



Customer Service Update

February 5, 2019

#CS111FSR

Revision 04

Applies to Flush

FACTORY FINISH SAMPLES

Factory Finish System

VT's factory finish system provides the same stain formulas and high-quality finish on both our 5-ply wood veneer flush doors and our stile and rail doors for consistency throughout your project. All factory finish samples illustrate basic color grain fill and gloss level of our UV cured finish system for both VT Color Choices and custom color samples.

VT Color Choices

VT Color Choices incorporate the most popular stain colors specified to illustrate to distributors and architects the wide range of colors available in our stock wood veneer species for both 5-ply wood veneer flush doors and stile and rail doors. For quicker turnarounds on your projects, our VT Color Choices are available for your convenience.

VT Color Choices

<u>Colors</u>	<u>Species</u>
Alpine, AL18	Plain Sliced Red Oak
Chocolate, CH18	Plain Sliced White Oak
Clear, CL18	Plain Sliced White Maple
Grassland, GR18	Plain Sliced Cherry
Oasis, OA18	Plain Sliced Mahogany
Onyx, ON18	Plain Sliced Select White Birch
Ravine, RA18	Plain Sliced Walnut
Riverstone RI18	Rotary Cut Natural Birch
Savanna, SA18	
Timber, TI18	*8 x 10 samples only
Wheat, WH18	+ Not available in Cherry or Mahogany.

Color Numbers

Effective 1/2/19, all 2007 and 2015 standard factory finish colors are being discontinued and removed from the VTOL color option lists. The standard color numbers now have an 18 designation, such as 'Chocolate CH18.' Any projects with 2007 and 2015 standard color selection will need to be changed to the current 2018 color numbers prior to submission.

Visit our website for the most recent versions of the updates at www.vtindustries.com/customer-service-update

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Customer Service Update

Custom Colors for VT Custom Doors

A custom color match can be created for any project including commonly used colors within the industry. All you need to do is send a physical sample of the wood specie in the desired color to your Customer Service Center representative to begin the process at quote time. Architectural approval is required before production begins.

If you have any questions regarding VT Color Choices or custom colors, please contact your Customer Service Center representative or your area sales representative.

-Natural veneers will have natural inherent color variation. These may or may not be visible on 8 x10 samples.

-Requested VT Color Choices (3"x5") will typically be sent out within twenty-four (24) hours via Ground UPS from the day the request is received

-Requested custom color samples will typically be sent out within five (5) business days via Ground UPS from the day the request is received, unless it's a special-order veneer.

Note: If you or your customer requires faster service, please provide your FedEx or UPS shipping number for direct billing at the time your sample order is placed.