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# Infinity, Encore, & Ovation Warranty

## WARRANTY PERIOD:

TYPE	INTERIOR	EXTERIOR	SPECIALTY PRODUCTS
INFINITY	10 YEARS	2 YEARS*	VARIABLES WITH PRODUCT
ENCORE	10 YEARS	N/A	VARIABLES WITH PRODUCT
OVATION	10 YEARS	5 YEARS*	VARIABLES WITH PRODUCT

\*Only when exterior sealant is applied by ABS-Mfg.

## SPECIALTY PRODUCTS

LOUVER	10 YEARS	N/A	N/A
CHALKBOARD	10 YEARS DOOR	N/A	1 YEAR CHALKBOARD
DRY ERASE	10 YEARS DOOR	N/A	1 YEAR DRY ERASE
GLASS	10 YEARS DOOR	N/A	1 YEAR GLASS
MIRROR	10 YEARS DOOR	N/A	1 YEAR MIRROR
ARCHED/RADIUS	10 YEARS DOOR	N/A	1 YEAR JAMB

## Warranty Disclaimer:

Should any door manufactured by American Building Supply fail to conform to this published warranty, American Building Supply will repair or replace the door. If repair or replacement is not practical, American Building Supply will refund the full purchase price of the door. The warranty does not cover refinishing, rehanging or any other cost related to the repair, replacement, or refund. The manufacturer will not be liable for any door(s) repaired or replaced without its prior written consent. The purchaser, upon receipt of the doors, should inspect each door.

The purchaser must give written notice of any claim to American Building Supply within 15 days after receipt of doors. American Building Supply must be given a reasonable opportunity to investigate the reported defect before corrective action has begun.

## This warranty is subject to the following tolerances:

1. Size tolerance: thickness  $\pm 1/16"$ , length  $\pm 1/16"$ , width  $\pm 1/16"$ , prefit width  $\pm 1/16"$ .
2. Squareness tolerance diagonal measurement difference will not exceed  $1/8"$ .
3. Factory hardware preparation tolerance  $\pm 1/32"$  on hinge preparation and lock preparation cutouts.
4. Warp will 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 will not exceed  $1/4"$  in doors  $3/6 \times 7/0$  or smaller, nor will it exceed  $1/4"$  in any  $3/6 \times 7/0$  section of larger doors. For doors less than  $1-3/4"$  thick, warp will not exceed  $1/4"$  in doors  $3/0 \times 7/0$  or smaller. Warp is measured by placing a straight edge on the concave face and determining the maximum distance from straight edge to door face.
5. Louver door blade warp tolerance is not to exceed  $1/4"$  between blades.
6. Pre-hung jamb warp tolerance is not to exceed  $1/4"$ .

## This warranty is subject to the following storage and handling instructions:

1. Doors shall always be stored flat and in clean, dry surroundings protected from dirt, water, and abuse. If stored for a long period of time, the doors must be sealed on all six sides with a high quality primer sealer. Never store doors directly on concrete and allow spacing for proper ventilation.
2. Doors must not be exposed to excessive amounts of moisture, heat or direct sunlight.
3. Doors must always be handled with hands or clean gloves.
4. Doors must always be lifted and carried, do not slide or drag across one another.

## This warranty is subject to the following finishing instructions:

1. Interior primed doors should be finished in accordance with the published American Building Supply care and finishing instructions for primed interior doors.
2. Exterior primed doors should be finished in accordance with the published American Building Supply care and finishing instructions for primed exterior doors and must be ordered with exterior sealant.

## Warranty limitations and exclusions:

1. Exterior doors in locations without adequate overhang protection from the elements, or hung in pairs.
2. Doors painted dark colors without protection from the elements.
3. Exterior doors without exterior sealant applied by ABS-Mfg, door thicknesses less than  $1-3/4"$  and/or with panel thickness less than  $5/8"$ .
4. The natural variations or unsatisfactory results in color, texture, gloss level, or appearance resulting from the field application of paint or any other finishing material.
5. Warp not exceeding  $1/4"$  in the plane of the door itself. Warp shall include bow, cup and twist. For doors larger than  $3/0 \times 7/0$ , warp not exceeding  $3/8"$  in the plane of the door itself.
6. Doors left unfinished at the job site and exposed to the sun or excessive cold, heat, or moisture.
7. Radius top doors for warp or exterior applications.
8. Doors with design one side / flush slab one side.
9. Glass or Mirror – breakage once doors have been received.
10. Failure to drill pilot holes for all hardware attachment screws.
11. Failure to follow Care & Finishing, Installation, and Maintenance Instructions.
12. Specialty doors, such as Glass, Louver, Mirror, Marking Board and split design when used in exterior applications.
13. Jamb shipped knock down.
14. Failure to install pre-hung jambs and doors per Installation Instructions. Including, but not limited to, improper handling and on-site storage per Care & Finishing.
15. Cutting doors more than  $1"$  in height and/or more than a total of  $1/4"$  in width.
16. Damage beyond the control of American Building Supply, Inc., including but not limited to, mishandling, shipping caused breakage, cracking or scratching; normal wear and tear, customer misuse, abuse, neglect or alteration; acts of nature including, but not limited to, fires, floods, earthquakes, wind, etc.

