

## **Important Information**

### **Construction**

All doors are manufactured to an exceptionally high standard using quality veneers, solid timber lippings and other solid components where appropriate.

All cores comprise engineered wood based products.

### **Storage**

Doors must be stored on a flat and level surface in a dry, clean and well ventilated location and should never be stored where extremes of temperature sudden changes in humidity or exposure to direct sunlight can occur

Particular care should be taken in central heated or air conditioned premises, where excessive levels of moisture content can accumulate. It is imperative that all protective wrapping remains fully intact and in a place while ever the doors are in storage.

### **Customised Designs**

It may be possible to produce the doors to your own "customised" designs, however for practical and legal reasons, we require authorisation from our incumbent partner manufacturer before we are able to formally acknowledge acceptance of any door.

### **Door Thickness**

All doors are supplied 35mm thickness. All ½ hour firecheck doors are supplied with 44mm thickness.

### **Glazed Firecheck doors**

All glazed firecheck doors incorporate flat glass unless otherwise stated.

### **Hanging**

Prior to hanging/installation, it is vital that the doors are thoroughly inspected for any damage or defects which, once hung/installed would render them unserviceable and/or unfit for the ordinary, recommended use. Under no circumstances must any work be undertaken on the door if any damage or defect(s) is evident/identified

Please be advised that the working upon or installation of and Europa doors purchased shall constitute acceptance and will automatically invalidate product for return, other than for faults that could not be detected prior to the commencement of any such works.

If the door(s) need(s) to be reduced in size, an equal amount of timber must be removed from either side or top and bottom. Please note that in any circumstance, the maximum reduction must never exceed 6mm in total.

Furthermore, all lock and handle cavities must be kept to an absolute minimum size and specifically in respect of the Stile & Rail doors, must be sited away from the mid rail joint.

NB – Failure to comply with these stipulations will invalidate the Real Oak Floors Guarantee.

### **Colour Variation**

Despite the most stringent quality control being adopted, colour variation can occur from door to door to door as well as batch to batch.

We would therefore recommend that all required Europa doors are purchased at the same time from the same batch. In the event that, despite adhering to this recommendation, what may be perceived by the purchaser as “unacceptable” colour variation across the doors purchased occurs, subject to the aforementioned stipulations in respect of storage and hanging being satisfied. Real Oak Floors will replace with suitable alternative Europa product(s)