



STEWART BRANNEN  
MILLWORKS



PRODUCT

# Warranty Guide





## WARRANTY

All products manufactured by Stewart Brannen Millwork Company or Brannen Millwork Company (hereafter referred to as "THE MANUFACTURER") include the following guarantees and warranties to the customer (hereafter referred to as "Buyer").

### LIMITED WARRANTY

#### **PRODUCTS WITHOUT FACTORY FINISH**

**EXTERIOR PRODUCTS:** All exterior products manufactured by THE MANUFACTURER, except those expressly excluded from this warranty, are guaranteed for TWO (2) years from the date of shipment to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary purposes for which each product is recommended. Exterior woods covered by this warranty include Western Red Cedar, V.G. Fir, Sapele, Sipo, Spanish Cedar, Swedish Pine, Cypress, Mahogany, Cherry, Walnut, New Heart Pine, and Heart Pine.

**INTERIOR PRODUCTS:** All interior products manufactured by THE MANUFACTURER, except those expressly excluded from this warranty, are guaranteed for FIVE (5) years from the date of shipment to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary purposes for which each product is recommended. Interior woods covered by this warranty include Western Red Cedar, V.G. Fir, Sapele, Sipo, Spanish Cedar, Swedish Pine, Cypress, Mahogany, Cherry, Walnut, New Heart Pine, Heart Pine, and Poplar.

Upon receipt of product(s), the plastic wrap must remain intact until the product(s) are finished. It is required that the product(s) be inspected immediately for:

- Freight damage
- Verification that the product(s) received are correct and accounted for
- Confirmation that the product(s) remain flat, straight, and free of defects

If product(s) are determined to be defective upon receipt, written notice must be sent to THE MANUFACTURER immediately and before any hanging, fitting, finishing, or installation.

THE MANUFACTURER shall not be liable for products repaired or replaced without prior consent.

If a visible or apparent defect exists upon receipt and inspection of product(s), THE MANUFACTURER must be notified before any additional costs are incurred on said product(s).

THE MANUFACTURER assumes no liability and shall not be responsible for any additional costs, including but not limited to:

- Freight
- Finishing
- Fitting
- Hanging
- Installation

If the product(s) are found not to comply with the above guarantees, THE MANUFACTURER, at its discretion, shall provide one of the following remedies:

- Repair the product free of charge; or
- Replace the product(s) without charge in the same state of fitting and/or finishing as originally supplied; or
- Refund the price paid for the product(s)

\*If freight damage is found, please note it on the freight bill and immediately notify THE MANUFACTURER so a freight claim can be filed.\*





**DEFECT:** A defect is defined as an acquired abnormality that reduces a wood product's strength, appearance, or value. This includes wood bends or twists, known as "WARP," caused by uneven shrinkage from moisture changes, and includes the following:

**WARP:** A general term for wood distortion, including:

- Twist:** The two ends of the board rotate in opposite directions, creating a spiral effect.
- Bow:** A curve along the length of a board's flat edge.
- Crook:** A curve along the length of a board's narrow edge.
- Cup:** The face of the board curves like a bowl, with the edges higher or lower than the center.

**Allowable Warp Tolerances Not Considered Defects:** Warp shall not be considered a defect unless it exceeds 1/4" in the plane of the door for doors up to 3' wide and 7' high, or .003" per inch of height for doors taller than 7'. Warp does not refer to the relation of the door to the frame or jamb in which it is hung. To measure warp, place a straight edge, taut wire, or string on the suspected warped face (horizontally, vertically, or diagonally) with the door removed from the frame. Measure the maximum distance between the bottom of the straight edge and the face of the door. All doors taller than 8' must have multipoint locks or surface bolts installed.

Exclusions from Warranty Regarding Defects and/or Warp:

- Doors 1 1/8" or 1 3/8" thick and larger than 3' x 7'.
- Doors 1 3/4" thick and larger than 3' x 8'.
- Doors 2 1/4" thick and larger than 3'6" x 8'.
- Doors 2 11/16" thick and larger than 4' x 10'.
- Water infiltration on door units built with basic or standard frames. (All side-hinged doors will leak under sufficient wind pressure, which is why building codes exclude them from water testing. Our inswing-rated units in standard frames pass at zero (0) pressure only.)
- The appearance of field-finished products.
- Natural variations in wood color or texture.
- Surface checking, wood panels, and joint shrinkage less than .5" wide over 30% of the joint length.
- Panel splits in edge-glued panels.
- Gates or doors used in gate applications.
- Doors with solid stiles specified by the Buyer.
- Any custom product manufactured to the Buyer's specifications.

