



ROYAL DOOR Ltd.

A Canadian Company Established Since 1975

87 Planchet Road, Concord, ON L4K 2C6 www.royaldoor.ca

TEL: 905.669.2954 FAX: 905.669.2972 sales@royaldoor.ca

Royal Door Ltd. proudly supports Brandan's Eye Research Foundation: www.brandanseyerresearchfoundation.ca

THE ROYAL DOOR WARRANTY

Royal Door Sales & Services Ltd. warrants its doors for one (1) year from the shipping date on the invoice. For full details on the warranty visit the website www.royaldoor.ca. Wood products such as doors are susceptible to expansion, contraction and/or warping which are caused by extreme variations in humidity and temperatures. Warping can also result from different temperature conditions from either side of the doors, such as air conditioning. This warranty applies only if the following care and handling instructions have been followed correctly:

1. Doors should be handled with proper care. They should not be dragged across the floor or other surfaces. They should be lifted, eliminating any sliding of one door on the other.
2. Under no circumstances should the unfinished doors get wet prior to staining or painting because every drop of water will leave a permanent stain on the wood. Failure to adhere to this notice, will result in the warranty being null and void.
3. Doors must be stored in a dry and well ventilated room, not in a damp or freshly drywalled or plastered environment where they are subject to abnormal and varying temperatures and humidity. Store doors at least four (4) feet from heat sources and flat on a level surface supported in at least three (3) places. To prepare doors for installation, store them at average room temperature for several days.
4. Doors must be protected with at least one application of a water proof sealer within 24 hours of installation. The sealer must be applied to all six (6) sides of the door (front, top, back, bottom and both sides). A generous protective coat should be applied to the bottom and top of the door which is where humidity is easily absorbed. Doors should be inspected annually and refinishing should be applied as often as is needed in order to protect the integrity of the finish. When finishing a glass door, the panes must be covered with masking tape in order to prevent them from being scratched permanently by sandpaper. It is recommended that an oil based primer be used when painting a veneer pine door to prevent the veneer from lifting. In addition, when finishing solid pine doors for exterior use, a tanning blocking primer should be applied prior to painting in order to avoid resin bleeding through the finished door surface. Joints from fingerjoint pine doors can be noticeable once the doors are finished. An oil based paint is recommended to help make joints less noticeable.
5. Exterior doors must be protected from the elements by an overhang of at least six (6) feet.
6. In order to maintain the structural strength of a door, a maximum of ¼" is permitted for fitting in length and width taken equally from two (2) sides of the door.
7. If there were to be a problem with any of our doors, all complaints should be reported to an authorized dealer within 24 hours of receiving the merchandise and before any installation work is started on the door. The dealer must contact us immediately. Transportation and labour to replace and refinish defective doors are at the customer's expense.

WARRANTY EXCLUSIONS

1. On any unfinished interior and exterior doors that have become wet after leaving our manufacturing facility.
2. On any exterior doors that have been painted or stained with dark colours such as black or dark brown.
3. On any interior doors that have been installed for exterior use.
4. On any exterior doors that are out-swinging.
5. Damages caused by failure to comply with the care and handling instructions.
6. Product abuse.
7. Doors that are improperly installed.
8. Non-alignment or bow in the frame or jamb in which the door is hung.
9. Damages caused by persons, other than the manufacturer, attempting to make repairs to the door.
10. Doors whose basic structure has been changed.
11. Doors that have a warp or twist that does not exceed ¼". This does not include doors that exceed 36" x 84".
12. No warranty on any doors larger than 36" x 84".

NATURE CREATES... BUT NEVER DUPLICATES

So two pieces of wood, even from the same tree, are never exactly alike. Due to the differences in natural colour and grain, each piece of wood will react differently to the finishing materials used. This means that you may notice a slight difference in colour between several pieces. In addition, sound knots, slight surface cracks, and other imperfections are not seen as defects.