



# Marshall Millwork

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Since 1918

## **CUSTOM WOOD DOOR and WINDOW 1 YEAR LIMITED WARRANTY**

Marshall Lumber & Millwork Company warrants, subject to the conditions and exclusions stated below, that all stile and rail wood doors and windows sold by the company are of merchantable material, quality, and workmanship and to be free from defects of any of the aforesaid that would deem our product unsuitable for normal and recommended use for which it is sold, for up to a period on 1 (one) year from date of shipment. This will apply, only if installed, within the continental USA, Marshall Lumber warrants its doors only to the first purchaser or to the original purchaser of the residence to which the door is to be installed. In the event of a warranty claim, Marshall Lumber reserves the right to, at our discretion, repair the said door if possible or ship a replacement door to the person(s) making the warranty claim. Any claims must be made in writing to Marshall Lumber at P O Box 9424, Montgomery Al 36108, within the applicable time period. Except as otherwise expressly provided herein, Marshall Lumber shall not be responsible for the cost of installation or finishing labor of the replacement of original door or for any other related costs of the replacement door(s). This shall be the sole responsibility of the warranty claimant. This warranty shall be void if the door falls subject to misuse or abuse or has not been correctly stored, installed or maintained in a reasonable workmanlike manner.

**The following shall not be considered as defects in material or workmanship, and are therefore not covered in this warranty.**

1. Warp on any 6'8" door not to exceed ¼" (one fourth of an inch) in any plane of the door itself. Doors that are 36" x 96" x 1 3/4" or 2 ¼" shall not exceed 3/8" in any plane. Doors that are taller and/or wider are not covered against warp in this warranty.  
Definition of warp in a door: Warp is any distortion in the door itself, which includes other related terms such as "bow", "cup", and "twist" and does not refer to the frame or jamb in which the door is hung. In the event of a claimed non-conformant door being warp, Marshall Lumber may defer repairing or replacing the said door for up to a period of 12 months from the date of the claim, as it is not uncommon for a temporary warp, bow, twist, or cup condition to occur while the timber in the door adjusts to local temperature and humidity conditions. If a claim or the above condition is deferred, the deferred period shall not be included as part of the warranty period.
2. Bow or nonalignment in the frame or jamb in which the door is hung if not purchased pre-hung from Marshall Lumber.
3. Physical appearance. Although we try to make a fair representation of our doors, which are displayed in our showrooms and catalogs finished, results in the finish, texture, color or appearance can vary from door to door. These are considered as natural variations in the timber color and texture and are not covered in this warranty. Variations of stile and rail color is natural and is not covered under warranty as a manufacturers defect.

4. Damage caused by others or beyond the control of Marshall Lumber including not limited to damage caused by misuse, abuse, accidental, or mishandling, or by flood, fire, earthquake, storm, tornado, or other natural acts of nature.
5. Damage caused by neglect in finishing or maintenance or by failure to comply with the finishing, maintenance, and installation available upon request from Marshall Lumber. This includes but is not limited to seal all six (6) sides of the door within a period of 24 hours of receiving of the door and regular homeowner maintenance to the finish of the door. Painting a wood door using an opaque dark color will damage the door surface. The use of any opaque dark colors will expose a wood door to extreme UV absorption and will result in high surface temperatures. High surface temperatures and excessive UV exposures will cause severe damages to the wood surface.
6. Any damage as a result of over exposure due to installation in an unprotected opening. Doors should not be installed without sufficient roof or overhang protection, which can lead to excessive exposure to the sun and/or precipitation. Sufficient roof overhang will vary depending on the installation and weather patterns or the area in which the door is installed. However, typically it means that doors must have a porch or overhang extending outwards from the entry for a distance of one half of the height measured from the bottom of the door to the under part of the overhang that is furthest away from the entry or door.
7. All small surface checks or shakes that are 1/32" in width or 8" in length.
8. Product failure of any nature due to improper installation.
10. Movement or swelling in panels for up to 3/16" or less. Timber is a naturally grown product and is subject to changes due in variations in temperature and humidity. Occasionally, you may experience panel movement and typically this can be noticed around the edges of the panel, which can leave what is termed as a "stain line." This expansion and/or contraction is perfectly normal as the construction of the door allows the panels to expand and contract at will. This panel construction is more commonly referred to as "floating" panels.
11. Damage caused by the installation of a storm door. If you must install a storm door it is highly recommended that it is well ventilated to eliminate the build up of heat, which can have adverse effects on your main entry door behind it.
12. Leakage around a speakeasy window offered as an option in a number of our doors.
13. Attempts to repair our product other than carried out by Marshall Lumber or approved subcontractor.
14. Discoloration of decorative hardware such as handle sets, Clavos, Grilles, etc.

