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105 Smoke Hill Lane, Suite 180, Woodstock, Georgia 30188

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**ONE-YEAR LIMITED WARRANTY ON UNFINISHED DOORS  
TWO-YEAR LIMITED WARRANTY ON FACTORY FINISHED DOORS**

This warranty is effective for all products manufactured or sold after January 1, 2014.

Tango Doors are warranted to be of sound material and workmanship and to be free of defects which would cause the door to be unfit for ordinary recommended use for the period of twelve (12) months from the date of shipment. In addition, interior doors which have been pre-finished by Tango Doors are warranted for an additional one (1) year. This extended warranty applies only to the construction of the door, and not the factory finish itself. See our Finishing and Care Instructions below for details on finish maintenance.

If a defect is discovered or occurs within one (1) year from the date of shipment, written notice must be provided to Tango Doors, Inc. Buyer shall not return any goods to Tango Doors until Tango Doors has been provided a reasonable opportunity to inspect the goods at Buyer's premises to determine whether a defect exists. Tango Doors will not be liable for any doors repaired, returned, or replaced without prior written consent. If warranted doors contain defects covered under this limited warranty, Tango Doors shall be limited to, at Tango Doors' option, repairing or replacing the doors or to refunding the purchase price of the doors to Buyer. Doors will be replaced in the same stage of fitting and/or finishing as they were originally supplied. Tango Doors will not pay any cost to remove defective doors or to install new doors, nor are we responsible for any finishing costs or consequential damages. Final warranty inspection will be made at Tango Doors' factory upon receipt of defective product. If claim is found to be invalid, neither credit nor refund will be issued for the replacement door or the original door.

This limited warranty does NOT apply to any to the following:

- Doors more than 8' tall or 3'6" wide.
- Doors that have warp which does NOT exceed 1/4" in the plane of the door (see below).
- Doors less than 1-3/4" thick for exterior use.
- Doors which have not been properly sealed on all six sides within fourteen (14) days of delivery, including the top and bottom edges of the door.
- Damage caused by failure to comply with the Finishing and Care Instructions (see below).
- Damage due to improper or incorrect installation.
- Exterior doors used in a commercial application.
- Damages caused by others or by any cause beyond control of Tango Doors, including but not limited to damage caused by misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado, or other acts of nature.
- Misuse of a door, including but not limited to, using door on a part of a building without providing adequate overhang or an appropriate finish color. Adequate



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overhang depends on the typical weather conditions of the site where the building is located, but typically means an overhang projecting a distance away from the door at least equal to one-half the elevation difference between the bottom of the door and the base of overhang structure. In order to reduce the chance of warping or checking, dark-colored finishes should be avoided on all exterior surfaces, especially if the door is exposed to direct sunlight.

- Discoloration or rusting of decorative metal accents (Clavos, grilles, strap hinges, etc.)
- Damage due to trimming the door more than 1/2" from the top or 1- 1/2" from the bottom of the slab.
- Panel movement (shrinkage). The panels in your door are designed to "float" and will expand or contract in response to environmental conditions.
- Expansion or contraction due to varying environmental conditions, such as temperature and humidity.
- Gates, or doors used in a gate application.
- The appearance of any field finished door. In addition, the following natural properties and characteristics add to the beauty of real wood doors and are not considered defects.
- On all knotty wood doors, the location, quantity, and size of knots is unpredictable. Knots which show light through the door will be filled. Knots which do not show light through the door and are not filled should be expected and are not considered defects.
- In all species, natural variations in the color, texture, and density of the wood are common and always acceptable.
- On wire-brushed doors, and inconsistent face plane where stiles or mullions meet rails is acceptable up to a depth change of 1/16", and apparent open connection between stiles and rails is acceptable to a width of 1/32".
- On cedar doors, surface checks of up to 1/32" in width are acceptable and do not compromise the structural integrity of the door.

For the purpose of the warranty, warp is defined as any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "warp" includes bow, cup and twist. In measuring the amount of warp in a door, the following method shall be used: bow, cup and twist shall be measured by placing a 7' straightedge on the suspected concave face of the door and any angle with the door in its installed position. The measurement of warp shall be made at the point of maximum distance between the bottom of the straightedge and the face of the door.

If the claimed defect is warp, Tango Doors may defer repairing or replacing the door for a period of up to twelve (12) months from the date of claim or date of installation, in order to permit conditioning and equalizing to humidity and temperature conditions. The deferral period will not be counted against the one-year warranty period.



