

TRUE STILE AND RAIL AND 5-PLY FLUSH DOORS  
Warranty Information



Eggers Industries

Date: February, 2017

**DURATION OF WARRANTIES**

| DOOR TYPE                        | INTERIOR USE                  | EXTERIOR USE                                   |
|----------------------------------|-------------------------------|--|
| Particle, Agrifiber              | Life of original installation | Not warranted                                  |
| SCL                              | Life of original installation | Three years from date of original installation |
| Stave                            | Life of original installation | Not warranted                                  |
| Plastic                          | Life of original installation | Not warranted                                  |
| Mineral Core                     | Life of original installation | Not warranted                                  |
| Acoustical                       | Life of original installation | Not warranted                                  |
| Acoustical Airport – Flush       | Life of original installation | Five years from date of original installation  |
| Lead Shielded                    | Life of original installation | Not warranted                                  |
| Stile & Rail - Non-Rated         | Life of original installation | Three years from date of original installation |
| Stile & Rail - 20 Minute         | Life of original installation | Not warranted                                  |
| Stile & Rail - 45, 60, 90 Minute | Life of original installation | Not warranted                                  |
| Full Lite Construction           | Life of original installation | Not warranted                                  |
| Bullet Resistant                 | Life of original installation | Three years from date of original installation |
| Foam Core                        | Life of original installation | Not warranted                                  |

All doors manufactured by EGGERS INDUSTRIES of Neenah, Wisconsin and EGGERS INDUSTRIES of Two Rivers, Wisconsin (hereinafter referred to as Eggers) are warranted to be free from defects in material and workmanship which would render them unserviceable or unfit for the ordinary, recommended use for the time periods as set forth below. This warranty automatically applies to purchasers of doors from Eggers and extends on resale of the product. Claims should be processed through the intermediate suppliers. It is the responsibility of Eggers' intermediate suppliers to make the initial jobsite visit on a complaint to verify the issue and collect necessary documentation (i.e., sizes, pictures, etc.). On occasion, it may be necessary for Eggers to send a representative to the jobsite. If an Eggers representative is required to go to the jobsite and the issue is determined not be a manufacturer's issue, then the intermediate supplier will be charged for all applicable expenses related to the jobsite visit.

**LIMITATIONS OF LIABILITY**

**Eggers shall not be liable for incidental, indirect or consequential damages arising from the manufacture, use or sale of these goods. (This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.) Eggers' liability is expressly limited to the repair or replacement of non-conforming goods or the refund of the purchase price, at the option of Eggers**

If any door becomes defective after installation, Eggers agrees to bear the **reasonable expense** of repairs, rework, machining, finishing, removing and rehanging such repairs. Rework, removal and rehanging shall be performed only after approval is obtained from Eggers and the cost of such work has been determined. **In the event the defect for which the doors are being rejected was apparent prior to hanging, Eggers is not obligated to pay removal and rehanging charges.**

**NOTICE REQUIREMENT**

Since Eggers cannot control the handling or exposure of doors after shipment, a specific duty of inspection is imposed upon the purchaser as a condition precedent to any claim under this warranty. Such inspection must be made upon receipt of the goods and written notice of any claim must be received by Eggers within 30 days of receipt of the goods, or discovery of the defect. **NO CLAIM UNDER THIS WARRANTY SHALL BE ACTIONABLE UNLESS THE FOREGOING NOTICE IS GIVEN AS SET FORTH HEREIN.**

It shall not be the policy of Eggers Industries to inspect finished installations for the sole purpose of certifying that the installation is within warranty.

**MATTERS EXCLUDED FROM THIS WARRANTY**

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Since methods and conditions of installation and use are beyond the control of Eggers, this warranty is not effective unless the doors are stored, handled, finished, used and installed in strict accordance with the provisions set in the following guidelines of this warranty.

