



# DOOR PERFORMANCE LIMITED WARRANTY COMMERCIAL INSTALLATIONS

## SUMMARY OF TERMS AND CONDITIONS OF SALE

Additional Terms and Conditions are set forth on the back of all of Haley's invoices and are available upon request. The additional Terms and Conditions further limit Haley's liability to the purchasers of Haley's doors.

When stored, installed and maintained as stated within this warranty document, subject to the tolerances and exclusions set forth herein, Haley Bros., Inc. (Haley) warrants its wood flush doors to be free of defects which would render them unserviceable or unfit for their normal, recommended use for the time periods indicated below.

DOORS	CODE	WARRANTY PERIOD INTERIOR*
Architectural Solid Core—Particle Board Core	APC-2,3,5	Life of Original Installation
Architectural Solid Core—Staved Lumber Core	ALC	Life of Original Installation
20 Min—Architectural Solid Core(s)	AFD-20	Life of Original Installation
45 Min—Mineral Core	AFD-45	Life of Original Installation
60 Min—Mineral Core	AFD-60	Life of Original Installation
90 Min—Mineral Core	AFD-90	Life of Original Installation
Acoustical, Lead-Lined	ARC & ALLX	Life of Original Installation
Architectural Solid Core—Particle Board Core	APC-1	2 Years
Standard Solid Core—Staved Lumber Core	ALC	2 Years
Architectural Hollow Core	AHC	2 Years
Institutional Hollow Core	AIHC	2 Years

## CLAIMS PROCEDURE AND NOTICE REQUIREMENT

Since Haley cannot control the handling or exposure of doors after shipment, a specific duty of inspection is imposed upon the purchaser as a condition precedent to any claim under this warranty. Such inspection must be made upon receipt of goods and written notice of any claim must be given by the purchaser/installer to his supplier and to Haley within 30 days of receipt for any defects which would have been apparent at the time of initial inspection. Defects not apparent at the initial inspection must be reported within 30 days of discovery. All claims under this warranty must be asserted to the entity through which the doors were purchased. All parties must be afforded a reasonable opportunity to investigate the reported defect(s) before corrective action is attempted. Haley will not inspect finished installations for the sole purpose of certifying that the installation is within warranty.

## REPAIR, REPLACEMENT, OR REFUND POLICY

Haley's liability for defective doors (not installed) covered by this warranty is limited to one of the following: (1) repairing the door(s) without charge; or, at Haley's option, (2) replacing the doors without charge by delivery to the vendee of the replacements in the same stage of fitting and/or finishing as was originally supplied; or at Haley's option; (3) refunding the original purchase price paid to Haley for the door(s). Haley will perform its obligations under this warranty within 30 days after an appropriate notice is given to it by the purchaser and shall not be liable for any repairs or replacements made without its prior written consent. If any unauthorized repairs or replacements are made, Haley shall be relieved of any and all liability under this warranty.

If any door becomes defective AFTER INSTALLATION due to defective material or manufacture, in addition to the above options, Haley will for a period of one year after date of sale by Haley pay reasonable expenses for removal, rehanging, and refinishing up to a maximum of **\$75.00 per door**. Such removal, rehanging, and refinishing shall be performed only after written approval is obtained from Haley and the cost of such work has been determined in advance. There is no allowance for labor after one year from the date of sale by Haley. IN THE EVENT THAT THE DEFECT FOR WHICH THE DOOR IS BEING REJECTED WAS, OR SHOULD HAVE BEEN APPARENT PRIOR TO HANGING, HALEY IS NOT OBLIGATED TO PAY REMOVAL, REHANGING, OR REFINISHING CHARGES.

## EXCLUSION AND LIMITATION OF CLAIMS

\*Haley does not warranty wood doors for exterior use in commercial installations. An exterior door shall be defined as any door not temperature and humidity controlled on both sides. Haley doors are warranted for interior use only.

This warranty applies only to commercial doors. This warranty extends for the life of original installation. Any rehanging, refinishing, refitting, change of hardware or other such changes to the original installation shall be construed a subsequent installation and shall terminate any obligations under this warranty. This warranty excludes any doors installed in a single or multiple family dwelling. Residential doors manufactured by Haley are covered by a separate and different written warranty. Warranty covers original purchaser and installation and can not be transferred to others. Proof of purchase required for this warranty to be valid.

