

Ross Woodworking

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Web: RossWoodworking.com



Warranty

Ross Custom Woodworking, Inc. shares with you the appreciation of quality craftsmanship, artistry, functionality, and the splendor that only solid wood doors & windows provide. Our goal is to provide our customers with the highest quality doors/windows available that make a unique signature on your home. We use time honored construction techniques mixed with knowledgeable and experienced woodworkers to bring you a truly superior product. We feel our warranty reflects this confidence in our products. We hope that you never have to use this warranty but encourage our clients to become acquainted with all documentation in the purchase of doors & windows.

Door & Window Warranty

Doors/windows manufactured by Ross Custom Woodworking exceed the industry standard for solid wood doors/windows. We will warrantee our work for the period of two years. This warranty is subject to the conditions and exclusions listed below. The warranty period starts upon date of final invoice. At the time of door/window delivery it is the responsibility of the purchaser to inspect and document in writing any defects.

Ross Custom Woodworking cannot be responsible for inadequate protection or extreme exposure to the elements, which would adversely affect the structural stability of doors/windows, finish longevity and finish effectiveness. Proper overhang, installation, finishing, and maintenance will determine the service life of any door or window.

Warranty of Materials and Workmanship

Ross Custom Woodworking warrants to you the materials and workmanship are free from defects under normal use for one year following the date of final invoice. Ross Custom Woodworking liability and our exclusive remedy shall be at our option to repair or replace faulty product within a reasonable amount of time from first notification. In no case shall contractor/owner generate alterations prior to Ross Custom Woodworking notification and inspection. Such action will void all warranties and Ross Custom Woodworking will not accept any consequences arising from said action. Such warranties are in lieu of all other warranties, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Variation in grain, color, and texture are inherent in many species of wood and are not considered defects. Several species of wood have irregularities in growth that produce dark patches, mineral streaks, small worm holes, or tight knots which are all considered enhancements to the character of the wood and overall product. Certain species are selected to exaggerate natural defects. These natural defects and appearance within a species are sorted in accordance to grade rules of rough lumber.

Warranty for Shipped Doors and Windows

Ross Custom Woodworking doors/windows should be inspected upon arrival. Any or all freight damage, incorrect orders, defects should be noted in writing within fifteen (15) calendar days after delivery. It is your responsibility to inspect all materials prior to installation and report any problems to Ross Custom Woodworking or its representatives. **DO NOT INSTALL FAULTY OR INCORRECT DOORS/WINDOWS.** After verification and inspection by an authorized representative, Ross Custom Woodworking will at our option repair or replace faulty product. Faulty or incorrect doors/windows, which are installed, will become the sole responsibility of the contractor/owner and will void all warranties.

Warp Claims

Doors/windows that are warped should not exceed 1/4 inch in a plane on an 8' tall door/window. Warp can be checked by using a straight edge on door/window and measuring distance from straight edge to door/window face on concave side. Ross Custom Woodworking should be notified in writing and an authorized representative will evaluate contributing factors. Ross Custom Woodworking is not responsible for incorrect installation, finishing, or elevated exposure levels leading to warp. A 12-month evaluation period may be required to allow doors/windows to acclimate to yearly conditions. The evaluation period is not counted against the warranty period.

Finishes

Ross Custom Woodworking applied factory finishes are of the highest quality available. We select the best possible finishes to match environments of doors/windows and to maximize appearance of the natural beauty of the wood. It is vital to the longevity of any door/window and to the finish itself that doors/windows are sealed on all six sides. Service life of finish is directly linked to exposure levels to the elements. Degradation of finish due to elevated exposure levels will void warranty. Doors/windows should be regularly inspected for finish degradation. A service inspection, performed by a qualified professional, is recommended at a minimum annually. Ross Custom Woodworking provides a comprehensive Door Inspection & Refinish Service that fulfills the requirements for a qualified professional, stated in this warranty.