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## **FINISHING AND CARE INSTRUCTIONS**

Under normal conditions, all wood products contain some moisture, and wood readily exchanges moisture with the environment. This is true of all wood products, whether they are raw or finished. Although a finish will show this process, wood will regardless react to changes in humidity and environment.

Wood does not change size or shape unless its moisture content changes due to humidity conditions or the environment. When humidity conditions are high, wood absorbs moisture and swells (or expands). In low humidity conditions, wood releases moisture and shrinks (or contracts).

Wood products perform successfully when correctly used in a proper environment. Tango Doors selects and uses only properly kiln-dried woods to ensure stability in climate controlled homes. Relative humidity inside the home should be maintained within a range of 40%-50%. Homes without proper temperature and climate control will likely experience problems with dimensional change of the wood. Care should especially be taken during site storage and installation. Other points to consider:

- Extreme moisture or dryness will cause panel expansion or contraction, joint separation, veneer checking or cracking; delamination's, bowing of the stile/rail, expansion or contraction of the stile/ rail, and may include door failure. In exterior applications, if the door will be exposed to large amounts of direct sunlight or moisture, we recommend that a non-wood product be used instead.
- In seasonal climates doors may expand and bind against their jambs during the more humid season. Likewise, doors may pull away from their jambs during the dry season.
- If a door needs to be trimmed for fitting purposes, all exposed edges must be sealed and refinished immediately.
- Doors with a painted finish will reveal "seams" at the joints as natural wood movement occurs.
- If doors are ordered unfinished from the factory, doors should be completely finished on all six (6) sides within fourteen (14) days of delivery. Finishing/sealing the door will minimize and slow the absorption of moisture but it will not eliminate it, so proper humidity levels are important throughout storage, installation, and use.

### **FACTORY UNFINISHED DOOR (Machine-sanded)**

If you order your doors unfinished from the factory, the center panels will be individually machine-sanded, and after assembly, the entire door will be machine-sanded to flush the joints and create a smooth, uniform surface. Additional hand-sanded is required at jobsite before finishing, removing handling marks, and oil residue from fingerprints, surface blemished, and other minor imperfections. Tango Doors is not responsible for the appearance of any door not finished at our factory. We believe that the overall quality of the finish is primarily and directly related to the quality of the prep-sanding process, and we



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recommend that onsite finishers follow the same process that we use below in our factory prefinished doors.

#### **FACTORY PREFINISHED DOORS**

We believe that the final quality of the finish is directly related to and perhaps most importantly affected by the quality of the sanding prior to the first coating application. A bad finish can almost always be traced back to a combination of poor or non-existent hand sanding, poor finishing materials and/ or a poor work environment. After machine sanding, our doors are hand sanded to 180 or 220 grit. Sticking and panel profile details are then finger-sanded, with particular attention given to the exposed end grain on the tops and bottoms of the panels. Our stain is applied by an HVLP spray gun in a climate- controlled spray booth with air make-up system, allowed to penetrate the wood and air-dry. A protective varnish sealer is then sprayed on all six sides of the door and allowed to air dry. After drying, the entire door is fine-sanded by hand (180 or 220-grit) again to develop an ultra-smooth surface for the topcoat. Glazes are then brushed -on and wiped-off using the artist's discretion for highlighting and shadow. Finally, a durable varnish topcoat is sprayed, which when dry provides a beautiful finish that not only protects against scratches, nicks and dents, but is impervious to both moisture and virtually all household chemicals.

#### **FINISH MAINTENANCE**

All finished wood requires regular maintenance to keep the finish looking as new as possible. For interior doors and trim, dust regularly and periodically wipe with a damp, not wet, cloth to remove dirt and other particles and smudges. Furniture and other wood polish are not recommended as it will cause build-up on the finish. For exterior doors, the speed at which the finish will deteriorate is in direct response to the exposure of the door to direct sunlight, rain and snow. Most exterior finishes deteriorate rapidly. At a minimum, Tango Doors recommends that all of its exterior doors be inspected and wiped down every six (6) months, in spring and fall, with a damp, not wet cloth to remove dirt and other particles. Depending on exposure and weather conditions, exterior doors may need to be refinished as often as every year. To refinish, use a high quality exterior varnish system and follow the manufacturer's instructions for refinishing.