

Five Lakes Manufacturing Warranty Information

A.) STANDARD WARRANTY

The above manufacturer warrants all doors sold under this warranty (except those doors expressly excluded from this warranty), for 1 year from the date of shipment, and at the time of shipment to be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for their ordinary recommended use. This warranty extends only to the first purchaser at retail of said door(s) and may not be enforced by any person to whom the said door(s) are transferred. Any implied warranties which the purchaser may have are limited in duration to 1 year from the date of shipment. This warranty applies to interior use only.

Telegraphing And Warp Tolerances

1. Stile, rail, and core show-through (telegraphing of flush doors shall not be considered a defect unless the faces of the door vary from the true plain in excess of 1/100 inch in any three - inch span.
2. Warp shall not be considered a defect unless it exceeds .25 inch in the plane of the door itself. The following warp tolerances are for 1-3/4 inch or thicker doors. Doors wider than 3'6" and higher than 7' in height, the warp shall not exceed .25" in any 3'6" section by the height of the door. Doors which are 1/8 inch or 1-3/8 inch thick, the warp shall not exceed .25", other than excluded below.
3. "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 straight edge, taut wire or string on the suspended concave face at any angle (i.e. horizontally, vertically, diagonally), with the door in its installed position.
4. The measurement of bow, cup and twist shall be made at the point of maximum distance between the bottom of the straight edge, taut wire and the face of the door.

Matters Excluded From This Warranty

1. Unsatisfactory service or appearance caused by failure to follow recommended "Handling, Job Finishing and Installation Instructions," appearing at the bottom of 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 color or texture of wood are not to be considered defects.
4. The warranty against warp does not apply to the following:
 - o All 1-3/8 inch and 1-3/4 inch thick doors which are wider than 3'0" or higher than 7'0".
 - o Doors with face veneers of different species.
 - o Doors that are improperly hung or do not swing freely.
5. This warranty does not cover.
 - o Doors with cut-outs for lights and/or louvers, any edge of which is nearer than 5 inches to any edge of the door.
 - o Doors with cut-out areas exceeding 40% of the area of the face of the door.
 - o Doors with cut-out areas exceeding one-half of the height of the door.
 - o Doors having less than 5 inches between cut-outs for lights (flush doors) unit locks, closers, and / or other hardware cut-outs.
 - o Any delamination caused by failure to protect and seal all exposed surfaces of the door.

Execution Of Warranty

1. If warranted doors are found to contain defects as stated above, the manufacturer, may, at its option, either: (A) repair the door(s) without charge; (B) replace the door(s) without charge, in the same stage of fitting and / or finishing as it was originally supplied: or (C) refund the price paid to it for the door(s). The manufacturer will perform its obligations under the warranty within 30 days after an appropriate notice is given by the purchaser to it.
2. The procedure which the producer should follow in order to obtain performance of any warranty obligation is as follows;
 - o If at the time a door shipment is received, said door(s) is found to have a defect(s) which can be reasonably discovered by inspection of each door(s), the purchaser must, prior to hanging or fitting, and within 30 days, send written notice of said discovered defect(s) to the manufacturer.
 - o If a defect is discovered or occurs after a door is fitted and hung, written notice of said defect(s) must be sent to the manufacturer within one year of the date of shipment.
 - o The manufacturer will not be liable for any door(s) repaired or replaced without its prior consent.
3. Action on any claim for warp or for telegraphing defects may be deferred, at the option of the manufacturer, for a period not to exceed 12 months from the date of claim. If a door has been installed prior to such a claim being made, the door must remain hung in the original installation during the period of deferment to permit conditioning to humidity and temperature.
4. The manufacturer's sole responsibility under this warranty is as stated herein, and it shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of its price for the shipment involved, whether the claim is for breach of warranty or negligence.
5. This warranty gives the purchaser specific legal rights. The purchaser also has implied warranty rights. In the event of a problem with warranty service or performance, the purchaser may be able to go to small claims court , a State court, or a Federal district court.

