

# Warranty

Effective September 2010



AADC, Inc., through its Graham Division (Graham) warrants all doors sold under this warranty to be of good material and workmanship at the time of shipment, and to be free of defects which would render said door unserviceable or unfit for the ordinary recommended use for the lifetime of the door. This warranty is applicable for the life of original installation of the door, and covers the following:

<u>Series</u>	<u>Core Type</u>
Graham Supreme Door (GSD)	Particleboard
Graham Premium Door (GPD)	Agrifiber
Graham Custom Door (GCD)	Stave Lumber
	Engineered Composite
	Mineral

The period of warranty coverage begins on the date of shipment from Graham. Graham will, at its option, either 1] refund the price paid for 2] repair, or 3] replace (including reasonable rehanging and refinishing costs) any door not found to comply with this warranty. Written notice of any claim under this warranty must be given to Graham promptly when discovered.

To the extent that Graham agrees to repair or replacement and the customer is involved in the process, estimates of the repair or replacement costs must be submitted and approved by Graham prior to work commencing. Graham shall not be liable for any door repaired or replaced without its prior consent.

In the case of a defect that is apparent by visual inspection of each door upon receipt of the shipment from Graham, notice must be given to Graham within thirty days thereafter and prior to treatment or hanging in any manner.

## Telegraph and Warp

Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung; it includes bow (curvature along the length of the door), cup (curvature along the width of the door), and twist (one or two corners are out of plane with the other corners of the door).

Warp shall be measured by placing a straight-edge, taut wire, or string on the suspected concave face of the door (vertically, horizontally, or diagonally), with the door in its installed position. The measurement of the warp 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. Warp shall not be considered outside of allowable tolerances unless it exceeds 1/4" in any 3'6" x 7'0" section of the door.

Stile, rail and core show-through (Telegraphing) on flush doors shall not be warrantable unless it exceeds 0.010" in any 3" span.

Warp and Telegraph shall not be warranted in any event if the door is not treated in a manner consistent with the "Storage, Handling, Finishing, Installation and Maintenance Instructions" on the reverse side of this warranty.

Action on any claim for Warp or Telegraph after installation may be deferred, at the option of Graham, for a period of 12 months from the date of complaint to allow for acclimation to surroundings.

## Allowable Tolerances

<u>Sizing</u>	<u>Hardware Preparation</u>
Height: $\pm 1/16"$	Hinge Mortise and Lock Front Location: $\pm 1/32"$
Thickness: $\pm 1/16"$	Lock Front Height and Width: $+1/32", -0"$
Width (Not Prefit): $\pm 1/16"$	Hinge Mortise Height: $+1/32", -0"$
Width (Factory Prefit): $\pm 1/32"$	Hinge Mortise Backset: $+0", -1/32"$
	Hinge Mortise and Lock Front Depth: $+0.025", -0"$

Squareness: Diagonal measurement difference not to exceed 1/8"

## Matters Excluded From This Warranty

1. Unsatisfactory door function or appearance caused by failure to follow the "Storage, Handling, Finishing, Installation and Maintenance Instructions" on the reverse side of this warranty.
2. Appearance of field finished doors
3. Natural variations in the color, texture, character, or cut of the wood.
4. Door with cutouts that 1] have an edge within 5 inches of door edge, 2] have an edge within 5 inches of another cutout (including hardware cutouts), 3] have an area exceeding 40% of the door face area, or 4] have a height exceeding 50% of the door height (exception: Engineered Composite core door with cutout).
5. Door not meeting applicable fire door requirements.
6. Warp, if it occurs when 1] 1 3/8" thick door is larger than 3070, 2] face veneers are of differing species, or 3] door is finished/painted differently on each face of the door.
7. Door used in an exterior application, or an interior door with differing temperature and/or humidity on opposing side of door.
8. Door improperly installed or hung in a frame that is not plumb, square, and level, and/or doesn't allow the door to swing freely.
9. Normal wear and tear, including wear-through of finish or deterioration for reasons other than material and workmanship of the door itself.
10. Door with hardware that is not compatible for the particular door construction.

Graham's responsibility under this warranty is limited to the terms herein; Graham shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of its price for the shipment involved whether the claim is for breach of warranty or negligence. There are no warranties expressed, written, or implied as to merchantability or fitness for a particular purpose except those stated herein.

