

NEW ERRA DOORS CORP

WOOD DOOR CARE GUIDE (2025 EDITION)

New Erra Doors only uses finest grade mahogany lumber from South America, which had also been hand selected after being kiln dried. Like all wood products, mahogany can respond in different ways to the variety of environmental conditions, it is imperative to give special attention to the door and the necessary care and effort be taken to protect the door.

Finished doors leave our workshop having been carefully finished and sealed to keep it protected and beautiful. The key to keep the doors looking as beautiful as the day it was installed is to just follow a few simple guidelines; it is as simple as any other wood masterpiece. Following the directions below will help ensure the door's continued longevity and beauty for many years to come.

PLEASE NOTE: Once the unit has been installed, it becomes the homeowner's/builder's responsibility to ensure the door is protected and taken care of. Any damage incurred to the unit after installation will be at the owner's/builder's expense to repair.

Eventually it will be necessary to refinish the mahogany wood. Even the best maintained door will eventually need some level of refinishing. Exposure to rain and sun will be the main factors in determining when and how often this will be needed. Doors with regular sunlight exposures will require the most frequent refinishing. We recommend hiring a professional when you are ready to refinish and seal your door.

AVOID EXCESS MOISTURE

Do not pressure wash your door – EVER. Even pressure washing near the door (such as walls or pavers in front of the door can cause damages to the wood. Further, do not use a water hose on the door. If the door needs to be cleaned, use a slightly damp cloth and follow up immediately with a dry cloth.

You should never let excessive moisture linger on the door and it's components as it can cause damage to the finish and cause operational issues. If you notice your door seems to retain water on the edges or on the hardware, be sure to frequently check to dry these areas and keep moisture away.

NEVER USE ABRASIVE CLEANERS

Never use abrasive or caustic cleaners like Glass cleaners or Bleach on mahogany wood, the lockset or glass. These and similar products contain harsh chemicals that adversely affect metal

and wood finishes. If the door needs to be cleaned, use a slightly damp cloth and follow up immediately with a dry cloth. Damages to the finishes will not be covered by any warranty.

ADEQUATELY PROTECT THE EXTERIOR OF THE DOOR

New Erra Doors recommends and advises all doors and components installed have an adequate overhang to retain our warranty. This is necessary to reduce the chance of discoloration and/or cracking from water and/or sunlight. During construction, we recommend that the doors be covered to avoid any damage to the wood such as dents, bumps and construction debris. Failure to protect the door will void the warranty.

TAKING CARE OF YOUR GLASS

Taking care of your glass is just as important as taking care of your door. For specific suggestions, please check the manufacturer's website of the glass installed in your door. Some suggestions from most vendors of glass include:

- DO protect glass during all stages of construction
- DO caution other trades against allowing other materials to contact the glass
- DO watch for and prevent conditions that can damage the glass
- DO be aware of and follow the glass supplier's specific cleaning recommendations
- DO clean glass when dirt and residue appear
- DO clean the glass surface with a clean water to loosen dirt and debris build up
- DO use a window cleaning squeegee to remove all moisture from the glass
- DON'T clean tinted glass surfaces in direct sunlight

TAKING CARE OF YOUR LOCKSET & HARDWARE

Once the door is installed, please make sure your ACTIVE door stays engaged for the first 4 weeks until the wood door acclimates to its new environment.

As a door manufacturer, we understand that sometimes the wood moves causing the lockset to become out of adjustment.

If the lockset is in need of an adjustment because the door has moved, New Erra Doors will come out and adjust the door within the warranty period for free. If outside the warranty period or if the lockset has taken damage due to any other causes, there will need to be a service call charged received by the office prior to scheduling repairs.

Please make sure you do not engage the deadbolt when the door is open as if the door is closed with enough force it can damage the inactive door.

Please do not try to use the inactive door's lockset. The lockset is meant to be inoperable, only trim to match the active lockset.

TAKING CARE OF YOUR DECORATIVE IRON

Iron Grills, Pulls, Speakeasys, Straps, and Clavos have a wonderful way of adding a special note to the wood doors. Whether over glass or wood, it is important to care for the iron just as you

would the rest of your doors. Clean the decorative iron with a dry microfiber cloth, with minimal water only if necessary, following up with a dry cloth. Do NOT use any abrasive chemicals on the iron components. Do not let water or any substances linger on the iron for long periods of time. Failure to do so may strip the protective finish and cause rusting not covered under the warranty.

We recommend you inspect your iron materials frequently for any needed maintenance such as color/protective coat reapplication, adjustments, etc. Only marine-grade materials should be used for maintenance applications.