



LIFETIME WARRANTY

Novin Doors is proud to offer you its industry-leading Limited Lifetime Warranty. Subject to the exclusions, limitations and conditions set out below, Novin Doors warrants that our door systems will be free from defects in material and workmanship from the date of initial purchase provided such entry and interior doors have been used under normal service conditions and residential use.

WOOD DOOR LIMITED WARRANTY

The wood door panel is warranted against manufacturing defects in the material and the workmanship for the lifetime of a wood door.

This warranty applies to doors properly sealed, finished and, in the case of exterior applications, hung in a location protected from exposure to direct sun or rain under normal conditions. The warranty applies only to the original end-user and is not transferable.

For doors used in an interior application, defined as being exposed to controlled interior climactic conditions on both sides of the door. This warranty applies to doors properly sealed, finished and hung. The warranty on interior doors does not apply to fire-rated interior doors, doors with resin panels, or doors used in commercial, hospitality or multi-family applications, in which case, a one-year warranty will apply.

For all doors using construction methods in Douglas Fir, Sapele Mahogany or Nootka Cypress wood species, this warranty shall survive for ten years after the date of shipment from Novin Doors Ltd. This warranty applies to doors properly sealed and finished. The ten-year warranty does not apply to doors used in commercial, hospitality or multi-family applications, in which case, one-year warranty will apply. Further, face-checking is considered a natural characteristic and shall not be considered a defect.

DECORATIVE DOOR LITES 20 YEAR WARRANTY

Decorative and clear glass units are warranted not to develop obvious obstructions of vision as a result of seal failure. There is a standard rule in the industry that states the obstruction must be visible from a distance of 3 feet away to qualify as an obstruction. Minor discolouration of coming in door lites is a normal occurrence and is not covered under this warranty. Glass breakage is not covered under this warranty.

HARDWARE 20 YEAR WARRANTY

Against defects in material and workmanship, as long as the original user occupies the residential premises upon which the product was originally installed. Electronic components warranted two (2) Years.

WHAT NOVIN DOORS LTD WILL DO

Your claim will be investigated, and the appropriate action taken within 30 days after Novin Doors Ltd receives all the information noted below. If it is determined there is a defect, your door system will either be repaired or replaced. If the request for service proves not to be justified or the problem has been misdiagnosed, travel and labour costs will be billed.

HOW TO GET ASSISTANCE

If there is a problem with your door, immediately contact us at (604) 570-2999 or at sales@novindoors.ca. Novin Doors can respond quickly and efficiently after you provide the following information:

- a) date and location of purchase
- b) original invoice
- c) the address where the product can be inspected
- d) a description of the problem and the product (photographs are helpful).

MAINTENANCE

Your door has been handcrafted to last for years to come. But, like any fine piece of furniture, its finish will require some simple, periodic maintenance to keep it looking and great and provide protection against the elements. Regular finish maintenance is also a requirement of the warranty that's included with every Door.

Here are some signs to watch for. They indicate that it's time for some simple, easy-to-perform maintenance:

- Hairline cracks in the top coat of the finish
 - Changes in the color of the finish
 - Changes in the texture of the finish, such as flaking or scaling
 - Dullness or chalkiness in the finish
- If you live in a severe climate or your entry receives a lot of direct sunlight from a southern or western exposure, you'll want to examine your door's finish often. Depending on the conditions, you may also need to maintain the door finish more frequently. Stile and rail wood doors have multiple areas for moisture to gain access, therefore it's very important to pay particular attention to adequate overhang and use only premium high-quality coatings and finishing techniques. In the event of little or no overhang please ask our Customer Service Representative for other door options.

CHARACTERISTICS EXCLUDED FROM THESE WARRANTIES

The following are not defects in workmanship or material and are not covered by this written warranty:

1. Damage caused by attempts other than Novin Doors to repair the door.
2. Failure to properly seal the door. All edges must be sealed within 72 hours after fitting and hanging with the integrity of the finish maintained.
3. Natural variations in the color or texture of the door.
4. Doors or door components that are not finished and hung in accordance with the Care and Finishing instructions; and doors/components that are exposed to direct sun or rain under normal conditions.
5. a. For up to 3' 6" x 8' 0"; warp not exceeding 1/4" in the plane of the door itself.
b. Addressing claims due to warp may be deferred for up to 12 months from the date of the claim in order to allow the door to acclimate to local humidity and temperature conditions. This deferral will not be counted against the warranty period.
6. Defects caused by (1) warp or bow of the frame or jamb in which the door is hung or (2) improper installation such that the door does not swing freely.
7. Damage caused by improper handling or on-site storage. Storage damage includes moisture in doors due to humidity.
8. Panel misalignment or shrinkage is not considered a defect.
9. The performance or appearance of finishes applied is not covered.
10. Expansion of bottom rail due to climate conditions is not considered a defect.
11. Damage caused by extreme temperature build-up where a storm door or dark paint or stain is utilized.
12. Failure to perform normal homeowner's maintenance, including maintaining the finish.
13. Surface checking of hardwoods is considered a natural characteristic and is not covered by this warranty.
14. Defects caused by inadequate overhang.
15. Damage or defects caused by house settling or acts of God.

NOVIN DOORS LTD.