

General Warranty Statements

Windsor Door (Seller) warrants to the original purchaser of the **Windsor Door** residential garage door(s) indicated below that subject to all of the terms and conditions hereof the door(s) will be free from defect(s) in materials and workmanship for a period of **one (1) year** from the original date of purchase. **This warranty excludes the glass and the decorative hardware attached to the door(s).**

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, any part of the door(s) which is determined by **Seller** to be defective during the warranty period. **All labor charges, including repair, replacement, labor, painting and transportation are excluded, and will be the responsibility of the owner.**

This warranty applies only to garage door(s) which are installed in single-family residential applications. It does not cover any door installed in a commercial, industrial or other non-residential application. This warranty is made only to the original purchaser of the doors and is not transferable or assignable. This warranty does not apply to any door(s) which have been altered or repaired by any person not authorized by **Windsor Door**, to do so. This warranty does not apply to any door(s) or component(s) which has been damaged or deteriorated due to misuse, accident, improper finishing or failure to provide necessary maintenance.

Specific Staining / finishing Requirements

SPECIAL PAINTING AND/OR STAINING REQUIREMENTS: Windsor Door garage doors are specialty products, and thus require special finishing and care, by the builder or end user, and during service. Failure to follow the finishing and care instructions will void the warranty. Paint Grade door sections must be caulked with a flexible Silicone caulk on all four edges of each section first, then be painted on both front and all four edges with **one (1) coat of exterior grade primer and two (2) coats of high quality exterior grade paint.**

Stain Grade door sections must be caulked and stained on front and all four edges with Silicone caulk on all four edges of each section first, and then, **A) high quality exterior grade oil based stain (water based stains or stains containing paraffin are not considered adequate. They require more maintenance and do not provide the necessary protection for the doors, and will not be warranted)** and **B) high quality exterior oil based sealer or Varnish with UV protection** applied in accordance with the manufacturer's instructions. All of the paint and stain requirements must be finished in this manner within **two (2) days after installation.** (Note: Any damage caused by painting/staining the door(s) between sections without allowing proper drying time and/or not allowing sections proper separation from contact before drying, is not covered under this warranty.) Damage caused by exposure to weather prior to finishing is excluded from this warranty. Note that due to differences in natural wood characteristics, the uniformity of wood section color and grain is not warranted.

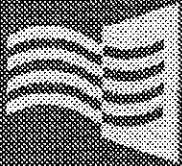
Characteristics of Wood – Not Warrantable

As a natural characteristic of wood, some splitting and cracking may occur. *Door(s) finished with medium to dark shades (dark shades are not recommended on southern or western exposures) will increase the likely hood of this occurring. Over-sized face and trim materials will also increase the risk of this occurring and is not considered a manufacture defect. All nail holes must be filled on sanded doors to prevent moisture reaching the nails, which without filler may cause bleeding. With the expanding and contracting of wood materials (this is a natural occurrence of the material) some of the filler may slightly pop up from the holes. Sanding and re-finishing (part of the necessary maintenance) will correct this. This is not a factory defect and is not covered under warranty.*

Please sign on Signature Page

Signature of Purchaser

NOTE TO WINDSOR DEALER: THIS DOCUMENT MUST BE SIGNED AND DATED BY THE CUSTOMER.



COMMERCIAL & RESIDENTIAL GARAGE DOOR DIVISION DASMA TECHNICAL DATA SHEET

Door & Access Systems
Manufacturers Association
International

#162

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Wood Door Finishing Guidelines

Introduction

These guidelines are intended to help builders, contractors, homeowners and dealers more effectively choose finishing materials and finish wood garage door products, including any garage door with exposed wood or wood composite materials. **Please refer to the door manufacturer's written instructions for specific finishing guidelines.**

NOTE: The recommendations in this Technical Data Sheet do not apply to factory finishes.

IMPORTANT: Unfinished wood (primed or raw wood) parts should never be left exposed to the natural elements. All six sides (front, back, top, bottom, and left, right) of each section must be finished using one, or a combination, of the coatings recommended below. It's very important that the inside surface and edges are finished to prevent moisture penetration through the door.

Recommended Finishing Products

Painting a door. When painting a door, the finish coat must be compatible with the primer or base coat. A latex base coat or primer is typically recommended for use with a acrylic latex finish coat. Alkyd or oil based primers are typically suitable for both latex and oil based finish paints. Always follow the paint manufacturer's application and refinishing instructions. A minimum of one (1) coat of primer paint and two (2) coats of exterior grade finish paint should be applied to all surfaces of wood parts.

Staining a door. Typical stain systems include a stain coat, sealant coat for moisture and UV protection, and a top coat for abrasion, scratch/mar and weathering protection. Some stain systems will combine several or all of these steps. When staining a door or using a stain type finish coat always select a high quality product that is recommended for exterior application on the type of material or wood species used on the door. Stains and stain finish systems vary widely in their recommended application and re-coat methods as well as intervals between re-coat or refinish. Always follow the manufacturer's instructions for application and re-coating.

Note: Technical Data Sheets are information texts only and should not be used as substitutes for instructions from individual manufacturers. Always consult with individual manufacturers for specific recommendations for their products and check the applicable local regulations.

