

## One Year Limited Warranty

Prestige Entries "PE" offers an express limited warranty on its doors for the lesser of a period of one (1) year from the date of installation or two (2) years from the date of shipment from the PE location. This warranty assures that each door, for this period, is of good material and workmanship, and free from defects rendering the door unserviceable or unfit for the ordinary, recommended use.

## Characteristics Excluded From This Warranty

The following are not defects in workmanships or material and are not covered by this written warranty:

1. Damage caused by improper handling or on-site storage.
2. Failure to properly seal the door. All six edges (top, bottom, sides, front, back) must be sealed within 72 hours after delivery with the integrity of the finish maintained.
3. Natural variations in the color or texture or grains of the door (possible that all stiles, rails, and panels could have different color, texture or graining)
4. For doors 3' x 7' or smaller, warp not exceeding 1/4" in the plane of the door itself. For doors larger than 3' x 7' warp not exceeding 3/8" in the plane of the door itself.
5. Defects caused by (1) warp or bow of the frame or jamb in which the door is hung (2) improper installation such that the door does not swing freely.
6. Panel misalignment or shrinkage is not considered a defect. Temperature, humidity, and direct sunlight will cause the wood panels on your door to shrink slightly, leaving an unstained line in the panel. This movement is normal and the door's construction is designed to allow this movement.
7. Expansion of bottom rail due to climate conditions is not considered a defect.
8. The performance of finishes is not covered. After field finishing, natural graining of the door may be more apparent. This is not considered a defect
9. Damage caused by extreme temperature buildup where a storm door is utilized.
10. Failure to perform homeowner's maintenance including maintaining the finish per manufacturer's requirements.
11. Damage caused by improper installation of the unit. See Manufacturer's Installation Requirements below.
12. Damage caused by attempts other than PE to repair the door.

## Two Year Limited Insulated Glass Warranty

PE warrants that standard clear insulated glass units will not, for a period of two (2) years after date of shipment from PE, develop material obstruction of vision between the interior glass surfaces caused by failure of the seal. This warranty shall not apply to units with broken glass or to glass units installed by others. PE liability under this warranty shall be limited to shipping a replacement glass unit (with stop) with glass spacer of similar color. PE will not cover removal, or reinstallation of glass or refinishing of the glass stop.

**Leaded Glass** - All leaded glass doors are expertly crafted with metal alloys providing maximum strength and performance. The architectural type glass used in these doors has unique characteristics and may vary slightly in color or texture. Leaded glass doors meet the Consumer Product Safety Commission Federal Standard on architectural glazing materials, insulated leaded glass, units are triple glazed (clear 1/8" tempered glass on each side of the leaded glass). Insulated leaded glass units are guaranteed for two (2) years against seal failure.

**Clear Glass** - All clear flat glass and non-leaded beveled clear glass is tempered, meeting ANSI 2.91.1 and the Consumer Product Safety Commission Federal Standard on architectural glazing materials. Insulated clear and Low-E glass are tempered, meeting ANSI 2.91.1 and the Consumer Safety Commission Federal Stand on architectural glazing materials. All insulated glass (I.G.) units are guaranteed for two (2) years against seal failure.

## Limitations and Exclusions

This express limited warranty applies only to the original purchaser of a PE door or to the original purchaser of the structure into which the door is installed. This warranty shall be void and PE shall have no liability hereunder if the purchaser installs, treats or retains, for more than thirty (30) days, a door containing an obvious defect without giving the notice as required herein, or if the purchaser fails to give the required notice within a reasonable time after discovery of a latent defects. Damage caused by others or any cause is beyond the control of PE, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature. Damage caused by non-compliance with the Care or Finishing instructions provided by PE, or damage caused by others than PE in attempting to repair the door. There are no expressed warranties which extend beyond the foregoing and any implied warranties, including warranties of merchantability and fitness for a particular purpose. If the claim involves warp of the door, PE reserves the right to defer repair or replacing the product for up to twelve (12) months from the date of the claim as it is not uncommon for temporary warp conditions to occur as the door adjusts to local humidity and temperature.

## How to make a claim

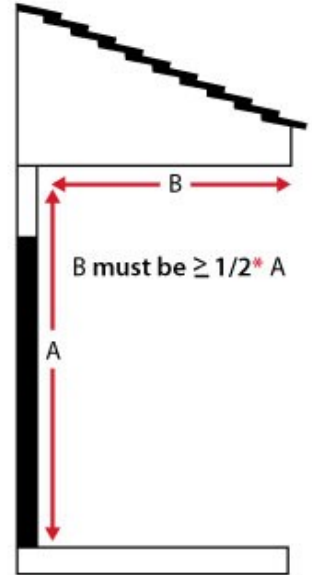
Immediately upon discovery that the door is defective or fails to conform to this written warranty, the purchaser shall send a notice in writing to the dealer or distributor from whom the door was purchased. Claims made must include the date and location of purchase, the nature of problem, and the name address and telephone number of the person making the warranty claim. PE reserves the right to have any door which is subject to a warranty claim field inspected by a PE representative. PE must be given at least a thirty (30) day opportunity to conduct this inspection. Should a PE stile and rail door fail to uphold this written warranty, Prestige will, at its option, either repair the door, ship a replacement door to the distributor or person making the warranty claim in the same condition as the originally sold to the distributor, or refund the original purchase price paid by the dealer or distributor to PE for the door. IN NO EVENT SHALL PRESTIGE ENTRIES PAY FOR LABOR, INSTALLATION OR FINISHING OF THE REPLACEMENT OR ORIGINAL DOOR OR ANY OTHER COST RELATING TO THE REPLACEMENT DOOR. ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

**AT ANY TIME, AN UP-TO-DATE VERSION OF THIS WARRANTY CAN BE FOUND ON THE PRESTIGE ENTRIES WEBSITE. THE WEBSITE VERSION WILL SUPERSEDE ANY WRITTEN VERSION AND CAN BE CHANGED AT PRESTIGE ENTRIES' SOLE DISCRETION.**

## Manufacturer's Installation Requirements

All wood exterior doors must be protected with a minimum overhang of 50% of the elevation of the unit to prevent overexposure to the elements. As an example, for an 8' unit, the overhang is 4'. This roof overhang must extend a minimum of 3' in each direction from the edge of the entry unit. All units must be properly shimmed and installed in square, level, and plumb rough openings.

