

Krosscore Doors Come With A 1 Year Limited Warranty

Krosscore doors are unique in many ways, they need to be handled, prepared and stained with care. Krosscore doors have been assembled using extreme care for every detail; they need to be stained with the same attention to detail.

To maximize the potential of your Krosscore door, the following steps need to be taken.

Handling:

Doors should always be stored in a dry area on a flat surface.

Be careful while handling the door and never drag the door on the ground.

When removing the door from the pallet, lift each individual door without dragging it across the door underneath.

Finishing:

The Krosscore door is constructed by applying thin, precisely cut pieces of real wood veneers over a pressed skin by hand using Krossweave™ technology. Highly trained craftsman process each door by hand, and although every possible precaution is taken to reduce any imperfections and manufacturing residues, like any wood door on occasion some imperfections still occur. A properly prepped and finished door should remove any remaining residue and properly raise the grain to prepare the wood to accept stain. In order to get the best look from a Krosscore door the steps below should be followed.

Step 1	Apply a light and evenly consistent pressure with a 220-grit sandpaper or a scuff pad. Look for any imperfections on the surface and lightly sand them away following the direction of the grain.
Step 2	Apply stain evenly (wipe or spray) and let dry
Step 3	Apply a minimum of two coats of sanding sealer
Step 4	Scuff and sand smooth
Step 5	Apply two layers of top-coat

Wood Species:

Each of the wood species used to make Krosscore doors have their own unique characteristics and beauty. No two doors are exactly the same. The wood has various characteristics that determine the level that each wood species will accept stain. It is not a warranty claim if the wood specie does not accept the stain evenly; this is the nature and beauty of real wood.

For the complete warranty and more details on what is and isn't covered under the Krosscore warranty please see the full warranty at Krosscore.com/warranty

KROSSCORE STAIN RECOMMENDATIONS

SEPTEMBER 12, 2011

STAIN COLORS BY WOOD SPECIES			
Natural	Light Stain	Medium Stain	Dark Stain
MAPLE	CHERRY	OAK	WALNUT
CHERRY	OAK	WALNUT	MAHOGANY
OAK	WALNUT	MAHOGANY	
WALNUT	MAHOGANY		
MAHOGANY			

MAPLE			
CHERRY			
OAK			
WALNUT			
MAHOGANY			

Natural

A natural coat, no color added

Light Stain

Light stain that adds a hint of color

Medium Stain

Stain that significantly changes the color of the wood.

Dark Stain

Creates a dark wood, masking nearly all grain patterns.

Maple

Natural coat only. Due to the light color of maple as well as the density of the wood it does not absorb stain well. Light-Dark stains may provide a blotchy and uneven finish and are not recommended.

Cherry

Natural-Light stains may enhance the look and beauty of cherry. Medium-Dark finishes may cause blotchy appearance and enhance the veneer overlay.

Oak

Natural-Medium finish is recommended.

Walnut

Natural-Dark finish is recommended.

Mahogany

Natural-Dark finish is recommended. To bring out the beauty and richness of Mahogany a light-medium finish is recommended.

Stain related issues are not considered defects or warranty claims. Like any wood door warranty, Krosswood does not cover any cost associated with the replacement of the door other than the slab.

Limited Warranty

What is covered? The Krosscore door Limited Warranty covers manufacturing defects in materials or workmanship of doors, with the exceptions stated below.

How long coverage lasts. This limited warranty is NOT TRANSFERABLE and runs for one year from the date of initial purchase from Krosswood Doors by the initial wholesaler, distributor or other purchaser. If federal, state or provincial law limits or restricts this prohibition on transfer, then the warranty period is effective for one year from the date of initial purchase from Krosswood Doors by the initial wholesaler, distributor or other purchaser.

What is not covered?

The following shall not be considered defects in materials or workmanship under any circumstances and are not covered by this limited warranty:

- Damage resulting from attempts to repair doors by persons other than Krosswood Doors or its designated representative(s).
- Knot size, shape or placement or any natural variation in color or texture of the wood.
- Variation in thickness, width, or length less than the industry standards (1/8" in width, 1/8" in height, 1/16" in thickness).
- Small scratches, veneer imperfections or other handling that occurs during the normal handling and shipping of wood doors.
- Damage caused by or resulting from improper machining by the pre-hanger.
- Warping of any door, not exceeding 1/4" in plane of the door itself.
- Problems due to misuse or abuse of the door.
- Damage as a result of any cause beyond Krosswood Doors' control (e.g. fire, flood, earthquake, other acts of nature, or acts of third parties outside Krosswood Doors' control, including, without limitation, shipping companies).
- Problems related to improper finishing of all six sides. These sides include: front, back, top edge, bottom edge, left side and right side of the door.
- Variation or unsatisfactory results in sheen or texture resulting from the field application of paint, stain or lacquer or any other finishing material or damage caused by extreme temperature.
- Glue spots and other imperfections that occur during the normal assembly of a Krosscore door.
- Expansion or contraction of the door or other changes in form due to environmental conditions, including, without limitation, changes in moisture, temperature and humidity.
- Imperfect corner alignment of veneers with 1/8" of the square corner of the panel.
- Bowing or misalignment in the frame or jamb in which the door panel is hung, or problems related to water and/or air infiltration due to improper assembly or installation.
- Improper installation of hardware.
- Discoloration or rusting caused by decorative metal accent options (such as grilles, clavos, straps, etc.) or hardware or inserts (such as locksets, door handles, strikes, etc.).
- Installation of an interior door in an exterior application.
- Door must be finished on all six sides.
- Door installation before mudding and taping is dried and complete.
- Improper finishing due to the doors being finished on a job-site and not in a clean and proper finishing environment.

