

FAQ - Frequently Asked Questions

What methods of payment do you accept?

We are set up to take all the major credit cards, Interac and certified cheques.

What is the waiting times for wood doors?

Slab Doors 1-2 weeks

Solid wood doors, 3-6 weeks

Pre-hanging, Frames, Machining, Window Prep, add 1-3 weeks, Staining, add 2-4 weeks.

Custom glass, and woods can make orders take longer, a time frame is usually given at the time of quote and at the time of order. If you have a specific and rush required date, we offer a rush schedule on slab doors, which adds 20% to the door price.

Do you install?

We have experienced door installers who can install interior or exterior doors. Please inquire for price

How much do doors cost?

Size, wood type and design all have effect on price; Hollow interior doors start at \$40, Solid core \$90, fire-rated \$140, solid wood French doors \$130, solid wood panel doors \$250, exterior steel doors \$150, exterior paneled wood doors \$800 - oversized arched doors can go up to \$2500. There is some pricing in each of the modules, or, please e-mail in your specific door list for a price! sales@italdoor.com

How much do frames cost?

Easy Install Frames are also referred to as pre-hung or Kwik-Fit, Interior paint grade frames start at \$100, Hollow Metal at \$150, Exterior at \$900 - see our frame price list in the frame section, or fax or e-mail your list.

What is the best type of door for outside?

- For looks and security, it's oak or mahogany,
- For maintenance, price and security, it's Fiberglass
- For Price, it's Steel
- Security can be optimized in all cases with a steel re-enforcement bar behind the door jamb, \$90.
- All of the above are considered equal in insulative value, the installation is of key importance, if you have a draft, that's where you lose efficiency!

What is the biggest door you can make?

We can make almost any size, 4' & 5' wide sliding doors are common in lofts - however doors over 3' wide or 8' tall are not under door warranty.

What kind of doors do you stock?

Our slogan is All Kinds of Doors, Always in Stock! We stock many doors. Stock items include Slabs, in Masonite (hollow and solid core), birch in paint, stain or varnish grade, Oak, maple, mahogany. We even have a lot of odd sized doors in stock, send in your list for a stock check - if we don't have what you need, slab doors take +/- 2 weeks, solid wood 3-6 weeks.

Where do you use fire doors?

Fire doors are usually for hotel and apartment buildings at suite entrances and electrical rooms, schools and restaurants also use them.

I am going to rent out my basement apartment. Do I need fire rated doors? If so, what fire rating is needed? Do ALL doors in the apartment need to be fire-rated or only the exterior door?

Fire rated doors should be put into your basement apartment. The most common fire rating is 20MIN and is usually sufficient with the fire marshal. However, should you need a great rating, there is 45MIN, 60MIN and 90MIN. The exterior door is not the only one that should be fire-rated. Again, your fire marshal should be contacted.

Do I need a fire label? What is an Ink Stamp?

When a fire door is made, the factory stamps it at the top to identify the core construction. Some Local fire marshals accept this as an indication of fire door in retrofit projects. Make sure not to paint over the stamp; keep it visible. For most new construction, a fire label is required; Italdoor needs to prepare the door for hardware. In order to do this, we'll need to know hardware type and location, please fill in our Form 1 and an extra charge will be applied for the hardware prep. Hardware prep costs \$100 in small odd orders and drops to \$40 per door for larger standard orders.

Can you machine a new door, so my hardware fits? And I don't have to pay an installer?

Italdoor does machine doors as long as our Form 1 is filled in full and signed, ask for our form 1 by e-mail.

Do you manufacture all these doors?

Yes, our manufacturing plant is in Thornhill. We've been making all kinds of doors since 1972.

Do you deliver?

We recommend you have your installers pick up, or hire a courier, If this is impossible, we can help make arrangements. For large and/or installed orders, pre-paid or account orders, we can deliver.

Can you send a salesperson to my home?

For most projects and quickest service, we ask that you come to us, where we have a large showroom and knowledgeable sales staff to show you all the options. Please bring any sketches or photos you have collected, and your sizes. For large projects, and if you are not on a time schedule please e-mail us with a request for a site visit.

Can I choose the wood used in my doors?

If you know what you like in wood, you can request it at the time of the order: i.e.: consistent color and grain, or wild grain wanted. You should specify pairs in all flat, rift and quarter cut woods, so that we select that to match. Rotary cut birch is the only wood that does not get pair matched. For an additional cost of \$400, you can go to the factory to select the faces on slabs or lumber in the wood; keep in mind the nature of wood; it varies in colour and grain.

Why didn't the door I bought from Italdoor come stained?

Staining is an option, which must be specified on your order and will be priced separately.

What is the warranty?

Italdoor's warranty is for 1 year from date of shipment. Like all manufacturers it covers repair or replacement only. The care you give your doors effects the outcome, proper storage, installation, and finish must be done properly in order for warranty to be valid. (See warranty section for full details)

I am not hanging the door for a while. How should I store it before it's up? What is the proper way to store doors?

Doors need to be stored flat, away from heat and humidity sources. In a pile of doors, the top door should be turned over daily. There should be a cover over the top of a pile of doors. Climatize your doors in the rooms where they will be used by storing them in the room for 2-3 days before hanging them. Never forget to seal the top & bottom edges, as well as the faces and edges. A photo of proper storage is in the Warranty Section.

