

Warranty

Interior door

T 450.836.9130
F 450.836.9131



PBI Doors Warranty

We guarantee all doors against manufacturing defect for a one-year period, beginning from the delivery date to the distributor. Your PBI DOORS door requires particular attention and specific care. Wood is a natural product, and your door could be subject to contraction and expansion when exposed to varying temperature and humidity fluctuations. For that reason, our warranty is conditional on following basics:

- Doors must be stored face down in a well ventilated area. (Temperature should be between 65°F and 72°F, and humidity level between 35% and 65%).
- Doors cannot be slid against each other, wood will easily mark before sealer is adequately applied .
- Doors must not be installed or stored on new construction sites before gypsum/plaster/drywall and foundations/concrete floors are completely dry to avoid the doors to be exposed to climatic extreme variations.
- Avoid direct intense heat or heating system used to dry new constructions.
- All six sides of the door must be treated (paint, varnish or stain) within seven days after purchase in order to avoid humidity absorption that could alter the wood.
- Under no circumstances shall compensation be granted for installation, painting, staining or any other modifications done to the product.
- Warping of 1/4" (6.4mm) or less for doors of 84" and shorter and 3/8" (9.5mm) or less for doors of 96" and shorter and variation of 1/16" (1.5mm) or less on width and/or height of the door is considered normal in wood products.
- Variations of color and grain textures or difference of tint between components in a same door are not considered manufacturing defect in natural wood products nor the fading due to sun exposure, heating or frequent varnish.
- In conformity with the glass industry, an imperfection in the glass is only considered if visible to the eye beyond a distance of 3' (1 meter). Anything you notice under 3' distance will not be considered as a defect.
- All modifications done to the door by the customer that are not meeting PBI DOORS standards will void the warranty.

* Trimming allowance on standard size doors

5/16" width : • 5/32" on each side

2 1/4" Height : • 1/2" on top • 1 3/4" at bottom

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- Excluded in the warranty : damages caused during finishing process (paint stain, varnish relief, darkened grains from staining, traces of sanding onto glass, abusive or inappropriate handling, accidental damage; paint deposits left on the glass after priming or all other finishing products or hardware damage).
- PBI DOORS' responsibility is exclusively limited to the market value of the delivered product. Under no circumstances will we exceed the original purchased value.
- PBI DOORS reserves the right to choose between repairing or replacing the defective product. The replacement of defective parts applies only to the PBI Doors components in the manufacturing of its products and excludes installation and finishing fees attached (transport, labour, equipment or equipment location, etc).

RECOMMENDATIONS DURING WINTER CONDITIONS

If your door was purchased and transported during temperatures below 32°F., unwrap as soon as possible to avoid condensation. It must then be stored in an area with temperature between 65°F and 72°F, and humidity level between 35% and 65% for 24 to 48 hours. Before applying paint, stain or varnish, it is strongly recommended to test on a small piece of wood for desired results. Always follow the recommendation from the finishing products manufacturer.

*** No other warranty, written or verbal, will be held valid.

*** The non compliance to handling and care instructions, storing guidelines, finishing and installing guidelines will cancel the warranty.

Special instructions

All glass may require special care or cleaning. After you have peeled off the plastic protector, you may notice random marks, stains, varnishes or paints remaining on the glass. This can be easily cleaned as follows:

- Using a lacquer thinner (paint thinner and other similar products are ineffective) and clean cloth, gently rub marked areas. Magic Eraser can also be used. Avoid the moulding and all other painted areas you do not wish to clean.
- Let dry completely. If stains still appear, repeat the procedure.
- Finish cleaning with a glass cleaner.

We apologize for the inconvenience this may cause. PBI DOORS cannot be held financially responsible for additional cleaning cost. Please contact us if you have any concerns or questions.

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Satin white and bevelled satin white glass

Satin white glass requires particular care due to its fabrication process. When customer peels off the plastic protection on glass, some stains may appear. They can be cleaned as follows :

- Clean glass by rubbing slightly with lacquer thinner (paint thinner being ineffective). Make sure you avoid moulding. The Magic Eraser can also be used.
- Let dry to see if stains have completely disappeared. If not, repeat the procedure until they disappear.
- Finalize with glass cleaner.