

The following is a list of procedures to follow for making a warranty claim to Stewart Brannen Millwork. The main purpose behind this is for our dealers to be able to diagnose problems in the field. It is too time consuming, costly and usually too far to travel to look at everything little complaint or problem that arises. Be sure that all procedures and protocols have been followed and met before contacting the manufacturer.

1. Look at the product on the jobsite or finished home.

This entails going and physically looking at the product to make the claim. Second hand information and hearsay will not be accepted as an effect means of communication with the manufacturer. Whomever is making the claim must have firsthand experience with the product in question.

2. Digital pictures of the product and jobsite must be provided.

This is to include pictures of the product location on the premises. Pictures illustrating the condition and current state of the product. Pictures should be able to show how much exposure to the elements the product is receiving such as which direction does it face, is it under adequate overhang, is it in a wet location, etc . . . We also require some pictures from a distance as well as close up on the product.

3. Check the finish on the product. What condition is it in and how long has it been finished?

When was it finished is most important? The warranty states that:

“This warranty does not cover any deterioration caused by failure to protect and finish all exposed surfaces (all six sides) and edges of the product immediately upon installation or removal of plastic wrap, and finish must be maintained by homeowner. “

If the product was not properly sealed per the warranty and if it was not done immediately upon receipt the manufacturer is not liable for any damages or deterioration due to the lack of finish. Signs to look for would be the quality of the finish. One coat of primer is not and will never be considered proper and satisfactory for warranty claims. Has the lack of finish allowed moisture to change the state of the product? Are there visible signs of water and or absorption of moisture present on the product? Are all the surfaces finished? Use a pocket mirror to easily check the bottom (the area most prone to moisture problems) and the top of product. A telltale sign of moisture problems would be that the stiles and rails are not in the same plane. One or the other has gained moisture and changed in thickness. Causing separation where they meet and a visible crack.

If a claim is concerning glass follow the procedures below.

1. Know what the warranty states about glass issues.

The product warranty states that: **“All glass claims/failures will be deferred to the glass supplier’s warranty.”**

2. If a scratch is the issue of concern see below.

First refer to the glass manufactures warranty about scratches to see if it can be made as a valid claim. We as the product manufacturer strive to check all glass before installation in the final product. If a scratch claim is not made with 10 days of receiving the product we cannot take responsibility for the scratch.

3. If the issue of an “alleged” stress crack see below.

The glass manufacturer will be contacted and one of their reps will be sent to inspect the glass. We do not honor “stress cracks” since the glass manufacturer will not honor them.

In most cases of warranty claims the product is installed or left on the jobsite in unconditioned areas in some phase of the construction process. It has been our experience that once the product is in its final location and conditioned and has been sealed properly per the manufacturer’s specifications the problem will resolve itself. It is expected that the product will experience seasonal changes in the product as the humidity and moisture in the air changes.

Once all procedures have been followed and met then and only then contact the manufacturer for a warranty claim. The manufacturer will need to have corresponding information about the product in order to locate its internal documents along with all digital pictures taken during the procedural check.