

Eastern Mill  
US Route 11  
980 Point Township Drive  
Northumberland, PA 17857  
570-473-3557

# WARRANTY

## Mohawk Flush Doors

*A Masonite Company*

Midwest Mill  
402 N. Sheridan Street  
P.O. Box 3098  
South Bend, IN 46619  
574-288-4464

Mohawk doors are produced to some of the most stringent industry standards. When installed and maintained properly, Mohawk doors are guaranteed to be of good workmanship and material, free from defects which render them unserviceable or unfit for the intended use in which they were manufactured. Our warranties are as follows:

- **Architectural Series Solid Core Doors:**

- **Door Warranty – Life of the Original Installation**

○ **Re-Finishing and Re-Hanging Allowances – Life of the Original Installation** - Mohawk will negotiate reasonable allowances provided the doors have been inspected and approved by an authorized representative of Mohawk Flush Doors. Mohawk is not obligated to honor any aspect of this warranty, if the reason for which the door is being rejected was apparent prior to hanging. Mohawk, at the company's discretion, will satisfy any legitimate claim, by repairing the door when possible, replacing the door as originally ordered, or by refunding the original sale price of the door.

- **Commercial Series Solid Core Doors:**

- **Door Warranty – Life of the Original Installation** – (*Excludes Soft Core Doors, All Hollow Core Doors, and All Bifold Doors – see appropriate warranty below*)

○ **Re-Finishing and Re-Hanging Allowances – Within 12 Months of Mohawk Invoice Date Only** - Mohawk will negotiate reasonable allowances provided the doors have been inspected and approved by an authorized representative of Mohawk Flush Doors. Mohawk is not obligated to honor any aspect of this warranty, if the reason for which the door is being rejected was apparent prior to hanging. Mohawk, at the company's discretion, will satisfy any legitimate claim, by repairing the door when possible, replacing the door as originally ordered, or by refunding the original sale price of the door.

- **Commercial Series Standard Hollow Core, Commercial Hollow Core, Soft Core, and Hollow Core/Solid Core Bifolds:**

- **Door Warranty – One Year of Invoice Date**

○ **Re-Finishing and Re-Hanging Allowances – Within 12 Months of Mohawk Invoice Date Only** - Mohawk will negotiate reasonable allowances provided the doors have been inspected and approved by an authorized representative of Mohawk Flush Doors. Mohawk is not obligated to honor any aspect of this warranty, if the reason for which the door is being rejected was apparent prior to hanging. Mohawk, at the company's discretion, will satisfy any legitimate claim, by repairing the door when possible, replacing the door as originally ordered, or by refunding the original sale price of the door.

This warranty applies to the original owner and cannot be transferred. Doors are warranted for Interior use only. Exterior use of Mohawk doors are excluded from the warranties above.

This warranty is expressly made in lieu of any and all other warranties expressed or implied, including the warranties of merchantability and fitness for a purpose. In no event shall Mohawk Flush Doors be liable for incidental or consequential damage, or any amount that exceeds the original selling price of the doors to a Mohawk Distributor. Purchaser should read the reverse side (page 2) for important handling/storage instructions, tolerances, and exclusions to this warranty.

Project Name:	Mohawk Order #	Invoice Date:
Street Address:	City:	State:

*This warranty does not apply to doors shipped prior to 5/1/2007*

Mohawk Distributor:



