

INTEGRITY  
*Architectural*  
MILLWORK  
INCORPORATED

3501 Lake City Industrial Court,  
Acworth GA, 30101  
770-795-8427

INTEGRITY ARCHITECTURAL MILLWORK, INC.  
ONE YEAR LIMITED WARRANTY FOR WOOD DOORS & WINDOWS

Integrity Architectural Millwork Inc. (IAMI) extends to the original purchaser a limited warranty for one (1) year from the date of manufacture on window and door products manufactured by IAMI. Your IAMI product is warranted to be free from defects in manufacturing, materials and workmanship. If such a defect occurs during the term of this warranty, IAMI will, at its option, repair the defective product, replace defective materials or refund the original purchase price. IAMI shall not be liable for any cost incurred by the customer in the replacement of an IAMI product. If replacement is necessary, it shall be provided F.O.B. Acworth, GA. The warranty on the replacement product will extend for the remainder of the warranty period of the original unit.

If the purchaser installs, finishes, or alters product containing an obvious defect without prior written authorization from IAMI, this warranty shall be null and void and Integrity Architectural Millwork, Inc. shall bear no liability for said claim.

WARRANTY EXCLUSIONS:

1. Improper installation, field finishing, repairs, maintenance or product installed in unusual or extreme locations.
2. IAMI products installed in structures that do not allow for proper management/drainage of moisture such as EIFS known as Synthetic Stucco.
3. Discoloration caused by weathering.
4. Hardware finishes are not warranted. This includes normal wear or discoloration of finishes, including tarnishing of brass.
5. Any misuse, modification or alteration.
6. Variations in the color, quantity of knots and grain of wood products.
7. Damage to glass caused by brickwash, sanding or improper washing.
8. Condensation on windows/doors and resultant damage due to interior humidity.
9. Product shipped out of the Continental United States.
10. All six (6) sides of doors not properly sealed within 48 hours of delivery to purchaser.

DOOR WARRANTY ADDITIONAL EXCLUSIONS:

1. Warp of 1/4" or less of the plane of the door. The warranty against warp does not apply to doors that are improperly hung or do not swing freely nor any deterioration caused by failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging. Claim for warp may be deferred at IAMI's option for a period of twelve (12) months after installation to allow the door in question to acclimate to temperature and humidity conditions.
2. Doors wider than 36" or taller than 96" are not warranted against warp, bow or twist.
3. Failure to follow "Handling, Job Finishing and Installation Instructions" as outlined in this warranty.
4. Doors painted or stained a dark color.
5. Doors installed in conjunction with an unvented storm door system.
6. Doors that are not properly protected from weather and exposure to direct sun with a substantial roof overhang. The overhang must project a distance equal to at least one half of the height of the door unit.

LIMITED WARRANTY FOR ORNAMENTAL IRON ACCENTS:

All ornamental iron products supplied by IAMI (except those expressly excluded from this warranty) are warranted by IAMI for one (1) year from the date of shipment by IAMI to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary purpose for which each item is recommended.

**ORNAMENTAL IRON ACCENTS CONDITIONS AND EXCLUSIONS:**

1. The discoloration or rusting of decorative metal accent options (grilles, clavos, straps, etc.) is excluded from this warranty.
2. The iron finish (paint or powder coat) is excluded from this warranty.

**LIMITED WARRANTY FOR FACTORY FINISHED DOORS AND WINDOWS:**

All factory finishes supplied by IAMI (except those expressly excluded from this warranty) are warranted by IAMI for six (6) months from the date of shipment by IAMI to be of good material and workmanship and to be free from defects at the time of shipment that would render them unserviceable or unfit for the ordinary purposes for which each item is recommended.

**LIMITED WARRANTY FOR SEALED GLASS UNITS:**

NOTE: Triple Glazed True Insulated glass is the ONLY configuration carrying a limited warranty against internal fogging. Protective double-glazing will experience internal fogging under certain atmospheric conditions. All glass will experience exterior condensation under certain atmospheric conditions. Surface condensation and internal fogging of protective double glazed panels are not to be considered as defects.

IAMI warrants that door and window Triple Glazed (non-lead), True Insulated glass units and other sealed insulated glass units will be free from leakage for ten (10) years from date of manufacture under the conditions listed below. IAMI's obligation under this warranty shall be limited to, at its option and expense, the repair of or replacement of only the defective glass for any insulating glass which it determines to be defective in material or workmanship under normal use and service. New replacements shall be provided F.O.B. Acworth, GA.

**INSULATED GLASS CONDITIONS AND EXCLUSIONS:**

1. Triple Glazed with leaded is only warranted for one (1) year.
2. Sealant has not been punctured or otherwise damaged to break the seal.
3. The sealant has not been exposed to chemicals, such as caulking that is not compatible with TREMCO's SWIGGLE STRIP.
4. Outer glass panel has not been shattered.
5. Glass is not warranted from breakage.

