

Notice to Installers & Distributors

MOHAWK FLUSH DOORS, INC. will not be responsible for back charges generated by field adjustments or corrections unless the following instructions are followed completely:

When doors are received they must be inspected immediately for quality, including correct size; machining; species of veneer; and finish, if factory-finished.

Any defects should be promptly reported to your supplier in writing and they should notify MOHAWK FLUSH DOORS, INC. immediately. Field inspections by MOHAWK FLUSH DOORS, INC. will take up to two (2) weeks from date of notification, depending on schedules at the time of notification. MOHAWK FLUSH DOORS, INC. personnel will determine the nature of the defect.

If it is determined that a manufacturing defect exists, MOHAWK FLUSH DOORS, INC. will correct the problem as follows:

1. We will ask the contractor to submit a quote to make the necessary repairs.
2. MOHAWK FLUSH DOORS' Field Repair Crew will make the necessary repairs.
3. MOHAWK FLUSH DOORS will replace the door(s).

Doors that are not properly pre-drilled for hardware attachments or hardware that is not properly applied or adjusted will cause cracks on the stiles emanating from the screws and will not be considered a manufacturing defect.

Warpage might occur during the heating season, until the doors become conditioned to the humidity and temperature of the building. Hollow core doors are much more prone to warp than solid core doors. Ninety-five percent (95%) of all warped doors will become straight after they go through the complete heating and air-conditioning cycle. Under the terms of the standard door warranty, the manufacturer reserves the right to defer replacement for one (1) year from the date of installation.

Any claim presented to MOHAWK FLUSH DOORS, INC. for reimbursement of charges must be accompanied by a copy of the written authorization by MOHAWK FLUSH DOORS, INC.

MOHAWK FLUSH DOORS, INC. will not be responsible for the appearance of field-finished doors; however, we make the following recommendations to eliminate some of the field finishing problems:

1. Just prior to staining, sealing, and finishing, doors must be completely sanded, with not less than 150-grit sandpaper, to remove all handling marks and raised grain.
2. All four (4) edges (top, bottom, and both sides), hardware, and light and louver cut-outs must be sealed after fitting with at least two coats of oil-based paint, varnish, or lacquer as soon as received.
3. Water-based stains, paint, or latex primers should be avoided whenever possible because they raise the grain, might cause veneer splits, and have a tendency to highlight veneer joints.
4. Do not use steel wool on oak-veneered or fire-rated doors.
5. A wash coat (thin sealer of shellac mixed with 50% alcohol) must be applied prior to the use of a dark stain to avoid a splotchy appearance and/or sharp contrast in color of veneer.

Do not use Mohawk doors in exterior applications.

FAILURE TO FOLLOW THESE RECOMMENDATIONS MAY VOID THE WARRANTY.

