



**DO NOT RETURN TO STORE/DEALER!**  
**FOR FASTER SERVICE, PLEASE FOLLOW THE STEPS BELOW:**



- 1. Please read the warranty details on the reverse side to see if warranty coverage applies.**
- 2. If you need assistance, replacement parts, or have other questions, please go online to:**

**[www.amcdoors.com/claims](http://www.amcdoors.com/claims)**

This is the fastest and easiest way to start the claims process. Upon submitting the form, a claims representative will contact you shortly. If you do not have internet access, you may also call 1(877) 366-7429 to file a claim with a representative.

In the unlikely event of an Advantage Millwork door developing a defect, Advantage Millwork will, at its option, repair the product or provide a replacement at no cost to the Original Purchaser.

**HANDLING & CARE OF YOUR PRODUCT**

**UPON RECEIVING YOUR DOOR UNIT**

- Inspect your door unit immediately and report any damages or defects to the store in which you made your purchase.
- Do not install any door unit that is defective and or damaged as installing such door will void the warranty.
- Any labor costs will not be covered by the warranty after a defective or damaged door unit has been installed.
- Concealed damages will not be covered after 48 hours of receiving door or once the door unit has been installed.
- Compensation, if required, will only be provided by way of replacement, repair, and/or labor.

**STORAGE AND HANDLING**

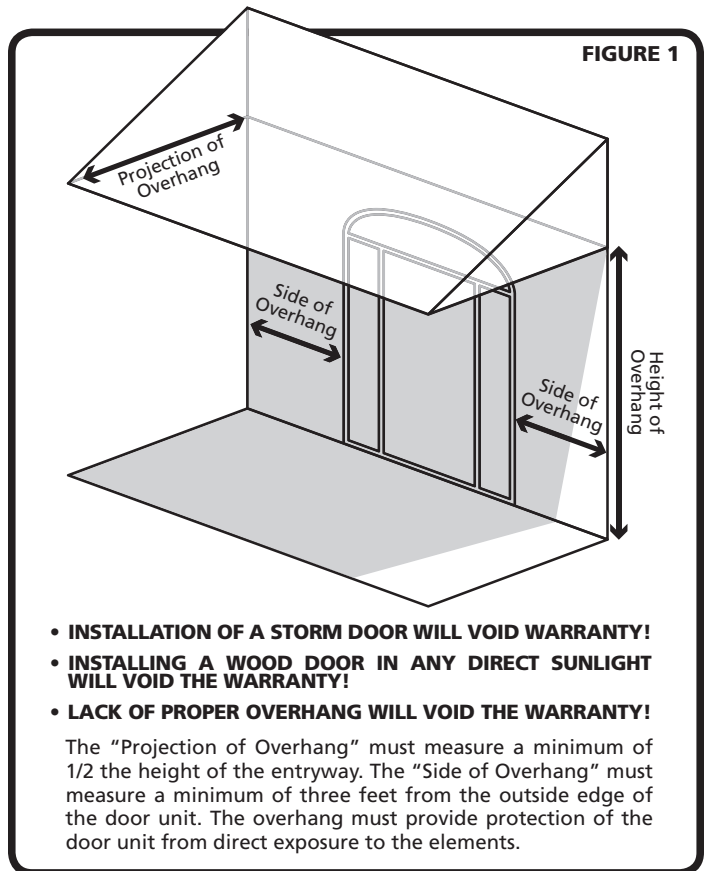
- Unfinished product must be finished immediately prior to storage
- Store in a well ventilated area.
- Deliver door unit to the job site only after plaster, texture and/or cement is dry.
- Door units stored in excess of 60-days prior to installation will void the warranty.

**MAINTENANCE FOR UNFINISHED WOOD ENTRY DOORS**

- Door slabs must be finished or primed and painted on all six sides immediately.
- Pre-hung door units must be completely finished or primed and painted immediately.
- Use good quality oil base or acrylic latex paints.
- Do not use a water base primer.
- If painting – Higher gloss paints will offer better protection than “flat/low gloss” paints.
- If staining – Follow the stain manufacturer’s instructions and the maintenance instructions listed.