#### **DOOR HANDLING GUIDE**

1. Handle all doors with clean gloves and equipment.
2. Avoid dragging doors across one another or across other surfaces. Avoid leaning at a steep angle.
3. Store on a level surface in a dry, well-ventilated building. Avoid stacking on end.
4. Cover doors to keep clean, but allow air circulation.
5. Door should not be subject to abnormal heat, dryness or humidity for prolonged periods. Avoid sudden changes as forced heat to dry out a building.
6. Deliver doors in clean truck and under cover in wet weather.
7. Deliver doors to building site only after plaster; stucco and/or cement is dry.
8. If the doors are to be stored for long periods or on the job site, the entire door including the top and bottom edges must be sealed in order to prevent undue moisture absorption.

9. Door shall not be exposed to excessive moisture (above 55%RH), excessive heat (90 degree F), direct sunlight, and or dryness (30%RH).

#### **DOOR and WINDOW FITTING AND HANGING GUIDE**

1. All wood doors should be conditioned to average prevailing relative humidity of the locality before hanging.
2. When hanging door, allow adequate clearance for swelling of door or frame in extremely damp weather.
3. Avoid cutting doors down in size, use designated sizes. If width trim is necessary, do not trim over ¼" per side. Top may be trimmed 1/2" and the bottom no more than 1". Use a sharp, fine tooth saw for best results.
4. Caution must be used to avoid impairing the utility or structural strength of the door when fitting for hardware, lights, louvers, panel, and/or any other special detail.
5. Use three hinges on doors 7' in height or less, and four hinges on doors over 7' in height. Hinges must be set in a straight line to prevent distortion. Pilot holes must be drilled for the attachment of hardware.
6. Be sure that the jambs and stops are set perfectly square and plumb.
7. Where doors are installed for outward swing with no protection from the elements, doors must be properly protected with an exterior grade sealer and finish.
8. Immediately after fitting, cutting, for closures, weather-strip and/or threshold and before interior or exterior door on the job, the entire door including top and bottom edges must be sealed to prevent undue absorption of moisture.

#### **DOOR and WINDOW FINISHING GUIDE**

1. Adjust or align components if necessary.
2. All doors manufactured by Marshall Lumber require sanding prior to finishing. The degree of pre-sanding will depend upon the owners selection of stain and whether or not they are spraying or wiping on the stain.
3. Marshall Lumber will not be responsible for the appearance of field-finished doors.
4. Remove all handling marks, instruction labels, stamps and effects of exposure to moisture with a thorough, final light sanding over all surfaces of the door; using 150 or 180 grit sandpaper: NOTE: Small amounts of grease, oil, or pitch can be wiped clean with mineral spirits.
5. Clean door thoroughly after sanding to remove all dust or foreign material. Avoid using chemical cleaners that react unfavorably to certain wood species and finishes. Consult a finish expert. NOTE: Some Hardwood species can have an adverse reaction with certain cleaners and finishes.
6. Apply finish as soon as door is fitted, but before final hanging. Cutouts for hardware must be sealed prior to installation. Marshall Lumber will not warrant product that has been hung prior to finishing or that shows deterioration of wood or swelling due to finish breakdown.
7. Make sure all surfaces are sealed and finished, including top bottom and side edges of the stiles and rails.
8. Use a good grade primer followed by at least two topcoat of a good grade oil or latex base paint. Generally, oil based paints should be used as a primer coat, although latex paint systems have been developed, which paint manufactures may recommend for use with doors. Use exterior grade paint for exterior installations.
9. For stain finishes, apply a first coat of quality oil base stain and sealer followed by at least two coats of clear finish. Three coats of clear finish will provide greater protection. Not all exterior stains are

sealers. Doors must be adequately sealed to prevent excessive moisture absorption. Do not use lacquer-based finishes. Use exterior grade finishes for exterior installations. NOTE: On all stained doors, apply a coat of exterior wood wax and buff with soft cloth occasionally.

10. Sand lightly between all coats whether painting or staining, making sure that all surfaces and edges are covered every time a coat is applied.
11. To minimize moisture penetration where wood parts or glass and wood come together, be sure enough paint or sealer is applied to form a bridged film across any voids. Make sure that the finish does not prevent movement of panels.
12. You can make sure all coatings in the finish system are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instructions.
13. Finish on doors will deteriorate over time. All products manufactured by Marshall Lumber require yearly inspection and potential additional coats of finish.
14. On doors and windows that are glazed with wood stop or glazing compound, the finish should lap onto the glass slightly. This will help with water leakage and also protects the glazing compound from drying out.
15. Never scrape the finish from the glass where the wood meets.