# Mohawk Door Warranty

## 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 1/100 inch in any three-inch span.
2. Warp shall not be considered a defect unless it exceeds ¼ inch in the plane of the door itself.
3. The following warp allowances are for 1-3/4 inch or thicker doors. Doors wider than 3'6" and less than 7' in height, the warp shall not exceed ¼" in a section 3'6" by the height of the door. Doors wider than 3'6" and higher than 7', the warp shall not exceed ¼" 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 ¼" in any 7' by width of door section. Doors which are 1-1/8 inch or 1-3/8 inch thick, the warp shall not exceed ¼", other than excluded below.
4. "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, or 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 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" set forth and herein.
2. The appearance of field finished doors.
3. The natural characteristic of the "barber pole" effect.
4. The appearance of doors with high gloss top coat(s) applied to transparent, or opaque finishes; or otherwise unorthodox finishes.
5. Natural variations in grain color or texture of the wood.
6. The warranty against warp does not apply to the following:
  - a. All 1-1/8 inch and 1-3/8 inch thick doors which are wider than 3'0" or higher than 7'0".
  - b. All 1-3/4 inch thick stile and rail doors wider than 3'0" and higher than 7'0".
  - c. Doors with face veneers of different species, grain patterns, or finishes on opposing sides.
  - d. Doors that are improperly hung or do not swing freely.
  - e. Applied moldings of different configurations on opposite sides and/or applied molding on one side only.
  - f. Doors that are exposed to uneven temperatures or humidity on opposing sides of the doors.
  - g. Doors exposed to humidity below 25% or more than 55%.
  - h. Exterior Applications. Exterior is defined as an opening that cannot be climate controlled for temperature and/or humidity on one or both sides of the door.
7. This warranty does not cover:
  - a. Flush doors with cutouts for lights and/or louvers, with any edge of which is nearer than 2 ½" inches to any other cut out of the door.
  - b. Flush doors with cutout areas with less than 8 inch stile and rail or cutouts exceeding 40% of the face of the door; unless otherwise approved by the manufacturer.
  - c. Flush doors with cutouts exceeding one-half the height of the door.
  - d. Sliding Door Applications. In addition, doors must be vertically attached to a frame with the required number of hinges or pivots described herein: Doors to be installed with 3 hinges/pivots up to 90" door height. For doors taller than 7' 6" an additional hinge/pivot for every additional 30" of door height or portion thereof.
  - e. Doors altered by others for size.
  - f. Door accessories, supplied by the manufacturer, for a period exceeding one year.
  - g. Applied moldings in excess of 3 ½" wide or covering more than 25% of the door face.
  - h. Doors with reveals cut into the face of the door.
  - i. Cracking of high pressure decorative laminate faced doors with openings cut by parties other than the manufacturer or its authorized representative.
  - j. Normal wear and tear, including wear-through of the finish or deterioration for reasons other than material and workmanship of the door itself.
  - k. Any delamination caused by failure to protect and seal all exposed surfaces of the door.
  - l. Acoustical doors requiring hardware other than standard locks and hinges.

## HANDLING, JOB FINISHING, AND INSTALLATION INSTRUCTIONS

1. Deliver door(s) to building site after plaster or cement is dry. If doors are stored at job site for more than one week, all edges should be sealed.
2. Handle with clean gloves and do not drag doors across one another or across other surfaces.
3. Store flat on a level surface in a dry, well ventilated building. Cover to keep clean, but allow air circulation.
4. 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.
5. The utility or structural strength of the door must not be impaired in the fitting of the door, the application of hardware, or cutting and altering the door for lights, louvers, panels or any other special details.
6. Allow a fitting clearance in accordance with AWI and WDMA Standards.
7. Before finishing, remove handling marks or effects of exposure to moisture with a thorough, final sanding over all surfaces of the door using 150 grit sandpaper and clean before applying sealer or finish. Some species of wood contain a chemical (oak particularly) which reacts unfavorably with certain finishes. Where possible, the surface should be treated for such unfavorable reactions. Applications of a sealer before finishing will usually prevent this difficulty. The full beauty of wood is best emphasized by the use of a satin or semi-gloss finish.
8. Immediately after fitting, or cutting for closures, weather strip, and/or threshold, and before hanging any interior door on the job, the entire door, including the top and bottom edges, must receive an application of a sealer and two coats of a good grade of paint, varnish, or lacquer. Adequate drying time must be allowed between coats.

## CLAIM PROCEDURES AND GENERAL EXPECTATIONS

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) without charge, in the same stage of fitting and/or finish as was originally supplied; or (3) refund the original selling price of the door(s). The manufacturer will perform its obligations under the warranty within 30 days, after an appropriate notice is given by the purchaser.

The procedure, which the purchaser should follow in order to obtain performance of any warranty, is as follows:

- (1) 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.
- (2) 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 the 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 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 of humidity and temperature.

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.