What can go wrong in the finish process that can void the warranty?

The most common error made is neglecting the top and bottom of doors, (recommended to be sealed before hung) if they are not sealed, the doors can warp, and the warranty will be void. Moisture gets into the wood from the top and bottom of the doors, and a warp is the result. When doors are fine for months, then warp, it is likely due to a change in humidity level and those doors were not sealed, in this case, there is no warranty to cover replacement. See this link for related information

http://www.woodweb.com/knowledge_base/Warpage_in_maple_door_panels.html

Although I have no experience, can I install my own door?

If you have little experience, with some guidance, you may be able to install the door; instructions can be given upon request at the time of the order. If the frame is out of plumb or square, you may want to hire a professional.

Why does installation cost so much?

Installers have lots of experience, and all the right tools, some of which are very expensive. Installation usually includes a site visit to measure (and responsibility to make sure order is correct) and delivery to site, and, only on installed orders, we include the PST tax.

What is the main difference between interior and exterior doors? Can I use an interior door to replace my exterior door?

Exterior doors are made to tolerate the elements; they are thicker and stronger, better for security. There would be no warranty on an interior door exposed to the exterior.

Can I pick any type of wood for my door?

For exterior use, we recommend OAK or MAHOGANY. Pine and Cedar are good for the elements, but softwoods provide little security and arrive on site with dents already. Even for paint grade, we recommend mahogany. Interior doors are offered in poplar or pine for paint grade, oak, maple, cherry and mahogany for stain. Slab doors come in hardboard, birch, oak, maple, cherry and mahogany or plastic laminate. If you have another request, please e-mail us!

Do you make custom doors?

Italdoor & Woodworking prides itself in manufacturing quality custom orders. Please fax in drawing and specs in order to get a quote on a custom order. If you're in the area, please drop in!

Are door hinges, handles and other hardware included in the price of the door?

There is a lot of choice in hardware, so if not discussed, it's not included.

I broke a glass in my door, can you repair it?

We can repair for you if you purchased the door from us. You would need to send us your door, an idea of cost would be \$100 labour + glass cost. If we did not make the door, please contact a handyman/installer/contractor to help you out.

Can you stain poplar?

You can stain Poplar; dark colours are recommended as there is some green and black colour in poplar; the grain tends to look a lot like cherry and even walnut, when you stain poplar a rich dark colour, you can fool almost anyone into thinking it's a much more expensive wood. Poplar is only warranted if used interior, and doors must be 1-3/4" thick.

Can I place my order in metric?

We work in inches, if possible, please convert and send us actual door sizes; to convert to inches, multiply your metric size by 0.394 (i.e.: 915mm x 0.394 = 36") - use this handy metric converter, we go to the nearest 1/8".



metric.converter.lnk

Will my door look the same on both faces?

Yes, It will, (only by special request, doors can have a different look on each face)

What kind of hardware do you have for Pocket Doors or Barn Type Sliders?

We are a dealer for high quality sliding hardware. You can get tracks and hangers, and pivots too, these tracks can be installed at the top of the doorway or on the wall. Pocket door tracks go inside the wall. All Sliders tend to save a lot of floor space by not needing room to swing the door. For handles, please use finger pulls separate from edge pulls as the all in one voids a door warranty.

My Drywall Opening size is 36 x 81" x 4-1/2", what is my door and frame size?

Once you frame a doorway with standard interior framing, (wood or metal) you lose 1" in each direction; your "finished opening size" will be 34 x 80, and a suggested door size would be 33-13/16 x 79-3/8" - 80" is a standard height of door, if possible, frame to 80-3/4" to use an 80" door.

What are door to frame clearances? (How much is a door undersized from frame opening in order to operate at it's best?)

Single doors need an operating clearance of 3/16" in width; Pairs need 1/8" each

In height, doors need minimum 1/2", and up to 1", depending on level floors, soundproofing and air flow requirements.

How do I calculate the size of a pocket door?

Check your hardware for recommended clearances, and plan for your wall or frame to cover +/- 1/4" one side of the door and same on the top do you don't see into the wall. We can make the door 1" oversized in each direction if you like, there may be an odd size charge, and if glass or panels are involved it gets complicated.

What are Sound Proof Doors?

Music Recording Studios use them, some schools and offices do too. There are actual sound rated doors, for which please send your inquiry. If this is for home use, you can use a solid core door, and make the floor clearances as tight as possible, less airflow around and under the door means less sound transmission. Our sound seal kits cost \$25 for top & sides, \$20 for door bottom.

If I don't have glass, is there a way I can see out the front door?

Use a Peephole, it is a piece of hardware that will enable you to see outside, they are common in apartment buildings.

Are there any links to woodworking sites?

These may be helpful, Link for Forum on working with wood

http://www.woodweb.com/knowledge_base/Warpage_in_maple_door_panels.html

Canadian Wood Council www.cwc.ca

Can we get a flat slab door for exterior?

Yes, we like to special order the exterior grade door faces, so please allow up to 8 weeks. The approximate cost of door is \$700 (plus frame, and all other options)

Are the prices quoted here current?

This site was last updated June 15, 2005, prices are subject to change without notice, please use all pricing as ball park only.

Have another Question?

Please email us @ sales@italdoor.com