



Limited Warranty Information

Coverage:

This Limited Warranty applies to purchasers of products from Aberdeen Door Company, LLC ("Aberdeen") during the respective limited warranty period outlined below. The warranties extend on resale of the products, but claims must be processed through the original purchasers. Aberdeen warrants all of its products set forth herein to be of good material and workmanship and to be free of defects from the time they are loaded onto a truck or shipping container.

Warranty Period:

Door Series	Core	Interior Use	Exterior Use
1000	Honeycomb	1 year	Not warranted
1000	EcoCell™	2 years	Not warranted
2000	EcoCell™	2 years	Not warranted
3000	All Cores	2 years	Not warranted
5000	All Cores	Lifetime of original installation	Not warranted
7000	All Cores	1 year	Not warranted

Warranty periods commence from date of original invoice.

Tolerances:

The "Tolerances" set forth below are recognized industry standards and deemed acceptable under this warranty.

Thickness	±1/6" (±1.6 mm)	Squareness	Differential between diagonal measurements not to exceed 1/8" (3.2 mm)
Width	±1/6" (±1.6 mm)	Warp	Not to exceed 1/4" (6.3 mm) in a 7' (3124 mm) span on the concave face of a door.
Height	±1/6" (±1.6 mm)	Lock Fronts	Backset: ±1/32" (0.8 mm) Height: +1/32", -0" (+0.8 mm, -0 mm) Width: +1/32", -0" (+0.6 mm, -0 mm)
Hinge Mortises	Location: ±1/32" (±0.8 mm) Height: +1/32", -0" (+0.8 mm, -0 mm) Depth: +1/32", -0" (+0.8 mm, -0 mm) Backset: ±1/32" (0.8 mm)		
Telegraph:	1000 & 2000 are not warranted, All others not to exceed +2/100" in a 3" span (0.5 mm in a 76.2 mm)		

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Exceptions to Coverage:

Aberdeen shall have no liability under this warranty or under any implied warranties unless the instructions found in Aberdeen "Storage, Finishing, Installation and Maintenance Instructions" have been strictly adhered to. Aberdeen is not responsible for damage or unsatisfactory performance caused by others. Its sole responsibility is as stated in this warranty, and it is not liable for consequential, indirect or incidental damages. Aberdeen is not obligated to pay for removal and rehanging. In addition, if any condition described in the "Exclusions" section are applicable, the door will not be warranted.

Exclusions:

1. Exterior doors: an exterior door shall be defined as any door not temperature and humidity controlled on both sides.
2. Any condition or appearance caused by failure to follow Aberdeen's "Storage, Finishing, Installation and Maintenance Instructions".
3. Repairs, rework or replacements made without prior written consent from Aberdeen.
4. Doors altered by others (except for distributors licensed to machine Aberdeen doors).
5. Normal wear and tear, including wear-through of the finish, or deterioration for reasons other than material and workmanship of the door itself.
6. Defects caused by failure to protect and seal all exposed surfaces of the door and the continued proper maintenance of these surfaces.
7. The appearance of field finished or painted doors.
8. Fading or darkening due to exposure to ultra-violet light sources.
9. Natural variations in the color, grain and or texture of wood.
10. The natural characteristic of the "barber pole" effect.
11. The appearance of high gloss HPL, paint, or transparent finished doors.
12. The warranty against warp does not apply to the following:
 - Doors that are wider than 36" or taller than 84" and less than 1-3/4" thick.
 - Doors hung without a hinge or pivot every 30" of door height.
 - Doors with unbalanced construction, i.e. face veneers of different species or different finish options on each side of the door.
13. Doors subjected to different temperature or humidity conditions on each side of the door.
14. Doors that have any form of face grooving or applied moldings.
15. Failure due to not drilling or drilling improper size pilot holes.
16. Doors where self-tapping or combination metal/wood screws are used to attach surface applied hardware.
17. Surface applied hardware i.e. surface closers, exit devices, etc. mounted without through bolts, except when fastened to hardware blocking.
18. Any door that is hung improperly or does not swing freely, i.e. binding on hinges, dragging on floor or threshold.
19. Doors with concealed closers deeper than 2" or wider than 1-1/4".
20. Machined pockets that leave less than 1/4" thick cavity walls.
21. Mortise door bottom preps that exceed 2-1/4" in depth.
22. Door face breakage or flare out on either side of automatic flush-bolt preps, when installed without supplied reinforcement caps.
23. All doors with cutouts for lites and/or louvers, nearer than 5-1/2" to any door edge hardware cutout, hardware pocket and/or raceway.
24. Doors with cutout areas exceeding 1/3 of the area of the door face or exceeding 1/2 of the height of the door, except SCL core.
25. Cracking of door faces on doors where Lite/ or louver cutouts were performed by others.
26. Lite/ or louver cutouts in honeycomb hollow core construction, except EcoCell™.



Claims Procedure:

All claims under this warranty must be channeled through the original purchaser and no liability whatsoever shall attach until the products involved have been paid for in full.

Aberdeen does not guarantee safe delivery of products. Aberdeen's responsibility ceases once products are loaded onto a truck or shipping container at an Aberdeen manufacturing facility or distribution center. Any claims for shortages, loss, delay or damage should be noted on the BOL upon receipt and filed by the consignee with the freight company.

Aberdeen cannot inspect or control the handling or exposure of products after shipment, therefore a specific duty of inspection is imposed upon the purchaser as a condition precedent to any claim under this warranty. The Purchaser must thoroughly inspect all products upon receipt and notify Aberdeen of any defects in writing within 15 days of discovery. Latent defects or those not apparent during the initial inspection must be reported within 15 days of discovery. Failure to notify Aberdeen of any defect within the allotted time shall fully and completely relieve Aberdeen from any obligation under this warranty. Installation of any product constitutes acceptance of said product.

Any written claim should include the following information

- Aberdeen invoice number
- Customer PO number
- A detailed explanation of the defect and which lines on the invoice possess said defect.
- Pictures of the defect, and if installed both sides of the complete door opening.

If a claim for a defective product is found to be valid within the scope of this warranty, Aberdeen will either (1) repair the defect; (2) replace with an identical unit; or (3) refund the purchase price. It will be exclusively Aberdeen responsibility to assess the situation and determine which corrective action will be employed to remedy the problem.

Any claim for warp or telegraphing may be deferred, at the option of Aberdeen, for a period of time not to exceed 12 months from the date of claim. If a door has been installed prior to such claim, the door must remain in the original hung installation during the period of deferment to permit conditioning of the door to humidity and temperature.