

# JMI

## JOHNSTON MILLWORK, INC.

### Limited One-Year Manufacturer's Warranty

For a period of **one year from date of shipment**, all JMI custom built stile and rail doors and/or wood windows shall be free of defects which would render our products unserviceable or unfit for their recommended use. Our Limited One-Year Warranty is **valid only for the purchasers** of our custom products.

### Limitations and Exclusions

All implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited in duration for the period of one (1) year from the date of shipment from manufacturer. JMI shall not be liable for any special, consequential, indirect or incidental damages based upon breach of express or implied warranty, breach of contract, negligence, strict tort or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of use of the door or the structure in which the door is installed, cost of any substitute doors, claims by third parties including subsequent purchasers of the manufacturers product and injury to property.

### Characteristics Excluded from these Warranties

The following are not defects in the workmanship or materials and **are not covered** by this written warranty:

1. **Warp** in stile and rail doors **less than one-quarter inch (1/4")** in the plane of the door itself and any **warp in stile and rail doors over 3'0" wide or 7'0" high**.
2. **Failure to follow the finishing and care instructions provided below.**
3. Damage caused by **attempts to repair the door by persons other than manufacturers approved representatives.**
4. **Natural variations** in the color or texture of the wood.
5. **Defects** caused by warp or bow **of the existing frame or jamb** in which the door is hung, improper door hanging or **improper installation** such that the door does not swing freely.
6. Damage caused by **improper handling or on-site storage.**
7. **Panel movement or shrinkage** may cause an unstained line to appear along the edge. The panels in your door are designed to **"float"**. **See our sales** representative for solutions.
8. **Cracks or splits** in split resistant panels which do not appear on **both sides** of the panel.
9. Doors that have not been properly **sealed on all six sides within seven (7) days of delivery.**
10. Gap allowance at stile and rail joints that is .007" x 15% of joint length or less
11. **Swing out doors with high exposure or less than 3 feet of overhang** 12 inches above door.
12. Doors that are **less than 1-3/4" thick** used for exterior use.
13. **Damages caused by others** or by any cause beyond the control of JMI, including but not limited to damage caused by misuse, abuse, accident, mishandling or by **acts of nature.**
14. **Discoloration or rusting of decorative metal** accents (nails, grilles, strap hinges, etc.).
15. **Slight expansion or contraction** due to varying temperature or humidity.
16. Failure to perform normal and **regular finish maintenance.**
17. Damage to doors due to **lack of adequate overhang** or porch cover. **See formula** for calculating proper **overhang** dimensions on **page 3**

## Helpful Recommendations

### Wood Door or Window Handling and Storage

1. Handle all wood products with **clean hands or gloves** and remove small amounts of **grease, oil or pitch** with **mineral spirits**.
2. Use **cardboard** between doors or windows when transporting multiple units.
3. **Never** store wood products **in direct contact with concrete floors or walls**. If standing them, keep the **angle very slight to avoid bowing** and warping. If stacking flat, place the doors on **wood pallets** or 2x4s.
4. **Cover** to keep clean but open enough to **allow for circulation** and reduce sweating.
5. If any of these recommendations cannot be followed, call JMI regarding storage options.

