

STEVES & SONS PRODUCT WARRANTY



Steves & Sons Products are designed and built to provide lasting value for your home. We warrant to the original owner, if your Steve & Sons Inc. product exhibits a defect in material or workmanship within the time periods outlined below from the initial purchase.

Product	Door Slab	Glass	Factory Finish	Factory Applied Wood
Interior Doors	5 Years	1 Year	1 Year	Frames - 1 Year
Steel Doors	10 Years	Clear - 5 Years Decorative - 10 Years	1 Year 1 Year	Frames - 5 Years Brickmould - 1 Year
Fiberglass Doors	25 Years	Clear - 5 Years Decorative - 10 Years	1 Year 1 Year	Frames - 5 Years Brickmould - 1 Year
Exterior Wood Doors	1 Year	Clear - 5 Years Decorative - 10 Years	1 Year 1 Year	Frames - 5 Years Brickmould - 1 Year

Steves & Sons, at its sole discretion, will repair, replace warranted door or refund the original purchase price. **STEVES & SONS, INC. MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE AND WILL NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR.** The manufacturer will not be liable for any door(s) repaired or replaced without prior written consent.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL STEVES AND SONS, INC. BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty protects your legal rights. Other rights vary from state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, the length of any implied warranty shall be one (1) year or the shortest time in excess of one year permitted under applicable law. Similarly, some states do not allow exclusions or limitation of consequential damages and, if applicable, this limitation will not apply.

Action on any claims for warping or for photographing may be deferred, at the option of the manufacturer for a period not to exceed 12 months from date of claim. Please see care and handling instructions for additional information.

This warranty does not cover the following circumstances and are not considered the responsibility of Steves & Sons.

- Locksets or components not provided by Steves & Sons.
- Normal wear and tear, and natural weathering of surfaces.
- Vandalism, misuse, neglect, impact by foreign objects, acts of god, fire, explosion or other casualty
- Problems resulting from misuse and or abuse and failure to follow care and maintenance instructions
- Problems related to improper finishing of all surfaces, front, back, sides, top and bottom of door, door unit, sidelites and/or transom.
- Natural variations in color or texture in any finish shall not be considered a defect.
- Failure to Provide Proper Overhang: Continued on next page

For additional information, parts, warranty details, or technical information contact Steves & Sons 1-800-617-8586

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Failure to provide a proper overhang; Damage caused by direct rain exposure, damage caused by extreme temperature, either from direct sunlight and or installation of a storm door.

- In most climate conditions you need to have an overhang that extends at least half the distance of the height of your entryway. (For example if the measurement from the base of the door to bottom of the overhand is 10 feet, the overhang should extend 5 feet)
- For Southern and Western warm climates, wet climates or if your door will receive direct sunlight during the hottest part of the day you should have an overhang that extends the full height and up to twice the distance of the height of your entryway.
- Installing a storm door can cause extreme heat buildup from the sun or trap moisture depending on your environment. Upon inspection, if the installation of storm door caused damage to the door that may void the warranty.

Slight expansion or contraction of door panels, jambs and slabs due to varying environmental changes is considered normal and not a defect.

Wood decay for any wood components that come in direct contact with soil, mildew/mold are not considered decay.

Condensation and or damage as a result from condensation.

Structural integrity issues caused by improper installation of hardware or improper sizing of door slab

Damage or poor product performance resulting from the installation of product in a condition that exceeds product design standard or certified specs and or does not conform to applicable building standards.

Decorative glass, coming, grilles, clavos, and clear beveled glass panels are hand-made and may vary from one piece to another. Slight variations in color, thickness, beveled width, distortion, bubbles and minor scratches are not considered defects.

The exposure of knots in Knotty Alder, Knotty Pine door slabs, jambs, casing and brickmould is not considered a defect.

ADDITIONAL WARRANTY INFORMATION



Photographing and Warp Tolerances

Action on any claims for warping or for photographing may be deferred, at the option of the manufacturer for a period not to exceed 12 months from date of claim.

Stile, rail and core show through (photographing) 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.

The following warp allowances are for 1-3/4" or thicker doors. Doors wider than 3' 6" (42 in) and less than 7' (84 in) in height, warping shall not exceed 1/4" in a section 3' 6" by height of the door. Doors wider than 3' 6" and higher than 7', the warp shall not exceed 1/4" in and 3' 6" by 7' section. Doors up to and including 3' 6" wide and over 7' in height, the warp shall not exceed 1/4" in any 7' by width of door section

"Warping" is any distortion of 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 "warping" shall include bow, cup, and/or twist. To measure the amount of warping present in a door, the following method shall be used: bow, cup, and/or 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, and diagonally), with the door in its installed position. The measurement of bow, cup, and/or 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. Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself.

