

ASPIRE

CUSTOMER
WELCOME
PACK

Our expert advice for
your brand new doors



Thank you for placing your order with our team at Aspire Doors.

We've put together this pack to cover the basics steps involved in having one of our sets installed in your home.

Expert guidance for every stage from receiving delivery to ongoing maintenance means you'll get the very best from your doors.

Although we've covered most queries here, we're just a phone call away with the answers to any other questions.

| 020 3744 0704 |

| support@aspire-doors.co.uk |

| Upon Delivery |

When you accept delivery of your doors, please make sure you check over all the items before you sign the courier's paperwork. Although haulier damage is very rare, signing to say your order was received in good condition without inspection will mean that, if damage is found later, we won't be able to accept a claim for damage in transit.

| Storage |

It's important to store correctly if you're not planning to install them straight away. Make sure each leaf is:

- Laid flat in its original packaging, off the floor in a dry room
- Away from heat sources and out of direct sunlight
- Not stored in a newly plastered room

Please remember to leave any shrink wrap on your doors until you are ready to install and finish them.

| Finishing |

External Sets

All of our unfinished and white primed products must be completely finished before any installation begins. This includes any and all timber parts supplied with the set. It's vital to finish your set with a system that will provide adequate protection to the timber, so you must use either a paint or stain suitable for external joinery. The use of any other finish will invalidate any warranty or guarantee that initially came with your product.

The following finishes are **unsuitable** for our external doors:

- Varnishes
- Oils
- Waxes
- Polishes

When you have decided upon your chosen finish, follow the manufacturer's guidelines on the number of coats and drying times.

Internal Sets

As with our external sets, all unfinished and white primed internal components must be completely finished before installation. This includes any and all timber parts supplied with the set. To stay inline with our internal product guarantees, your set must be finished with a paint, stain or varnish suitable for internal joinery. The use of any other finish will invalidate the warranty or guarantee that came with your set.

The following finishes are unsuitable for our internal doors:

- Oils
- Waxes
- Polishes

When you have decided upon your chosen finish, follow the manufacturer's guidelines on the number of coats and drying times.

| Installation |

All of our sets are supplied with fitting instructions to help guide you or your tradesman through the installation process. As timber is a natural material, incorrect installation could lead to warping or bowing of the components as they are put under structural stress that they are not designed to take. To ensure any potential issues are avoided, it's vital our instructions are followed step by step.

If you can't find your set of fitting instructions, visit your product's page on our website to download a digital copy that you can either print or view on your computer, tablet or smartphone.

N.B. Please ensure you have the correct brickwork opening before you start installation. This can be found on your product's page on our website.

| Maintenance |

Any timber product requires maintenance throughout its lifetime to prevent moisture ingress and keep it performing at its best. Even if you have purchased a fully finished product from us, it is still important to the longevity of the set for you to check annually for signs of breakdown in the finish. Exposure to the elements, as well as daily wear and tear, can cause points of weakness that will need touching up in order to protect the timber beneath.

All unfinished and primed products that are finished by you should be maintained inline with the paint or stain manufacturer's own guidelines in order to ensure the ongoing durability of the finish and the long lifetime of the door set.

For our fully finished products (and as general best practice), we

recommend taking the following steps to prolong the life of your doors and keep them looking their best.

- The entirety of the door set should be washed down twice a year with a mild solution of soapy water and then rinsed off with clean water to remove and surface debris.
- All hinges etc should be oiled with grease or neutral oil.
- Weather seals should be checked and cleaned.
- Vents should be cleaned and any blockages removed.
- Once cleaned, scrape, lightly sand and touch up any areas of wear and tear with a matching microporous paint or stain. Any bare wood should be primed first.

Do no attempt to refinish when temperatures fall below 8c, if the humidity is above 85% or in direct sunlight as this wil impact negatively on the curing process.

Hinges, pivots, rivets and other moving parts must never be painted and should be kept clean and lubricated lightly at all times with grease or neutral oil.

Products should be cleaned and lubricated at least once a year - more often in coastal areas and places where pollution is high.