## Eggers Door Warranty Tolerances, Exclusions and Instructions

### TOLERANCES

1. Stile, rail and core show-through (telegraphing) shall not be considered a defect unless the face of the door varies from a true plane in excess of 1/100 (.010) in any 3 span.
2. Warp shall not be considered a defect unless it exceeds 1/4 in the plane of the door itself. For doors 1-3/4" or thicker, warp shall not exceed 1/4 in doors 3'6" x 7'0" or smaller, nor shall it exceed 1/4 in any 3'6" x 7'0" section of larger doors. For doors less than 1-3/4" thick, warp shall not exceed 1/4 in doors 3'0" x 7'0" or smaller. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame, jamb, or adjacent doors. Warp is measured by placing a straight edge on the concave face and determining the maximum distance from straight edge to door face.
3. Tolerances for all applied moulding locations are  $\pm 1/8"$  reference to all margins.

### HANDLING, FINISHING AND INSTALLATION INSTRUCTIONS

1. Store doors flat on a level surface in a dry, well-ventilated building. Protect doors with an opaque covering that does not permit light to penetrate to keep the doors clean and avoid discoloration. Covering must allow air circulation. If doors are to be stored more than a week, all edges should be sealed. Deliver doors or frames to building site after HVAC system is operating and balanced and plaster or cement is dry.
2. Doors should not be subjected to extreme heat and/or humidity. Relative humidity should not be less than 25% or greater than 55% and temperatures should not be less than 50 degrees F. or greater than 90 degrees F.
3. Handle with clean gloves and do not drag doors across one another or across other surfaces.
4. The utility or structural strength of the doors must not be impaired in the fitting of the door, the application of hardware or cutting and altering for lites, louvers, panels or any other special details.
5. Use three hinges for doors 7'6" in height or less, and one additional hinge for each incremental 30 of height over 7'6".
6. Allow a fitting clearance of 1/16" to 1/8" at each side and at the top.
7. Seal all edges immediately after field fitting.
8. Prior to field applied finishes, doors must be sanded. The finisher should thoroughly sand the doors with 150-grit sandpaper going with the grain direction of the veneer. A hand block should be used to remove all scuffs, handling marks, scratches, raised grain, burnishes and effects of exposure to moisture that may occur during handling, unloading and storage.
9. Some woods, particularly oak, contain chemicals which react with iron. Do not use steel wool on oak doors.
10. Doors prefinished at the factory should be checked against approved finish sample prior to hanging. (Installation of prefinished doors shall constitute acceptance.)
11. Stile and rail doors not prefinished at the factory must be stained and sealed, or painted, within 10 working days after the doors arrive from Eggers. Stile and rail doors supplied to Hawaii or Alaska must be factory finished.
12. Pilot holes must be drilled for all screws that act as hardware attachments. Self-tapping or combination wood/metal screws are not warranted for use on wood doors.

### EXCLUSIONS

This warranty does not cover:

1. The appearance of field finished doors.
2. Natural variations in the color, texture, character, or cut of the wood.
3. Doors with cutouts closer than 5" to the door edge or doors with adjacent cutouts such as hardware, lites, louvers, etc. closer than stated minimums.
4. Doors which have cutout areas exceeding 54" door height. However, waivers in writing from the factory are available on a per job basis. This exclusion is waived on special full lite construction warranted for life of original installation for interior use.
5. Doors that are improperly hung and door frames that are not plumb, square and level and do not allow the door to swing freely.
6. Warpage of doors less than 1-3/4" thick which are wider than 3'0" or higher than 7'0".
7. Normal wear and tear including wear-through of finish.
8. Doors supplied outside the United States for telegraphing or warpage unless approved by the factory.
9. Cracking of plastic laminated surfaced doors with openings cut by other than Eggers or its authorized representative. Radius of 1/4" at corners of openings must be maintained.
10. Incompatibility of hardware with a particular door construction. This includes mortises such as concealed closers, magnetic holders, etc. deeper than 2" or wider than 1-1/4" and concealed vertical rod devices, unless special reinforced construction is ordered.
11. Constructions involving different species, face materials, or veneer grain configurations on opposite sides of the door. This includes doors with different plastic colors or patterns on each face. This may create an unbalanced condition not warranted against warpage, cracking, delaminations, etc. Exclusion may be waived for SCL core flush doors or stile and rail doors with proper approval in the form of a letter from manufacturing.
12. Constructions, other than flush SCL, involving appliques (excluding applied moulding) that are applied to only one face of the door.
13. Doors that are not stored as outlined in the Handling, Finishing and Installation Instructions.
14. Doors stored longer than six months.

