

Warranty

1 800.567.2931
T 819.535.5588
F 819.535.1104

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MILETTE DOORS WARRANTY

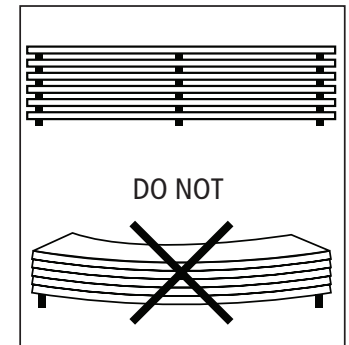
Congratulations! You have purchased a quality MILETTE DOORS door. We guarantee all doors against manufacturing defect for a 1 year period, beginning from the delivery date to the distributor.

Your MILETTE DOORS door requires particular attention and specific care. All doors are constructed with a finger jointed pine core and a layer of superior quality veneer for more strength and durability. Wood is a natural product, and your door could be subject to contraction and expansion when exposed to varying temperature and humidity fluctuations. For these reasons, our warranty is conditional on the following bases:

- Doors to be stacked on (2 x 4) blocking with a cover sheet, top and bottom, to protect the face of the doors from sunlight, dirt, water, and abuse, but allow for air circulation under and around the stack. Temperature should be between 18°C and 22°C, and humidity level between 35% and 65%. It is very important to use a center support to prevent the doors from sagging in the middle. (see figure 1)
- Doors must not be stored outside.
- Doors must not be installed or stored on new construction sites before gypsum, plaster, drywall and foundations, concrete floors are completely dry to avoid the doors from being exposed to climatic variations.
- Doors cannot be slid against each others; wood will easily mark before sealer is adequately applied.
- Avoid direct intense heat or heating system used to dry new construction.
- MILETTE DOORS advises against painting wood species that are intended for staining/varnishing (clear and knotty pine, oak, birch and maple).
- All 6 sides of the door must be sealed (paint, stain or varnish) within 7 days after purchase in order to avoid humidity absorption that could alter the wood. The primer used on the factory primed doors is NOT considered a sealer and doors should be painted if they are stored for any length of time. DO NOT seal a warped door as it will lock the warp permanently.
- Under no circumstances shall compensation be granted for installation, painting, staining or any other modifications done to the product.
- Warping
 - Warp not exceeding 1/4" (6,4mm) for 84" (213,4cm) doors or less and 3/8" (9,5mm) for doors higher than 84" (213,4cm) shall not be considered as defects.

Figure 1

Stacking of doors



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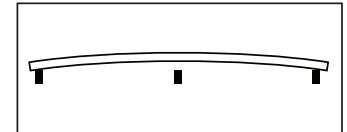
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- o If a door does appear to curl or bow, it means that the door has been unevenly exposed to humidity. To solve this problem, place the door on 3 equally spaced 2 x 4's with the bow facing up (see figure 2). The door should return to its original state in 72 hours.
- o MILETTE DOORS may defer repairing or replacing a warped door for a period of up to twelve (12) months from the date of the claim, as it is possible for a temporary warp condition to occur as the door adjusts and equalizes to local humidity and temperature conditions. The deferral will NOT be counted against the warranty period.
- o Variation of 1/16" (1,6mm) or less on width and/or height of the door is considered normal in wood products.
- o All doors exceeding 80" (203,2cm) in height that are installed on a sliding door system will not be warranted against warping if not attached or aligned by a track above AND under the door.
- Variations of colour and grain textures or difference of tint between components in a same door are not considered as a manufacturing defect in natural wood products.
- The difference of colour between diverse components of the door or the colour fading due to a sun exposure, heating or varnish use are not considered as manufacturing defects.
- In conformity with the glass industry, an imperfection in the glass is only considered if visible to the eye beyond a distance of 3 ft. (1 meter). Anything you notice at less than 3 ft. distance will not be considered as a defect.
- Customers' modifications made to the door, which do not meet MILETTE DOORS specifications will void warranty.
- Maximum trimming allowance on standard size doors:
 - o Width: 5/16" (8mm): 5/32" (4mm) off each side
 - o Height: 2-1/4" (57mm): 1/2" (12,7mm) off top and 1-3/4" (44,5mm) off bottom
- The only trimming allowed on standard bifolds :
 - o Height: Maximum 1-1/4" (32mm): cut from the bottom only
- Should MILETTE DOORS fail to conform to this written warranty, MILETTE DOORS, will, as its option, either repair the door or ship a replacement door to the distributor making the warranty claim. The replacement of defective parts applies only to the MILETTE DOORS components in the manufacturing of its products and excludes installation and finishing fees attached (transport, labour, equipment or equipment location, etc). MILETTE DOORS reserves the right to refund the purchase price paid to it instead of the remedies listed above.

