

ROBERT BOWDEN, INC LIMITED ONE YEAR WARRANTY FOR CUSTOM MILLWORK DOORS 9/18/11

Robert Bowden, Inc (RBI) warrants to its customer and the first end user that, if initially installed, finished, maintained, and operated in accordance with RBI's instructions below and reasonable maintenance practices, doors manufactured by RBI, excluding glass and other matters excluded below, shall be free of defects in wood material and workmanship that would render such products unserviceable or unfit for their ordinary, recommended use for a period of **(1) one year** from the date of shipment by RBI. If a door is found by RBI (in its sole discretion), after inspection, to be unserviceable or unfit as a result of a defect in wood material or workmanship within the above warranty period and upon compliance with the claims procedure by RBI's customer or the first end user, as set forth below, RBI will, at its option: (1) provide an appropriate replacement product to the shipping point nearest the place of purchase by the first end user in the same state of fitting or finishing as originally sold by RBI, (2) provide a factory authorized repair or (3) refund the price received by RBI for such product as nearly as can be determined by RBI. No labor, installation, or refinishing expenses are covered in this warranty. Failure to comply with RBI's instructions below for handling, job finishing and installation will void this warranty. RBI shall be allowed to postpone action on repair or replacement for a period of up to one year from the date of the claim. This allows the product to stabilize after installation. This deferment period will not count against the allowable (1) one year warranty period.

RBI warrants to its customer and to the first end user that, if handled, maintained and operated in accordance with any applicable instructions of RBI for a period of **five (5) years** from date of manufacture by RBI's supplier, insulating glass units used in products manufactured by RBI shall be free of material obstruction of vision as a result of fogging or film formation on internal glass surfaces caused by failure of the hermetic seal due to defects in material or workmanship. IF this seal has been breached, and upon the compliance of RBI's customer or the first end user with the claims procedure set forth below, RBI, at its option and as its sole obligation under this warranty, will (1) provide a replacement insulating glass unit or (2) refund to the claimant the price paid by RBI for such insulating glass unit as nearly as can be determined by RBI. Any failure to comply with any of the instructions of RBI for handling, maintenance and operation will void this warranty.

RBI's sole responsibilities and obligations under these limited express warranties are as stated above. In no event shall RBI be liable for any consequential, indirect or incidental damages (whether claimed under contract, tort, strict liability, breach of warranty, equity or otherwise) for any claimed defects in doors or insulation glass units.

Notice of any claimed defect must be made in writing to RBI (P.O. Box 4237, Marietta, GA 30061) within (30) thirty days after discovery by RBI's customer or the first end user, as the case may be, and, in any event, within the applicable warranty period stated above. The notice must describe the product, the claimed defect and the name, address and daytime phone number of the claimant.

Wood is a natural material with variations in grain, color and texture. These variations are random and are caused by the tree's natural growing process. The color of wood within a tree varies and produces different grain patterns. RBI does not warrant products for grain or color match. There will be certain natural imperfections allowed under our custom grade rules. Examples of natural imperfections are swirl in grain, mineral streaks, small light knots, small worm holes, light season checks, "crying" resin in Spanish Cedar and light colored wood. Our custom grade is based on WDMA I.S 6A-99 Industry Standard for Architectural Stile and Rail Doors.

MATTERS EXCLUDED FROM RBI'S LIMITED WARRANTY:

1. Unsatisfactory performance or appearance caused by failure to follow RBI's Handling and Finishing Instructions as set forth below.
2. Failure to properly seal all six (6) edges of door.
3. Failure to maintain integrity of finish.
4. Natural variations in the color, grain or texture of wood.
5. Damage caused by any unauthorized attempt to repair door or alter the door beyond factory recommended specifications, eg. Cutting door in half to make dutch door.
6. Damage caused by improper handling or on site storage.
7. Panel and mull movement due to climate conditions.
8. Warp, not exceeding 1/4" in the plane of 1-3/8" or 1-3/4" thick 6'8 door or 3/8" in plane of 2-1/4" thick 8'0 door. 8'0 doors thinner than 2-1/4" and any door wider than 3'0 or taller than 8'0 are not covered by this warranty.

9. IG Spacer bar visible 1/16" beyond edge of stop, vertical bars 1/16" out of alignment, horizontal bars 1/16" out of level.
10. Water penetration and/or air infiltration caused by frame warp, bow or misalignment.
11. Damage to door due to extreme temperatures when used in combination with an unvented storm door.
12. Failure of homeowner to perform normal maintenance and care of door.
13. Defects or problems in doors or insulated glass units or hermetic seals resulting from or related to improper use or application, glass cleaning, glass breakage, tampering, vandalism, neglect, exposure to sprinkler systems, exposure to windstorms, wind-driven large or small missile impacts, hail, fire or any reason not related to defects in material or workmanship.
14. Natural weathering on surfaces such as surface checks or grain raise.
15. Improper hardware operation.
16. Discoloration or rusting on metal components.
17. Doors painted or stained black or any other dark color with any sun exposure.
18. Any plank style door that has no horizontal top, intermediate, or bottom rail.
19. Any introduction of glass films or tinting by others.
20. Minor scratches or imperfections in glass.

Door Handling Guide

1. Handle all doors with clean gloves and equipment.
2. Avoid dragging doors across one another or across 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 temperature changes such as forced heat to dry out a building.
6. If the doors are to be stored for over 30 days on the job site, the entire door including the top and bottom edges must be sealed in order to prevent undue moisture absorption.
7. Door shall not be exposed to excessive moisture (above 55%RH), excessive heat (above 90 degree F), direct sunlight, and/or excessive dryness (below 30% RH).

Door Finishing Guide

1. All doors manufactured by RBI require sanding prior to finishing. The degree of pre-sanding will depend upon the owner's selection of stain and whether or not they are spraying or wiping on the stain.
2. 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.
3. 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. Do not use a commercial tack cloth.
4. Make sure all surfaces are sealed and finished, including top, bottom and side edges of the stiles and rails. This will require that you remove the door bottom sweep to seal the door bottom and re-apply the sweep.
5. Use a high-grade exterior primer followed by at least three coats of high-grade paint on all six sides. Do not use high-gloss and/or Lacquer based finishes for exterior use.
6. For stain finishes, apply a first coat of quality oil base stain and sealer followed by at least two coats of clear finish. Doors must be adequately sealed to prevent excessive moisture absorption. Do not use lacquer-based finishes.
7. Sand lightly between all coats whether painting or staining, making sure that all surfaces and edges are covered every time a coat is applied.
8. To minimize moisture penetration where wood parts or glass and wood come together be sure enough paint or sealer is applied to overlap the glass 1/16". Caution must be exercised not to remove or break this seal when removing excess paint or while cleaning.
9. Finish on doors will deteriorate over time and all wood items will move with seasonal conditions. It is the sole responsibility of the end user to inspect the condition of exterior finishes every six months and refinish as often as needed to maintain the protective integrity of the finish. No precautions can be taken at RBI to prevent wood from rotting if proper finishing and care is not enlisted by the consumer.
11. A substantial overhang and protection from the elements will minimize component movement inherent to exterior wood doors.