### Wood Door or Window Finishing Guide

1. **Hire a professional painting contractor**. JMI and your new doors and windows will thank you! Some hardwoods can have an adverse effect to certain chemicals.
2. All wood products require **light sanding** with 150 or 180 grit sandpaper prior to applying finishes.
3. JMI is **not responsible** for final appearance of **field finishing**.
4. **Never paint** wood with **water based paint** as it will cause the grain to rise too much.
5. **Raw edges of wood must be sealed**. Use marine spar varnish to seal all cutouts for hardware, (locks, hinges, deadbolts, speakeasies, etc.). **Remove weather stripping before finishing**. Reinstall when dry.
6. Apply a **primer** after cleaning the door of sawdust. **Sand lightly** then apply **three (3) coats of high quality** exterior grade **oil based or quality latex paint**.
7. **There are six (6) sides to a door** and all six must be sealed. **Warranties are most often voided by a lack of proper finishing of the top and bottom of doors**.
8. For stain finishes, apply a first coat of quality **oil based stain** and sealer followed by a **minimum of three (3) coats of clear finish**. **Not all exterior stains are sealers**. Again, use a professional painter.
9. Sand lightly between all coats of paint or stain. Making sure all six (6) sides are covered with each application of final finish product.
10. Fill small voids with **putty as needed**. Be certain **not to prevent the necessary movement of panels** during expansion and contraction due to weather changes.
11. It is highly recommended that wood products be finished with compatible **light colors on both sides**. For example, when **the interior is painted white** and the **exterior painted black** bad things happen. The temperature differences may reach 30 degrees or more which causes extreme tension on the cells of the wood **causing splitting or warping**.
12. **Paints and stains deteriorate** over time. All finishes (including those on wood sills and/or thresholds) need **yearly inspection** and routine additional coats of finish.

### Glazing Warranties

**JMI orders all glazing and glass products from outside suppliers**. If there are problems with window panes or other glazing, call your JMI sales representative for the contact information needed.

**Doors with insulated glass**, typically, are warranted against **hermetic seal failure** for a period of **five (5) years** from the date of manufacture. However, if hermetic seal failure is caused by the use of **chemical cleaners** that attack the sealant, or if **lap painting** was not done properly, the warranty is voided. Cracked or broken glass is also not covered by the warranty.

**Hand crafted and/or decorative glass** may vary from one pane to another and contain **variations** in color, size, clarity, etc. These are not defects.

**Tempered glass** contain varying degrees of distortions that may affect view and are not considered a defect.

## Glass Cleaning Suggestions

1. **Clean** glass when dirt appears.
2. **Avoid** cleaning glass in **direct sunlight**.
3. **Soak** the glass with clear water **to loosen dirt** and debris. **Do not let solution remain on windows.**
4. Use a mild soap in water to clean. **Never use abrasives or petroleum based solvents or chemicals.**
5. **Never use a high pressure** spray nozzle when washing or rinsing glass.
6. **Never clean glass using a razor blade or metal scraper.**
7. **Do not apply tinted film materials.** They often cause glass to crack. Order Low-E glass instead.

## Last Words on Wood

On all **knotty wood doors** the location, quantity and size of knots are unpredictable. Knots which show light through the door will be filled. **Knots** which do not show light through the door and are not filled should be expected and **are not considered defects**. It is preferable to stain these doors so that the beautiful, natural grain is displayed to its fullest.

In all species of wood **natural variations in the color, texture and density** of the wood is a **common** natural characteristic of wood and is **always acceptable**.

Even though **once a tree is cut down** and is considered dead by humans, it is not equipped with a brain to tell it that it is dead! The **cells of the tree are still functioning** normally bringing water to the branches (picture a Christmas tree in a bowl of water). **If a wood product is left in a damp or moist environment** without being properly sealed it **will swell and warp** as the cells expand with water. Thus, the caveat is to **hire a professional painting contractor!**

## Calculating Required Overhang Dimension

**In most climates, an overhang is required for all wood doors and suggested for all exterior doors. Overhangs are wise for all doors** including steel and fiberglass doors.

The most common **formula** for determining the minimum overhang requirements is:  **$Y = 1/2X$** . For example, if the measurement from **the bottom of the overhang to the base of the door is 10 feet, then the overhang should extend at least 5 feet**. Please consult your building official and/or architect for specifics for your climate zone and sun exposure.

**Southern and western** exposures cause the most damage to exterior wood doors. In those instances it is recommended that the formula be:  **$Y = X$** .

**With proper overhangs, doors may face any direction but ALL wood doors require maintenance. They should be inspected yearly and will need to be refinished every two to five years.**