

Door Limited Warranty

All MAI doors (*except Ambassador Collection, New Century, New Dimension, and Home Towne Collection*) are warranted for FIVE (5) years from the date of shipment to be of good material and workmanship, and to be free from defects at the time of shipment that would render them unfit for the purpose for which each door is recommended. *Ambassador, New Century, New Dimension and Home Towne Collections have a limited ONE (1) year warranty.*

Should the warranted door be found to contain defects as stated above, MAI Doors will at its option, either (1) repair any door without charge, or (2) replace any door without charge in the stage of fitting and/or finishing as it was originally supplied, or (3) refund the price received for the door. In the event of a defect reasonably discovered by inspection of a door upon receipt of shipment from MAI Doors written notice must be given within 30 days thereafter and before the door is hung or treated in any manner. If the replacement option is used, the door will be reshipped pre-paid to the distributor of origin.

Under the terms of this warranty, our obligation is to replace the defective product, F.O.B. dealer's warehouse from which the original sale was made. No labor, installation, finishing and/or consequential damages will be covered.

1. Doors must be installed providing protection from exposure; typically with a standard overhang extending outward and to the sides by a distance equal to one-half its height from the bottom of the door up to the overhang to be covered by this warranty.
2. Any deterioration caused by failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging are not covered by this warranty. For continued protection, the finish needs to be maintained annually.
3. MAI may require that an inspection be made by one of our employees prior to adjustment or replacement.
4. Variations in color, texture, grain or the general surface appearance of wood naturally occurring and not considered defects.
5. Any condition or problem caused by failure to follow the recommended handling, finishing and installation instructions as outlined are not covered by this warranty, such as installing in full exposure to sun or sprinklers and behind storm doors.
6. The appearance of field-finished doors is not covered by this warranty in any event.

Handling and Storage Instructions

1. Entrance doors shall always be stored on edge, supported vertically (not leaning). Interior doors must be stored flat, in a clean, dry area.
2. Doors shall not be exposed to excessive heat, dryness, humidity or direct sunlight prior to finishing.
3. Handle door with clean gloves and do not drag doors across each other or other surfaces.
4. If doors are stored on the jobsite for more than one week, all edges must be sealed even if stored out of the elements.
5. Because the wood can respond in different ways to the variety of atmospheric and environmental conditions, it is imperative that special attention is given to the door and the necessary care and effort taken to protect the door in the unfinished state to minimize the potential for problems.

Finishing Instructions

1. Prior to finishing, remove all handling marks with 150 grit or finer sandpaper and remove all sanding dust. This also opens up the wood grain to allow for stain absorption.
2. Apply sealer, primer or first coat of required finish immediately after fitting, cutting for hardware, weather-stripping, etc. and before the installation of hardware or hanging the door.
3. All exposed surfaces of the door must be sealed, including the top, bottom, side edges and the hardware cutouts.
4. NOTE: *An Interior grade Lacquer is NOT a satisfactory product for Exterior Use.*
5. Exterior surfaces, including the top, bottom and sides of the door must be finish coated with a good quality exterior grade paint or top coat. (At least three (3) coats of exterior grade top coat with a UV inhibitor must be applied.)
6. In order not to induce warpage or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight.
7. Most finishes on exterior doors deteriorate due to exposure to elements. To ensure exterior doors receive the protection required, inspect the condition of exterior finish at least once a year and refinish as often as needed to maintain the protective stability of the finish.

Installation Instructions

1. All hardware locations, preparations and methods of installation must be appropriate for the specific door.
2. All doors 7' and under must have 3 hinges. Doors over 7' must have 4 hinges. (*Exception: 8' Round Top will have 3 hinges.*)
3. To ensure proper functionality and reveal, verify that the unit is square, plumb and level during the installation process.
4. For installation instructions visit: <http://www.maidoors.com/static/resources/installation>

Insulated Glass Limited Warranty

MAI warrants that all the glass (clear insulated and decorative insulated) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for ten (10) years from the date of shipment by MAI.

If MAI is given notice of a glass defect occurring within TEN (10) years of the date of shipment by MAI, MAI shall, at its option either (1) repair or replace the defective glass or (2) refund the original purchase price. *The exception to the above is the Ambassador Collection, New Century, New Dimension and Home Towne Collections which are warranted for ONE (1) year.*

Glass breakage isn't warrantable, including decorative pieces between/inside the glass panel.

This warranty does not apply if the failure of the seal is caused by an Act of God, damage as a result of exposure to corrosive fumes or condensates, damage resulting from excessive stress from movement of the structure, glass distortion or breakage, mishandling or improper installation or by any other cause whatsoever not within our exclusive control, and shall not apply unless the failure occurs and claim is delivered to us within ten (10) years after the date of manufacture of the insulated glass panel.

