

# WINDOWLAND CONSTRUCTION INC.

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## **LIMITED WARRANTY FOR WOOD DOORS**

The above manufacturer warrants all doors sold under this warranty (except those doors expressly excluded from this warranty), for one year from the date of shipment, and at the time of shipment, to be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for their ordinary, recommended use.

This warranty extends only to first purchaser at retailer of said door(s) and may not be enforced by any person to whom the said door(s) are transferred.

No distributor, dealer or Windowland Construction representative has the authority to change or modify this limited warranty.

The manufacturer will, at its option either (1) repair any door without charge, or (2) replace any door without charge in whatever stage of fitting and/or finishing it was originally supplied by the manufacturer, in no event shall Windowland Construction pay for the cost of labour, installation or finishing of the replacement or original door or for any other cost relating to the replacement of the door, all of which shall be the sole responsibility of the person making the warranty claim or (3) refund the price received by the manufacturer for any door, if the door is found not to comply with this warranty. However, written notice of any claim under this guarantee must be given to the manufacturer promptly when discovered, and in any event within the above stated one-year period. In the case of a defect reasonably discoverable by inspection of each door upon receipt of shipment from the manufacturer, notice must be given within thirty (30) days thereafter and before the door is hung or treated in any manner. The manufacturer shall not be liable for doors repaired or replaced without its prior written consent. Action on any claim for warp may be deferred, at the option of the manufacturer, for a period not to exceed 12 months from date of claim. If a door has been installed prior to such claim being made the door must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

## **MOISTURE CONTENT**

All Windowland Construction doors are manufactured to minimum 10% - 12% moisture content. It is the purchaser's sole responsibility to check with building authorities to ensure that the above moisture content is suitable for your area.

## ALLOWABLE TOLERANCES

1. Thickness: For all nominal thicknesses, the finished thickness, after sanding shall be plus or minus 2 mm.
2. Height and Width: For all nominal sizes, the height and width tolerances shall be Plus or minus 2 mm.
3. Warp shall not be considered a defect unless it exceeds 7 mm in the plane of the door itself. Warp is any distortion in the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. The term warp shall include bow, cup and twist shall be measured by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e. horizontal, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the bottom of the straight edge, taut wire or string and the face of the door.
4. A squareness tolerance of not more than 4 mm difference shall be allowed between the two diagonal measurements, taken across the face of the door.
5. **Bevel glass corner angles at point of intersection of profiled wood stop shall not be out more than**
  - a. **On 90 degree angles 3 mm**
  - b. **Curved angles 5 mm**

## MATTERS EXCLUDED FROM THE WARRANTY

1. Unsatisfactory service or appearance caused by failure to follow the “Handling, Job Finishing and Installation Instruction” set forth herein is not covered by this warranty.
2. The appearance of field-finished doors is not guaranteed in any event.
3. Natural variations in the colour or texture of the wood are not to be considered as defects.
4. The warranty against warp does not apply to the following:
  - a. 1 ¾” or thicker doors that are wider than 3’6” or higher than 8’0”
  - b. 1 3/8” thick doors that are wider than 3’0 or higher than 7’0”
  - c. Doors that are improperly hung or do not swing freely
5. This warranty against warp does not cover doors with damage caused by others or by any cause beyond the control of Windowland Construction, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature; claims for shipping damage or loss by freight lines must be filed with carrier.
6. Panel shrinkage is not considered a defect covered by this warranty.
7. **Knotty Alder doors for exterior use not having open voids filled on exterior face.**

8. Failure to perform normal home owner maintenance
9. Attempts other than by Windowland Construction to repair the door.
10. During the manufacturing process of stain or select grade fir doors we may expose pitch pockets or resin galls. These areas will be required to be filled with neet wood inlays, which are acceptable under Canadian Standards and will not be considered as a defect.

### **SHIPMENTS**

If your product is shipped using a carrier other than Windowland Construction, our products are relatively fragile, so we strongly advise THAT YOU INSPECT EACH SHIPMENT AT THE TIME OF ARRIVAL AND HAVE THE CARRIER MAKE AN INSPECTION REPORT OF ANY DAMAGED MERCHANDISE.

We will honour all reasonable requests for your preference of carrier in routing shipments. If, for some reason, we cannot adhere to the requested routing, we reserve the right to use a carrier and routing of our choice.

