



## Door Maintenance

A custom wood door is an investment in your home and it is worth taking the time to protect your investment.

The finish applied to your door helps protect it from damage due to moisture and sunlight. The more physical protection (overhangs, shade, etc.) your door has from the elements the less frequently the finish will need to be reapplied.

If your door is exposed to the sun for most of the day it may need reapplication of finish in a year or two. Conversely, if your door is installed under a large awning or is in the shade most of the day it may need finish to be reapplied in 5 years or even longer.

During the construction of your door great care is taken to make sure that it is well protected from the elements through careful selection and diligent application of finishing products.

### Suggested Maintenance

On a regular basis the door can be washed using plain warm water (not hot and steaming). During regular cleaning is a great time to take a close look at the door and see if any of the finish on the door is showing signs of degradation.

Here is the suggested process for when the door shows signs of needing a fresh coat of finish.

- Remove the door from its hinges and remove all hardware
- Wash the door with warm water
- Lightly sand the door using 320 grit sand paper
- Use a damp cloth to wipe off the dust created by sanding
- Apply a light coat of finish following the manufacturer's instructions
- The finish used should match the one originally used (New West Design keeps this on file)

New West Design would be happy to come and perform this regular maintenance for you.



## Door Warranty

It is New West Design's goal to provide you with the best possible hand crafted door. We are confident in the work we do and the product we produce and warrant our work to be free of defects in materials and labour for a period of one year. If a defect occurs within the warranty period you must provide New West Design with written notice, preferably by e-mail. Do not make any return to New West Design until New West Design has had the opportunity to investigate on site and determine if there is a defect and what may be the cause. New West Design will not be responsible for doors repaired, returned, or replaced without prior written consent. If a warranted door does contain defects, New West Design has the option to repair or replace at its discretion. New West Design's liability remains limited to the Door and / or Frame supplied and or installed by New West Design.

Wood is a naturally occurring material and its variations and character are part of its beauty; as such knots, wormholes, colour variation within a species, and small surface cracks not affecting utility (some species are more prone to this, to be discussed at time of ordering) are considered normal. Every reasonable effort is made to deliver consistency in wood product selection and finishing.

### Warranty Includes

- Expansion of the door if it impedes the operation of the door to a significant degree.
- Peeling of the finish within the first year.
- Warping of 1/4" or more over 7' measured in any direction across the plane of the door.

### Warranty Voids

- Damage such as dents and scratches which occur after installation or during use or misuse.
- Consequences arising from improper installation of the frame or jamb in which the door is hung if installed by someone other than New West Design.
- Modifications, milling or alterations made without authorization from New West Design
- Strain applied to the Door, the causes of which may include, but are not limited to, movement of the building, inadequate room for expansion or contraction of framing members or other building materials, insufficient or incorrectly engineered headers or other related framing.
- Wiping with strong chemicals, soaps, or thinners which cause damage to the finish of the door.
- Damage due to exposure to excessive moisture such as being installed next to a hot tub, flood, sprinklers, condensation, mold, mildew, frost
- Damage resulting from excessive heat, humidity, or dryness while in storage or from extreme temperature build up where storm doors are present.
- Finish cracking due to joinery or panel movement is not a defect. This issue should be addressed during the periodical inspection and maintenance
- Warping or degradation of wood door sills
- Variances in Sheen and thin gaps between parts
- Damage caused by the choice to install the door with little to no protection from the elements. This refers to minimal overhangs, downspout location, and other similar factors which cause excessive exposure to direct sunlight, rain, and ice.



## **Glass**

Claims regarding glass must be made within 14 days of delivery or installation, whichever is applicable.

- Seal Failure is warranted by the glass manufacturer for 5 years.
- Standards for determining if a scratch, or other blemish warrants replacement are;
  - It can be seen from a distance of 10 feet.
  - It is visible under normal lighting conditions viewed perpendicular to the glass.

Warranty for glass does not cover

- Being unhappy with the performance/appearance of the glass
- Failures due to accidents, alterations, faulty building construction/design, improper installation, exposure to fumes or chemicals, application of films or coatings
- Damage due to unauthorized repairs, exposure to extreme environments
- Damage due to stress from movement of the structure in which the doors are installed
- Damage due to use near swimming pools, whirlpools, and other high humidity areas