- Failure to report problems with installed glass before a door is machined or finished.
- Crosswood Doors is not responsible for any problems related to glass installed in a Crosswood Doors door by a distributor or other door shop or any Krosscore door with problems resulting from improperly installed glass. These problems include, but are not limited to, glazing, waterproofing of glass and accompanying door cracks, blemishes, moisture in the glass, or any injury caused by or related to glass in a Krosscore door.
- Acceptable characteristics include variations in color, stain, wood grain, grain appearance, unlimited tight knots and unlimited worm holes. These variations in the product are completely normal and are not covered by this limited warranty.
- Modifying a Krosscore Door will void this limited warranty. Improper modifications include, but are not limited to, excessive trimming, removing panels, and distressing damage. Allowable trimming on a Krosscore door is up to 1" from the top of the door and 1" from the bottom of the door. No trimming in width.
- Failure to report to Crosswood Doors any visible defect or mistake in shipment more than 24 hours after receipt, or after the product is machined or installed.
- Sanding a Krosscore door with any grit of sandpaper of less than 400.
- Excessive sanding of a Krosscore door that leads to core telegraphing or other visual issues that are a result of sanding through the wood veneer.

Procedures you must follow to exercise this limited warranty. The integrity of a Krosscore Doors is predicated upon the adherence to the following procedures. Failure to observe these procedures may result in or precipitate an adverse reaction of the product, and shall void any warranty or claim.

Handling

- All doors are packaged for forklift loading and unloading. They are palletized and banded together. Upon receipt, any shipping damage must be noted on the bill of lading and reported immediately to the delivering carrier and Crosswood Doors.
- All doors should be picked up off a pallet without dragging or sliding the door over the door below.
- Doors must be stored flat on a level surface in a dry, well ventilated building at least 4" above the ground and covered to avoid direct sunlight, as well as moisture, dirt and dust.
- Doors must be conditioned to average prevailing relative humidity and temperature of the locality before hanging. Slight cupping or warping may occur during this process, flip the door over to allow for the door to normalize equally on both sides.
- Do not walk on doors or drag doors across one another, particularly if they include raised molding.
- Doors must not be subject to extreme or rapid changes in heat or humidity, including, without limitation, sudden changes resulting from forced heat used to dry out a building.
- If doors are stored at a job site, all six sides must be sealed with an effective quality oil-based or mineral-based sealer in order to prevent unacceptable moisture absorption. This finish must occur within 48 hours of delivery to the customer and prior to arriving at the job site.

Installation

- When hanging doors, allow adequate clearance between the door and frame for normal swelling of the door or frame in damp weather. Clearances between the door edges and door frame must be a minimum of 1/16" on the hinge side and 1/8" clearance on the latch side and top rail.

- Caution must be used to avoid impairing the strength of the door when fitting for locks or other hardware. Allow at least 1” of wood back of the mortise.
- Pilot holes must be drilled for all screws that act as hardware attachments.
- Use a minimum of three hinges on doors up to 7’ tall and four hinges on doors over 7’ tall. Hinges must be set in a straight line to prevent distortion of the door.
- Jambs and stops must be set square and plumb.
- Immediately after cutting and fitting (and before final hanging), seal all surfaces and ends of the door with an effective quality sealer.
- Do not install doors before ‘mudding’ and taping of sheet rock has been dried and completed.
- Doors must be finished off site or in a clean and temperature controlled environment.

Finishing

- For best performance, doors must be finished lying flat.
- Krosscore doors must be finished in a temperature controlled clean environment, not on a jobsite.
- Lightly sand the entire door with 400 grit of sandpaper in the same direction as the grain.
- Finish must be applied immediately after fitting and hanging, but not during or after high moisture times.
- Remove dust before finishing.
- Follow manufacturer’s directions closely for all finish products.
- All doors must have a minimum of three coats (1. sanding sealer / conditioner, 2. Stain, 3. Laquer finish)

Krosswood Doors will not, under any circumstances, be liable for installation, refinishing or painting costs.

What Krosswood Doors will do. In the event of a warranty claim, Krosswood's sole and exclusive obligation under this limited warranty shall be to either: (a) repair the door, (b) ship a replacement door (FOB Krosswood Doors Salt Lake City warehouse) to the distributor or person making the warranty claim, or (c) refund the original purchase price paid by the purchaser to Krossc for the door.

How to get service. In order to be eligible for service under this limited warranty, you **MUST** notify Krosswood Doors [within (1) business days] of the date you discovered or **should** have discovered a defect. Such notice should be sent with a brief written description of the defect and digital photos via (a) fax to 800-856-4250 or © or email to warranty@krosswood.com (b) postage paid, certified mail, return receipt requested to:

Krosswood Doors
2064 W. Alexander St., Suite E
Salt Lake City, UT 84119

Krosswood Doors will contact you within a reasonable time to inspect the defect. If no defect exists, then you shall pay Krosswood for the inspection. If a defect exists, Krosswood will contact you within a reasonable time after the inspection to give the results of the inspection.

How does state law apply? This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Other Provisions.

No distributor, dealer or representative of the Krosswood Doors has the authority to change, modify or extend this limited warranty.

The original purchaser of each Krosscore door acknowledges that he, she or it has read this limited warranty, understands it and is bound by its terms. Each distributor of the Krosscore door agrees to provide this limited warranty to the original owner of the structure into which the door is to be installed.

Krosswood Doors shall not be liable for consequential, indirect or incidental damages, normal wear and tear, or for any amount in excess of the distributor's purchase price of the defective door. The door must also be finished/sealed on all six sides within 48 hours of delivery and prior to delivery to the jobsite, otherwise this limited warranty is null and void.

All visible defects or mistakes in shipment must be reported to Krosswood Doors within 24 hours of receipt and before the product is machined or installed, otherwise the delivery condition of the door shall be deemed correct and acceptable.