**LIMITED WARRANTY FOR NON-SEALED GLASS UNITS:**

1. Glass is warranted to be free from manufacturing defects and to be built to design specification upon delivery to the customer or F.O.B. Acworth, GA.
2. Glass is not warranted from breakage.
3. Single safety glass reinforcement (Protective Double-Glazing) is not considered to be true insulating glass. Because of the nature of leaded glass construction, certain weather conditions may produce condensation in doors and windows with safety glass reinforcement. IAMI will not warranty doors and windows of this type against condensation between the two glass elements.

**CARE OF YOUR GLASS**

**INSULATED GLASS UNITS OR TEMPERED SAFETY GLASS:**

Do not use harsh chemicals or scrapers on glass. A good quality glass cleaner or mild soap and water will clean the glass. If you have a spot on the glass that is difficult to remove and use an industrial strength cleaner, be careful not to drip on the wood to prevent damage to the finish.

NOTE: We do not recommend the use of a razor blade or any sharp tool on the glass for cleaning purposes. Scratches to glass are not covered by warranty.

**EXPOSED LEADED GLASS PANEL:**

Leaded glass panels are weatherproofed during manufacture. However, they are not waterproof. IAMI strongly recommends double or triple glazing in applications where the panels are exposed to moderate to severe weather conditions to prevent water leakage over time. Should your single glazed leaded panel show signs of water seepage, IAMI will reapply weatherproofing compound at no charge within our Metro Atlanta delivery area during the warranty period.

***DO NOT PRESSURE WASH OR HOSE DOWN YOUR DECORATIVE GLASS DOOR OR WINDOW***

Follow the cleaning instructions listed above for Insulated Glass and Tempered Safety Glass. Be careful not to nick or deform the coming that joins the glass together.

Apply the cleaner to a cloth and wipe on the art glass element itself. Avoid cleaning the lead came as this will remove the natural black patina finish and tend to make it shiny in spots, especially at the solder joints. If the lead came does become shiny, it may be gently buffed with a dry, medium stiffness bristle brush. This will restore the natural black patina finish and provide a uniform color across the leaded glass panel.

**WARRANTY CLAIMS:**

Claims under the Limited Warranty must be made in writing within the period of this warranty and prior to the beginning of any repair work to:

**3501 Lake City Industrial Court, Acworth GA, 30101**

**770.795.8427 \*\* 770.795.8451 FAX**

Claims should detail the date and location of product, the nature of the problem, the name, address and telephone number of the person making the warranty claim. IAMI reserves the right and must be given at least a thirty (30) day opportunity to have any product which is the subject of a warranty claim field inspected by an IAMI representative where feasible. When an onsite inspection is not feasible, detailed photographs, digital or film, may be substituted. The product must be photographed from a distance to show the area surrounding the product. The product must be photographed from the interior and exterior. If the defect is small, also provide close-up photographs. These should be submitted with the warranty claim form.

WHEN THE WARRANTY CLAIM CANNOT BE SUBSTANTIATED BY INSPECTION, THE FOLLOWING WILL BE REQUIRED FOR ALL REPLACEMENT PRODUCT SUPPLIED UNDER A WARRANTY CLAIM:

1. An invoice will be issued for the full value of the replacement product including shipping/freight charges.
2. Payment must be received prior to shipment of the replacement.
3. The presumed defective product is to be packaged in the crate and returned to IAMI.
4. All payments will be refunded upon receipt and verification of the defect. Return of the defective product must be made within thirty (30) days of replacement.

FINAL WARRANTY INSPECTION WILL BE MADE AT THE FACTORY UPON RECEIPT OF THE PRESUMED DEFECTIVE PRODUCT. IF THE CLAIM IS FOUND TO BE INVALID, A REFUND OF PAYMENT WILL NOT BE ISSUED FOR THE REPLACEMENT PRODUCT.

**LIMITATIONS AND EXCLUSIONS:**

**THIS WARRANTY SETS FORTH IAMI'S MAXIMUM LIABILITY FOR ITS PRODUCTS. IAMI MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ITS PRODUCTS EXCEPT AS IT IS SET FORTH. NO DISTRIBUTOR, DEALER OR REPRESENTATIVE HAS THE AUTHORITY TO CHANGE OR MODIFY THIS LIMITED WARRANTY. IN NO INSTANCE SHALL IAMI BE RESPONSIBLE FOR INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the limitations or exclusions may not apply to you. **IN SUCH CASE, THE DURATION OF ANY IMPLIED WARRANTY SHALL BE THE SAME AS THAT OF THE EXPRESSED WARRANTY STATED HEREIN.**

NOTE: IAMI reserves the right to make product improvement changes in specifications, materials, and construction details. IAMI's premier hardwoods vary in color and grain, which can affect the actual finish color. Variances in photography and printing may also cause finish colors shown in catalogues and as displayed on a computer to vary from actual finishes. Final lines and details of delivered product may vary slightly from that of the concept CAD drawings supplied during quoting and specification. This variation is not to be considered a defect.