1. Minimize the exposure of wood products to elements such as sunlight, direct rainfall and other forms of precipitation.
2. Installation of glazed products must be with stops to the inside.
3. Before hanging, inspect rough opening. Frame sizes are provided and recommended to frame opening  $1/2''$  greater than the width and height of the unit frame. Verify rough opening is square, level and plumb. Maximum allowable deviation is  $1/8''$ . Correct for any cross-leg by using 3"x 3" blocks at top and bottom of frame. The rough opening sill or floor must not be crowned or sagged.
4. Install sill pan or other weatherized sealant system per manufacturer's requirements.
5. Do not cut doors down in height by more than 1" maximum from bottom.  $1/2''$  maximum from top. Use a sharp fine-tooth saw for trimming ends of doors.
6. Immediately after cutting and fitting (before hanging), seal all cut surfaces and ends of door with an effective quality sealer. Prior to exterior exposure, doors should be finished with complete finish system. **All six edges (top, bottom, sides, front, back) must be sealed within 72 hours after delivery with the integrity of the finish maintained.**
7. Temporarily install jamb frame and set shims at head jamb to hold unit in place while installing fasteners. Install fasteners as follows: (1) on hinge side jamb, one to two inches from top; (2) same height on side opposite (1); (3) after adjusting for cross-leg, install fastener at bottom of hinge side jamb; (4) after adjusting for cross-leg, install fastener at same height as (3) on opposite side jamb; (5) remove top screw from top hinge and install screw (with sufficient length to reach rough opening stud) to take pressure off top hinge, screw can be loosened or tightened to correct the fit; (6) correct any bottom hinge gap by installing shim above bottom hinge and install shim as deep as needed to get correct reveal at bottom; (7) install shims above and below each hinge for support and to prevent jambs from rolling when opening and closing door - install fasteners below shims, not through them; (8) install pairs of shims every 12" on the opposite jamb from hinge jamb and fasten below.
8. Check for smooth door operation and even spacing between door and jambs. Double units are manufactured and shipped with  $1/16''$  space between door and jambs at the hinges and  $1/8''$  between door and t-astragal at the lock. Single units measure  $1/16''$  on hinge side and  $1/8''$  between for and jamb at the lock. Measurements should be taken at each hinge location to ensure door units is square, plumb, and level. If measurements are not met, additional shimming will be required.
9. Installations that do not meet measurement standards are not eligible for warranty claims.



\*Overhang Requirement

## Finishing Options

Prestige Entries' doors are made with the finest materials available. You can choose from a wide variety of stain or paint possibilities. Take care in following the suggestions provided in this brochure and by your paint or finish manufacturer. Be sure to evaluate the conditions your door must endure, such as direct exposure to severe climates, before deciding on the specific finish to use. **Avoid the use of dark stains or paints on the door surfaces exposed to direct sunlight.** These conditions can cause panel and rail separation, warp, twist and bow. UNDER NO CIRCUMSTANCES SHOULD A LACQUER BASED TONER OR ANY OTHER LACQUER BASED FINISH BE USED ON EXTERIOR DOORS.

## Suggested Preparation for Finishing

Before applying the first coat of finish, sand the entire surface lightly with 220 sandpaper to remove fingerprints and handling marks. After sanding, clean door thoroughly with a cloth to remove all dust or foreign material. Avoid using caustic or abrasive cleaners. Sand with the grain to avoid cross-grain scratches. All surfaces of the door must be properly finished. The edges (top, bottom, and sides) should be coated with each and every coat of finish that is applied to the exterior surface of the door. Make sure to include the portions of the door exposed due to machining (latch and bore prep and hinges). Doors must be dry before finishing. On doors that are glazed with clear glass, the finish used should be flowed from the wood slightly onto the glass. This will provide assurance against water leakage and protect the glazing compound "putty" from drying out. **Note:** It is the finisher's responsibility to protect glass prior to and during finishing. On doors that have plastic film protection on glass, removal of plastic film protection immediately after applying the finish is required. Failure to remove the plastic film at this time may cause harm to the glass and will create difficulty in removing the film at a later time. Do not use razor blades or sharp objects to remove the film or clean the glass. These items will scratch the glass.

## Maintenance

Your Prestige Entries door has been handcrafted door to last for years. But, like any fine piece of furniture, its finish will require some simple, periodic maintenance to keep it looking great and provide protection against the elements. Regular finish maintenance is a requirement of the warranty that's included with every Prestige Entries door as well as a requirement from your paint or finish manufacturer. Failure to follow maintenance requirements will void your warranty. Here are some signs to watch for. They indicate that it's time for some simple, easy-to-perform maintenance:

- Hairline cracks in the top coat of finish
- Changes in the color of the finish
- Changes in the texture of the finish, such as flaking or scaling
- Dullness or chalkiness in the finish

If you live in a severe climate or your entry receives direct sunlight, examine your door's finish often. Depending on the conditions, you will need to maintain the door finish more frequently.