

#### 1) Joints & Gap

- No visible gaps between door frame and wall
- Consistent & neat joints
- Consistent gap between door leaf and frame and not more than 5mm

#### 2) Alignment & Evenness

- Alignment/level with walls
- Door frame and leaf to flush
- Door and frame corners maintained at right angles

#### 3) Material and Damages

- No stain marks and any visible damage
- No sags, warps on door leaf
- Fire stop provided where necessary
- Door joints and nail holes filled up, properly sanded down and with good paint finish (including on top and bottom door leaf and consistent in colour)
- Glazing clean and evenly sealed with gasket
- No sign of corrosion for metal frame
- Consistent colour tone

#### 4) Functionality

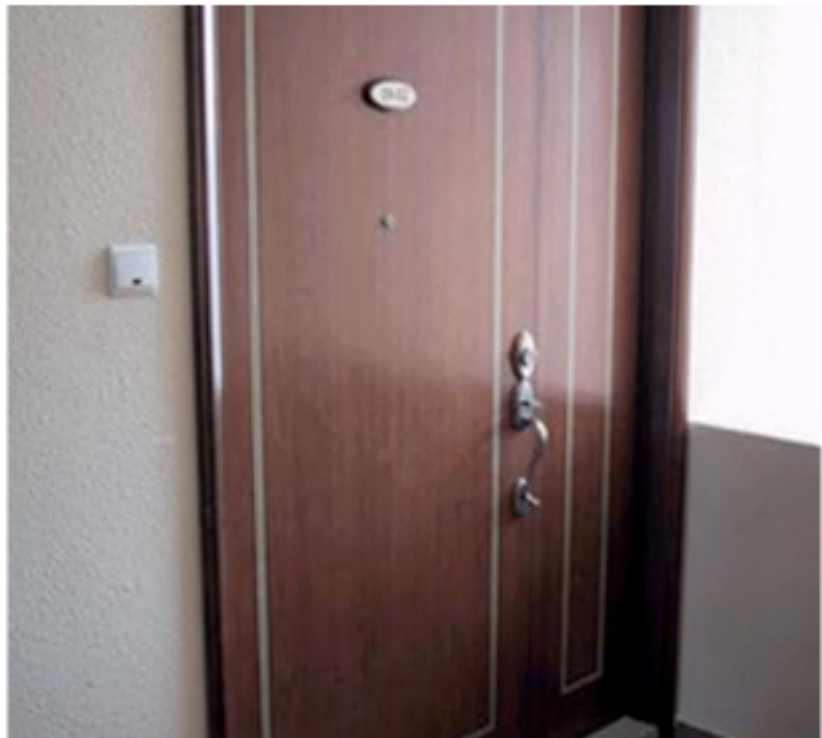
- Ease in opening and closing
- No queaky sound during swinging the leaf

#### 5) Accessories Defects

- Lock sets with good fit and no stains
- No sign of corrosion in ironmongery
- No missing or defective accessories

doors

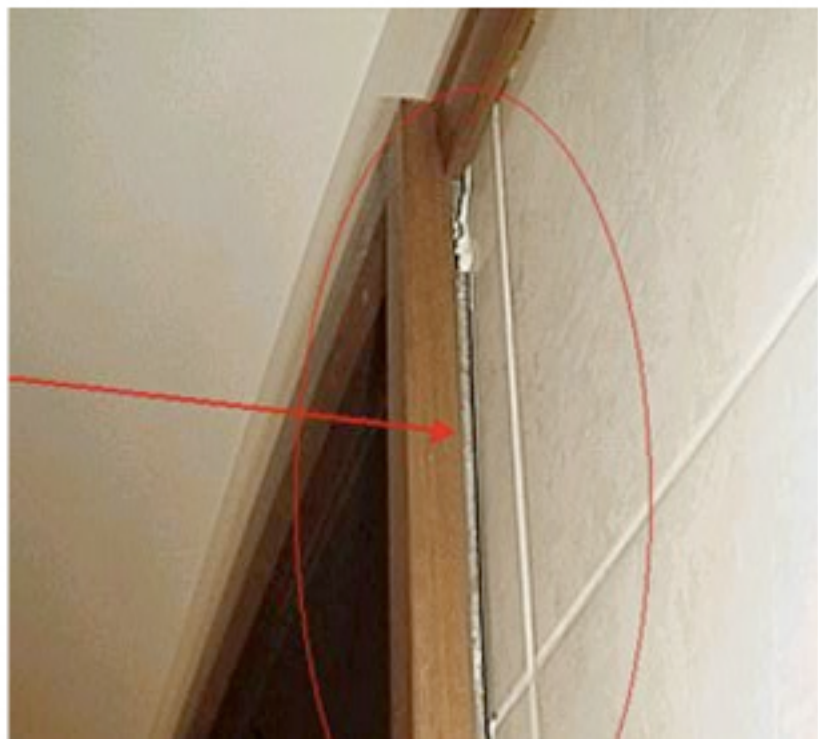
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Alignment/level with walls

