What Is Covered?

The Krosswood Doors limited warranty covers manufacturing defects in materials or workmanship of doors, with the exceptions stated below.

How Long Coverage Lasts

Krosswood doors are covered by a 90 day Home Depot warranty. The Krosswood warranty runs (1) year from the date of purchase. Warranty is not transferable and applies to the original purchaser only.

What Is Not Covered?

The following shall not be considered defects in materials or workmanship under any circumstances and are not covered by this limited warranty:

- Damage resulting from attempts to repair doors by persons other than a designated representative(s).
- ***Failure to install an exterior door under an adequate overhang or with adequate protection from the elements.*** (SEE LAST PAGE FOR DIAGRAM) Adequate overhang means a minimum overhang projecting a distance from the structure equal to one-half the distance between the bottom of the door and the bottom of the overhang at the point which is farthest from the door. ***South*** and ***Southwest*** facing exterior doors void the warranty.
- Knot size, shape or placement or any natural variation in color or texture of the wood. Variation in thickness, width, or length less than the industry standards.
- Knife, molder or shaper marks which do not impair the dimensional integrity of the door. Warping of any door, not exceeding 1/4” in plane of the door itself.
- Problems due to misuse of or abuse to the door.
- Damage as a result of any cause beyond Krosswood Doors control (e.g. fire, flood, earthquake, other acts of nature, or acts of third parties outside Krosswood Doors control, including, without limitation, shipping companies).
- Problems related to improper finishing of all stains. These sides include: front, back, top edge, bottom edge, left side and right side of the door."
- Variation or unsatisfactory results in sheen or texture resulting from the field application of paint, stain or lacquer or any other finishing material or damage caused by extreme temperature.
- Expansion or contraction of the door or other changes in form due to environmental conditions, including, without limitation, changes in moisture, temperature and humidity.
- Panel shrinkage or misalignment, including, without limitation, the appearance of unstained lines along the edge of a panel (may be caused by fluctuations or differences in temperature or humidity).
- Bowing or misalignment in the frame or jamb in which the door panel is hung, or problems related to water and/or air infiltration due to improper assembly or installation.
- Improper installation of hardware.
- Discoloration or rusting caused by decorative metal accent options (such as grilles, clavos, straps, etc.) or hardware or inserts (such as lock sets, door handles, strikes, etc.).
- Installation of an interior door in an exterior application. Door must be finished on all six sides.
- Door installation before mudding and taping is dried and complete.
- Failure to report problems with installed glass before a door is machined or finished.
- Krosswood Doors is not responsible for any problems related to glass installed in a Krosswood door by a distributor or other door shop or any Krosswood door with problems resulting from improperly installed glass. These problems include, but are not limited to, glazing, waterproofing of glass and accompanying door cracks, blemishes, moisture in the glass, or any injury caused by or related to glass in a door.
- Acceptable characteristics include variations in color, stain, wood grain, grain appearance, unlimited tight knots and unlimited worm holes. These variations in the product are completely normal and are not covered by this limited warranty.
- Modifying a Krosswood door will void this limited warranty. Improper modifications include, but are not limited to, excessive trimming, removing panels, v-grooving damage (v-grooves in excess of 3/8"" wide

and 3/16"" deep), and distressing damage. Allowable trimming on a Krosswood door is ½" from the sides of the door and the top of the door and 1" from the bottom of the door.

- Failure to report to Krosswood Doors any visible defect or mistake in shipment more than 24 hours after receipt, or after the product is machined or installed.
- Procedures you must follow to exercise this limited warranty The integrity of a Krosswood door is predicated upon the adherence to the following procedures. Failure to observe these procedures may result in or precipitate an adverse reaction of the product, shall void any warranty or claim.
- All doors are packaged for forklift loading and unloading. They are palletized and banded together. Upon receipt, any shipping damage must be noted on the bill of lading and reported immediately to the delivering carrier and Krosswood.
- Doors must be stored flat on a level surface in a dry, well ventilated building at least 4" above the ground and covered to avoid direct sunlight, as well as moisture, dirt and dust.
- Doors must be conditioned to average prevailing relative humidity and temperature of the locality before hanging. Do not walk on doors or drag doors across one another, particularly if they include raised molding.
- Doors must not be subject to extreme or rapid changes in heat or humidity, including, without limitation, sudden changes resulting from forced heat used to dry out a building.
- If doors are stored at a job site, all six sides must be sealed with an effective quality oil-based or mineral-based sealer in order to prevent unacceptable moisture absorption.

Installation

When hanging doors, allow adequate clearance between the door and frame for normal swelling of the door or frame in damp weather. Clearances between the door edges and door frame must be a minimum of 1/16"" on the hinge side and 1/8"" clearance on the latch side and top rail. When cutting, use a sharp fine-tooth saw.

Caution must be used to avoid impairing the strength of the door when fitting for locks or other hardware. Allow at least 1" of wood back of the mortise.

Pilot holes must be drilled for all screws that act as hardware attachments.

Use a minimum of three hinges on doors up to 7' tall and four hinges on doors over 7' tall. Hinges must be set in a straight line to prevent distortion of the door.

Jambs and stops must be set square and plumb.

Immediately after cutting and fitting (and before final hanging) seal all surfaces and ends of the door with an effective quality sealer.

Do not install doors before 'mudding' and taping of sheet rock has been dried and completed.

Finishing

For best performance, doors must be finished lying flat. Sand entire door with appropriate grit of sandpaper in the same direction as the grain. Finish must be applied immediately after fitting and hanging, but not during or after high moisture times. Remove dust before finishing

Follow manufacturer's directions closely for all finish products.

Krosswood Doors will not, under any circumstances, be liable for installation, refinishing or painting costs. What Krosswood Doors will do In the event of a warranty claim Krosswood Doors has the option to either: (a) repair the door, (b) ship a replacement door to the distributor or person making the warranty claim.

How To Get Service In Order To Be Eligible For Service Under This Limited Warranty?

You MUST notify Krosswood Doors[within two (2) business days of the date you discovered or should have discovered a defect. Such notice should be sent with a brief written description and photos of the defect to Info@krosswood.com. If a defect exists, Krosswood Doors will contact you within a reasonable time after to discuss options.

How Does State Law Apply?

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Other Provisions No distributor, dealer or representative of Krosswood Doors has the authority to change, modify or extend this warranty. The original purchaser of this door acknowledges that it has read this warranty, understands it and is bound by its terms. The distributor agrees to provide this warranty to the original owner of the structure into which the door is to be installed. Krosswood Doors shall not be liable for consequential, indirect or incidental damages, normal wear and tear, or for any amount in excess of the distributor's purchase price of the defective door. The door must also be finished/sealed on all six sides within two weeks of delivery, otherwise this warranty is void. All visible defects or mistakes in shipment must be reported to Krosswood Doors within 24 hours of receipt and before the product is machined or installed, otherwise the condition of the door shall be deemed correct and/or acceptable.

Please email info@krosswood.com with warranty questions.



Ensure your door has a proper overhang for longevity. Overhang width (W) should equal overhang height (H), and overhang depth (D) should be at least half of the height (H).

W=H and D≥ (½)H