HANDLING & CARE



RECOMMENDED HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS

Inspect door upon receipt and deliver door(s) to building site after plaster cement is dry. If doors are stored at job site for more than one week, all edges should be sealed.

Handle with clean gloves and do not drag doors across one another or across other surfaces.

Store flat on a level surface in a dry, well ventilated building. Cover to keep clean, but allow air circulation.

Doors should not be subjected to: abnormal heat, extreme dryness, humid conditions or sudden change therein. They should be conditioned to average prevailing relative humidity of the locality before hanging.

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.

For all doors use three hinges, except two hinges may be used for hollow core doors weighing less than 50 pounds or 6' 8" or less in height. All doors 7' 6" or higher require four hinges. Allow a fitting clearance of 1/16" on the hinge side and 1/8" on the lock side.

When light or louver cutouts are made in interior doors, they shall be properly protected to prevent moisture from leaking into the core. Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.

Immediately after fitting, or cutting for closure, weather-strip and/or threshold, and before hanging any interior or exterior door on the job, the entire door, including the top and bottom edges, must receive an application of a primer and two coats of a good grade of paint, varnish or lacquer. Adequate drying time must be allowed between coats. For job-site finishing, do not use a water-thinned paint unless an oil base prime coat is first applied. Exterior finishes shall be used on the exterior face and all edges of exterior doors.

Interior doors will generally have approximately the same temperature and humidity on one side as on the other, in which case warp will seldom occur. In cases where the door separates a heated from an unheated space, or a humid space from a dry space, some bowing may be expected if the temperature or humidity differential is large.

After the doors have left the factory every possible effort should be made to hold moisture changes to a minimum during the process of shipping, storing and installation. Doors should either be stored flat on a level surface or vertically on the bottom edge. Storage area should be clean, dry and well ventilated. When stacked solid in a damp area they should be stacked to permit free circulation of air; otherwise the four edges and the exposed side of the top panel will pick up moisture rapidly while the parts in the center of the pile will change very slowly. The stresses developed by such unequal changes may cause the top panel to bow upward and the other doors to twist.

If stops and jambs are not set plumb and in a true plane, or if jambs are not properly squared, opening and closing the door will result in stress, and cause distortion.

Similarly, if hinges are not set in a straight line, the door will be constantly under stress. As stated previously under the subject of door hardware, three hinges will restrain distortion better than two; but these must be set with greater care to have all three in perfect alignment.

HANDLING & CARE



It has been frequently observed that doors have warped during the early stages of their use but have straightened out after they have become fully conditioned to the moisture and temperature of the environment. This is known as the seasoning process and should embrace one full heating season. After seasoning the warp difficulty usually disappears.

Faulty installation methods are common causes of warp. In cases where the doors are fitting and hung before the building is completed, they may become subjected to conditions which cause moisture imbalance. If exposed to high temperatures or humidity on one side and low humidity on the other, warping may result. Care should therefore be taken to equalize moisture conditions between the interior and exterior of the building, to the extent possible, before the doors are hung.

For wood doors finish must be applied immediately after fitting, making certain that all four edges are given two coats of paint, varnish or sealer before hanging. Steel and Fiberglass doors must be finished within 30 days from time of purchase.

In all too many instances the doors are hung before finishing which means that the bottom edge will probably receive no paint or sealer. The bottom edge is the most vulnerable point, particularly on an exterior door. Free water on the door faces will flow toward the bottom by force of gravity. Water on the sill will be drawn toward the bottom of the door and held there.

Cutting away of the stiles for the mortise lock weakens the lock stile and reduces the restraint it offers to bowing. The tubular type of lock requires a minimum of cutting and will have less weakening effect than the mortise type. Similarly, cutting for lights, louvers, panels or door closures may result in some distortion within the door if the frame or large areas of the face are thereby weakened.

Lack of weather protection of exterior doors is a common cause of warp. Recessed openings, porches, vestibules, and overhangs materially reduce weather exposure and minimize the tendency of exterior doors to warp.

Failure to apply protective coatings to the edges and faces of the door, particularly the top and bottom edges, may permit moisture changes and resultant warp.