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15. OEM's warranty applies to all accessories supplied by Eggers.
16. Doors that have any form of face grooving which penetrate the crossbanding in excess of limitations set by the factory.
17. Doors altered by others for size by re-railing or re-stiling or refacing or defects resulting from other machining or alterations performed by others.
18. Stylus moulding on one side of the door. Applied moulding on one side of door if moulding is over 1-3/4" wide, 3/4" high or over 24 lineal feet. Miter joints and flatness on mouldings over 3" in width.
19. Doors up to 7'6" in height with less than three hinges and doors with less than one additional hinge for each incremental 30 of height over 7'6". This exclusion is waived on non-rated particle, agrifiber, or stave core up to 8'0", stile & rail doors up to 8'0" and SCL core doors up to 9'0" when installed with top and bottom pivot hardware.
20. Doors machined for corner mortised flush bolts unless installed with metal edges or flush bolt cap.
21. Doors machined for specified concealed vertical rods unless installed with metal CVR cap. Consult factory for applicable CVR devices.
22. Lites not glazed by Eggers, including glass breakage and damage to the door.

NOTE: Action on any claim for warp or telegraphing defects may be deferred at the option of the manufacturer for a period not to exceed 12 months to permit conditioning of the doors to temperature and humidity conditions.

## EXTERIOR FLUSH AND STILE AND RAIL DOOR GUIDELINES

An exterior door is defined as one that cannot be controlled on both sides for temperature and humidity.

When exterior doors are machined for hardware or a lite opening, opportunity exists for moisture penetration into the door which will eventually cause deterioration. Therefore, the existence of the following conditions will void the warranty for exterior installations:

1. Doors installed outside the continental 48 states.
2. Failure to double seal all machined surfaces including openings and hardware cuts with exterior sealer.
3. Failure to properly protect lite cutouts in exterior doors to prevent moisture from seeping into the core. Lip mouldings and exterior caulk are required. The top of an exterior door must be properly protected by flashing (except STC doors for airport housing).
4. Failure to provide adequate overhead protection. Adequate overhead protection includes a maximum of 4 ft. between the top of the door and the bottom of the overhead, a minimum overhead protection of 4' out from the face of the door and a minimum protection extension of 4' out from each side of the door.
5. Failure to provide the entire door including top and bottom edges with two coats of a good quality paint, varnish or lacquer.
6. This warranty does not cover telegraphing and checking of exterior doors.

### Additional Exterior Guidelines

1. Eggers will not quote the Stylus door for an exterior application.
2. Eggers will not quote exterior doors with concealed hardware (vertical rods, flush bolts and closers/holders/stops).
3. Eggers will not quote exterior doors with machining for pivots and magnetic switches in the top rail of the door.
4. Eggers will not quote exterior doors with louvers.
5. Eggers will quote 20-minute flush doors for exterior applications.
6. Eggers will not quote 45, 60 and 90-minute flush doors for exterior application.
7. Eggers will not quote doors for applications with applied moulding and reveals.
8. Eggers will not quote 20, 45, 60 and 90-minute stile and rail doors for exterior applications.

Exterior finishes should be used on the exterior faces and all edges of exterior doors. A complete and continuous finish must be maintained on all surfaces of the door and must be refinished annually.

### Airport Housing Projects

STC doors have been approved for residences around airports in Southern California and the Southwest with a five-year warranty. Contact the factory regarding exterior STC door requirements for airport housing projects in other locations. Top flashing not required on STC doors.

**It should be noted that both the WDMA and AWI Standards indicate that wood doors are not recommended for exterior use.**



**Stile and Rail Doors,  
Door Frames, Plywood,  
Veneered Components**

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Two Rivers, WI 54241  
Phone: 920.793.1351  
Fax: 920.793.2958

**Flush Doors,  
eiDoor®**

**Neenah Division**  
164 North Lake Street  
Neenah, WI 54956  
Phone: 920.722.6444  
Fax: 920.722.0357

**Architectural Veneer Faces,  
Custom Wood Products,  
Plywood**

**Kentucky Division**  
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