



Custom  
*windows & doors*

***5 Year***

**Custom Door Warranty  
Exterior & Interior**

NAC is proud to warranty all of our custom manufactured interior and exterior stile and rail doors against defects in material and workmanship. Our commitment to producing quality products allows us to offer a five (5) year warranty limited to the original contractor / consumer purchaser covering only defects in material or workmanship provided all recommendations are followed as noted in the Door Use & Care Guide (see opposite side). The warranty period shall commence from the date of delivery.

The following items or conditions shall not be considered a defect in material or workmanship and are not covered by this limited warranty.

1. Natural variations in the color, texture, character or grain of the wood.
2. Doors altered in the field by more than 1" at bottom, 3/4" at top or 1/4" at sides.
3. Doors manufactured over 3'6" wide or 8' high are not warranted against warp. Smaller doors that warp less than 1/4" in the plane of the door itself. Doors which are improperly installed or doors which do not swing freely.
4. Variations or unsatisfactory results in gloss level, texture or appearance resulting from field finishing.
5. Damage caused by failure to follow Door Use & Care Guide or perform normal maintenance.

Should a NAC custom stile and rail door fail to conform to this warranty after written notice NAC will at its option within 60 days either repair the door, provide a replacement door in the same condition as originally delivered by NAC or refund the original purchase price. In no event shall NAC be responsible for paying for or performing the work to install or finish a replacement door, all of which shall be the sole responsibility of the person making the warranty claim.

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## Custom Door Use & Care Guide

### **A. Door Care**

1. Upon receipt of shipment of doors inspect each door for any visible defects.
2. Do not drag across one another or across other surfaces. Store doors flat on a level surface in a dry, well ventilated building. Cover doors to keep clean but allow air circulation. Do not store in direct sunlight.
3. Doors should not be exposed to excessive heat, excessive dryness, humid conditions or sudden changes therein. They should be conditioned to average prevailing relative humidity of the locality before installation.

### **B. Preparation for Finishing**

1. Doors must be sealed no more than 24 hours after installation.
2. Before finishing, sand all surfaces using 180 grit sandpaper. Always sand in the direction of the grain. Remove all scuffs, handling marks, scratches, raised grain, burnishes and effects of exposure to moisture that may have occurred.
3. Before finishing, hang the door, then remove to finish properly.

### **C. Finishing**

1. Choose only high quality finishes for these doors and carefully follow manufacturer's instructions.
2. In areas exposed to direct sunlight avoid use of dark stains or dark paint. Heat build up will drive out moisture and cause shrinkage and checking. Most doors will accept stain more uniformly if a sandy sealer or conditioner is used prior to sanding.
3. Carefully seal all edges including the top and bottom of the door and areas routed for hardware with a minimum of three (3) finish coats of a good quality paint or varnish. Avoid lacquer or polyurethane based sealers without U.V. inhibitors for exterior use.
4. Top of all outswing doors must be flashed for weather.

### **D. Maintenance**

1. Stains and clear finishes last longer if protected from sunlight and weathering.
2. Inspect finish at least once per year. A complete and continuous finish must be maintained on all surfaces of the door. Moisture protection at the top and bottom of exterior doors and around cutouts must be maintained. Moisture may seep into the bottom of exterior doors unless periodically resealed.
3. Warranty: Failure to comply with these guidelines for handling, installation and finishing will negate any warranty claims for product performance by the manufacturer. When doors are replaced under warranty NAMCO is responsible to replace doors only in the condition originally delivered and is not responsible for refinishing.

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