

HOW TO STORE, HANDLE, FINISH, INSTALL AND MAINTAIN WOOD DOORS AND JAMBS

When “products” is mentioned in this warranty, it refers to our doors and jambs.

Improper storage, handling, finishing, installation and maintaining of wood doors and frames may result in severe damage to the products. The following guidelines will help to maintain the high quality products supplied by LAMBTON DOORS.

STORAGE AND HANDLING

1. Doors and jambs should always be stored flat in clean and dry surroundings. Cover with tarp or opaque plastic wrapping to keep clean and protect them from dust and light, and allow air circulation. If stored for long periods, the top and bottom of unfinished doors must be sealed.
2. Doors and jambs should not be exposed to excessive moisture, heat, dryness, or direct sunlight.
3. Doors and jambs should always be handled with clean hands or while wearing clean gloves.
4. When carried, products should be lifted and not dragged across one another.
5. Certain species such as cherry, mahogany, walnut, teak are more susceptible to discoloration if exposed to either sunlight or some intense artificial light. To protect products that have been unpacked on the field from light damage, cover with tarp or opaque plastic wrapping.
6. Store products at least 4” (101.6 mm) off floor, flat on a level surface in a clean, dry, well-ventilated area protected from sunlight, wide swings in relative humidity, and abnormal heat or cold. Relative humidity should not be less than 25% nor more than 55%.

FIELD FINISHING

1. Prior to finishing, insure that the heat and the building atmosphere are at normal, interior relative humidity. Insure that the doors and jambs have been allowed to equalize to a stable moisture content.
2. Wood is hygroscopic, and dimensionally influenced by changes in moisture content caused by changes within its surrounding environment. To assure uniform moisture exposure, and dimensional control, all surfaces must be finished equally.
3. Products may not be ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnish and other undesirable blemishes by block sanding all surfaces in a horizontal position with a 120, 150 or 180 grit sandpaper. To avoid cross grain scratches, sand with the grain.
4. Certain species of wood, particularly oak, contain chemicals which react unfavorably with certain finishes causing dark stain spots. Therefore, the species/finish combination should be tested prior to finishing. Notify your finish supplier immediately if any undesirable reaction is noticed. Do not continue with the finishing until the problem is resolved. LAMBTON DOORS can not be held responsible for these reactions.
5. The same consistency of finish must be applied on both sides of the door and each part of the wood frame.
6. All exposed wood surfaces must be sealed, including top and bottom rails, cut-outs and hardware preps.
7. To achieve the desired results of color uniformity, finish build, gloss and reduce the frequency of refinishing, **obtain and follow finish manufacturers’ recommendations.**
8. Be sure the surface being finished is satisfactory in both smoothness and color after each coat. Allow adequate drying time between coats. **Desired results are best achieved by following the finish manufacturers’ recommendations.**

INSTALLATION

1. The utility or structural strength of the doors and jambs must not be impaired in fitting to the opening, in applying hardware, in preparing doors for lites, louvers, or plant-ons or other detailing.

2. Clearances between door edges and door jamb should be a minimum of 1/16” (1.6 mm) on the hinge edge and 1/8” (3.2 mm) on the latch edge and top rail.
3. All hardware locations, preparations for hardware, and methods of hardware attachment must be appropriate for the specific door construction. Templates for specific hardware preparation are available from hardware manufacturers.
4. Installer must drill pilot holes before installing hinges. **Check screw manufacturers’ recommendations for size of pilot holes required. Failure to follow these procedures voids door warranty.**
5. Install all fire rated doors according to NFPA 80.
6. Install jambs as per installation instructions.
7. Apply the sealer, primer and first coats of the required finish immediately after fitting and cutting for hardware and before the installation of any hardware.
8. The appearance of field glazing is not guaranteed under any circumstances.

