

OWNER'S GUIDEBOOK

Wooden front doors

This guidebook applies to doors delivered after June 1st 2014

MAINTENANCE

- Your door must be cleaned at least twice a year. When doing your maintenance, use a damp, soft cloth with lukewarm water.
- DO NOT use SOAPS or CLEANING SOLUTIONS. DO NOT use PRESSURE WASHERS or HOSE DOWN the door or threshold. Doing so will damage the door's finish and these damages are not covered by our warranty.
- It's normal that after several years, generally between 3 and 5 years, to redo the varnish to protect the door from UV rays. We offer a maintenance service which includes the application, by means of a paint gun, of a layer of varnish, this is done by one of our qualified technicians. To book an appointment, please communicate with us.

Here are some of the signs that indicate that your door needs maintenance :

- Irregularity of the finish : glossy / dull parts
 - Flaking in some areas
 - Irregularity of the color (stain touch up)
 - Damages in the wood (scratches)
- It's possible that after numerous years, generally between 15 to 20 years, that the stain and varnish of the door needs to be redone. We can then offer the in factory stripping of your door. To book an appointment, please communicate with us.

MOISTURE LEVEL AND ADJUSTMENT

The adaptation period of the wooden door to its environment is 1 year. It's normal that in this first year 1 or 2 door adjustments might be needed.

However, in order to minimize the number of adjustments, we recommend that the moisture level of your home be controlled. When the moisture level is too high, the wood swells and you will then have difficulties to operate your door. If the moisture level is too low, you run the risk of the wood cracking and it may also cause your door not to operate correctly.

We recommend that you maintain the moisture level in your home according to the chart below :

Over 4°C	Up to 45%	Over 39°F	Up to 45%
4°C to -7°C	Up to 40%	39°F to 19°F	Up to 40%
-7°C to -11°C	Up to 35%	19°F to 12°F	Up to 35%
-12°C to -17°C	Up to 30%	10°F to 1°F	Up to 30%
-18°C to -22°C	Up to 25%	0°F to -8°F	Up to 25%
-23°C to -28°C	Up to 20%	-9°F to -18°F	Up to 20%
-29°C or less	Up to 15%	-20°F or less	Up to 15%

(Source CMHC : Canada Mortgage and Housing Corporation)

If the moisture level is too high, there will be some signs. In fact, condensation in the windows and frost on the hinges are some of the signs. You can find additional information on the CAA Quebec website :

<https://www.caaquebec.com/en/at-home/advice/tips-and-tricks/tip-and-trick/show/sujet/excess-humidity-condensation-is-an-sos/>

If the moisture level is not maintained, the dimensions of the door will vary causing the need of multiple adjustments. Adjustments are covered by the warranty for the first year, this is the period needed for the door to adapt to its environment. Any adjustments beyond this period will indicate that the moisture level is not controlled and will not be covered by our warranty.

AIR INFILTRATION

- The weather strip system we use is very effective. However, the handles are not totally air tight. We can't completely eliminate the air infiltration through the handles thus, these air infiltrations are not covered by our warranty.
- When an air evacuation system is used, for example the exhaust hood in the kitchen or the fan in the bathroom, it is normal to observe a slight air infiltration since the house is in negative pressure.

SPLASHES

As for the finish, the protective product used is permeable this allows the exchange of moisture between the wood and the environment. This characteristic allows the varnish to last longer without flaking.

If the door is constantly splashed by the water streaming down the roof or falling from a gutter, the wood will gorge itself with water. When pale spots appear on the wood, it is imperative to correct the situation by either installing gutters over the door, moving the existing descent of the gutter or adding a flexible hose to the end of the gutter to divert the water away from the door.

Even if no spots appear on the door, in no case, the door should be regularly splashed with water, this could cause serious damages and they will not be covered by our warranty.