Figure 2



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Exclusions from warranty include:

- Damages caused during finishing process (paint, stain, varnish relief, darkened grains from staining, and traces of sanding onto glass or in wood grain);
- Improper installation (ex: unlevelled or warped frame);
- Attempted repairs;
- Abusive or inappropriate handling;
- Accidental damage;
- Paint deposits left on the glass after priming or all other finishing products;
- Hardware;
- Damages caused by others or by any cause beyond the control of MILETTE DOORS, including but not limited to damages caused by misuse, abuse, accidental mishandling or by an act of God;
- Problems resulting from stain, paint or varnish application (but not limited to) such as variations or imperfections in gloss or texture. The results following stain, paint or varnish application can vary from one door to another and/or from the different parts of a same door. Application of paint, varnish or stains can appear different from one door to the next or within components of the same door;
- Unappealing finish by customer is not covered under MILETTE DOORS manufacturer's warranty. There are uncontrollable factors that can affect the final appearance of doors due to storage, handling and field finishing;
- MILETTE DOORS' responsibility is exclusively limited to the market value of the delivered product. Under no circumstances will we exceed the original purchased value.

*** No other warranty, written or verbal, will be held valid.

*** The non compliance of handling and care instructions, storing guidelines, finishing and installing guidelines will cancel the warranty.

RECOMMENDATIONS DURING WINTER CONDITIONS

If your door was exposed to temperatures below -1°C, unwrap as soon as possible to avoid condensation. It must then be stored in an area with temperature between 18°C and 22°C, and humidity level between 35% and 65% for a minimum of 48 hours.

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INSTALLATION

Some special attention must be given to doors with glass; before drilling for hinges and knob, locate, «Glass Pattern this side» sticker or stamp, which is applied to the glass. It indicates which side the glass pattern is on. Confirm glass pattern will be facing your desired side prior to any installation or machining for hinges, holes, etc. (glass patterns are only on one side, the reversed side is smooth).

Installation of single door unit:

1. Measure the rough opening where the single unit will be installed. We recommend that the opening width and height exceed the door size by 2" (5cm). Make sure the floor is leveled and square.
2. Assemble the top and the sides of door frame, using door stops as a reference point. Fasten with # 8 screws or 1-1/2" to 2" (3.8cm to 5cm) finishing nails (see figure 3).
3. Slide assembled frame into opening. Make sure frame is centered in opening and flush with finished wall (see figure 4).
4. Fasten hinges side of frame with #8 screws or 1-1/2" to 2" (3.8cm to 5cm) finishing nails. Level the frame using cedar shims by beginning with the hinges side. Leave 3/8" (1cm) around the frame to allow enough movement.
5. Install door on hinges and insert hinge pins.
6. Level frame on handle side using cedar shims, open and close door to ensure there is a 1/8" (3,2mm) space between door and frame.
7. Repeat step 4, to fasten handle side of the frame.
8. Fasten top of frame by repeating step 4.

Please visit "PRO TIPS" section on WWW.MILETTEDOORS.COM to get information on single and double door units and bifolds installation.

SPECIAL INSTRUCTIONS

****SATIN WHITE GLASS REQUIRES MANDATORY CLEANING****

All glass requires special care or cleaning. After you have peeled off the plastic protector, you may notice random marks, stains, varnish or paint remaining on the glass. Satin White glass may have leftover oil and glue residue from the protective plastic cover. The residue may give the impression that there is a defect with the Satin White finish, this is not the case. To properly clean the glass, follow these steps:

Figure 3

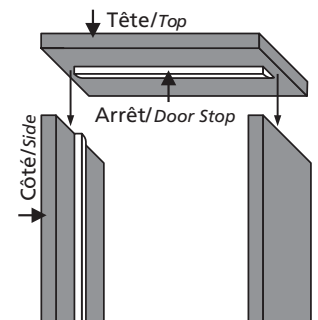
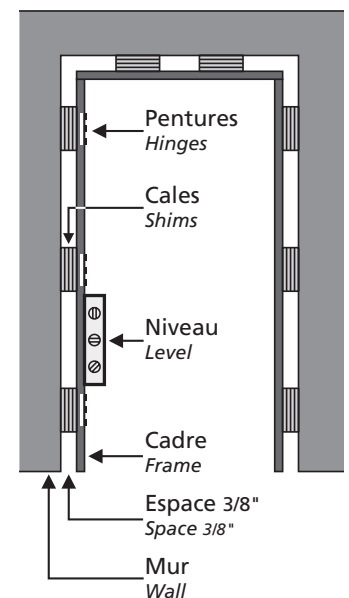


Figure 4



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- Using a lacquer thinner (paint thinner and other similar products are ineffective) and clean cloth, gently rub marked areas. Magic Eraser® sponge can also be used.
- Avoid contact with the moulding and all other painted areas you do not wish to clean.
- If you have chosen a textured glass, you can use a fine bristle brush to clean into the grooves.
- Let glass dry completely. If stains still appear, repeat the procedure.
- Finish cleaning with a glass cleaner and clean cloth or paper towel.

