

RIVER CITY WOODWORKS

CARE AND WARRANTY FOR UNFINISHED EXTERIOR DOORS

1. All River City Woodworks doors must be stored 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 that are for the outdoors and are UV resistant.
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.
12. It is recommended that a bead of silicone sealant suitable for exterior glazing applications be applied around all glass lites after the door has been finished to prevent water infiltration. Doors that are directly exposed to continuous sunlight or other weather elements such as rain, without overhangs or protection, shall not be warranted in regards to the effects caused by these elements.