



Warranty Statement – Prehung Units + Exterior Prefinishing

WARRANTY COVERAGE:

When sold directly by North State Millwork, Inc., North State Millwork, Inc.'s interior and exterior prehung door units ("Product") come with varying periods of warranty coverage (depending on chosen material) and are guaranteed to be free of defects in material and workmanship that might unreasonably affect its performance. To qualify for Warranty Coverage, the interior and/or exterior door system MUST be installed in accordance with the interior and exterior door installation guidelines and meet the required overhang requirements both referenced below in the 'Door Installation Requirements' and 'Overhang Requirements' sections.

DOOR INSTALLATION REQUIREMENTS:

To qualify for Warranty Coverage for any of the prehung interior or exterior units outlined in the table below, the door unit must be installed correctly by properly following the interior and exterior prehung unit installation instructions available at: <https://northstate.dykedoors.com/resources/warranty-information>. If improper installation occurs and any part of the door unit is damaged, fails to perform, comply, etc. as a result, the warranty is voided and it is not North State Millwork, Inc.'s responsibility to replace the door unit or refund the customer.

COVERAGE PERIODS – (NON-TRANSFERABLE)

All Warranty Coverage initiates on the original date of purchase and continues for the stated duration, so long as the original purchaser continues to own and reside in the property in which the Product was installed. **Please note, ALL WARRANTIES ARE NON-TRANSFERABLE.**

COMPONENT COVERAGE:

There are multiple components required to build an interior and exterior prehung unit and each component comes with their own specific warranty. North State Millwork, Inc. is warranting their prehung interior and exterior door system and any manufacturer supporting components for the durations outlined in the following table. Please visit the following link: <https://northstate.dykedoors.com/resources/warranty-information> for more detailed warranty information across many of our product manufacturers.

The coverage duration for these items is listed below:

DOOR UNIT AND PRIMARY COMPONENT WARRANTY COVERAGE DURATION:

Product Type:	Description:	Residential:	Commercial:
Interior Prehung Unit	Molded, Wood, MDF	5 Years	N/A
Prehung Fiberglass Premium Entry System*	Smooth/Textured/Flush Glazed	Limited Lifetime	1 Year
Prehung Fiberglass Base Entry System*	Smooth & Textured	2 Years	N/A
Prehung Steel Premium Entry System*	Steel and Wood Edge	10 Years	1 Year
Prehung Steel Base Entry System*	Steel and Wood Edge	2 Years	N/A
Prehung Wood Premium Entry System	All Wood Species/Frames	1 Year	N/A
Door Glass	1" Clear, Blinds, & Deco	10 Years	1 Year
Locking System	Multi-Point Lock ONLY	10 Years	1 Year
Finish (Finish Defense ONLY) **	Paint and Stain	10 Years	N/A

***QUALIFYING PREHUNG DOOR SYSTEM (EXTERIOR UNITS):**

*To qualify for the corresponding Warranty Coverage durations for the exterior entry systems listed above, both a steel and fiberglass door unit MUST be prehung on a smooth or textured composite frame with smooth or composite brickmold and smooth or composite mull posts (Premium Entry System). Any steel or fiberglass door unit prehung on a primed wood frame or FrameSaver-Type frame with primed brickmould and primed mull posts (our Base Prehung System) will only receive a prehung exterior door system warranty of two (2) years. In an exterior setting, because of wear and tear caused by weather across all climates, our prehung wood premium entry system carries a one (1) year warranty and must meet the referenced installation guidelines (above) as well as the proper overhang requirements (below).

****PREFINISHING (WITH FINISH DEFENSE) WARRANTY COVERAGE (EXTERIOR UNITS):**

North State Millwork, Inc. will warranty our finish using Finish Defense on any painted or stained doors for a period of ten (10) years from the original date of purchase by a dealer. This warranty covers paint failure in the form of peeling with no evidence of abuse. We cannot warranty paint or stain finish chipping or scratches caused by product abuse or improper installation. Paint and stain samples may vary from the actual finish. Color fading, especially in extreme exposures (facing south or west) or climates (desert or coastal) caused by exposure to natural elements also is beyond our and the paint or stain manufacturer's control and will not be covered under our warranty. Use of a non-venting storm door also voids our prefinish warranty.

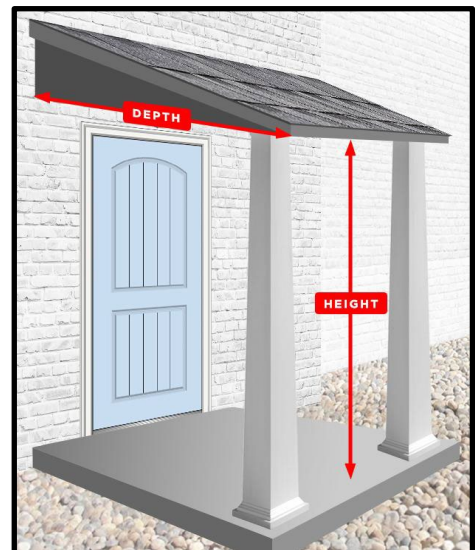
APPLICATION (EXTERIOR UNITS):

This is the most important step in your new entry system selection process. Protecting it properly can lower maintenance, improve performance, and extend the life of your new entry system. Every exterior door requires protection and there are many factors to consider such as exposure to natural elements, color choices, storm door use and the degree of homeowner maintenance required. All these factors must be evaluated to determine your final choice. Protecting your exterior door unit is extremely important and can help lower required maintenance, improve performance, and ensure the longevity of your exterior door unit.