Under the terms of this warranty, our obligation is to replace the defective glass, F.O.B. dealer's warehouse from which the original sale was made. No labor, installation and/or consequential damages will be covered.

We may require that an inspection be made by one of our employees prior to adjustment or replacement.

Warranty Claims and Returns

At the Time of Delivery:

All materials should be inspected upon delivery from the freight carrier. All shortages and freight damage must be noted on delivering carrier's freight bill and carrier notified. For a freight claim to be paid, save cartons, crates and merchandise until carrier's driver inspects or clears the shipment. In the event of a freight claim, take pictures and notify MAI if any items need to be reshipped. If you've accepted delivery, the item is yours & no credit will be issued by MAI.

After Acceptance of Product:

It is understood that many warrantable circumstances do not develop and fully become apparent until well after the product is installed, but some defects or flaws may be detected as soon as the product is unpackaged. Since many minor flaws can be repaired or corrected, all items should be inspected thoroughly for such defects upon receipt and before machining. Be aware that the machining of a door or side lite constitutes acceptance of the product as it was received by our customer. Please inspect all items thoroughly before the machining process takes place.

The MAI Limited Warranty does not cover product that has been rendered unusable due to damage or mishandling. A significant percentage of the items returned to MAI for warranty claims are product that has been damaged or mishandled after shipment. MAI will not recognize such situations as legitimate claims covered under warranty.

For Non-Freight Warranty Claims:

If you should have a non-freight warranty claim please follow these steps:

1. Please provide Proof of Purchase in the form of either:
 - a. Invoice number
 - b. Purchase order number
 - c. MAI sales order number
2. Please confirm by personal inspection that all conditions NOT covered by our warranty, (see page 152) are checked off before the claim is initiated.
3. Define problem(s) to your MAI representative, and complete the Return of Material Authorization (RMA). Please note that our warranty process requires photographs to be submitted with all claims.
4. MAI will send you a copy of RMA with approval or denial decision with instructions for further actions to be taken.

If Material Needs to be Returned to MAI:

MAI requires that any return be given prior authorization by your MAI representative or by the MAI home office before returning items for claim or credit. All returns should be accompanied by a completed Return of Merchandise Authorization (RMA) so that the return can be speedily identified, traced to customer and circumstance, and processed efficiently.

If your MAI representative deems that a product needs to be returned, please be aware that any credit due for defective product is not processed and issued until the defective item has been returned to MAI. Any required replacement product is invoiced at the regular unit price as it is shipped. All items returned must be packaged properly in order to insure that credit due is processed efficiently, and to protect against any further unnecessary damage to the product. Proper packaging includes but not limited to an adequate pallet, proper top and edge protective covering, and items preferably stood on edge. Items not given adequate packaging protection during return shipment may void the warranty.

Conditions Not Covered or Allowed for Warranty Claims

Important Information about Warranty

Do not cut, trim or finish a door, side lite or transom sash, before it has been fully inspected. Once the product has been cut and/or finished, it cannot be returned to MAI for replacement unless it is defective in a way that is covered by the warranty. Please comply with all of the handling and finishing instructions completely to validate the warranty. The product must be hand sanded before finishing.

Conditions Not Covered or Allowed for Warranty Claims

In supplement to the MAI Doors Limited Warranty, the following material or physical situations will not be covered by the warranty.

1. Warpage on 6'8" doors not exceeding one-fourth inch (1/4") in the plane of the door.
2. Warpage on 8'0" doors not exceeding one-half inch (1/2") in the plane of the door.
 - o 8/0 door warpage claims may be deferred for up to 12 months from the date of shipment in order to allow the door to acclimate to local humidity and temperature conditions. This deferral period will not be counted against the warranty period.
3. Warranty is null and void if deterioration occurs due to the failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging.
4. Damages caused by failure of homeowner to annually (or sooner) re-finish all doors, side lites and frames, if necessary, by lightly sanding and re-coating with clear exterior grade top coat that contains a UV protection.
5. Bow or nonalignment in the frame or jamb in which the door is hung – only applies to units factory pre-hung.
6. Variations or unsatisfactory results in gloss levels, texture or appearance resulting from the field application of paint or other finishing material.
7. Natural variations in texture of surface, checking of wood, and natural color variation (including cases of partial replacement) are not considered defects.
8. Damage resulting from any cause beyond the control of MAI, including, but not limited to, damage caused by misuse, abuse, accident, sprinkler systems, mishandling, fire, flood, earthquake, storm, tornado or any other act of nature.
9. Insulated glass is only warranted against fogging.
10. Due to the excessive heat build-up, any exterior door used with an unvented storm door will not be warranted.
11. Doors painted Black (or any Dark Color) with any sun exposure will not be warranted.

For questions regarding a warranty issue please email warranty@MAIdoors.com