

RIVER CITY WOODWORKS

CARE AND WARRANTY FOR UNFINISHED INTERIOR DOORS

1. All River City Woodworks doors must be stacked flat (stored in a horizontal position) away from direct heat and light as discoloration or warpage may occur. Areas where drywall or concrete work is being done is not suitable for storage of unfinished doors. Doors must not be stacked on or close to a concrete floor.
2. Do not remove shrink-wrap until doors are ready to be finished.
3. Doors and jambs should be handled with clean, dry hands. Doors are not ready for immediate finishing and should be inspected thoroughly. A light sanding may be necessary to remove blemishes, handling marks, cross grain sanding lines and any naturally occurring resin spots that may be present on the surface of the door. Use only high quality sealers, stains and finishes. Do not use water based finishes on doors constructed using veneer panels.
4. Doors must be finished on all six sides (top, bottom, both side edges, front and back)
5. It is recommended that extra coats of finish be applied to the end grain on the top and bottom of the doors. All hardware must be removed from the door at time of finishing.
6. Doors must be finished with a sealer coat and two coats of finish for a total of three coats.
7. All River City Woodworks doors are guaranteed at the time of shipment to be defect free and serviceable in normal recommended usage.
8. Variations in the natural colour and grain are not considered defects. Pin knots are considered normal in a “clear” grade of material.
9. Shrinkage and expansion occur naturally in wood products. Panels in River City Woodworks doors are floating to accommodate this natural process. Panels may be tapped lightly to re-align the panels that have moved out of alignment during shipping and handling. Panels may continue to shrink as the doors adjust to their environment after the finishing process and some touch-ups may be necessary on the panel edges.
10. Doors must be finished within 30 days of delivery and the finishing instructions above followed or the warranty is void.
11. The relative humidity of the house must be maintained throughout the year between 30% & 50% to avoid wood movement issues like cracking and twisting caused by excessive shrinkage. Wood movement issues caused by excessively low relative humidity will not be warranted.

FINISHING INSTRUCTIONS FOR FACTORY PRIMED DOORS

Our doors are primed using

1. Prior to painting insure that the building atmosphere is dried to a normal relative humidity and temperature. A door stored at a job site with recently installed drywall is a “very poor” environment for storage prior to finishing.
2. Doors should always be stored flat and in a clean, dry surrounding, with spacing between to allow for proper ventilation. Doors should never be stored directly on concrete or leaned against walls.
3. Doors should not be considered ready for painting when initially received. Prior to painting, remove gloss, handling marks, raised grain, minor glue marks, and any other undesirable blemishes by completely block sanding all surfaces with 180-220 grit sand paper or fine sanding sponge. Clean the doors thoroughly after sanding with a tack cloth and mineral spirits.
4. Avoid using caustic or abrasive cleaners. Wait for any moisture to flash off before painting.
5. Spot prime if needed.
6. Certain doors with an applied glazing bead will require some filling of nail holes.
7. Apply a minimum of two topcoats of paint.
8. Both sides and all four edges of the door must receive two coats of paint.
9. Follow paint manufacturer’s instructions carefully.
10. Doors should be sealed (painted) within 48 hours of arrival to job site.
11. Any door with noticeable defects must be rejected and brought to River City Woodwork’s attention prior to finishing.

IF THE ABOVE INSTRUCTIONS ARE NOT ADHERED TO, DOORS WILL NOT BE WARRANTED