

Timber Door Care

We strive to ensure that our products are fit for purpose as supplied, and in this leaflet you'll find complete treatment advice to avoid problems arising at a later date.

Your door(s) must be installed in accordance with these guidelines. Any subsequent claims will be assessed against this standard.

DOOR FINISHING AND PROTECTION

- Our bespoke doors and frames are supplied either bare, primed or treated. **They must be sealed as soon as possible after delivery.** This seal coat must be applied to all surfaces of the door and frame, including the top and bottom of both door and frame and under the lock and hinges.
- The primer or treatment is applied as a base coat and is not a final waterproof coat.
- To get the best finish, any door - whether bare, treated or primed - will require normal surface preparation prior to applying further coats. **Never use wire wool on an oak door.**
- It is imperative that further coats of a high quality finish are applied (to the manufacturer's guidelines) before the door and frame are exposed to the elements, and that this coating is maintained for the life of the door and frame.
- Painted frames should receive **a minimum of two exterior grade undercoats and three exterior grade top coats** (or as per the manufacturer's recommendations).
- The door must be coated equally on all faces to allow a balanced movement of moisture.

DOOR STORAGE

When doors are stored for more than 2 weeks they must be adequately sealed. Timber reacts to fluctuations in temperature and moisture, so precautions must be taken to prevent this.

Moisture content of timber doors should be kept even during storage and installation.

- The storage area must be well ventilated and **not** recently plastered. Doors **must not** be stored in an area where screeding, plastering or any other wet trade has taken or is yet to take place. All completed wet work must be completely dried out.
- Extra care should be taken in centrally heated and air conditioned buildings.

DOOR INSTALLATION

- **We strongly advise that no works be carried out or installers booked prior to delivery and inspection of your goods.** If there are any issues with the door and frame on arrival, if it is possible, please contact us before letting the driver leave as this may save time on a re-delivery.
- Glass must be unpacked, checked and any issues reported by the customer **within 48 hours of delivery.**
- We use a 3D hinge so that minor adjustments can be made without taking the door off (adjustment guide supplied with your door or can be found here: <https://woodenwindows.com/guides/3D-Hinge.pdf>), but if water ingress has been allowed doors may need to be trimmed. If trimming is required at any point, always trim down the hinge side or evenly from top and bottom. Any timber left exposed at this point **must be redecorated immediately.** Please note, an adjustment guide is supplied with your door.
- The low modulus silicone (U9) and butyl glazing tape supplied with your glass **must** be used in accordance with our glazing guide.

Wood is a natural product and minor swelling or shrinking is not a defect but a normal characteristic of the material. This may occur due to variations in climate and atmospheric conditions such as temperature and humidity. Adherence to the above points will help minimise these effects.

We hope that this guide will help you keep your door and frame in excellent condition and properly cared for. If you have any further questions regarding fitting or maintenance, please do not hesitate to get in touch:

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