B.) LIMITED LIFETIME WARRANTY FOR WOOD DOORS

The manufacturer warrants all doors sold under this warranty (except those doors expressly excluded from this warranty) to be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for their ordinary, recommended use. This warranty only extends to the first purchase at retail of said door(s) and may not be enforced by any person to whom the said door(s) are transferred.

Telegraphing And Warp Tolerances

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 1/1000 inch in any three-inch span after 1 year has passed.
2. Warp shall not be considered a defect unless it exceeds ." in the plane of the door itself. The following warp allowances are for 1-3/4 inch or thicker doors. For doors wider than 3'6" and less than 7' in height, the warp shall not exceed ." in a section 2'6" by the height of the door. Doors wider than 3'6" and higher than 7', the ward shall not exceed ." 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 ." in and 7' by width of door section. Doors that are 1-1/8" or 1-3/8 inch thick, the warp shall not exceed ." 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 straight-edge, 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 the bow, cup and twist shall be made at the point of maximum distance between the bottom of the straight-edge, taut wire or string and the face of the door.

Matters Excluded From This Warranty

1. Unsatisfactory service or appearance caused by failure to follow recommended "Handling, Job Finishing and Installation Instructions", appearing below this warranty, is not covered by this warranty.
2. The appearance of field finished doors is not warranted in any event.
3. The appearance of a birch faced door which has been painted is not warranted in any event. (See Number 12 of the Handling, Job Finishing and Installation Instructions below).
4. Natural variations in the color or texture of wood are not to be considered as defects.
5. The warranty against warp does not apply to the following:
 - All 1/1/8 inch and 1-3/8 inch thick doors which are wider than 3'0" or higher than 7'0".
 - All 1-3/4 inch thick stile and rail doors wider than 3'0" and higher than 7'0".
 - Doors with face veneers of different species.
 - Doors that are improperly hung or do not swing freely.
6. This warranty does not cover:
 - Flush doors with cutouts for lights and/or louvers, any edge of which is nearer than 5 inches to any edge of the door.
 - Flush doors with cutout areas exceeding 40% of the area of the face of the door.
 - Flush doors with cutouts exceeding one-half the height of the door.
 - All doors having less than 5 inches between cutouts for lights (flush doors), unit locks, closures and/or other hardware cutouts.
 - Any delamination caused by failure to protect and seal all exposed surfaces of the door.

If warranted doors are found to contain defects as stated above, the manufacturer may, at its option either: (1) repair the door(s) without charge; (2) replace the door(s) at no charge, in the same stage of fitting and/ or finishing as was originally supplied to an amount to cover the purchaser's cost in finishing and hanging the door(s), which amount shall not exceed the manufacturer's selling price of the door(s); (3) refund the price paid for the door(s) together with an additional amount to cover the purchaser's cost in finishing and hanging the door(s), which amount shall not exceed the manufacturer's selling price of the door(s). The manufacturer will perform its obligations under the warranty within 60 days after an appropriate notice is given by the purchaser to it. The procedure which the purchaser should follow in order to obtain performance of any warranty obligation is as follows:

If at the time a door shipment is received said door(s) is found to have a defect(s) which can be reasonably discovered by inspection of each door(s), the purchaser must prior to hanging or fitting and/or finishing, and within 30 days, send written notice of said discovered defect(s) to the manufacturer.

If a defect is discovered or occurs after a door is fitted and hung, written notice of said defect(s) must be sent to the manufacturer within one year from date of shipment.

The manufacturer will not be liable for any door(s) repaired or replaced without prior written consent. Action on any claim for warp or for telegraphing defects may be deferred, at the option of the manufacturer for a period not to exceed 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.

THE MANUFACTURER'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS AS STATED HEREIN, AND IT SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL INDIRECT, OR INCIDENTAL DAMAGES OTHER THAN AS SPECIFIED ABOVE, INCLUDING BUT NOT LIMITED TO, ANY COSTS INVOLVED OR ASSOCIATED WITH REHANGING, REPAINTING, REFITTING, OR REFINISHING ANY DOOR, REGARDLESS OF WHETHER THE CLAIM IS FOR BREACH OF WARRANTY OR NEGLIGENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives the purchaser specific legal rights. The purchaser also has implied rights. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.