

Renall craftsmen have built solid wood doors for over 30 years. We only use the very best timber available and consistently produce affordable, quality doors that will stand the test of time. To ensure you maximise your door investment just follow these simple instructions:

1. Entrance doors are designed for use in weather protected situations only and should not be subjected to driving rain or long periods of direct sunlight. A porch or substantial overhang should protect the doors.
2. Handle the door carefully. It is like any piece of wooden furniture; careless handling will damage the surface. Handle with clean hands or gloves and do not drag doors across one another or across other surfaces.
3. Doors should be stored in a dry well ventilated area, not subjected to extremes of humidity or temperature, nor direct sunlight. The timber in the door has been dried to moisture content of 12-15% before manufacture. If conditions are such as to cause the moisture to move outside this range some shrinkage or swelling may take place. The inserted panels are set freely in the door to allow movement as moisture content changes.
4. Before hanging the door, it will need a final sand with fine, 240 grit sandpaper. If staining the door apply the stain at this stage. Seal all surfaces with the first priming or sealing coat. Then apply the second coat. It is important at this stage to seal the door completely taking particular care with the top and bottom edges. Doors may discolour or become cracked if subjected to sunlight prior to painting or varnishing, and will discolour if subjected to rain spotting.
5. Hanging the door.

Use three hinges. Locate the top hinge approximately 150mm from the top of the door, the middle hinge in the centre and bottom hinge approximately 200mm from the bottom of the door. Hinges should be of brass, stainless or galvanised steel with screws of the same metal.

6. Finishing the door.

You must use exterior paints or marine varnishes and carefully follow the coating manufacturer's recommendations. Do not use any stain or oil on its own without finally sealing with varnish/polyurethane.

When painting a 4 coat system should be used (a primer, undercoat and two topcoats).

When clear finishing a 3 or 4 coat system should be used. The door should be inspected regularly to determine the condition of the varnish and recoated if necessary. Clear finishes require more maintenance than paint finishes. The features of native and exotic timbers are best brought out by a clear satin finish.

The more sunlight the door is exposed to, the lighter the colour used must be. Dark coloured or dark stained doors exposed to sunlight may reach an internal temperature of 20-25 degrees higher than a white painted door, with consequent higher likelihood to shrink or crack.

DAMAGE CLAIMS & RETURNS POLICY

In the interests of defining who carries responsibility for goods, our procedure for handling freight damage and returns are set out as follows:

1. Every door we build is first created as a computer file, a copy of which is faxed for inspection to each customer. Goods will not be considered for return without charge if they match this Order Confirmation and the goods are not damaged.

It is the Customers responsibility to make sure that they receive an order confirmation within a reasonable timeframe (24 hours) and to check it for accuracy.

*** Please note, in an effort to minimise production time door/s may continue to proceed through the factory without a confirmation signature, therefore please ensure order is checked immediately.**

2. All Claims for goods damaged in transit must be made to the Company within 7 days of delivery and signed damaged on the delivery docket retained by the driver at the time the goods are unloaded.
3. Freight damage claims where the goods have been signed for 'Subject to Inspection' will not be accepted – any damage **must** be specifically noted on the delivery docket at the time the goods are unloaded from the truck.

4. All doors must be sealed correctly as per instructions from the Care and Handling flyer received with each door package. The sealant and polyurethane/paint (compliant to manufacturer's standards) must be placed on the doors 6 faces immediately or the door/s warranty will become void and will not be accepted as a claim.
5. **Any structural modification of The Renall Door Company Limited products will void warranty.**

All claims and queries on damage issues should be directed to our Customer Service team on phone 0800 80 80 66, or fax 0800 80 70 79.

COLOUR MATCHING POLICY

1. All timber has natural variations in colour and grain patterns.
2. Our normal colour matching policy is to work with the resource we have and continually strive for perfection.
3. Even within this policy, some colour variations will be allowed.
4. If you would rather not have anything but the smallest variation in the grain or colour of your door we suggest hand selection of each board before manufacture. The cost for this service is an additional 25% for each door.
5. Without requesting the 'hand select' option at the time of ordering, doors will not be accepted for credit or replacement for colour matching issues.

10 IMPORTANT ISSUES FOR THE SATISFACTORY USE OF TIMBER DOORS

1. Coat all sides, including the top and bottom, to the paint/varnish manufacturers recommendation immediately.
2. Do not use any stain or oil on its own without finally sealing with varnish or polyurethane. On exterior doors use only oil based paint or marine grade varnish or polyurethane. The use of 2 Pot paint is not recommended on solid timber products.
3. If you choose to ignore these recommendations, the warranty is void.
4. Interior doors should be coated with enamel or standard polyurethane finishes including the tops and bottoms.
5. Dark colour use for doors which see direct sun could cause the timber and joints to crack.
6. If 'shelter only' doors are exposed to driving rain or direct sun, the warranty is void.
7. Variations in colour and grain are a natural outcome of this product and is not considered a defect, see policy above.
8. Timber is a natural product which will expand and shrink with exposure to variations of temperature and moisture.
9. Strict adherence to the above sealing and sitting rules will minimise, but not eliminate, both these issues.
10. Doors are pieces of fine furniture that will need regular ongoing maintenance.

This product will comply with all requirements of the New Zealand Building Code and Consumer Guarantees Act, but only if the above conditions and recommendations are followed.



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