

FAQ'S

Q: How do I get a **quote or pricing**?

A: First factor how many openings you have, about what size the height and widths are and then determine what type(s) of system(s) you would like to see to enclose them. Then select any finishes and upgrades you may want, and submit your info to Raydoor via the contact form on our website: www.raydoor.com, email: info@raydoor.com, fax: 646 -349 -1856, or call us at: 212-421-0641

Q: How do I **purchase/order** doors?

A: The first step is to obtain a formal quote from one of our sales representatives. To do so, you can send specifications through the contact form on our website: www.raydoor.com, e-mail or fax.

Q: Do I buy directly from Raydoor? Do you have **agents/rebs/distributors**?

A: You can purchase doors directly from us, and we also have distributor representatives in certain regions who can provide service. Sending your inquiry/quote requests in via our on-line "contact us" forms will get you to the appropriate representative based on your location and project needs more quickly.

Q: What is your **lead time**?

A: Custom orders take 70 calendar days (from point of returned signed shop drawings) plus shipping time. Standard size Quickship systems leave our factory in 30 business days from the point of full payment. See pg 49 for our Quickship program details.

Q: Where can you **ship** to?

A: Currently we ship all across North America, but can accommodate international shipping needs.

Q: How long does **shipping** take?

A: Local NYC shipping takes 1-3 days. All other national areas generally take 7-14 days depending on your location. International deliveries vary based on customs and final destination.

Q: Does your company offer **installation** or do I hire an installer myself?

A: Raydoor does not install; however, we can recommend an installer for you since most of our national distributing partners do install. In addition, installation of our product is fairly straightforward and we can coordinate with your contractor to answer any questions. Installation manuals are provided to supplement our system drawings to help contractors. Complex systems may be purchased and installed by an authorized Raydoor distributor.

Q: How **thick** are panels?

A: Panels are either 2-1/4" or 1-3/4" thick depending on the model you choose. See page 3 for panel details.

Q: How much do the panels **weigh**?

A: Panel weights vary according to core and lattice specifications. The following is an estimated range:

- Model 225 weighs approximately 2.5-3.5 lbs/per sq. ft..
- Model 175 weighs approximately 2.0-3.0 lbs/per sq. ft..

Our panels are always fully suspended without the use of a floor track except for pivots and fixed systems.

Q: Are there **size limitations**?

A: Yes, 48" is the maximum width per door for heights between 96" and 120". A maximum width of 72" per door for heights 96" or less. Doors exceeding 53" wide require the use of a 1/2" square aluminum floor channel and door guide to help minimize flex. Floor channel is recessed flush to finished floor. See pg 4 for size details.

Q: What are the panel **frames** made of?

A: Frames are made from a pre-engineered medium density fiberboard (MDF) for added stability and finished in a selection of high quality laminates or real wood veneers. Our MDF materials are made from recycled wood products and new growth woods. We are also in the process of acquiring formaldehyde-free MDF materials. See pg 45 for finish options.

Q: What are the **flush panels** made of?

A: Flush panels are made from a pre-engineered medium density fiberboard (MDF) and oriented strand board (OSB) for added stability and finished in a selection of high quality laminates or real wood veneers. MDF and OSB are made from recycled wood product and new growth woods.

Q: What is the **core layer material** (glazing layer)?

A: Acrylic/resin is used as our core layer and is available in varying levels of opacity and decorative options. We also provide resin made from 50% recycled plastic upon request. Blank MDF core layers can also be used if less light in the space is required.

Q: Can **glass** be used as an insert or core layer?

A: No. Resin is a lighter, more flexible material and is an important feature of the Raydoor design. There are many variations of acrylic/resin to suit many design and technical criteria. "Scratch resistance," "made from recycled material" and "class A flame spread rating" are the most common requests and all are available options.

Q: What is the extent of **sound** insulation?

A: Sound transmission can vary depending on how a panel or system is installed. Our framed panels dampen sound, however they are not soundproof. Depending on the thickness of the specified core, they are comparable to glass. Our flush panels insulate sound better than our framed panels and are in the process of evaluation for an official STC rating.

Q: How should the doors be **cleaned**?

A: A warm, damp cloth is recommended for basic cleaning of the acrylic/resin core layer. Naphta or Kerosene can be used to remove grease or other hard to clean residue. All other non-resin/acrylic surfaces can be cleaned with any general purpose, non-abrasive surface cleaner. Please refer to our cleaning instructions for other products specific to resin/acrylic.

Q: Do you have a **showroom**?

A: Yes, our main showroom is located at 134 West 29th Street, Suite 909, NY, NY 10001. Showroom hours are Monday through Friday, 9:00am to 4:30pm by appointment only.

Q: Can RAYDOOR be used for **exterior** applications?

A: No, Raydoor's are intended for interior use only.

Q: Where are the doors **manufactured**?

A: Brooklyn, NY USA

Q: Is there a **warranty** on Raydoor products?

A: Yes, all Raydoor systems leave from the factory with a minimum 1 year warranty detailed in our terms and conditions; a copy of which is available upon request.

Q: Can acrylic be used in **wet areas**, such as shower doors, bathtub dividers, etc?

A: No, panels should not be subjected to constant direct moisture. They can be used as bathroom applications with proper ventilation such as a bathroom door, etc.

Q: Do you send **consultants** to job sites?

A: No, your contractor can provide us with measurements to build your doors and the majority of our systems are fairly easy to install.

Q: Can I obtain a **sample** of your products?

A: Yes, if you are interested in specific frame or acrylic finishes, we can provide you with samples.

Q: Are Raydoor products **ADA** compliant?

A: Most Raydoor products can be specified ADA compliant by selecting specific hardware that meets ADA criteria. Some consultation with Raydoor's technical department may be required.

Q: Are Raydoor products **renter friendly**?

A: It depends on the system and the type of installation. The simplest, most removable system is our New SR1 (Sliding Rolling system). It can be installed without a trained professional and it can be removed as easy as it was installed. See page 25-26 for more details, or call and ask for our new "build it yourself" Rayblocks.