## doors

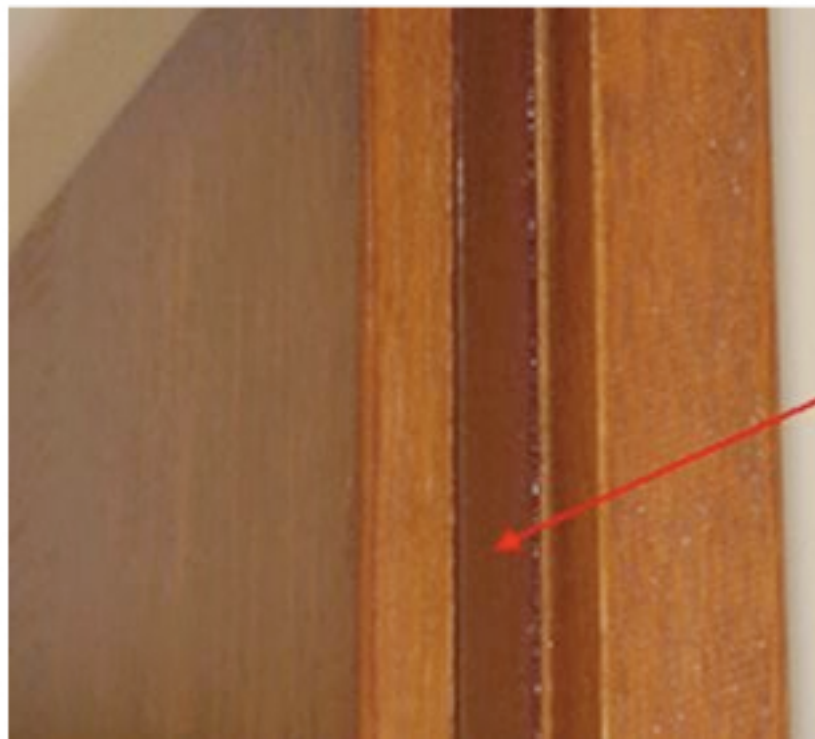
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No visible gaps between door frame and wall

doors

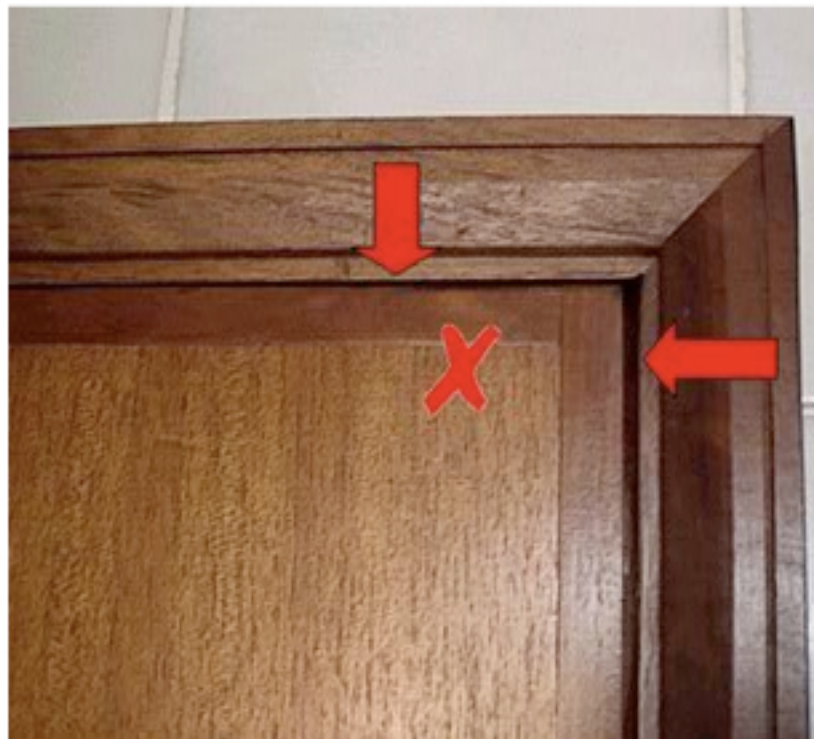
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Firestop provided where  
neccesary