# Storage, Handling, Finishing, Installation and Maintenance Instructions

## Storage and Handling

1. Store doors on a flat, level surface in a dry, well-ventilated building.
2. Covering should protect the doors from dirt, water, and abuse while allowing for air circulation under and around the stack.
3. Doors should be handled with clean hands or while wearing clean gloves.
4. When moving doors, do not drag one door across the surface of the next door. Lift and carry each door to its new location.
5. Cherry, Mahogany, Walnut, and certain other species of wood will discolor if exposed to sunlight or some artificial light sources. Doors must be covered with opaque wrap that doesn't allow exposure to artificial or natural light.
6. Do not subject doors to extremes of temperature and/or humidity; exposure may cause damage. Conditions for proper storage and installation are 30 to 50 percent relative humidity and 50 to 90 degrees Fahrenheit.
7. Do not store or install doors in buildings with excessively dry or moist environments. HVAC systems should be operating and balanced.
8. Oak and some other species of wood contain acids that react with ferrous metals, producing dark blue/black stains. Do not use steel wool on the raw wood.

## Preparation for Finishing

1. Insure the building atmosphere is at a normal, interior relative humidity of 30 to 50 percent and temperature of 50 to 90 degrees Fahrenheit.
2. Sand and finish the door in a horizontal position.
3. Remove all handling marks, raised grain, and other unwanted blemishes by block sanding all surfaces with a 100 to 150 fine grit abrasive.
4. Apply a solution of solvent and sanding sealer; allow door to dry. This will uniformly raise the wood grain.
5. Sand the surface of the door using 120 to 180 grit sandpaper to promote uniformity of subsequent stain coats.

### Notes:

- a) Be sure the door surface is satisfactory and prepared properly before applying sealers, stains or topcoats.
- b) Always sand in the same direction as the grain. Do not use steel wool. Do not spot sand. Failure to properly prepare the surface will result in blotchy appearance.
- c) The species/finish combination should be tested prior to finishing the doors. Notify the finish supplier and door supplier immediately if an undesirable reaction is noticed. Do not continue with finishing until the problem is resolved.
- d) In order not to induce warp, avoid extremely dark stains or dark colored paints on door surfaces exposed to direct sunlight.
- e) To prevent blemish magnification, avoid extremely dark stains on light colored wood species.
- f) Water-based sealers or prime coats should not be used. Water-based top coats should be used only over surfaces that have been completely sealed with a non-water-based sealer or primer.
- g) High gloss finishes are not recommended or warranted.

## Installation

1. The utility or structural strength of the door must not be impaired in 1] fitting the door to the opening, 2] preparation and application of hardware, or 3] preparation and application of lights, louvers, plant-ons or other detailing.
2. On all solid core doors, use a minimum of one hinge for each 30" of door height. When using three or more hinges, they shall be equally spaced.
3. Pilot holes must be drilled for all screw applications; drill 5/32" diameter pilot holes for No. 12 screws. Self-tapping or combination wood/metal screws are not to be used on wood doors.
4. All hardware locations, preparations and methods of attachment must be appropriate for the specific door construction.
5. Doors shall be completely finished and prepped for hardware prior to installation.
6. Trimming and fitting must be compliant to WDMA I.S. 1A and NFPA 80.
7. Installation of prefinished door shall constitute acceptance.

### Additionally, specific to Fire Doors:

- a) A fire door bearing Graham's certification label has been prepared for installation per the conformance authorities granted by Warnock Hersey International and under label service; it must be installed per label instructions, with the certification label on the hinge stile at approximately eye level.
- b) Removal or tampering with the fire label will void the fire rating of the door.
- c) Unless otherwise identified, certified labeled fire doors installed in pairs must have metal edges or metal meeting edges with an astragal.
- d) Job site modification of certified labeled fire doors is restricted to 1] function holes for mortise locks, preparations for surface or applied hardware, and holes for labeled viewers, none of which shall exceed 1" in diameter, 2] a maximum undercut of 3/4" from nominal height, and 3] manufacturer's restrictions for protection plate type and surface area.

## Maintenance

1. Insure that 1] the doors have been finished and installed properly, 2] the doors continue to swing freely and do not bind the frame, and 3] all hardware is well maintained and remains functional.
2. Protect doors and hardware from abuse.
3. Periodic care and cleaning of the door finish is recommended. Care should be taken to not use chemical cleaners or polishes which will react unfavorably with the finish materials.
4. Inspect finish on doors at least once every two years to confirm doors are still being protected by the finish. In some cases, repair or refinishing may be necessary.
5. A repair or replacement of the finish should be done with materials which are compatible with the original materials used. Follow the instructions under "Preparation for Finishing."

*Doors are CARB 93120 Phase 1 Compliant*

Customer: \_\_\_\_\_ Job Name: \_\_\_\_\_  
GMC#: \_\_\_\_\_ PO#: \_\_\_\_\_  
INV#: \_\_\_\_\_ Date: \_\_\_\_\_



Graham Authorized Signature

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