All factory pre-finished doors and jambs should be checked on jobsite against approved *Pre-finished Veneer samples* prior to installation. **INSTALLATION OF PRE-FINISHED DOORS AND JAMBS ON JOBSITE WILL CONSTITUTE FINAL ACCEPTANCE OF THE PRODUCTS.**

DOOR INSTALLATION INSTRUCTIONS IN THE FRAME for 45, 60 and 90 minute fire rated mineral core door

1. For best results, screw holes should be pre-drilled at the factory.
2. If screw holes are not pre-drilled at the factory, installer MUST pre-drill for screws to ensure effective screw holding and prevent splitting during installation. Check screw manufacturers’ recommendations for proper pilot hole dimensions.
3. If torque is too great screw gun will strip screws, torque should then be adjusted to prevent stripping. All final tightening of screws SHOULD be done with handled screwdriver.
4. If for any reason doors need to be removed from openings, **do not remove hinges from doors.** Remove hinges from frame and **leave hinges attached to doors.**
5. LAMBTON DOORS will not repair or replace doors damaged by improper installation.
6. Failure to follow these procedures and recommendations will void door warranty.

MAINTENANCE

When cleaning door surfaces, use a non-abrasive commercial cleaner designed for cleaning wood door or paneling surfaces that does not leave a film residue that would build-up or affect the surface gloss of the door finish.

**IF THE ABOVE INSTRUCTIONS ARE NOT FOLLOWED,
WARRANTY WILL BECOME NULL AND VOID.**

**THE APPEARANCE OF FIELD FINISHED ON PRODUCTS
IS NOT GUARANTEED UNDER ANY CIRCUMSTANCES.**

Feel free to contact us regarding any information.

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A. GENERAL INFORMATION

1. LAMBTON DOORS warrants all products sold under this warranty, except those expressly excluded from this warranty, for the time period as set forth in Section E below from the date of shipment to be of good material and workmanship and to be free of defects which would render said products unserviceable or unfit for their ordinary recommended use.
2. **This warranty applies to purchasers of the described doors and jambs. It may also extend to resale/supply of the products to the end-user/owner at the point of original installation. If required, claims must be processed solely through the initial supplier. Any implied warranties which the purchaser may have are limited to the terms, duration and conditions of this warranty mentioned on Section E below. This warranty is effective from the date of shipment.**
3. LAMBTON DOORS will, at its option, either (1) repair any product without charge or (2) replace any product without charge in whatever stage of fitting or finishing as it was originally supplied, or (3) refund the price received by LAMBTON DOORS for any product. **IF A DOOR OR JAMB IS FOUND DEFECTIVE, WRITTEN NOTICE OF ANY CLAIM UNDER THIS WARRANTY MUST BE GIVEN TO LAMBTON DOORS IMMEDIATELY, INCLUDING DIGITAL PICTURES.** In the case of a defect reasonably discoverable by inspection of each product upon receipt of shipment notice must be given to LAMBTON DOORS within thirty (30) days thereafter shipping and before the product is installed or treated in any matter.
4. **In any of the above cases, LAMBTON DOORS will not accept any “back charge” due to re-hanging or re-finishing.**
5. LAMBTON DOORS will not be liable for products repaired or replaced without its prior written consent. LAMBTON DOORS will not pay for removal and re-installing if the defect for which the product is being rejected was apparent prior to installation. Action on any claim for warp or telegraphing may be deferred, at the option of the manufacturer, for a period not to exceed twelve (12) months from the date of written claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation, during the period of deferment, to permit conditioning to humidity and temperature.

B. ALLOWANCES/TOLERANCES

1. Stile, rail and core show-through (telegraphing) on hardwood veneered flush doors will not be considered as a defect unless the faces of the door vary from a true plane in excess of 1/100 inch in any 3” (7.62 mm) span.
2. Warp will not be considered a defect unless it exceeds 1/4” (6.4 mm) in the plane of the door itself. Warp is any distortion in the door itself and does not refer to the relation of the door to the frame or jamb in which it is hung. In measuring the amount of warp present in a door, the following method will be used: bow, cup and twist will be measured by placing a straightedge, taut wire or string on suspected concave face of the door at any angle (horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist will be made at the point of maximum distance between the bottom straightedge, taut wire and the face of the door.
3. The following warp allowances are for 1-3/4” (44.5 mm) or thicker doors. For doors wider than 3’6” (1066.8 mm) and less than 7’ (2133.6 mm) in height, the warp should not exceed 1/4” (6.4 mm) in a section 3’6” (1066.8 mm) by height of the door. For doors wider than 3’6” (1066.8 mm) and higher than 7’ (2133.6 mm), the warp should not exceed 1/4” (6.4 mm) in any 3’6” (1066.8 mm) by 7’ (2133.6 mm) section. For doors up to and including 3’6” (1066.8 mm) wide and over 7’ (2133.6 mm) in height, the warp should not exceed 1/4” (6.4 mm) in any 7’ (2133.6 mm) length of a door section.
4. Structural composite lumber (SCL) core door with full glass will be honoured by the lifetime warranty with the following conditions:
 - a) Maximum door size is 4’0” (1219.2 mm) x 10’0” (3048 mm).
 - b) If machined for a cylindrical lock, a minimum 5” (127 mm) stile must be maintained, with a 5” (127 mm) top rail and a 12” (304.8 mm) bottom rail.

