

Terms & Conditions of RK Doors Inc. Warranty

RK Doors Inc. warrants its wood flush doors, wood stile-and-rail doors, and wood frames to be constructed with quality material and workmanship. Products manufactured by RK Doors Inc. are suitable for their normal recommended use and when handled, stored, finished, installed and maintained in the manner and subject to tolerances as prescribed herein. RK Doors Inc. warrants the term of this warranty for interior use doors for a period of 3 years, and for exterior use doors for a period of 1 year, from date of shipment by RK Doors Inc. At the discretion of RK Doors Inc., this warranty may be extended to a third party; if the doors shipped by the third party are shipped in the same original state as when shipped by RK Doors Inc., and the third party accepts responsibility for the handling, storage, finishing, installation and maintenance obligations contained herein. Extensions to this warranty may be offered by RK Doors Inc., and are subject to the same terms, conditions and limitations as expressed in this warranty.

Limit Of Liability

This warranty applies only to products manufactured by RK Doors Inc. There are no other warranties expressed or implied by RK Doors Inc., beyond those set forth in this warranty, and this warranty shall take precedence over any such warranties which may be expressed or implied by others; unless variations to this warranty have been given with written approval by RK Doors Inc. This warranty limits RK Doors Inc. to liability for defective material or workmanship only, and is further limited and subject to the terms and conditions contained in the paragraphs describing Claim Remedy, Tolerances, Inspection, Handling and Storage, Finishing and Installation, as set forth in this warranty.

Claim Remedy

RK Doors Inc.'s liability for defective doors covered by this warranty is limited to the following options, and the most reasonable warranty option will be determined at the discretion of RK Doors Inc.:

- **Option A)** Repairing the door at no charge (within 100km radius of the RK Doors Inc. manufacturing facility).
- **Option B)** Replacement of the door by RK Doors Inc., (f.o.b. RK Doors Inc manufacturing facility) as originally supplied to the customer, upon return of the defective door by the customer.
- **Option C)** Refunding the original purchase price of the door, as paid by the customer, upon the return of the defective door.
- **Option D)** Making an adjustment to the purchase price of the door, which would reflect a reasonable cost associated with repairing the deficiency.

RK Doors Inc. will, within 30 days after receipt of written notice, determine and fulfill its obligation(s) under this warranty unless the claim is related to "Warp", in which case the paragraph relating to tolerances shall apply. If any door becomes defective after installation, subject to the limitations expressed herein, RK Doors Inc. will consider paying a reasonable amount to remove, re-hang and re-finish the door. A written estimate of costs must first be submitted to RK Doors Inc. for approval, before any work can commence.

NOTE: RK Doors Inc. will not assume responsibility for door removal, re-hanging or re-finishing, if it is apparent that the defect was evident prior to this work being performed. Further to these limitations, RK Doors Inc. assumes no responsibility or liability for charges attributable to consequential, indirect or incidental damages expressed or implied by others, for claims associated with removal of the door(s) or other materials, for productivity losses, job site delays, storage and handling charges, security, environmental issues, personal illness or injury, regulation changes and special permits or any other unforeseen charges. RK Doors Inc. reserves the right to use its own forces (or contractors of its choice) to implement repairs

in accordance with the options outlined herein during normal working hours, if a satisfactory resolution to determine the cost and extent of the repair is not reached within a reasonable period of time. RK Doors Inc. will not, under any circumstances, assume responsibility for any unauthorized repairs, transporting, handling, storage or charges relating settlement measures made by others on behalf of RK Doors Inc. This constitutes the full extent of the RK Doors Inc. Warranty, Limit of Liability and Claim Remedy.

Tolerances

Tolerances specified herein meet or exceed industry standards, and doors that fall within the following tolerances shall not be considered defective:

- **Thickness:** typically 1 3/4" or 2 1/4", +/- 1/16"
- **Telegraphing:** 1/100" in 3" span
- **Squareness:** diagonal measurement difference not to exceed 1/8"
- **Hardware Preparation:** +/- 1/16" for hardware cutouts
- **Hardware Fitting:** 1/16" (1.6mm)
- **Door Fitting Clearance:** 1/8" on sides and top
- **Lite Openings (Flush Doors only):** minimum of 5" from cut-out to door edge; minimum of 5" between lite and other hardware cut-outs.
- **Maximum Size of Cutouts (Flush Doors only):** not to exceed 40% of the door area, or 50% of the door height.
- **Temperature:** 10-25° C, without considerable fluctuation within these ranges.
- **Humidity:** 25-55% Relative Humidity, without considerable fluctuation within these ranges.
- **Warp for 1 3/4" (44.5mm) or Thicker Doors:** not to exceed 1/4" in 3'-0" x 7'-0" plane.