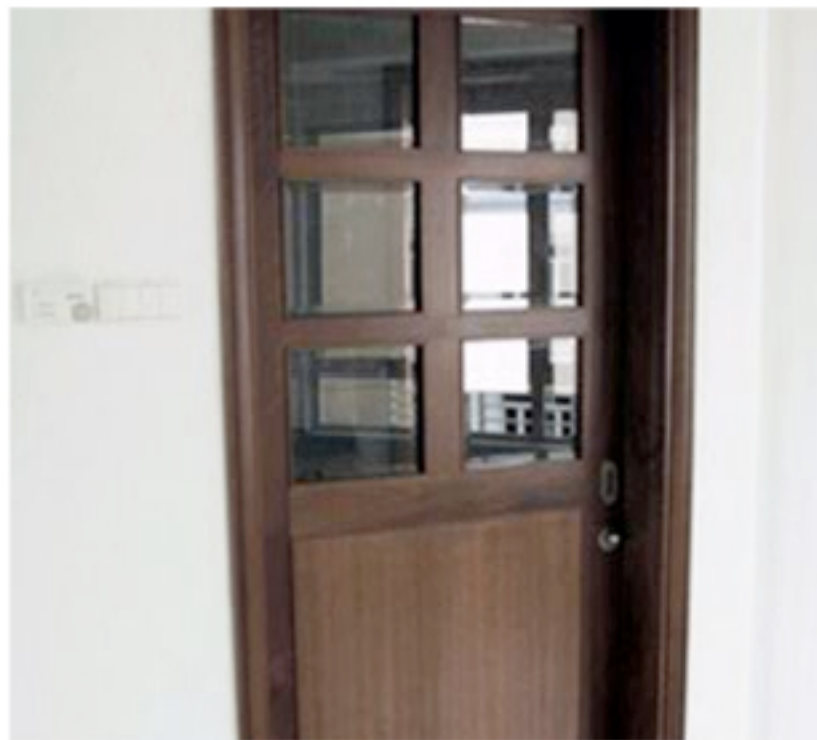
## doors

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Consistent door gap and not more than 5mm width

doors



No sag or warp on door leaf

doors

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Door jammed and scratched  
the floor

## doors

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Lock set with good fit  
and no stain

Door knob was not fitted  
properly





## doors



No visible damage  
like dent, chip, etc

doors

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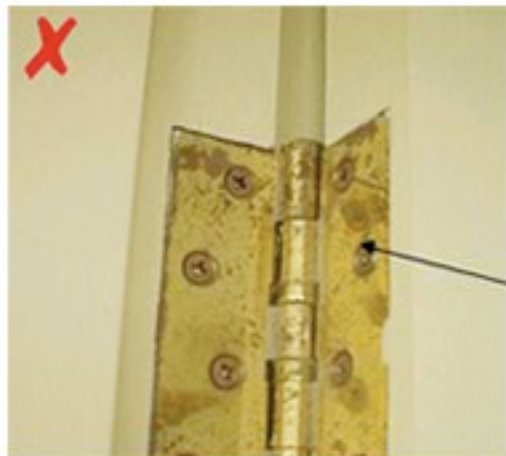


Glazing clean and  
and evenly sealed  
with gasket



Door and frame  
corners maintained  
at right angles

## doors



No corrosion in  
hinges and iron  
mongeries

No corrosion of  
corrosion in iron  
mongery



## doors

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No missing accessories  
e.g. lockset, hinges, auto-  
door closer, door step,  
latches, etc

doors

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**No sign of corrosion  
for ironmongery**