There are no warranties that extend beyond the foregoing, and the manufacturer's responsibility under this warranty is as stated herein. No dealer, distributor or person other than the manufacturer has the right to alter this warrant verbally or in writing. The manufacturer shall not be liable for consequential, indirect or incidental damage, or for any amount in excess of the manufacturer's price for the doors involved, whether the claim is for breach of warranty or negligence.

In order to provide our customers with the finest products, manufactured in the most up-to-date manner, American Building Supply reserves the right to make design or specific construction changes without notice.



## Care & Finishing:

### **Care & Finishing Instructions (WDMA Recommendations):**

1. Acclimatize - Prior to painting, insure that the building atmosphere is dried to a normal interior relative humidity and temperature. Insure that the doors have been allowed to equalize to stable moisture content.
2. Storage - Doors should always be stored flat and in a clean dry surrounding with spacing to allow for proper ventilation. Doors should not be stored directly on concrete or leaned against walls.
3. Preparation - Doors should not be considered ready for painting when initially received. Prior to painting, remove all handling marks, raised grain, and other undesirable blemishes by completely block sanding all surfaces with 180-220 grit sand paper or fine sanding sponges and spot prime as needed.
4. Seal Door - All exposed surfaces must be sealed, including the top and bottom rails.
5. Between Coats - Insure that the door surfaces being painted are satisfactory in both smoothness and color before applying the next coat. Sand if necessary and be sure that each coat is hard and dry before applying the next coat.
6. Paint Selection - On factory primed doors, a waterborne all acrylic latex finish is most compatible with the primers used and is highly recommended. Always obtain and follow paint manufacturers recommendations. Never attempt to paint in high moisture conditions, for the paint will not dry quickly enough and will penetrate into the door and can cause expansion and surface irregularities.
7. Exterior Application - When painting exterior doors, two coats of high quality exterior sealer or primer must be used. Top and bottom rails, edges, faces, hardware cutouts, light and louver cutouts must be sealed prior to finish painting. This must be done as soon as the doors arrive at the job site. To prevent warping, avoid dark colors and have adequate overhang to protect the doors from the elements. Exterior doors must be ordered with exterior sealant applied at factory or warranty will be voided.
8. Painting - Apply a minimum of two coats of high-grade latex or enamel appropriate for the application to all six sides. During paint application process doors should be stood straight up or hanging. Do not lean doors or lay doors down without equal support throughout the door to avoid warpage. Insure that the environment that the doors are painted in is dry and at a temperature recommended by paint manufacturer.
9. Test Door - Always only paint ONE door to assure quality first before continuing on. ABS-Mfg must be contacted immediately if any quality issues are noticed.

### **Maintenance:**

1. Most finishes on exterior doors deteriorate relatively quickly. Inspect the condition of exterior finishes at least once a year and refinish as often as needed to maintain the protective integrity of the finish.
2. Insure that the doors continue to swing freely and that all hardware remains functional.

### **Installation:**

1. The utility or structural strength of the doors must not be impaired in fitting to the opening, in applying hardware, in preparing for lites, louvers, plant- ons or any other detailing.
2. Use two hinges for door up to 60" in height, three hinges for doors up to 90" in height and an additional hinge for every additional 30" of door height or portion there of. Use heavy weight hinges on doors over 175 pounds. For special 90 minute rated doors special hinge applications apply due to excessive door weight.
3. Clearance between door edges and door frame should be a minimum of 1/16" on hinge edge. For latch edge and top rail the clearance should be 1/8".
4. All hardware locations, preparations for hardware and methods of hardware attachment must be appropriate for the specific door construction. Templates for specific hardware preparation are available from hardware manufacturers or their distributors.
5. When lite or louver cutouts are made for exterior doors, they must be protected in order to prevent water from entering the door core. Metal flashing on cutouts is required.
6. Pilot holes must be drilled for all screws that act as hardware attachments. Threaded to head screws, are preferable for fastening hardware to non rated doors and are required on all fire rated doors.
7. In fitting for height, do not trim top or bottom edge more than 3/4" unless accommodated by addition blocking. Never trim the top edge of a fire rated door.
8. Doors and door frames must be installed plumb, square and level.
9. When installed in exterior applications, doors must be properly sealed and adequately protected from the elements. Flashing should be applied at head, jams and seal.
10. For installation of any fire rated door see "Fire Door Installation - see #12 below".
11. **Radius jamb installation:**
  - 11.1 To insure a proper installation make sure framing is square and plum. Before installing drywall, install MDF Radius Jamb Blocks (supplied with radius jamb product).
  - 11.2 Install drywall over opening. When installing drywall, using screws rather than nail into the Jamb Block is suggested. Trim drywall to radius opening.
  - 11.3 Install pre-hung radius door unit. Shim unit starting from the hinge side working around the door providing proper reveal. Installation directly against wall studs is strongly discouraged. Make sure jamb is plumb and the reveals between door and jamb are uniform and even. Note: For large or heavy doors you may need to replace the two hinge screws that are closest to the jamb stop with 2-1/2" to 3-1/2" screws that go through the shims and bite into the wall stud.
  - 11.4 Your Radius Jamb System is shipped with the stop tacked into place. Adjust jamb stop if needed and finish nail. Install decorative casing around jamb providing an even reveal between casing and jamb edge.
12. **Fire door installation:**

