

# GUARANTEE



## CARE AND HANDLING

**Door Information:** The standard Superior Doors door is constructed with a 30mm rail and 3mm door skin. After pressing and manufacturing, the finished door is 36mm in nominal thickness. The standard door height is 1980mm and any other heights will be termed as a special product.

**Storage :** Doors must be stored on a flat dry surface that is elevated from the ground. Doors must have a cover sheet on top while in storage to prevent direct sunlight from affecting the timber.

**Guide for painting UV sealed MDF Doors :** It is critical that the paint manufacturers application specifications (including dilution rates and film weight) and environmental conditions (including minimum temperature, maximum humidity/ambient moisture and ventilation) are adhered to.

Doors must not be painted in dark colours (refer to 9b below). A high quality finish can be achieved through careful preparation. Superior doors of standard heights and widths are sealed on both faces with an off-white UV sealer at the factory prior to despatch to clients. All 4 edges and 2 faces must be sealed by client or painter to comply with warranty (refer to 9a below).

Before priming the door it is very important to sand the sealer with 320-400 grit paper. This sanding is particularly important when using water based products to offer improved paint adhesion. Using coarse grit paper may penetrate the sealer and lead to swelling of the scratched surface.

## 10 YEAR GUARANTEE

All doors manufactured by Superior Doors Ltd are guaranteed to be of good quality workmanship, material and free from defects which would render them unserviceable or unfit within 10 years of purchase. Superior Doors Ltd, subject to its terms and conditions of sale, agrees to repair or replace at its option, any door found to be defective within the conditions of the warranty.

No liability will be accepted for work such as hanging, painting, transport or freight costs, reglazing or any other consequential loss. Minor shrinking and swelling of components are a normal characteristic of wood and wood composites, which vary with seasonal humidity and are not considered defects. We try to ensure that the timber and other materials have been prepared correctly to make all doors fit for purpose.

### **Superior Doors Ltd will not consider any of the following defects:**

- (a) A warp, bow or cup shall not be considered as a defect unless it exceeds 5mm in a 1980h door. Larger doors require a greater tolerance for warp, bow or cup. Please see our website ([www.superiordoors.co.nz/downloads.html](http://www.superiordoors.co.nz/downloads.html)) for exact tolerances on larger doors.
- (b) Natural variations in colour or texture of the wood and other materials are not considered defects.
- (c) Variations in height, width or squareness of +/-2mm or less are not considered to be a defect.

### **The following conditions need to be adhered to:**

1. All doors must be inspected upon arrival. Any claims for doors with manufacturing defects must be lodged within seven days of receipt of the door and before being hung or adding value in any way.
2. Interior doors should not be subjected to direct sunlight, environments with excessive humidity or moisture, or any wet areas.

If using water based primers in a high humidity or a very cold environment, only thin coats should be used to prevent water penetration over the extended drying time. Water may not evaporate and a non-premium finish may result. It is preferable to use solvent based paint in very cold situations.

**Installing :** Once on site, the doors must be sealed within 7 days on both faces and all four edges. Exposed areas of the door increases the opportunity for moisture to enter the wooden components of the door. Although primed doors have both faces primed it is critical that all four edges are also primed upon arrival to site.

It is recommended that standard doors are hung with 3 hinges. It is also recommended that solid particle board and over-height doors are hung with 4 hinges. Flush panel and grooved doors have a label on one edge of the door that refers the builder to the lock block side. 4 & 6 Panel doors have a lock block either side.

**Hardware :** Doors are not supplied with nor are they drilled for hardware.

**Alterations :** Any cutting down of the doors that removes more than 3mm from any edge, or cutting any vision panels into a door, will render the warranty void. We do not recommend altering the size of the door from the manufactured dimensions.

3. Doors leaves need to be stored flat and covered.
4. All doors need to be stored or hung in dry buildings, away from any freshly plastered or concreted surfaces.
5. Porch doors must be in a sheltered position and not be subjected to any exposure of direct sunlight, rain or other prevailing weather conditions or wet areas.
6. All cavity slider doors must have steel reinforcing inserts at least equal to Superior Doors recommendations. Please refer [www.superiordoors.co.nz/downloads.html](http://www.superiordoors.co.nz/downloads.html) to check the steel recommendations for the required door size.
7. Trimming or altering the door size is not recommended. Trimming more than 3mm off any edge voids the warranty.
8. Superior Doors Ltd will not accept responsibility when the moisture content of the timber falls below 8% or exceeds 15%.
- 9a. All doors must be thoroughly sealed with at least 2 coats of an appropriate sealer or primer, on all 4 edges and 2 faces within seven days of arriving to site.
- 9b. All doors must be painted in colours with a Light Reflectance Value (LRV) of greater than 50%. Failure to do so could result in heat distortion and warping.
- 9c. Before hanging, a complete paint system designed for timber, timber based products and MDF must be used, including pre sanding of the doors in preparation, at least 2 coats of undercoat/ primer (to all 4 edges and both faces) and 2 top coats. It is not adequate to paint top coats directly onto the Superior Doors primer. Semi-gloss or satin finishes are recommended for all doors. Compliance to paint manufacturer's instructions is essential.

**The warranty may be void if the above conditions are not met.**