Damage caused by others or by circumstances beyond THE MANUFACTURER's control is not considered a defect and voids the warranty, including but not limited to:

- Improper installation (sill not level, jambs not plumb, frame parts not in the same plane).
- Repair, return, or replacement without THE MANUFACTURER's prior consent.
- Deterioration from failing to protect and finish all exposed surfaces (all six sides) immediately upon installation or removal of protective wrap.
- Misuse, abuse, accidents, or mishandling.
- Damage from fire, flood, earthquake, storm, or other natural events.
- Excessive trimming (more than 1/2" in width).
- Panel shrinkage or misalignment that leaves an unstained line, caused by temperature or humidity variations and not considered a defect.
- Minor expansion or contraction due to environmental changes. Once the product reaches equilibrium, slight trimming and finish touch-up may be required.

#### **OPTIONAL EXTENDED WARRANTY FOR EXTERIOR PRODUCTS WITHOUT FACTORY FINISH**

The Buyer may extend the exterior door warranty to FIVE (5) years from the shipment date by completing the registration form and requirements and submitting them to THE MANUFACTURER. The Buyer will receive written confirmation of enrollment. The extended warranty requires receipts for approved finish materials used at installation and documentation of maintenance applications at 12-24 months and 36-48 months after installation. Documentation must be provided in the event of a claim.





#### **FACTORY FINISHED PRODUCTS:**

To facilitate the installation of our products, THE MANUFACTURER offers its products with a factory-applied finish. Product(s) with a complete finish application allow the product(s) to be installed immediately into the openings. It is very unlikely that product(s) will be properly installed without incurring any marks or scuffs in the finish, and the exterior trim will typically also have to be fastened to the framing. Some exterior trims may have to be shipped loose due to the size of the trim or multiple units and must be installed and trimmed on the jobsite. The anchor holes will need to be filled or plugged depending on the fasteners used. It is unlikely that a prefinished unit from THE MANUFACTURER will not have to be touched up or re-coated on the jobsite after it is installed. In fact, proper installation will require product(s) to be touched up or recoated. The finish applied by THE MANUFACTURER will have to be scuff-sanded with fine sandpaper and then recoated with an approved product, at least on the areas where the finish has been altered.

#### **PAINTED OR PIGMENTED PRODUCTS:**

THE MANUFACTURER warrants its "Coastal Shield" finish system for a period of FIVE (5) years from the date of delivery of the product(s). For this warranty to apply, the Buyer shall maintain the wood surfaces at least TWO (2) times a year, using only the maintenance products contained in the "Tips and Care Kit" supplied by THE MANUFACTURER or any other maintenance products previously approved by THE MANUFACTURER. The products may only be applied at temperatures of 50° to 90° Fahrenheit (10°–30° Celsius). Thorough maintenance of the wood surfaces will extend the duration of the finish while also refreshing its color and gloss.

#### **STAINED PRODUCTS:**

THE MANUFACTURER warrants its "Coastal Shield" finish system for a period of THREE (3) years from the date of delivery of the product(s). For this warranty to apply, the Buyer shall maintain the wood surfaces at least TWO (2) times per year, using only the maintenance products contained in the "Tips and Care Kit" supplied by THE MANUFACTURER or any other maintenance products previously approved by THE MANUFACTURER. The products may only be applied at temperatures of 50° to 90° Fahrenheit (10°–30° Celsius).

The warranty will not apply in the following conditions:

- Swelling of the wood due to excessively high interior humidity
- Misuse of the products
- Inappropriate treatment (aggressive agents)
- Damage caused by impact
- Color or surface differences due to the natural characteristics of the wood
- Damage caused by other workers on the site
- Normal reduction of brilliance





**WARRANTY DISCLAIMER:**

This document shall be deemed a warranty by description. The warranties in this contract are in lieu of all other warranties, express or implied, including, without limitation, any warranties of merchantability or fitness for a particular purpose, and constitute the sole and exclusive remedy available to the Buyer.

**LIMITED LIABILITY:**

The maximum liability, if any, of THE MANUFACTURER for all direct damages is limited to an amount not to exceed the purchase price of the goods.

In no event shall THE MANUFACTURER be liable for any special, incidental, or consequential damages, including, without limitation, lost revenues and/or profits, even if it has been advised of the possibility of such damages.

**WARRANTY EXCLUSIONS:**

Failure to follow the handling, storing, and MAINTENANCE guidelines as outlined in this warranty will be deemed inappropriate treatment and will therefore exclude all products from this warranty.

Any deviations from the guidelines prescribed in "WINDOWS AND DOORS INSTALLED NEAR MASONRY OR TILE" for the treatment and/or care of windows and/or doors will be deemed inappropriate treatment and will therefore exclude all products from this warranty.

**WARRANTY DEFERRAL:**

Action on any claim may be deferred by THE MANUFACTURER for a period not to exceed SIX (6) months from the date the claim is submitted.

**STATE RIGHTS:**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

ALL CLAIMS SHOULD BE SUBMITTED TO:

**Stewart Brannen Millwork Company**

P.O. Box 319

Register, GA 30452