**MAINTENANCE FOR PRE-FINISHED WOOD ENTRY DOORS**

- Thank you for the purchase of your wood door unit. Your new door unit is a fine piece of furniture and must be maintained as such. Exposure to the elements (sun, rain, snow, sleet and air pollutants) will cause a well finished door unit to be affected. The following requirements will help you understand the maintenance needed to protect your investment.
- Direct sunlight will cause the finish on any door unit to deteriorate faster.
- The entryway must provide adequate protection against the elements. See Figure 1.
- Inspect your door unit periodically. If the topcoat has been damaged or is showing signs of deterioration an additional application of top coat will need to be applied.
- Depending on the environment, the door unit will need to be refinished periodically.



Order Number:	Ship Date:
Inspected By:	Inspection Date:



# WOOD ENTRY DOOR WARRANTY



**INSTALLING A WOOD DOOR UNIT WITHOUT  
ADEQUATE ENTRYWAY PROTECTION FROM DIRECT  
EXPOSURE TO THE ELEMENTS WILL VOID THE WARRANTY.**



## TERMS OF WARRANTY:

### WOOD ENTRY DOORS

- **Limited 1-Year Warranty on all door, sidelites and glass seal failures.**

**The following are circumstances which are not considered the responsibility of Advantage Millwork and will void the warranty:**

- 1 Installation of any storm door will void the warranty.
- 2 Installing a wood door in any direct sunlight will void the warranty.
- 3 Damage caused by failure to comply with finishing and maintenance instructions provided by Advantage Millwork Doors, or by attempts to perform any repairs to the door other than by an installer or representative authorized by Advantage Millwork.
- 4 Damage, misuse or abuse caused by other parties, or by any causes beyond the control of Advantage Millwork. NOTE: All units must be inspected upon receipt to the store/customer, as damage claims are void after the product has been received and signed for as "Free of Damages". In the event that your door/product has endured visible damage, please contact our customer service team within 24 hours of receiving the product and make notations to the freight carrier bill of lading or POD (if applicable). This will guarantee that a proper claim can be made with the carrier immediately thereafter. On some occasions a digital picture may be required to expedite the claim process.
- 5 Please do not install any damaged product. Doing so will waive Advantage Millwork's liability of such product.
- 6 Failure to properly finish all door/sidelite/transom surfaces, edges and or jamb materials immediately. This includes units that will be stored in excess of 30 days prior to installation.
- 7 Warps which do not exceed 1/4" in the plane of a 36" x 80" door or smaller. For doors large than 36" x 80", warps not exceeding 3/8" in the plane of the door are still considered under tolerance. Warps on doors are normal and occur as the normal process of acclimation. In the event that your door warps, allow at least one to two months for it to retract to its normal position. This distance shall be determined by placing a straight edge on the suspected concave face of the door and measuring the point of maximum distance between the bottom of the straight edge and the face of the door, accounting for panels and glazing recess. Action on any claim of warpage may be deferred at the option of Advantage Millwork for a period not to exceed 12 months, since it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions.
- 8 Natural variations in color or texture of any wood grain finish shall not be considered a defect.
- 9 Like in all wood products, wood doors will naturally expand and contract. Therefore our wood door panels have been specifically designed and manufactured to float within the door which will allow natural expansion and contraction. During the normal shrinking and expansion of door panels, the unfinished edges may be exposed. This will require the exposed edges to be touched up and are not considered a defect. Specific to Knotty Alder products: the size, location, and quantity of knots cannot be controlled in any specific door, therefore not to be considered a defect. Cracks in and around knots are also natural to knotty alder wood and not considered a defect.
- 10 Decorative and clear beveled glass panels are handmade and may vary from one piece to another and contain variances such as distortions, minor scratches, waves, bubble-like areas and variance in bevel sizes. Decorative glass has very little space between the panes of glass and may rattle with vibration of the door opening and closing.
- 11 Iron grilles and mounting brackets on wood doors are handmade and may vary from one piece to another and contain variances such as size/shape of iron work within the design and appearance of welds. Exterior iron grilles are not warranted against rust or deterioration.
- 12 Any modifications to the product will void the warranty, such as trimming the door, installing mail slots, adding door lites, vent or any other special details.

**NOTE:** Advantage Millwork is not responsible for the finishing or refinishing of any door, nor the installation or re-installation of any door.

The manufacturer's sole responsibility is as stated herein and it shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of the price paid for the doors involved.

Warranty only applies to original purchaser and is non-transferable.

Except as set forth above, Advantage Millwork makes no other warranty, expressed or implied, with respect to the product.

**For warranty purposes, all product must be installed by a licensed contractor.**