



SINCE 1946

**NORTHWEST DOOR®**

## WOOD DOOR WARRANTY

**RAISED WOOD PANEL, RECESSED WOOD PANEL,  
FLUSH WOOD PANEL, TOWNSHIP COLLECTION™,  
HERITAGE CLASSIC™, BUILDER COLLECTION™  
AND COMMERCIAL SERIES**

All Wood Garage Doors manufactured by Northwest Door, Inc. are warranted against defects in material and/or workmanship for a period of one year from the date of shipment.

Northwest Door's warranty is strictly and expressly limited and is in lieu of all other warranties, expressed or implied, by operation of law or otherwise. In no event shall Northwest Door be liable for special, incidental or consequential damages, subject to specific rights afforded to a buyer in various states regarding limitations and time periods.

Upon inspection, Northwest Door will supply only the defective parts to the original purchaser. Northwest Door agrees to repair or replace at no charge any part, parts, or complete unit found to be defective by Northwest Door within this period. Northwest Door will not be responsible for painting, shipping, transportation, labor, and/or field service charges. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not. No other warranties are expressed or implied by Northwest Door, nor shall they extend beyond the stated time period.

All wood doors must be properly protected with quality paint. This warranty is void if the buyer fails to follow the Northwest Door "Wood Door Finishing Requirements" dated 11-09 (Attached). Wood doors must be protected from moisture prior to the painting process. If the wood is exposed to, or absorbs moisture, the paint will not adhere properly, nor protect the wood. **AT NO TIME SHOULD THE DOOR BE ALLOWED TO GET WET PRIOR TO PAINTING. IF SO THIS WARRANTY SHALL BE VOID.**

Northwest Door uses high quality materials for framework, door skins, overlays, and panel materials. Exposure of wood to the environment may cause bowing, checking and/or cracking of a door component regardless of efficiency of painting. **THIS IS NOT CONSIDERED A DEFECT**, it is an unforeseen and uncontrollable characteristic of natural wood. It is the sole responsibility of the dealer and the end user, to select the type of material and/or door, which will offer the best results and longevity in each climate and/or environmental condition.

- Exceptions:
- (1) Hardboard panels (Mansonite) are not warranted, due to low resistance to moisture, under any circumstances.
  - (2) Edge glued panels of any wood species are not warranted against splitting

***This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Northwest Door's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.***

Northwest Door, Inc  
19000 Canyon Road East  
Puyallup, Washington 98375

Effective: March 1, 2015



## WOOD DOOR FINISHING REQUIREMENTS

CONSUMER BUYERS WARRANTY NOTIFICATION

### **PLEASE FOLLOW THESE IMPORTANT FINISHING INSTRUCTIONS PRIOR TO INSTALLATION TO PROTECT YOUR DOOR AND VALIDATE YOUR WARRANTY**

**SURFACE PREPARATION:** It is very important to have a clean dry surface to work from. The surface should be free of all stains, dirt, and grime. Minor sanding may be required for a smooth clean surface, and may improve finish adhesion.

**EDGE COATING (VERY IMPORTANT):** Edge coatings for painting and staining applications of plywood panels, is very important in all applications, and very definitely so with various details i.e. V-Grooves, section joints, and etc. Applying a quality sealer to the edges will extend the life of the section. Untreated edges or inadequately coated edges could absorb water which could lead to paint failure, and void warranty.

**PRIMER:** One or more coat(s) of a premium quality exterior 100% acrylic bonding primer, or a penetrating oil based primer. All primers should be formulated to block stains, mold, and tannin. Consult your finish provider for the primer best suited for your application & local area.

**TOP COAT PAINT:** Two or more coats of a premium 100% acrylic latex paint, a high performance latex enamel, or oil based paint. Make sure primer and top coats are compatible. Follow the paint manufacturer's instructions for curing times between coats, etc. Make sure that all coats cover the entire door section, edges and ends, inside and out. Special attention must be given to the end grain areas to make certain they are well sealed when finished. (It is advisable to test your top coat in a small inconspicuous area). ***WE DO NOT RECOMMEND DARK COLOR PAINTS AS IT CAUSES EXCESSIVE HEAT ABSORPTION WHICH CAN RESULT IN CRACKING, WARPING, AND ACCELERATED AGING OR DETERIORATION.***

**TOP COAT STAIN:** For best results use a high quality exterior grade 100% acrylic, or oil stain product approved for wood products. A conditioner coat prior to staining should also be considered to help control blotching and streaking of the final finish. Do not apply stain to MDO, or MDX products these are paint only material. Multiple coats are recommended). ***WE DO NOT RECOMMEND DARK COLOR PAINTS AS IT CAUSES EXCESSIVE HEAT ABSORPTION WHICH CAN RESULT IN CRACKING, WARPING, AND ACCELERATED AGING OR DETERIORATION***

**COLOR MATCH AND CLEAR FINISHES:** Northwest Door does neither recommends or warrants doors which are finished with clear (transparent) finishes such as lacquer, shellac, urethane or varnish. However, if you desire a natural transparent finish you must be aware that wood colors will vary, and additional color variations will occur when a clear finish is applied. This is a natural characteristic of wood and not a factory defect. While it is difficult to achieve a uniform color when staining your door, you may achieve an acceptable balance or contrast by applying additional coats of stain to selective areas of the door to blend or enhance the natural shade of the wood.

**MAINTENANCE OF THE FINISH:** Your wooden garage door must be protected from both U.V. deterioration and moisture. It must be maintained on a regular basis to maximize its beauty and life. Painted finishes should be inspected annually; other finishes such as stain should be inspected bi annually. If your door faces severe weather additional maintenance and color options may be required. When maintenance is necessary, it will usually require filling weather checks in the overlay and preparing the finish to receive additional coat(s). Consult your paint manufacturer's instructions for applying additional coats of finish. Other than obvious finish failures, an on going simple test to determine if your door finish is functioning properly is to spray a small amount of water to a test area on your door. Let the mist stand for a few minutes. If the water does not bead up, and is absorbed by the wood, your finish is not providing adequate protection.

YEARS OF EXPERIENCE MANUFACTURING WOOD DOORS HAS PROVEN CERTAIN ATTEMPTS AT FINISHING WOOD WILL LEAD TO ACCELERATED DETERIORATION, AND PREMATURE COMPONENT FAILURE. A FEW EXAMPLES OF IMPROPER FINISHES THAT WILL VOID THE WARRANTY AND CAUSE PREMATURE FAILURES ARE:

- The interior of the door is not painted or painted inadequately.
- The exterior of the door has received a finish but the film thickness is not adequate to prevent the absorption of moisture.
- Doors facing South have been painted or stained a dark colors causing excessive heat buildup and deterioration.
- The end grain was not sealed to prevent wicking of moisture.
- The door was installed prior to finishing

### **PROTECT YOUR INVESTMENT**

**FOLLOW THESE INSTRUCTIONS AND THOSE PROVIDED BY YOUR FINISH MANUFACTURER**