NFPA 80, Fire doors and Windows, 1995 Edition, requires that all fire doors and frames be prepared under an inspection service.

  - 12.1 All components of an opening must have a certification label or certification mark to identify as a fire rated component. This identification MUST be applied at the point of manufacture or at an authorized machining distributor. FIELD LABELING OF ANY COMPONENT BY ANYONE OTHER THAN THE INSPECTION AGENCY SHALL VOID THE LABEL.
  - 12.2 The lowest rating of any component determines the rating for the total assembly. (I.e. if a 1 hour door is installed in a 20 minute frame, the maximum rating for the total assembly would be 20 minutes.)
  - 12.3 The clearance between the door and the frame and between meeting edges of doors swinging in pairs shall not exceed 1/8 inch. The clearance under the bottom of the door shall be as follows. Any trimming for height may be done on the bottom rail only (per NFPA 80, maximum trim of 3/4" - 19.0mm allowed on site).
    - 12.3.1 The clearance between the bottom of the door and a raised noncombustible sill shall not exceed 3/8".
    - 12.3.2 Where there is no sill, the clearance between the bottom of the door and the floor shall not exceed 3/4".
    - 12.3.3 The clearance between the bottom of the door and the rigid floor tile shall not exceed 5/8".
    - 12.3.4 The clearance between the bottom of the door and the nominal surface of floor covering shall not exceed 1/2".

- 12.4 Job site modification is restricted to the following.
- 12.4.1 Function holes for mortise locks, and mounting holes for hardware not to exceed 1" in diameter.
  - 12.4.2 Holes for labeled viewers.
  - 12.4.3 Protection plates and preparation of surface mounted hardware.
  - 12.4.4 A maximum of 3/4" undercutting of BOOK HEIGHT doors.
  - 12.4.5 Pilot holes MUST be drilled for all screw applications.
- 12.5 Fire doors, with wood, particleboard, or mineral core are manufactured with the same size top and bottom rails, so that either end of the door can be the top. If there is an exception, the rails will be identified, and the top of the door must not be trimmed.
- 12.6 Positive pressure assemblies require the following.
- 12.6.1 To qualify for smoke and draft assemblies (PER UBC STD 7-2 1997) the doors must have the secondary "S" label and be installed with listed gasketing that meets (UBC STD 7-2 1997 Part 2) for 20 Minute only.
  - 12.6.2 Approved intumescent smoke seals must be applied to the sides and top of the frame, and to the meeting edge of the inactive leaf of doors hung in pairs for Category B. When Category A doors are used, intumescent gasketing is not required.
  - 12.6.3 See installation instructions provided with the approved intumescent smoke seals, which are used.
- 12.7 Latch sets must have a minimum throw of 1/2" NFPA 80 Table 2-8.2.3 states that the latch throw for pairs must be 3/4". The minimum latch throw is stated on the certification label.
- 12.8 Hinges to be installed per NFPA 80 Table 2-8.1.1. Two hinges are required for a 60" high door and one additional hinge is required for each additional 30" or fraction thereof. The size and thickness of the hinges are covered in the table.
- 12.9 Closers attached to mineral composite or particleboard core doors usually must be through bolted. An exception to this would be when the doors have interior blocking that would permit the closures to be attached with screws.
- 12.10 When vision lights are installed in a fire door, the cutout must be done at the manufacturing facility or machining facility. Cutting the door for lights in the field is not allowed unless the preparation is performed under an inspection and a labeling program. Only certified fire rated glass, which is installed in approved frame shall be used. Only glazing labeled for fire may be used, and must be installed in accordance with their individual listing.
- 12.11 Fire doors equipped with automatic louvers shall be used only for protecting openings in required enclosures when the opening is not in a means of egress or otherwise located so that products of combustion flowing through the opening could jeopardize the use of exits prior to the operation of the louver. 20 minute fire rated doors are not permitted to have louvers.
- 12.12 Wrap around steel edges with an astragal must be applied to meeting edges of pairs, unless the certification label specifically states that they are not needed. 20 minute doors can usually be installed in pairs with metal steel meeting edges without an astragal. Steel meeting edges should be 18 or 20 gauge, with a minimum lap of 1". Attachment should be with 3/4" No. 8 screws, 12" on center. Mortise edge guards are not allowed unless included in the individual listing. When intumescent meeting edges are used, metal edges are not required.
- 12.13 Certification labels are attached at the point of manufacturer or under an inspection service and MUST NOT be removed or replaced except by authorized representatives of the inspection agency. Labels will be applied on the hinge stile at eye level.
- 12.14 Intumescent Layered Core 45, 60 & 90 fire doors use requires the following additions and exclusions of above sections:
- 12.14.1 Intumescent core fire doors MUST be manufactured to net size, no undercutting is allowed. This exception modifies 12.4.4 above.
  - 12.14.2 It is mandatory that hinges be installed per these instructions. 6/8 and 7/0 in height must be installed with three minimum and doors over 7/0 in height must have four minimum. Hinges must be 4-1/2" x 4-1/2" heavy weight, .180 depth, and 2" x #12 wood screws used. All 45, 60 & 90 minute Intumescent layered core doors will have hinge screw pilot holes drilled at the factory.
  - 12.14.3 Millennium 45, 60 & 90 minute (Intumescent layered core) doors are heavy. Please take the proper precautions when installing these doors. Extra help and care should be given do to the weight of the door.



