

**IMPORTANT NOTICE – INTERNAL & EXTERNAL DOORS**  
**PLEASE CHECK YOUR DOOR BEFORE YOU COMMENCE ANY WORK**

**DIRECTIONS** – Door must be handled with care and stored flat and level in a dry and clean warehouse or storage facilities. Before door(s) are delivered for installation to site, ensure that all plaster, texture or cement must be completely dry as excessive moisture penetration to the door may result in breakdown of the joints. It is very important that all six surfaces (which include both faces and all four edges) of the door are sealed with adequate base sealer immediately after the wrapping are removed.

**PRE-INSTALLATION INSPECTION** – Check carefully that the doors to be installed are fully acceptable and in good condition prior to any installation work being carried out on the door. If any works carried out on the doors, there can be no refund. Timber is a natural product & you will get variations in colour and it should not be deemed a fault with the goods.

**TRIMMING TO SIZE** – (If no recommendations provided with the door). If the door has to be reduced in size, (SEE BELOW FOR maximum recommended amounts). ensure that equal amounts of wood should be taken from both sides and / or the top/ bottom of the door, allowing for the sealing coats. Avoid fitting locks at the rail joints.

**Internal & External OAK VENEER** – Warranty invalid if trimmed more than 6mm from any side and top & bottom of doors.

**Internal & External HARDWOOD** – Warranty invalid if trimmed more than 6mm from any side and 6mm top & bottom.

**Internal PINE & WHITE MOULDED** – Warranty invalid if trimmed more than 3mm from any side, top & bottom.

**External LA PORTE FRENCH DOORS & LA PORTE VISTA FOLDING DOORS** – These doors and frames should not be reduced in size. If items are reduced this will invalidate any guarantee. For Guides on Finishing go to [www.oakwooddoors.co.uk](http://www.oakwooddoors.co.uk) Home page “FAQ’s”, or see the “Technical” section.

**FIRE DOORS (FD30)** – You should always check the label. These doors have individual limitations in this respect and these cannot be exceeded. Any queries you should contact Sales Tel : 01484 643394. If you reduce more than the recommendation you will invalidate any fire rating guarantee.

**FINISHING AND PROTECTING** – It is most important that the door is fully sealed on all six surfaces, including cut outs and use a good water repellent wood protective treatment. In accordance with British code of practice 151. **You should avoid using water based finishes.** Do

not use Oils, Wax, varnish. When the doors are manufactured it has a controlled moisture content, the above mentioned treatments will not seal the moisture content into the door, therefore allowing moisture ingress or loss to occur causing the door to either swell or shrink and veneer to bubble / split. If you do not treat the doors as stated in the manufacturers recommendations and there is a fault with the item, this will invalidate any guarantee. **IT IS NECESSARY TO SEAL ALL THE JOINING POINTS PROPERLY TO AVOID WATER DROPS /DRIPPING ON THESE SPOTS.** External doors and frames with factory applied primer or base coat stain should have at least one of the finishing coats applied as soon as possible after delivery or installation. The back of external frames should be coated before installation.

Glazing rebates and backs of beads should be sealed with an appropriate sealant. Ensure surfaces and edges are in good condition before applying finishing coats. If the primer or base coat stain has deteriorated it should be recoated before further finishing coats are applied.

Finishing of external doors and frames should be carried out in dry weather using good exterior quality materials in accordance with the manufacturer's instructions.

On **External Doors**, the finish should **be an exterior quality paint or a 'high build' stain.** ('Low build' types of stain should not be used on external doors.) Do not use Oils, Wax, varnish. When the doors are manufactured it has a controlled moisture content, the above mentioned treatments will not seal the moisture content into the door, therefore allowing moisture ingress or loss to occur causing the door to either swell or shrink.

It should be noted that the use of dark coloured paint or stain finishes on external doors, particularly if located on the south or south west elevations of buildings, will result in high surface temperatures on the door and can increase the risk of distortion and of resin exudation through the finish. **Ensure all Surfaces, Edges, Cut outs for letter box & hinges are Finished before installing. If there is a fault with the items within the guarantee period and you have not followed the manufacturers recommendations your guarantee will be invalid.**

It is important that all surfaces of doors are painted. For external doors or other doors subject to wetting or take up of moisture it is especially important that the **full finishing system is applied to the top and bottom edges of the door leaf. The bottom edge should be coated before fitting the door. Factory finished doors should be checked and any small areas made good in accordance with the manufacturer's recommendations. The door manufacturer may disclaim responsibility for any defect or failure that may subsequently occur which is attributable to non-compliance either wholly or in part with the advice given in this copy.**

We suggest additional treatment may be needed at least once a year if there is any indication of deterioration in the wood protective finish.

Minor swelling and shrinking of wood parts is not a defect within the meaning of the limited warranty, but it is a normal characteristic of wood that may occur with variation in climatic and atmospheric conditions such as humidity and temperature.

## **IMPORTANT**

**RETURNS** – (Incorrect Orders). For reasons other than door damage we operate the following returns policy.

- All goods that you may wish to be returned must be of a saleable quality. We will inspect the doors on return and any account adjustments will only be made once we are sure that the doors can be re-sold.
- Pre Hung Door sets can not be returned as these have been supplied to the customers specifications.
- If we are satisfied doors are in a saleable condition and in original packaging we will charge minimum 25% excluding VAT for the restocking charge.
- You must return the items postage paid to Oakwood Doors & spray finishes Ltd, Unit 14, Oakes Mills West, New Hey Road, Oakes, Huddersfield, HD3 4BY. (Sat Nav purposes use: 218 New Hey Road, HD3 4BU), which is directly opp.
- If you have ordered a finish for your doors and this work is in process or finished we are unable to offer a refund.

RETURNS – (Damage)

**For reasons of damage you must report this to Oakwood Doors Tel: 01484 643394 within 48 hours and return the items postage** paid to Oakwood Doors & spray finishesLtd , Unit 14, Oakes Mills West, New Hey Road, Oakes, Huddersfield, HD3 4BY.

**FOR LA PORTE FRENCH DOORS & LA PORTE VISTA DOORS TECHNICAL SUPPORT**

**TEL: 07000 785571**

**Helpline available : 5 Days a week from 9am to 5pm**

**THESE DOORS & FRAMES MUST BE COMPLETELY SEALED BEFORE HANGING & NOT REDUCED  
IN SIZE**