Please visit “PRO TIPS” section on WWW.MILETTEDOORS.COM to get more information on glass cleaning.

FINISHING INSTRUCTIONS

- Before applying paint, stain or varnish, it is strongly recommended to test on a small piece of wood for desired results.
 - We suggest hiring a professional when finishing your door. This will ensure a high quality product, protect your investment and you will save time. Due to the variety of new products offered, it is the responsibility of the finisher to thoroughly test the door surface for adhesion prior to the finish application. Handle the doors with clean hands or glove protected hands.
 - Staining wood requires specific knowledge and experience to obtain desired results. Soft wood such as pine has unique properties that will affect the staining results. Wood surfaces may appear perfect prior to stain applications. However, once stain is applied, wood grains may become blotchy, discoloured or unevenly absorb the stain, causing an undesirable finish.
1. Finish doors with the door laying horizontally on a bench or workhorse. Spraying is recommended for uniform results. Do not remove the protective plastic wrap from glass, prior to finishing your door. If necessary, add masking tape to protect. During the assembly process, the protective plastic wrap may have crinkled and stuck to the edge of the surrounding mouldings. Therefore, ensure the finishing product will adhere to all wood.
 2. Lightly sand entire surface of the door with #320 grit sandpaper to remove any oil, dirt or marks (sand in the direction of the wood grain). Remove excess dust with tack cloth, vacuum, soft bristle brush or dry cloth. Do not use a damp cloth or rag. **Caution:** We do not recommend blowing dust off door with air compressors. Air compressors blow small amounts of moisture or rust built up from inside the tank into wood grains and will cause spotty or blotchy marks once stain is applied.

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3. Apply paint, stain or varnish in the wood grain direction. Finish all 6 sides including under hinges, top and bottom. Remove any excess paint or stain from the corners of the panels or lite grills. Allow paint or stain to dry thoroughly before applying a second coat. Consult the paint manufacturer's instructions for drying times. Unless advised otherwise by your finishing product manufacturer, sand in between each coats. **DO NOT** sand the top coat. If finishing more than one door, complete one door and evaluate the finish before finishing multiple doors.
4. A stained door must always be sealed with two coats of varnish.
5. Glass is protected by a plastic film : after door has dried from painting, staining or varnishing, cut along perimeter of glass with a sharp utility knife. To remove plastic, place a straight smooth edge against glass, peel off one corner and pull plastic towards you. (see figure 5).
*** ATTENTION: if you have a mirror door, plastic film is only on the mirror side. The back of the mirror must not be altered. ***
6. Repeat this step on opposite side of glass (not for mirror door) and all other panes of glass.
7. For panel doors, make small incisions along edge of each panel and the surrounding moulding, after treating door. Failure to do so will result in chipped, warped or cracked panels (see figure 6).
8. Repeat on both sides of panel.

Please visit «PRO TIPS» section on WWW.MILETTEDOORS.COM to get more information on finishing instructions.

Figure 5

Glass door

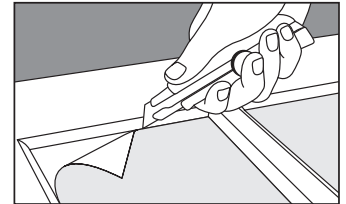
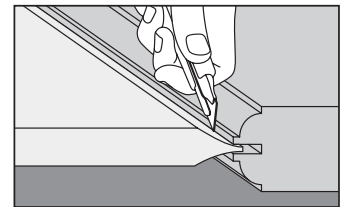


Figure 6

Panel door



FINISHED DOORS HANDLING

Finished doors should be handled like a fine piece of furniture. Lift and carry doors. Do not slide or drag. Doing so may nick or chip the door. Repairing a finished door is an art. Therefore, handle the door carefully.

CLEANING

DO NOT use strong or harmful cleaning agents to clean the finish, e.g. ammonia or bleach containing cleaners.

For updated warranty information, visit WWW.MILETTEDOORS.COM.