NOTE: RK Doors Inc. does not offer a warp tolerance or warranty a door for warp which is constructed with different veneers on each face, a combination of veneer, plastic laminate, or paint, on opposite faces, doors with different finishes applied to each face, or doors which have faces exposed to a differential climate when installed. "Warp" is considered a distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "Warp" shall include bow, cup and twist. To

measure the warp present in a door, the following method shall be used: after the door is in the installed position, a straight edge, tight wire or string shall be placed on the suspected concave face of the door at any angle (ie, horizontally, vertically, diagonally). The measurement shall be made at the point of maximum distance between the bottom of the straight-edge, tight wire or string and the door face. At the discretion of RK Doors Inc., any claim pertaining to warp may be deferred for a period up to 12 months from date of original installation, during which time the door is expected to adjust itself to the climatic conditions of the room and surroundings (temperature and humidity). If, within this 12 month period, warp is still outside the acceptable tolerances permitted by this warranty, RK Doors Inc., shall at its discretion, settle the claim in the manner described in the Limit of Liability section.

Inspection Responsibility

It is the responsibility of the purchaser to inspect the doors at time of shipment/delivery. RK Doors Inc. cannot control the handling or exposure to the elements of the doors once they have been shipped from the RK Doors Inc. factory. Reports of deficiencies or damage must be made within 5 working days from the date of shipment. After RK Doors Inc. has been advised of a possible claim, RK Doors Inc. will be given reasonable opportunity to inspect the shipment, before a claim will be processed.

Handling and Storage

All doors must be properly stored and handled at all times. Care must be taken not to subject the doors to abnormal temperatures, humidity, and fluctuations. It is recommended that doors not be delivered to job sites during drywall and plastering operations, or when the building climate control system is not yet functioning. Doors must be stored flat on a level surface at least 4" off the floor, in a clean, dry, and well ventilated area.

Doors must never be stored outside, or in structures which do not have proper climate control. Protective opaque coverings should be used on the bottom and top of the doors, to minimize sunlight exposure and keep them free of dust and dirt. Gloves should be used when handling doors at all times. Extreme care must be taken when separating doors from one another, as sliding doors across faces can result in considerable damage to the door face. Doors should never be

left leaning on angle or exposed to direct sunlight. Once doors have been installed, they should be allowed reasonable time to become conditioned to the new surroundings, as minor distortions which may appear at time of installation usually disappear when temperature and humidity become controlled.

Finishing

When finishing is performed by others, all door surfaces although sanded by RK Doors Inc. are not to be considered ready for finishing. Additional field preparation is required on all surfaces to ensure proper and consistent results. Depending on the door face, doors may require additional preparation to remove handling marks, fingerprints, grain raise and climate exposure marks. Before final sanding, inspect the doors for any deep scratches. If required, the scratch should be steamed before sanding (this work must be done by a qualified person). With the door in the horizontal position whenever possible, final sanding should be done on all surfaces with 180 grit sandpaper or finer. Ease sharp edges by sanding. Ensure final sizing, beveling, hardware prep, cut-outs are completed prior to finishing, hanging, or hardware installation. Once an inspection of the prepared surfaces has been made, an approval should be sought, and the door must be properly sealed. Seal all door edges, cut-outs, and hardware mortises with at least two coats of good quality oil-based sealer, paint or varnish. Allow adequate time for drying and curing between coats.

NOTE: Water-based finishing products are not recommended, as they cause unnecessary moisture absorption, which is attributable to grain raise, veneer splitting, and enhancement of veneer joints. When staining wood faces, it is recommended that a sample using the same wood and stain be prepared for test and approval purposes, before applying stain to the door faces, as some species of wood contain natural chemicals which may react unfavourably, or cause colour variations in the stain being used. Steel wool is not recommended for surface preparation as small metal particles may become lodged in the veneer and may react with either the natural chemicals in the wood and/or the finishes being applied. High-gloss finishes are not recommended as they will accentuate the door's construction, and telegraphing becomes more evident. All finishing must be done by a qualified contractor who is fully familiar with all aspects of the trade, and with the scope of the work to be done. RK Doors

Inc. will not accept responsibility for field finished doors, for work done by others, and for natural variations in wood such as colour, texture, grain, mineral content, workability. RK Doors Inc. will not inspect field installations and finishing done by others, for the purpose of certifying that such work is within acceptable standards of RK Doors Inc.; and thereby imply the RK Doors Inc. Limited Warranty will extend to such work.

Installation

An experienced and qualified contractor must be employed to install the door(s). As laminate and veneer faces are prone to chipping, extreme care must be taken if final sizing or hardware preparation is performed at the job site. A minimum of 3 hinges of sufficient load bearing capacity must be used on all 7' doors, and a minimum of 4 hinges must be used on all doors over 7' in height. Special installation instructions must be followed fire rated doors, as installation must conform to industry requirements as set out by governing authorities. Lead shielded doors also require special installation instructions to be followed. For all doors, pilot holes must be drilled for screws. If sealing of edges is not specified to be performed by RK Doors Inc., sealing must be done by others prior to Installation. Doors which have been manufactured with lite openings by RK Doors Inc., must not be enlarged or altered by others without prior written approval from RK Doors Inc. Doors which have been machined for hardware by RK Doors Inc., must not be modified by others without prior written approval from RK Doors Inc. Any alterations performed without consent will render this warranty null and void.

NOTE: RK Doors Inc. will not accept responsibility for scratches, chip-outs, cracking of veneer or plastic laminates, or any damage attributable to improper handling, storage and installation of doors performed by others.