



# Solara®

Doors & Lanterns

## FAQ.

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### **1- Can you custom build doors?**

We have experienced sales representatives and design team that will work with you to create any custom design on any size door. Once you approve the design presented on an auto cad drawing, specification sheets we will manufacture your door. Our lead time is approximately 6-9 weeks.

### **2-Can we add an iron door to my existing home?**

Yes! Our doors can be made to order. We can make our doors to the exact dimension of your existing door opening. In areas where we have showrooms, we'll send a qualified installer to inspect your existing door and opening. If all looks ok, we'll take about 4-6 hours to remove your old door and install your new Solara Iron Door. For locations outside our showroom areas, you will need to have your contractor remove your existing door and prepare the rough opening as "new construction", and then our installers will slide your new Solara Iron Door into place. Lag bolts are placed through the interior flanges to fasten your new door to your framing. If necessary, your contractor can then add whatever trim you desire to finish the job.

### **3-What shape doors can you make and what iron patterns are available?**

Solara can build any size and arch shaped door. We have hundreds of designs to choose from with any of the iron design patterns shown available as a single door, double door, and doors with transoms. Any type of arch ranging from eyebrow to gothic is possible. We are able to make simple design modifications to those in our catalog or you may create a unique design of your own!

#### **4-What is the rough opening?**

On a new construction the rough opening is ...On an existing home we will need to have a Solara member or your contractor when out of territory with a representative, measure the existing entry to determine the opening size and unit size requires for the door.

#### **5- Is there a warranty on the doors?**

All doors have a 2 year warranty against damages caused by defects in material or workmanship. This warranty covers the cost of any repairs to the doors and also covers the cost of replacements, including the shipping charges if necessary.

#### **6. Do the doors need any maintenance?**

Unlike most woods doors, the steel doors require minimal upkeep. We recommend cleaning the metal with diluted Murphy oil about every 4 months. This will help keep your door looking like new! The hardware should be checked periodically to ensure correct alignment and smooth operation. We advise you contact Solara representative to make any necessary adjustment.

#### **7-How long does it take to get my door made?**

Our lead time is 6-8 weeks from date of purchase. Lead time may vary when ordering a custom door with stone or commercial hardware requirements.

#### **8-What are the shipping costs?**

There will be shipping cost on all doors purchased outside of Dallas-Fort worth area. Shipping costs are determined by delivery site weight and size of the door unit. There may be additional creating charges incurred on out of area deliveries.

#### **9-What type of hardware can be used on my iron door?**

Solara offers beautiful decorative pull handles that can be used as your hardware. These handles only enhance the overall design of the door. Our pull handles can be used with a standard deadbolt with thumb latch on the interior and roller latches placed on the door. You may also select to purchase standard double hardware or mortise lock from an outside vendor of your choice. We will need to have the hardware selection specified at the time of ordering so that we bore the door correctly for the hardware. If selecting a Mortise lock, we will require the actual template for proper boring.

#### **10-Does Solara offer matching balconies or railings?**

Since the railings involve considerable amount of the time at the jobsite for measurements and template building, we are only able to provide matching interior/exterior balconies and railings when there is a Solara representative in your territory. Otherwise, we will only be able to provide balconies made to follow templates provided by customer.