Haley shall not be liable for consequential, indirect, or incidental damages. There are no warranties, expressed or implied, made by Haley beyond those set forth in this warranty. This warranty cannot be sold, assigned, or extended to any parties except as expressly set forth in this warranty. This warranty and Haley's liability for defective material or workmanship is limited further; by the handling, installation and finishing instructions; by the definition of telegraphic and warp tolerances; and, by the exclusions, all of which are set forth on Pages 2, 3, and 4 of this warranty. This warranty applies only to doors actually installed within one year from the date of sale by Haley. Doors first installed more than one year from the date of sale by Haley are not covered by this warranty. Haley shall be relieved of any and all of its obligations under this warranty with respect to any door which has not been handled, stored, installed, finished or maintained in strict compliance with the handling, storage, installation, finishing and maintenance instructions set forth in the following pages of this warranty.

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## TELEGRAPHIC AND WARP TOLERANCES

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1. Stile, rail, and core show-through (telegraphing) on flush doors shall not be considered a defect unless the faces of the door vary from a true plane in excess of 1/100" in any three-inch span.
2. Warp shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself.

The following warp allowances are for 1-3/4" or thicker doors: Doors wider than 3'-6" and less than 7' in height, the warp shall not exceed 1/4" in section 3'-6" by the height of door. Doors wider than 3'-6" and higher than 7', the warp shall not exceed 1/4" in any 3'-6" by 7' section. Doors up to and including 3'-6" wide and over 7' in height, the warp shall not exceed 1/4" in any 7' by width of door section.

Doors which are 1-1/8" or 1-3/8" thick, the warp shall not exceed 1/4", other than excluded below.

"Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "warp" shall include bow, cup, and twist. Measuring the amount of warp present in a door, the following method shall be used: Bow, cup and twist shall be measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup, and twist shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door. Action on any claim for warp or telegraphing defects may be deferred, at Haley's option, for a period not to exceed twelve (12) months from the date of the claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment to permit conditioning to humidity and temperature.

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## MATTERS EXCLUDED FROM THIS WARRANTY

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1. Unsatisfactory service or appearance caused by failure to follow recommended "Job-site Handling, Finishing, and Installation Instructions" appearing in this warranty, is not covered by this warranty.
2. The appearance of field finished doors is not warranted in any event.
3. Natural variations in the color or texture of wood are not considered to be a defect.
4. The warranty against warp does not apply to the following:
  - a. All 1-1/8" and 1-3/8" thick doors which are wider than 3'-0" or higher than 7'-0".
  - b. All 1-3/4" thick stile and rail doors wider than 3'-0" and higher than 7'-0".
  - c. Doors with face veneers of different species.
  - d. Doors that are improperly hung or do not swing freely.
  - e. Doors installed with less than recommended number of hinges or pivots. (See Installation Section).
5. This warranty does not cover:
  - a. Doors in exterior openings.
  - b. Doors with cutouts for lights and/or louvers, any edge of which is nearer than 5" to any edge of the door.
  - c. Doors with cutout areas exceeding 40% of the area of the face of the door.
  - d. Doors with cutouts exceeding one-half the height of the door.
  - e. All doors having less than 5" between cutouts for lights (flush doors), unit locks, closures and/or other hardware cutouts.
  - f. Any delamination or warpage caused by failure to protect and properly seal all exposed surfaces of the door.
  - g. Plastic laminate doors in exterior locations.
  - h. The appearance of high gloss finishes on any wood flush door, including plastic laminate, wood, or hardboard.
  - i. Plastic laminate doors against telegraphing when specified with lumber core.
  - j. Incompatibility of door hardware.
  - k. Plastic laminate edges (SE-2) after one year of service.
  - l. Mineral core doors without specified interior blocking for hardware.
  - m. Mineral core doors installed in high frequency openings without half surface hinges and through bolts.
  - n. Mineral core doors wider than 3'-0" without required 5" top and bottom rails (blocking) and installed with half surface hinges and through bolts.
  - o. Doors first installed more than one year from the date of sale by Haley are not covered by this warranty.
  - p. All claims asserted after the time limitations set forth herein are not covered by this warranty.
  - q. Doors prepped for concealed vertical rod (CVR) without 5" overlapping metal channels.

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## JOBSITE HANDLING/STORAGE

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The best manufactured doors still require workmanship and proper care at the jobsite. Doors should not be delivered or accepted at the jobsite until all plaster and concrete work is dry and the building closed to the weather.

Doors must be stored flat on a level surface at least 4" off the floor, in a clean, dry, well ventilated area. Do not store outside. Use protective covering under the bottom door and cover the top to keep clean, but allow air circulation under and around the stack of doors. Doors should be handled with clean gloves. When moving doors, carry them. Care should be taken not to drag them across each other or against other surfaces.