OVERHANG REQUIREMENTS:

No matter the material chosen, in short, every exterior door—Entry, Patio or Double (French) Doors—should have an overhang to protect the unit from natural elements. **For all prefinished doors/units, North State Millwork requires the proper overhang needed to comply with our warranty coverage should extend at least four feet wider (two feet each side) than the door unit and at least five feet out from the house. In extreme exposures (facing south or west) or climates (desert or coastal) overhangs should be double that size.**

Inadequate overhang protection can lead to color fading, component damage and water related issues such as warping, wood failure or leakage. Adequate overhangs increase your choice of door types, design, colors and specifications. They also ensure years of dependable performance. Failure to abide by these overhang requirements will void your exterior prefinish warranty. Exterior door units constructed with ADA Sills void warranty coverage even with proper overhang due to required sill construction for ADA compliance which can cause potential water infiltration.





COLORS (EXTERIOR UNITS):

The effect of natural elements, especially the sun, is generally underestimated. The face of an exterior door can exceed 120 degrees (even higher when a non-venting storm door is used) in many applications. Prolonged exposure at these temperatures can quickly deteriorate the finish and physically damage the door/door unit. Light colors reflect heat, dark colors absorb heat. Consider sun exposure and overhang protection when selecting a color for your door. Your choice of colors can directly affect your door's longevity and performance.

EXCULSIONS FROM COVERAGE (INTERIOR AND EXTERIOR UNITS):

This warranty does not cover:

1. Door units not installed according to published unit dimensions and installation instructions (referenced above).
 - a. Exterior door units should not be installed in a direct weather exposure or without a proper overhang. An ideal overhang must extend at least four feet wider (two feet each side) than the door unit and at least five feet out from the house. Failure to adhere to these overhang and directional requirements will void any warranty coverage. See 'Overhang Requirements' from North State Millwork (above).
 - b. Prefinished Exterior Door units where a non-venting storm door is used
2. Defects or damages arising out of shipment by common carriers, private transportation, or other means of transportation.
3. Defects or damages arising out of improper handling or cleaning, normal wear and tear, defective or improper installation, improper overhang requirements, defective or improper glazing, accident, act of God, intentional human act, misuse or abuse, or any other circumstances beyond the control of North State Millwork.
4. Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung.
5. Products installed in high-moisture environments, such as swimming pool enclosures or greenhouses.
6. Product used or installed in non-residential environments, including but not limited to, retail or commercial applications.
7. Exterior door units constructed with ADA Sills void warranty coverage even with proper overhang due to required sill construction for ADA compliance which can cause potential water infiltration.
8. Products not finished/painted in accordance with installation instructions.
9. Products finished/painted a dark color with prolonged exposure to direct sunlight.
10. Product finished with non-recommended paints or topcoats.
11. Performance of finish paints and stains.
12. Labor, shipping, or other charges incurred or claimed by the Customer.
13. Use of chemical-based cleaners on a prefinished unit.
14. Failure to provide an adequate overhang for exterior doors, damage caused by extreme temperature buildup where storm doors are present (1b).
15. Fading, discoloration or color change of the Finish that equals or is less than 5 Delta E units as calculated in accordance with industry standard ASTM E 308E 805-81 and ASTM D 2244-85. This is effective on the date of product manufactured. Color change will be measured on an exposed color surface of the door slab that has been properly maintained and installed and follows our overhang requirements as per the recommendation as noted above.
16. Labor charges for removing, installing, replacing, or re-finish any North State Millwork Entry and Patio Door, or any other materials.



WARRANTY CLAIM PROCEDURES:

If within the applicable warranty period, the Customer discovers a defect in the Product which is covered by this warranty, the Customer must follow this procedure:

1. The Customer must promptly present a written claim to North State Millwork, Inc. 309 Center Street, Little Rock, AR 72201 – Attn: Warranty Claim Department. North State Millwork, Inc. must receive this claim no later than ten (10) days after the potential defect was discovered on the primed or prefinished entry door system after the date of the Customer's purchase.
2. The Customer must use reasonable diligence to include in the written claim all the following:
 - a. Adequate description of defect(s).
 - b. Identification of Product design or pattern.
 - c. Exact Product size.
 - d. Date and location of the Customer's original purchase and the date of delivery to the Customer.
3. The Customer, at North State Millwork's option, must permit North State Millwork, Inc., or its representative (dealer customer or 3rd party assigned by North State Millwork, Inc.) to inspect the Product. Failure to allow for inspection by either North State Millwork, Inc., or its representative (dealer customer or 3rd party assigned by North State Millwork, Inc.) will void any warranty claim.

REMEDIES:

After receiving a valid claim, North State Millwork, Inc. will, at its option, (a) repair the Product, or (b) provide a replacement Product (or part, as appropriate) of like kind and design.

DISCLAIMER OF WARRANTY:

NORTH STATE MILLWORK, INC. MAKES NO IMPLIED WARRANTY, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), AND MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), EXCEPT TO THE EXTENT PROVIDED HEREIN.

LIMITATION OF REMEDIES:

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. IN NO CASE SHALL NORTH STATE MILLWORK, INC. BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT PERMIT ANY LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, OR ANY EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND THEREFORE SOME LIMITATION OR EXCLUSIONS IN THIS WARRANTY MAY NOT APPLY.

Unless modified in a later writing signed by both North State Millwork, Inc. and the claimant, this warranty is the complete and exclusive warranty relating to the Product, superseding all earlier agreements and other communications relating to the Product. No employee of North State Millwork, Inc. or any other party is authorized to make any warranty in addition to this warranty. Invalidity of any one or more of the provisions of this warranty shall not invalidate or affect any one of the other provisions hereof, which shall remain in full force and effect.

This warranty is not transferable. This warranty provides specific legal rights, and other rights, which vary from state to state, may be available.