

## Soteria Doors Care/Handling & Warranty

### Interior Doors

Soteria Doors doors are warranted against defects in workmanship and materials, specifically delamination of veneer, or clashing, separation of the skin from the core, veneer splits and excessive distorting from tolerance. The manufacturer will not be liable for additional charges of hanging, painting or other charges arising from the replacement of doors.

#### Materials, Storage & Handling

Doors must be inspected on arrival for freight damage and visible defects and manufacturer notified within 3 days. Any claims outside this timeframe cannot be recognised.

- Normal “show-through” of frame and skin components in door shall not be considered a defect.
- Warp shall be interpreted as meaning the cupping/bowing or twisting of doors. It refers to distortion within the door itself and not its relationship to the jambs or frame in which it is hung. Warp exceeding 5mm for doors up to 2100mm x 920mm, 6mm for doors over 2100mm x 920mm and up to 2340mm x 920mm and 8mm for doors up to 2340mm x 1200mm shall be considered a defect. Doors in excess of 2340mm high or 1200mm wide are not guaranteed against warp/bowing/twisting.
- Experience has demonstrated that when warp occurs after doors have been delivered to storage or building sites, it is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. Soteria Doors will accept no responsibility for doors when moisture content of the timber falls below 12% or exceeds 18%.
- Door Leaves exceeding 2700 x 1200 will not be covered under warranty unless they have steel inserts as per Soteria Doors standard door construction.
- All doors in cavity sliders must have steel inserts to maintain stability.
- Doors must be stored by the purchaser off the ground in a clean, dry area away from direct sunlight. A flat cover sheet is to be placed on top at all times to prevent against light shading and dust.

- Variations in colour, texture or grain pattern are not considered a defect
- Doors are to be removed from areas where force fed heater or heating systems to dry out building moisture are being employed. Doors subjected to this treatment will be dried out causing distortion, deformation and/or show through. Doors subjected to such conditions will be void of warranty.

#### Finishing

Two faces and all 4 edges of the door must be sealed and coated within (including lock holes and hinge checkouts for exterior doors) 3 days of arriving on site. Do not leave doors in their raw state onsite. This is especially important for veneered leaves. Staining is at your own risk. Soteria Doors do not accept any liability for the finished quality of a stained door. Coating ‘slump’ on veneer joins is normal and will not be considered a defect. Because the application of any finishes is beyond the control of Soteria Doors, no liability is accepted for the quality of the finished result. Core or rail show through is not deemed a defect if doors are finished in a semi or high gloss and/or dark colour paint. Any fibre raise is a natural reaction and is not considered a defect. Fibre raise should be sanded flat before coats are applied.

#### Installation

- Interior doors must be installed in dry buildings only. Doors installed in buildings that are not at “lock-up” stage render warranty void.
- Interior doors must not be installed in direct line of excessive sunlight or air temperature controller.
- Surface imperfections and show through which are exposed by ‘critical light’ situations are not deemed defects.

#### Technical Information

- +/- 2.0mm for width, height & thickness
- +/- 3.0mm for squareness across the diagonal of the door
- +/- 5.0mm for twisting or bowing

## Exclusions

Soteria Doors warranty does not apply if:

- Damage is caused by circumstances outside of Soteria Doors control (e.g. onsite)
- Storage, handling, finishing & installation is not carried out as per Soteria Doors instructions.
- Extra facings such as mirrors, acoustic panelling, MDF, veneer panelling or other products are fixed to the face of the door

## Exterior Doors

Exterior door warranty is to be read in conjunction with interior doors. Storage, handling, finishing & installation are as per Soteria Doors interior door warranty.

- Entrance doors must be hung in weather protected areas with at least 1200mm of direct cover (eaves)
- Timber doors installed in a fully exposed situation including open-out doors will not be warranted.
- Treated H3 timber frames must be used on any exterior door
- Fibreglass doors are warranted for 10 years in fully exposed conditions. All sides of door must be coated in same products and colour. Dark colours are not recommended.
- Exterior timber doors must have a head flashing or else warranty will be considered void.
- Hardware cut-outs to the top of the door leaf will invalidate the warranty.
- Exterior doorsets are suitable for full weather exposure when painted, head flashings by others are required for warranty cover.
- Penetrations in exterior door leaf heads are not warranted. Penetrations by others must be made watertight and are not covered by the manufacturer's warranty.

## Finishing

- Two faces and 4 edges must receive a minimum of 2 coats of paint or sealer within 1 day of arriving on site
- Dark colours will void warranty.
- Low gloss finishes are recommended for all doors to reduce "show-through".
- Paint with a light reflectance value (LRV) finish greater than 50 should be used on exterior doors. White LRV: approx 95, black LRV: approx 5. Please consult your painter before proceeding. Both faces should have the same colour applied. Regular maintenance should be provided to prevent deterioration.
- Warranty will be considered void if external flush doors have been painted or stained dark colours, or different colours each face.

## Ongoing Maintenance

- Doors are recommended to have a monthly visual inspections carried by owner or owners representative.
- Ensure hinges are swinging freely and door latches without stress.
- Ensure closer to fire doors are working correctly and doors are not over-slamming.
- Ensure injury to the door of any sort is repaired immediately.
- Inspect intumescent seals in fire doors to ensure they are not damaged.
- Doors are dusted and cleaned down with a damp rag on a 6 monthly basis.