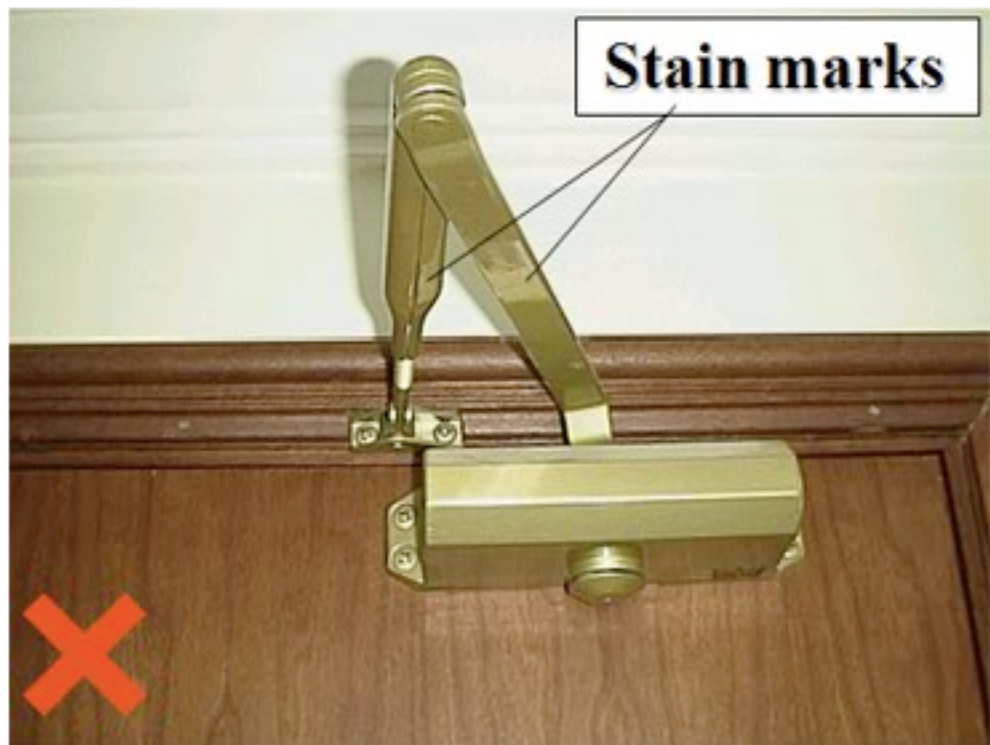


## doors



doors

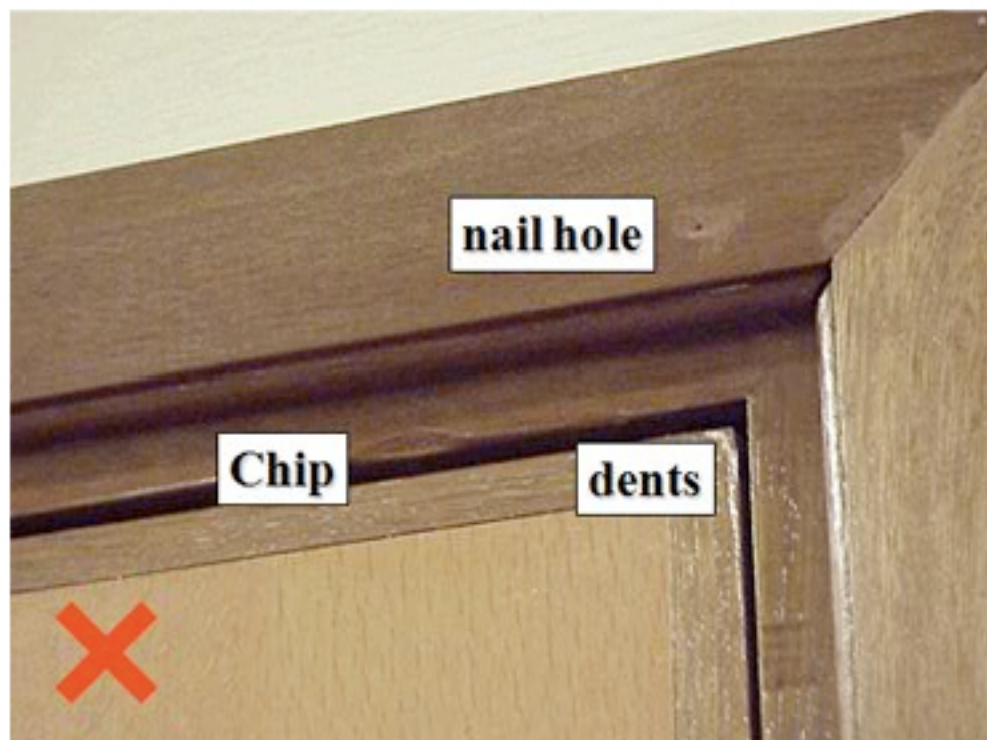
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doors

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# doors

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## doors

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timber floor & door frame damaged

## doors

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**Material Damages**



## 9. Common Complaints

To achieve quality timber door, contractors must understand the common complaints and how to prevent them. The following are common complaints from owners and the associated measures to prevent them.