- c) If machined for a mortise lock, a minimum distance of 7” (177.8 mm) is required from lite cut out to the edge of the door, if not a 5” (127 mm) minimum is required.

Refer to our lite cut-out info details for all other stile, top rail, and bottom rail requirements.

Any other machining may void the previous statements.

5. Job site preparation for surface applied hardware, function holes for mortise locks, hole for labeled viewer, a maximum 3/4” (19 mm) wood and composite door undercutting, and protection plates will be permitted. Surface applied hardware is installed on the face of the door without removing material other than round holes drilled through the face to receive cylinders, spindles, similar operational elements, and through bolts. The holes will not exceed a diameter of 1” (25.4 mm) with the exception of cylinders. This information is according to NFPA 80. Any other on site modification will void fire label.

C. MATTERS EXCLUDED FROM THIS WARRANTY

1. Unsatisfactory service or appearance caused by failure to follow the Appendix “How to store, handle, finish, install and maintain wood doors and jambs” covered by this warranty.
2. THE APPEARANCE OF FIELD FINISHED DOORS AND JAMBS IS NOT GUARANTEED UNDER ANY CIRCUMSTANCES.
3. THE APPEARANCE OF FIELD GLAZING IS NOT GUARANTEED UNDER ANY CIRCUMSTANCES.
4. NATURAL VARIATIONS IN THE COLOUR OR TEXTURE OF THE WOOD ARE NOT TO BE CONSIDERED AS DEFECTS.
5. The warranty against 1/4” (6.4 mm) max. warp deviation does not apply to the following:
 - a) Doors less than 1-3/4” (44.5 mm) thick that are wider than 3’0” (914.4 mm) or higher than 7’0” (2133.6 mm).
 - b) Doors with face veneers of different species.
 - c) Doors that are improperly hung or do not swing freely.
 - d) Doors hung without a hinge or pivot for every 30” (762 mm) of door height.
6. This warranty does not cover doors with:
 - a) Any cut-outs for lites and/or louvers nearer than 5” (127 mm) from any edges of the doors.
 - b) Cut-outs having:
 - For mineral core: Less than 5” (127 mm) between adjacent cut-outs for locks, hardwares, louvers and lites.
 - For structural composite lumber (SCL) and stave lumber (SLC) cores: Less than 1-1/2” (38.1 mm) between adjacent cut-outs for locks, hardwares, louvers and lites.
 - For particleboard core (PC): Less than 1-1/2” (38.1 mm) between adjacent cut-outs for locks, hardwares, louvers and lites. Total cut-out area exceeding 40% of the door face with LD-1 core.
 - c) Field glazing installation that does not comply with LAMBTON DOORS glazing instruction.
7. Products that are stored longer than six (6) months.
8. Products with dimensions altered by others.
9. Products shipped outside of North America.
10. EXTERIOR APPLICATION VOIDS THIS WARRANTY.

D. NON-EXTENDED WARRANTY

There are no warranties that extend beyond the foregoing, and LAMBTON DOORS sole responsibility under this warranty is as stated herein. LAMBTON DOORS will not be liable for consequential, indirect or incidental damages, or for any amount in excess of the manufacturer’s price for the shipment involved, whether the claim is for breach of warranty or negligence.

E. DURATION OF WARRANTY

Life of original installation.