# Claim Procedure

## WARRANTY CLAIM:

### Information requirement:

The written claim notice must include:

1. Invoice number
2. Date of purchase
3. Door size, style, and machining specs.
4. All pertinent contact names and phone numbers
5. Detailed explanation of defect

### Inspection requirement:

Doors that are pre-machined at our factory should be checked against the frame, in which they are to be installed, for correct machining prior to installation.

**INSTALLATION OF ANY PRE-MACHINED DOOR SHALL CONSTITUTE ACCEPTANCE.**

### Notice requirement:

Since American Building Supply cannot control the handling or exposure of doors following receipt, a specific duty of inspection is imposed upon the purchaser as a condition precedent to any claim. Such inspection must be made upon receipt of goods. Should a manufacturing defect be discovered, a written notice of the claim must be received by American Building Supply within 15 days of receipt of the goods or, in the event of a latent defect, from the date that such defect was, or should have been discovered. It will be the responsibility of American Building Supply to determine the most efficient method to remedy such defect. Any repairs authorized or performed by any party, other than American Building Supply, are not covered by our sales agreement and are not the financial responsibility of American Building Supply.

**NO CLAIM SHALL BE HONORED UNLESS THE PROPER NOTIFICATION, AS OUTLINED ABOVE, HAS BEEN RECEIVED.**

## FREIGHT CLAIMS:

1. **RECEIVING DOORS:** ALL doors must be inspected at the time of delivery - OR - the bill of lading must be marked as "subject to inspection".
2. **MARK YOUR BILL OF LADING:** If there is freight damage the bill of lading must be marked, as "DAMAGED" and the quantity of doors damaged must be listed. EXAMPLE: "5 doors damaged".
3. **SHIPMENTS CAN BE REFUSED:** doors can be refused - however the bill of lading must be marked as "refused - damaged".
4. **DO NOT SCRAP DAMAGED DOORS:** the freight company representative typically on site inspects freight claims of over \$500.00.
5. **FILING A FREIGHT CLAIM:** For complete reimbursement - you or your "receiving agent" must file freight damage claims against the freight company.

### You will need the following:

- **A copy of the bill of lading** - marked as above.
- **A quote from us** for the replacement of new door(s) - including crate & freight.
- **Pictures** if possible - it's always a plus to have photographs of any damages.
- **Freight claim forms** - these can be obtained from the individual freight carrier. You can ask the driver for company information or we can provide you with phone and fax numbers for carrier upon request.
- **All crates are marked as follows:**

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## ATTENTION: RECEIVING AGENT

### TRANSPORTATION RELATED DAMAGE:

**American Building Supply Mfg. does not guarantee safe delivery of goods.**

**Our responsibility ceases with issuance of the bill of lading showing the delivery in good order to the transportation company. All claims for shortages, loss, delay or damage from any cause must be filed by the consignee upon the transportation company.**

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