 HOURS AFTER RECEIPT WITH AN EFFECTIVE QUALITY SEALER IN ORDER TO PREVENT UNACCEPTABLE MOISTURE ABSORPTION.

INSTALLATION

- When hanging doors, allow adequate clearance between the door and frame for normal swelling of the door or frame in damp weather. Clearance between the door edges and door frame must be a minimum of 3/16" on the hinge side and 1/8" on the latch side and top rail. When cutting, use a sharp fine-tooth saw and blue tape, remove tape immediately after cutting.
- Caution must be used to avoid impairing the strength of the door when fitting for locks or other hardware. Allow at least 1" of wood back of the mortise.
- Pilot holes must be drilled for all screws that act as hardware attachments.
- Use a minimum of three hinges on doors of up to 7' tall and four hinges on doors over 7' tall. Hinges must be set in a straight line to prevent distortion of the door.
- Jambs and stops must be set square and plumb.
- Immediately after cutting and fitting (and before final hanging), seal all surfaces and ends of the door with an effective quality sealer.
- Do not install doors before 'mudding'. Doors must be installed after painting.

FINISHING

- For best performance, doors must be finished lying flat.
- Sand entire door with appropriate grit of sandpaper in the same direction as the grain.
- Finish must be applied immediately after fitting and hanging, but not during or after high moisture times.
- Remove dust before finishing.
- Follow manufacturer's directions closely for all finish products.

DuChateau will not, under any circumstances, be liable for installation, refinishing or painting costs.

In the event of a warranty claim, **DuChateau's** sole and exclusive obligation under this limited warranty shall be to either: (a) repair the door, (b) ship a replacement door to the distributor or person making the warranty claim, or (c) refund the original purchase price paid by the purchaser to **DuChateau** for the door.

In order to be eligible for service under this limited time warranty, you MUST notify **DuChateau** (within 2 business days) of the date you discovered or should have discovered the defect. Such notice should be sent with a photograph and brief written description of the defect (a) by email to mbustos@duchateau, (b) via fax to 1-619-819-9433 or (c) by postage paid, certified mail, return receipt requested, to:

8480 Miralani Drive
San Diego, CA 92126

DuChateau will contact you within a reasonable time to inspect the defect. If no defect exists, then you shall pay **DuChateau** for the inspection. If a defect exists, **DuChateau** will contact you within a reasonable time after the inspection to give the results of the inspection.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

No distributor, dealer or representative of **DuChateau** has the authority to change, modify or extend this limited warranty.

The original purchaser of each **DuChateau** door acknowledges that he, she or it has read this limited time warranty, understands it, and is bound by its terms. Each distributor of **DuChateau** agrees to provide this limited warranty to the original owner of the structure into which the door is to be installed.

DuChateau shall not be liable for consequential, indirect or incidental damages, normal wear and tear, or for any amount in excess of the distributor's purchase price of the defective door. The door must also be finished & sealed on all six sides within 48 hrs. of delivery; otherwise this limited warranty is null and void.

All visible defects or mistakes in shipment must be reported to **DuChateau** within 24 hours of receipt and before the product is machined or installed, otherwise the delivery condition of the door shall be deemed correct and acceptable. When shipment is received please write next to your signature "Subject to Inspection."