

RIVER CITY WOODWORKS

River City Woodworks
Interior & Exterior Doors
2 Year Limited Warranty

River City Woodworks goal is to provide its customers with a top quality traditionally constructed hand crafted door and to stand behind its products. River City Woodworks feels it is unsatisfactory for you to own anything other than our best. Therefore, River City Woodworks solid wood doors are warranted to be free of defects in material and labour which would cause the door to be unfit for normal recommended use for a period of 24 months from the date of receipt by customer.

Should a defect occur within the warranty period, written notice must be submitted to and received by River City Woodworks. No goods shall be returned to River City Woodworks until River City Woodworks has had an opportunity to inspect the goods on the premise to determine whether a defect exists. River City Woodworks will not be held responsible for any doors repaired, returned or replaced without prior written consent. If warranted doors contain defects covered under this warranty, River City Woodworks will have the option to repair or replace the door.

All River City Woodworks exterior door systems are independently tested by QAI Laboratories in Vancouver B.C. and certified to meet AAMA/WDMA/CSA/101/IS2/A440-08 and CSA A440AS1-09 a requirement of the current National Building Code of Canada for exterior doors.

Defects are considered to be warping, bowing or twisting, splitting of the stiles, rails or panels, and peeling or cracking of the finish.

This limited warranty does not apply to any of the following:

- Interior doors more than 8' tall or 3' wide, unless specially constructed to be an extra wide door
- Natural properties and characteristics of the wood are not considered defects ie: knots, wormholes, colour variations in the wood species
**Note: on all knotty wood doors the location, quantity and size of knots are unpredictable. Knots that show light through the door will be filled. Knots that do not show light through the door and are not filled should be expected and are not considered defects
- For unfinished doors - damage caused by failure to comply with River City Woodworks Care & Warranty instructions for unfinished interior doors; in particular those doors which have not been sealed and finished properly on all six sides
- Damage caused by misapplication of doors, ie: inadequate overhangs causing exposure to direct sunlight, wind driven rain, water or anything that causes a condition that is inappropriate for a door to exist in, thus causing damage
- Bow or improper alignment of the frame or jamb in which the door is hung during installation

- Doors that have a warp of ¼” or less in the plane of the door
- Exterior doors used in a commercial setting will have a limited warranty of 12 months only

Warping, bowing and twisting of a door is defined as any distortion in the door itself and has no bearing on the relationship between the doorjamb or frame in which it is hung. Measuring the amount of warp in a door will be done by placing a 7’ straightedge on the suspected concave face of the door at any angle with the door in its installed position. The measurement of warp will be made at the point of maximum distance between the bottom of the straightedge and the face of the door.

If the defect is warp, bow or twist, River City Woodworks may defer repairing or replacing the door for a period of up to 12 months from the date of claim or date of installation, in order to allow for conditioning and equalizing to both humidity and temperature conditions. This deferral period does not count against the warranty period.

For doors containing glass, aside from seal failure which is warranted by the glass manufacturer for up to 10 years, glass defects must be claimed within 10 (ten) days of receiving the product. The standard for determining that a scratch, smudge or other blemish warrants replacement is as follows:

- It can be seen from a distance of eleven (11) feet
- It occurs within an oval-shaped area comprising 80% of the viewing area of the glass
- It is visible against normal daylight (not direct sunlight) when viewed perpendicular to the glass

The warranty does not cover:

- Glass breakage, colour of glass, bent glass, triple insulating glass except for seal failure covered by glass manufacturer, decorative art type glass, distortion
- Dissatisfaction with the performance or appearance of the finish
- Failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design or improper installation
- Damage due to exposure to extreme or abusive environments
- Damage caused by failing to comply with River City Woodworks finishing instructions for unfinished doors
- Damage due to unauthorized repairs
- Failures or operating difficulties resulting from exposure to corrosive fumes or condensates
- Damage due to stress from movement of the structure in which the doors are installed
- Damage due to application of films or coatings on the interior of the glass
- Damage due to use in swimming pools, whirlpool tubs, or other high-humidity areas without adequate ventilation or humidity control
- Normal wear and tear