Do not expose part of the wood face to light; keep entirely covered or entirely exposed. Otherwise, a "sunburn" or shading of the doorskin may occur.

Doors should not be subjected to abnormal heat, extreme dryness, humid conditions or sudden changes therein. They should be conditioned to average prevailing relative humidity of the locality before hanging. Doors seldom need to be replaced due to warp. Temporary distortions will usually disappear when humidity is equalized.

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## INSTALLATION

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Extreme care must be used to prevent chipping veneer when cutting doors to length.

For all interior doors, use three hinges, except two hinges may be used for hollow core doors weighing less than 50 pounds or 6'-8" or less in height. All doors 7'-6" or higher require four hinges. Allow a fitting clearance of 1/16" on the hinge side and 1/8" on the lock side.

Mineral core fire doors are shipped with special installation instructions attached which must be followed. Special care must be taken to install per the requirements of industry standard #NFPA-80. Threaded-to-the-head wood screws are required on all fire rated doors and preferred on nonrated doors. Pilot holes must be drilled for all screws. Do not remove labels from fire rated doors.

The utility or structural strength of the door must not be impaired in the fitting of the door, application of the hardware, or cutting and altering the door for lights, louvers, panels, or any other special detailing.

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## FINISHING

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Doors are *not* to be considered as ready for finishing as you received them. Some doors may require more effort and attention to achieve consistent field finishing results.

Before finishing, remove all handling marks, fingerprints, raised grain, and the effects of exposure with a complete, thorough, final block sanding over all surfaces of the door, using not less than 150 grit sandpaper, and clean thoroughly before applying sealer or finish. Deep scratches must be steamed out before sanding. Sharp edges must be eased by sanding. Do not finish doors until a sample of the finish has been approved. Sanding and finishing should be done with the door in a horizontal position whenever possible.

Some species of wood contain a chemical (Oak, particularly) which reacts unfavorably with certain finishes. Where possible, the surface should be tested for such unfavorable reactions. Application of a sealer before finishing will usually prevent this difficulty.

Immediately after all fitting operations (trimming, beveling, cutouts, hardware prep, etc.) are completed and prior to finishing, hanging, or hardware installation; the entire door, including the top and bottom edges, must receive an application of a primer and two coats of a good grade of paint, varnish or lacquer. Adequate drying time must be allowed between coats. For jobsite finishing, do not use a water-thinned paint unless an oil base prime coat is first applied. Exterior finishes shall be used on the exterior face and all edges of exterior doors.

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**FINISHING (Continued)**

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A wash coat (thin sealer) or stain controller must be applied to some veneers prior to use of dark stains to avoid a blotchy appearance and/or sharp contrast in color from one door to another. This also helps lessen the "barber pole" effect (light/dark contrast) between veneer flitches across individual door faces. It is very difficult to obtain uniform dark colors on Birch. Failure to follow any of these industry accepted recommendations may void your door warranty.

High gloss finishes are not recommended. They may accentuate the door's natural construction telegraphing. The full beauty of wood is best displayed by the use of satin or semigloss finishes. Dark colors should be avoided on doors exposed to direct sunlight. Synthetic oil finishes (Watco, Tung Oil, etc.) are not recommended for staining wood door veneers. Other finishing methods provide better end results.

**Haley is not responsible for the appearance of field finished doors.**

**SPECIAL INSTRUCTIONS FOR STAINING OR PAINTING BIRCH DOORS:**

In addition to the above, Birch doors must be given special care in field finishing procedures. Lacquer based stains, sealers, and primers may cause veneer seam separation or cracking and checking of the veneer. For staining; only oil base stains may be used. Birch must be filled and/or sealed before the stain is applied. If painting Birch doors, they first must be thoroughly sealed with a quality oil base wood primer and sealer. Allow adequate drying time between coats, 24 hours or longer. Prior to painting, inspect for any visible splits or open seams which must then be filled with wood filler and sanded smooth. You may then proceed with a lacquer or oil base finish. This method must be followed or the warranty is void.

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**MAINTENANCE**

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To assure continued coverage under this warranty, the finish on all door surfaces, adjustment of all attaching door hardware (including screws), and protection from moisture must be maintained.

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**FOR YOUR RECORDS, PLEASE COMPLETE**

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Haley Distributor \_\_\_\_\_ Owner \_\_\_\_\_  
Factory Order No. \_\_\_\_\_ Job Address \_\_\_\_\_  
Date Shipped \_\_\_\_\_ Installer \_\_\_\_\_  
Date Installed \_\_\_\_\_



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