Damages to structural integrity of a door/window will occur due to inadequate finish. Improper finish application and/or maintenance void this warranty. If the finish fails the likelihood of water intrusion is much greater, severely decreasing the longevity of doors/windows. Proper maintenance will ensure the longevity of your finish as well as structural integrity of doors/window.

Installation requirements are to meet or exceed the building code requirements in door/window locality. Reputable and knowledgeable installers determine the functionality and operability of any door/window. Ross Custom Woodworking can recommend repeatable, knowledgeable, and professional installers for our localities. Ross Woodworking is not responsible for any damages to finish or finished product as a result of installation services provided by others. Incorrect installation of doors/window will void this warranty.

Exclusions to Warranty

The following items are not covered by the warranty:

- Panel shrinkage resulting in an unfinished panel edge when the panel shrinks during seasonal fluctuations
- Door/window movement due to seasonal changes as well as controlled environmental influences. Exterior doors/windows are exposed to a variety of conditions and are expected to shrink and swell seasonally. This constant flux of movement can produce surface checking, or hairline cracks at the joints, which are not considered flaws.
- Warp of doors greater than 36" wide and greater than 96" tall that are only 1 3/4" thick
- Warp of doors greater than 42" wide and greater than 120" tall that are only 2 1/4" thick
- Doors/windows in direct contact or within close vicinity to running or standing water including, but not limited to, pressure washing or forced water cleaning of doors/windows, or misdirected sprayers or landscape watering. Any water should flow away from the door/window vicinity.
- Poorly framed rough openings with poor anchorage sites, or unstable openings, including sills and thresholds
- Cutting tops and bottom of doors excessively (more than .5" off top, 1.5" off bottom).
- Improper selection of hardware type and function
- Improperly maintained or improperly adjusted hardware. Certain hardware types take on a patina with age and will change with time and use and are not considered defective.
- Doors thinner than 1 3/4" for exterior use
- Damages caused by others, or caused by misuse or mishandling including, but not limited to, damages caused or a result of acts of nature such as air born debris, excessive wind, or driving rain.
- Unsuitable selection of species of wood
- Infiltration of driving rains and wind under doors/windows, around weather seals, glass seals, or panel locations that produce swelling, condensation, or leakage onto interior surfaces.
- Any damages to glass surfaces or deterioration of weather seals from modifications or solvent use.

Exposure, Finishing, Hardware, and Handling and Storage of Doors & Windows

It cannot be stressed enough that solid wood doors/windows be well protected by suitable overhang. Wooden doors/windows move seasonally with changes in environments. These changes are often accelerated when doors/windows are exposed to direct sun, which can rapidly heat doors/windows. This constant and often daily flux of temperature can add stresses to doors/windows leading to premature failure.

Unfinished and improperly finished doors/windows are susceptible to color changes as well as increased risk of accelerated moisture absorption or loss. A sealer coat should be applied to raw doors/windows as soon as possible to minimize exposure to the elements. Any machining during fitting or installation should be quickly sealed and finished to maintain sealant integrity. Wood doors/windows need regular maintenance to ensure a long service life. Proper finish selection and application will greatly increase the appearance as well as the service life. Prior finish soundness and compatibility may affect visual quality as well as adhesive and longevity of a new finish being applied.

Proper hardware maintenance and adjustments will increase the stability of the door/window as well as appearance of the hardware. Improperly adjusted hardware can add stresses to the door/window leading to premature failure. Doors/windows must be installed correctly and adjusted when needed.

Doors/windows should be stored flat or on edge with minimal loading to reduce potential for warp or cup. Allow adequate space between doors/windows to assure air circulation and aid in equilibration. This allows the door/window to become conditioned to the average prevailing climate of the locale. If the door/window is subjected to extreme rapid changes in climate, such as forced heat or cool air conditioning, damage to the door/window structure may occur. Avoid any action that may mar the surface of the door/window, such as laying the door/window on a dirty floor, walking across the door/window face, or dragging the doors/windows across one another.

Claims

Claims against the warranty must be made in writing within the two-year period from invoice date to the following address:

Ross Custom Woodworking, Inc.
23706 State Road 70 East
Myakka City, FL 34251