This Technical Data Sheet was prepared by the members of DASMA's Commercial & Residential Garage Door Division Technical Committee. DASMA is a trade association comprising manufacturers of rolling doors, fire doors, grilles, counter shafts, sheet floors, and related products; upward-acting residential and commercial garage doors; operating devices for garage doors and gates, opening devices, and electronic remote controls for garage doors and gate operators, as well as companies that manufacture or supply either raw materials or significant components used in the manufacture and installation of the Active Members' products.

“Tannin” content. Some woods such as Western Red Cedar and Redwood have a higher tannin content, which is one of the properties making them resistant to rot and decay. This high tannin content can also cause “tannin bleed”. This is evident by a brownish coloration bleeding through the primer coat. When this occurs, a stain blocking type primer or intermediate coat must be used on the affected areas. If not treated, these areas will typically bleed through the finish coat of paint.

Dark colors. Dark colors are not recommended especially when the door has a direct southern exposure. Dark colors cause excessively high temperatures to develop on the door surface and coating which can lead to shrinking and cracking of the wood surface and rapid deterioration of the finish.

Varnishes and urethanes. Avoid film-forming finishes, such as varnishes and urethanes, which do not penetrate the wood. These types of finishes do not “breathe” (allow moisture vapor to pass) and typically trap moisture under the finish causing premature failure of the finish and discoloration of the wood.

Finishing Process

Caulking. All joints should be caulked with an exterior grade caulk prior to finish painting. In particular, many wood doors have a panel that sits in a slot on the rails. This slot is designed to be larger than the panel width to allow for expansion of the panel. Care should be taken to caulk these slots with a flexible exterior caulk after priming but before the finish coat is applied.

Finish coat. The finish coat must be applied prior to installation. It is much more difficult to adequately finish a wood garage door when hardware is mounted and the edges of the door are much less accessible.

Wood variations. Wood has a lot of natural variety, which may result in variations of color. If a uniform color is desired, care should be taken to achieve a uniform stain application. Wood doors intending to be stained should be specified as “stain grade”. “Paint grade” wood doors may be made of materials that cannot be stained.

Holes in door. When required, nail, staple or screw holes should be filled with an exterior grade wood filler, sanded and finished along with the rest of the door.

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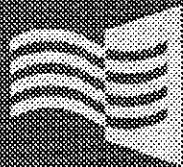
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Warehousing or storing. When warehousing or storing unfinished wood garage doors prior to installation, caution should be taken to protect the wood parts from direct exposure to moisture conditions or other extreme environmental elements. Please note that moisture conditions can vary greatly, affected by geographical factors such as high humidity, rain, snow. Also, poured concrete, plaster and taped drywall are sources of moisture within a garage space and can be detrimental to an unfinished wood garage door during warehousing or storing. Moisture is typically evident by condensation on windows, floors, or metal fixtures within the garage. If it feels damp, provide ventilation. Always consult the garage door manufacturer's warranty terms for guidelines on warehousing or storage.

Maintenance. For maintenance guidelines, see DASMA TDS-179.

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DASMA TECHNICAL DATA SHEET

Door & Access Systems
Manufacturers Association
International

#179

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Wood Garage Door Inspection and Maintenance Guidelines

Inspecting and maintaining the finish of a wood garage door is highly important to help control the effects of moisture and sunlight on the aesthetic appearance and overall integrity of the door. One primary importance factor is how the doors were originally finished and what products and procedures were employed, especially in regard to the prime and finish coat. Always have the door finished prior to install so that all six sides get coverage. Keep in mind that a door finished after installation may void the manufacturer's warranty.

NOTE: If finish is applied to an installed door, the added weight of the applied finish may affect door operation. Contact a trained door systems technician if operation is affected.

After finishing in accordance with DASMA Technical Data Sheet #162, wood garage doors should be inspected, maintained and cleaned (no pressure washing) regularly as needed in accordance with the manufacturer's instructions, generally every 12-18 months. Frequency is dependent on a variety of factors including type of wood, directional exposure, amount of overhang, elevation (ultraviolet rays), the original finish achieved, and the quality of product used. Although the extent of weathering and the possible need for refinishing is a unique concern for wood products, an overall inspection should be undertaken as for any type of garage door in accordance with the following guidelines.

1. **Top coat condition.** Look for fading, peeling, chipping, or any residual build up. In addition, if the door looks or feels "dry" it is probably a good indication as to the necessity of finish maintenance. In places where the finish appears to be eroded or thin, first clean and properly prepare those areas. Products should be used that are compatible with the original finish. Consult the finish manufacturer's guidelines for further information on cleaning, maintenance and refinishing.
2. **Shrinkage/expansion.** This condition should be addressed by filling, caulking, sanding, and applying another top coat of finish.
3. **Surface smoothness.** Light sanding of the entire face of the door may be required prior to reapplication of any paint or stain.

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4. **Integrity of the wood.** Visually inspect the wood at all hardware attachment points. The method of attachment should be designed to withstand weathering in the climate in which the door is sold. No splits or knots should be within 2 inches of any fastening into the wood. If any hardware appears to be loose, do not operate the door until inspected by a trained door systems technician. The bottom section is a location of most water infiltration due to moisture wicking up from the bottom, or pooling on a horizontal cross member and then seeping down to the internal membrane or core. The top section is of concern particularly if an operator arm bracket and the top roller brackets are attached.
5. **Operational hardware.** Springs, hinges, track and cable are included in this category. See DASMA Technical Data Sheet #167 for a more complete inspection list.

Door should be maintained in accordance with the manufacturer's instructions.

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