Common Complaints	Possible Causes	Recommendations
1. Joints & Gap		
1.1. Visible gap between wall and door frame 	a) Poor alignment/levelness of wall  b) Door frame is out of alignment  c) Frame of wrong size is used	<ul style="list-style-type: none"> <li>• Ensure proper wall alignment/levelness</li> <li>• Ensure proper setting up &amp; installation</li> <li>• Ensure frame of the correct size is used</li> </ul>
1.2. Inconsistent gap between door panel and frame 	a) Poor workmanship  b) Door frame is out of alignment  c) Inconsistent width of door panel	<ul style="list-style-type: none"> <li>• Engage skilled worker &amp; ensure proper supervision</li> <li>• Ensure proper setting up &amp; installation</li> <li>• Select proper cutting tool</li> </ul>
1.3. Visible carpentry joints 	a) Poor workmanship  b) Dimensional defects of timber	<ul style="list-style-type: none"> <li>• Engage skilled worker &amp; ensure proper supervision</li> <li>• Use timber with suitable dimensional stability</li> <li>• Better dimensional control by machine cutting</li> <li>• Check dimensional defects when receiving the door components</li> </ul>

Common Complaints	Possible Causes	Recommendations
<b>2. Alignment &amp; Evenness</b>		
<p>2.1. Door frame not parallel to edge of ceiling</p> 	<p>a) Ceiling is out of alignment</p> <p>b) Door frame is out of alignment</p>	<ul style="list-style-type: none"> <li>• Ensure proper alignment of ceiling</li> <li>• Ensure proper setting up &amp; installation of door frame</li> </ul>
<p>2.2. Door panel warped, resulting in visible gap and inability to close the door properly</p> 	<p>a) Improper storage before installation</p> <p>b) Excessive temperature variation</p>	<ul style="list-style-type: none"> <li>• Ensure proper storage and stacking before installation</li> <li>• Ensure adequate ventilation after installation</li> </ul>
<b>3. Material &amp; Damages</b>		
<p>3.1. Visible crack line on door panel</p> 	<p>a) Shrinkage of door panel</p> <p>b) Knock or heavy impact on door panel</p>	<ul style="list-style-type: none"> <li>• Select door panel with acceptable moisture content</li> <li>• Proper protection</li> </ul>

Common Complaints	Possible Causes	Recommendations
<p>3.2. Dents &amp; scratches</p> 	<p>a) Inadequate protection during fabrication, delivery, storage and installation</p> <p>b) Improper handling by workers at factory or site</p>	<ul style="list-style-type: none"> <li>• Proper protection</li> <li>• To inspect the door frame &amp; panel after delivery and prior to installation</li> <li>• Ensure proper handling</li> </ul>
<p>3.3. Visible nail holes</p> 	<p>a) Poor workmanship – nail holes are not properly patched up</p> <p>b) Nails are fixed at prominent locations</p>	<ul style="list-style-type: none"> <li>• Engage skilled worker and ensure proper patching up</li> <li>• Nails to be fixed at inconspicuous locations and properly patched up</li> </ul>
4. Functionality		
<p>4.1. Insufficient clearance between door and floor</p>	<p>a) Uneven floor finish level</p> <p>b) Door panel is out of alignment</p> <p>c) Door panel warp due to exposure to moisture or improper storage</p> <p>d) Improper or insufficient number of hinges used.</p>	<ul style="list-style-type: none"> <li>• Ensure proper flooring installation</li> <li>• Ensure proper setting out and installation</li> <li>• Proper storage</li> <li>• Ensure correct type and number of hinges</li> </ul>
5. Accessories Defects		
<p>5.1. Staining</p> 	<p>a) Stained by other trades after installation</p>	<ul style="list-style-type: none"> <li>• Proper protection after installation</li> </ul>