## **HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS**

### **STORAGE & HANDLING:**

1. Do not expose windows/doors to excessive heat dryness, direct sunlight or humidity prior to finishing.
2. Windows/doors are correctly stored on edge in clean, dry surroundings at least 3" off the floor with protective coverings under the bottom and over the top. Do not lean.
3. If windows/doors are to be stored at the job site, correct and proper sealing of ALL six (6) sides of the window/door is essential. Seal immediately within 24 hours after delivery to the site (see finishing instructions below).
4. Do not store or install interior doors in buildings without an operating HVAC system or where the relative humidity exceeds 50%.
5. Handle windows/doors with clean gloves and do not drag across each other.

### **STAIN & CLEAR FINISHING:**

1. Doors are to be completely machined and prehung prior to finishing.
2. Sand windows/doors with a fine grade sandpaper to remove any handling, raised grain, resin or other marks or blemishes. Always sand in the direction of the wood grain.
3. After sanding, clean entirely with a slightly damp cloth, removing all dust and foreign debris.
4. For windows and exterior doors, apply an oil or alkyd-resin based stain followed with a minimum of two coats of a high grade and high UV rated marine spar varnish.
5. Do not use waterborne products as they can promote splits and grain raise.
6. A pre-stain oil based sealer is recommended when prominent grain contrast is not desired.
7. Inspect the windows/doors' finish annually and refinish as necessary.

### **PAINT FINISHING:**

1. Doors are to be completely machined and prehung prior to finishing.
2. Sand windows/doors with a fine grade sandpaper to remove any handling, raised grain, resin or other marks or blemishes. Always sand in the direction of the wood grain.
3. After sanding, clean entirely with a slightly damp cloth, removing all dust and foreign debris.
4. Seal windows/doors with a quality oil based primer and two coats of either an oil based or acrylic latex paint. Avoid using dark colored paints where windows/doors receive direct sunlight to reduce the chances for warping and splitting.
5. Inspect the windows/doors' finish a minimum of twice a year and refinish as necessary.

### **INSTALLATION:**

1. Check rough window/door opening to ensure proper size. Check square, level, and plumb.
2. For exterior doors, apply high quality sealant to the bottom of the door threshold prior to installation.
3. Install window/door units and shim as necessary to ensure that they operate properly and do not bind in their frame. Adjust the finish hardware for proper alignment, smooth operation, and proper latching without unnecessary force or excessive clearance.
4. For windows and exterior doors, apply drip cap and caulk all exterior trim to protect from water damage.

### **CAUTION:**

Improper storage, handling, finishing, or installation of Integrity Architectural Millwork's windows/doors may result in severe damage to them and **will** void the warranty. For specific questions about finishing, consult a qualified paint dealer for products best suited for your application.



LIMITED NON - TRANSFERABLE WARRANTY  
FOR PVC PARTS AND COMPONENTS

Integrity Architectural Millwork Incorporated (IAM) guarantees to the original purchaser a limited warranty for twenty (20) years from the date of installation on all Polyvinylchloride (PVC) parts or components sold by IAM. Under normal use and maintenance, said product is warranted to be free of any factory caused defects in manufacturing, materials, and workmanship that would cause the product to rot, corrode, delaminate, or excessively swell from moisture. Texture, color variations, and overall aesthetics do not constitute factory defects in material. IAM will repair or replace, at its discretion, any of its products found to be defective provided written notification is given within thirty (30) days from discovery of defect. If the purchaser installs, finishes, or retains a product containing an obvious defect for a period of more than thirty (30) days without giving written notice, the warranty shall be null and void and Integrity Architectural Millwork Incorporated will bear no liability for said claim. IAM reserves the right to discontinue or change any of its products or parts utilized in any of its products at its sole discretion. In the event a product is discontinued or otherwise unavailable, IAM reserves the right to supply a current design which may or may not match the original. Any defects that occur or become evident after the expiration of the warranty period are not the responsibility of IAM. The warranty on replacement product will extend for the remainder of the warranty period of the original unit. The warranties set forth herein may not be altered or amended by an individual either orally or in writing without the express written consent of Integrity Architectural Millwork Incorporated. This warranty is applicable only to product installed in the United States of America. Warranty is withdrawn from any product for which payment has not been received within the specified terms.