

WARRANTY

Interior Door warranty

All doors sold by Wilson Plywood & Door, Inc. are guaranteed for one year from the date of shipment to be of good workmanship and free of defects that would render them unserviceable for the purpose intended. Wilson Plywood & Door will at its option repair or replace any defective door in the same condition as it was originally supplied. Cost incurred by the builder for rehanging or repainting the door is not reimbursed by Wilson Plywood & Door.

Exterior Door warranty

All exterior doors sold by Wilson Plywood & Door in our energy-efficient units (weatherstripping and threshold) are guaranteed for a period of one year with sufficient overhang*. Doors, jambs or weatherstripped units that have been altered from the original factory specifications will have the warranty voided. Warranty will start from closing date of the home within 60 days of door installation. Cost incurred by the builder for rehanging or repainting the door is not reimbursed by Wilson Plywood & Door.

WARRANTY REQUIREMENTS AND EXCLUSIONS

1. Inspect the door upon delivery. Any defects must be reported ASAP prior to painting or staining. Once a door has been stained or painted it is considered free of any defects or damage. Natural variations in the color or texture of the wood are not to be considered defects. Floating panels are used in the manufacture of panel doors to prolong their life. Inspect all panels before finishing and straighten as required. This warranty shall be voided if the door has not been stored and maintained in a good workable manner. If the door is installed unfinished, the warranty is void unless the door is sealed on all 6 sides within 72 hours of installation.
2. Check glass for scratches, cracks or breakage. Wilson Plywood cannot be responsible for damage to glass that is not reported within 24 hours of delivery.
3. Doors must be installed properly into the opening. Units installed out of square will give the appearance of warpage. Warpage is not considered a defect unless it exceeds ¼ inch in the plane of a flush door measuring up to 3/0 x 7/0 or the plane of a stile and rail door measuring up to 3/0 x 8/0. Doors larger than 3/0 8/0 are not warranted against warpage. To reduce the chance of warping, Wilson Plywood & Door recommends a thickness of 2¼" for doors wider than 3/0 or taller than 8/0.
4. To enhance the natural beauty of wood, all doors should be sanded with a 180-grit sandpaper to remove any scratches, milling marks or other imperfections in the door and to prepare the door for finishing.
5. Doors must be finished on all 6 sides. Unsealed top/bottom edges allow moisture to penetrate door causing warpage and delamination.
6. *Sufficient overhang protection helps prevents damage to the door caused by excessive exposure to sunlight and precipitation. "Misuse" of doors includes but is not limited to installation of an exterior door without adequate overhang. Doors facing north or east require an overhang projecting a distance from the structure ½ the distance from the bottom of the door to the bottom of the overhang. Doors facing south, southwest or west require an overhang projecting a distance that is equal to the distance from the bottom of the door to the bottom of the overhang structure.
7. Painted doors must first be coated with an alkyd-based primer before finishing. Use of water-based primer will void the warranty. Doors should then be finished with 2 coats of a high quality oil-based paint. Bridge paint onto glass 1/16" to protect against moisture penetration.
8. Stained doors should first be coated with a sanding sealer to control unfavorable reactions favorable to chemicals found in some species of wood (particularly oak). We recommend an exterior grade of Spar Varnish with UV inhibitors (preferable Helmsman) or an equivalent Spar Varnish Marine Grade Varnish with UV inhibitors.
9. Avoid dark finishes. Painting or staining doors a dark color may cause thermal instability such as warping and/or checking and will void the product warranty. Metal door inserts painted a dark color will cause the insert to warp and is not covered by product warranty.
10. The following flush doors are excluded from all warranties.
 - a. Flush doors with ash veneers
 - b. Flush doors with two different face veneers (i.e. one face oak, one face birch)
 - c. Flush doors with cutouts that impair the structural integrity of the door. This includes doors with cutouts Exceeding 40% of the door, doors with cutouts closer than 5" to stile/rail edge, cutouts exceeding ½" of the door height
11. All warranty claims must be presented as outlined above, within the warranty period for the specific product outlined above. Wilson Plywood & Door will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by a Wilson Plywood & Door representative of any warranty claim Wilson Plywood & Door will at its discretion 1. Repair and return the product 2. Furnish a comparable replacement 3. Refund the purchase price of the defective product, in the field or at our premises, that is alleged to be defective and must be given 30 days to do so.

Satin white glass cleaning

Stain marks may appear on door glass after removing the protective film. Clean the glass by lightly rubbing with lacquer thinner. Use precaution to avoid surrounding wood. The Magic Eraser is also recommended and is very effective. Repeat if necessary and use glass cleaner as the final step.

Paneling, plywood and moulding

Wilson Plywood & Door provides for the highest quality building materials available. When installing paneling, we recommend that some of the paneling be finished before it is installed to ensure that the desired look will be accomplished. If paneling, moulding or plywood proves to be defective, Wilson Plywood & Door liability is limited to the replacement of the material. We cannot be responsible for labor charges incurred for installation, removal or finishing of the product.

Powder post beetles

Since powder post beetles can exist in any ash product regardless of preventive measures, Wilson Plywood & Door disclaims all expressed and implied warranties on ash products. The purchase of ash products shall be at the total risk of the consumer.

RETURNS

Paneling, Plywood, Mouldings and Stair Parts

Wilson Plywood & Door will pick up material from project site upon request. Credit will only be issued if:

1. It is in resalable condition when it arrives at our warehouse
2. It is a stock item, purchased from Wilson Plywood & Door
3. It is not special order material (non-stock)
4. Mouldings are longer than 6 feet

Interior Door Units

Credit for the return of interior door units are also subject to the following requirements:

1. Jambs must be 4-5/8" A or B grade white pine in stock sizes from 1/0 to 3/0 (singles) or 2/0 to 6/0 (twins)
2. Wilson Plywood & Door reserves the right to deduct the value of any component on a pre-hung unit and issue credit for the jamb and/or door only if it is determined that the components cannot be sold.
3. No credit will be issued for special size units, café units or units with double action hinges installed.

Exterior Door Units

Credit for the return of exterior door units are also subject to the following requirements:

1. Jambs must be 4-5/8" or 6-5/8" A or B grade yellow pine in the following widths:
 - a. Singles 2/0, 2/6, 2/8, 3/0
 - b. Twins 4/0, 5/0, 5/4, 6/0

No credit will be issued for:

1. Units with fixed doors or sidelights
2. Units with transoms attached or units with special customer modifications
3. Solarium or vista units
4. Construction doors