

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

Common Complaints	Possible Causes	Recommendations
2. Alignment & Evenness		
<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"> • Ensure proper alignment of ceiling • Ensure proper setting up & installation of door frame
<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"> • Ensure proper storage and stacking before installation • Ensure adequate ventilation after installation
3. Material & Damages		
<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"> • Select door panel with acceptable moisture content • Proper protection

Common Complaints	Possible Causes	Recommendations
<p>3.2. Dents & 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"> • Proper protection • To inspect the door frame & panel after delivery and prior to installation • Ensure proper handling
<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"> • Engage skilled worker and ensure proper patching up • Nails to be fixed at inconspicuous locations and properly patched up
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"> • Ensure proper flooring installation • Ensure proper setting out and installation • Proper storage • Ensure correct type and number of hinges
5. Accessories Defects		
<p>5.1. Staining</p> 	<p>a) Stained by other trades after installation</p>	<ul style="list-style-type: none"> • Proper protection after installation