UNLESS YOU ADVISE US TO THE CONTRARY, we will show an approximate Invoice Value on the Bill of Lading. While this raises the cost of freight, it does protect you in the event that you have to place a claim on the carrier for damages.

### **DELIVERY**

Delivery schedules are based on prevailing conditions and our best judgment at the time of order acceptance and cannot be guaranteed. Our ability to ship as scheduled is subject to possible delay caused by strikes, fires, floods or other causes beyond our control, including the delivery of material to us by our suppliers.

### **RETURNS**

Prior approval must be obtained before returning merchandise to us and a RETURN AUTHORIZATION NUMBER must be obtained from our Customer Service Department. This number must be clearly shown on the crate AS WE MUST REFUSE ANY RETURNED SHIPMENT WHICH DOES NOT HAVE A RETURN AUTHORIZATION NUMBER.

All returns must be shipped "PREPAID". We will not accept collect shipments. In the case of a warranty return, once Windowland Construction validates the merchandise to fall with our warranty guidelines, Windowland Construction will then reimburse the freight costs.

WINDOWLAND CONSTRUCTION INC. WILL REFUSE ANY SHIPMENT IF THE GOODS ARE IMPROPERLY CRATED AND SHOW ANY SIGNS OF FREIGHT OR CONCEALED DAMAGE.

## **HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS**

**\*\*WARNING – DOORS SHIPPED UNFINISHED WILL REQUIRE SANDING BEFORE STAINING OR PAINTING. THE BELOW STEPS ARE NECESSARY TO ACHIEVE A HIGH QUALITY APPEARANCE\*\***

1. Deliver doors in a clean truck and under cover.
2. Store doors flat on a level surface in a dry, well-ventilated building. Cover to keep clean but allow air circulation. Avoid exposure to direct sunlight.
3. Handle with clean gloves, and do not drag doors across one another or across other surfaces.
4. Do not deliver or install doors until foundations, concrete floors and plaster or texture walls are completely dry.
5. If the doors are to be stored on the job site for more than one week at least top and bottom edges should be sealed.
6. Doors should not be subjected to abnormal heat, dryness or humidity, or sudden changes therein. They should be conditioned to average prevailing humidity of the locality before hanging.
7. Avoid placing a door near a heating register (should be at least 4 feet away). Excessive heat on one area of the door creates drying out which results in warp, twist, shrinkage and checking on the faces.
8. The utility of structural strength of the door must not be impaired in the fitting of the door, the application of hardware or cutting and altering the door for lights, panels or any other special details.
9. Use three (3) hinges per door on doors 7'0" in height or less, and four (4) hinges per door on doors over 7'0" in height. Hinges should be set flush with edge surface. Be sure that hinges are set in a straight line to prevent distortion. Allow approximately 3/16" clearance for swelling of door or frame during future damp weather periods.
10. Immediately after fitting, cutting for closures, weather-strip and/or threshold and before hanging any interior or exterior door on the job, the entire door, including the top and bottom edges must receive three (3) to five (5) coats of paint, varnish or polyurethane to prevent undue absorption of moisture.
11. Exterior finishes shall be used on both faces and all edges of exterior doors. Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.
12. Before finishing, door surfaces must be clean, dry and moisture content no higher than average. Remove handling marks or effects of exposure to moisture by sanding lightly with 120, 150 and 180 grit sandpaper, sand with the grain, and clean with tack cloth before applying sealer or finish. Sand and clean again between coats.

13. **KNOTTY ALDER HAS CHARACTER MARKS, WHICH CONTAIN OPEN KNOTS, CHECKS AND COLOUR VARIATIONS ALL OF WHICH ARE NOT CONSIDERED DEFECTS. EXTERIOR DOORS MUST HAVE ALL VOIDS FILLED ON THE EXTERIOR FACES. FAILURE TO DO SO WILL VOID WARRANTY.**
14. **DOUGLAS FIR IS A NATURALLY SAP LADEN WOOD AND MUST BE PREPARED AS FOLLOWS. WIPE ALL SURFACES WITH ACETONE. THE PURPOSE OF ACETONE IS TO NEUTRALIZE THE SAP ON THE SURFACES AND OPEN THE GRAIN SO IT CAN BE SEALED PROPERLY. NEXT, SAND ALL SURFACES WITH 220 GRIT SANDPAPER, THIS WILL REMOVE ANY RAISED GRAIN.**
15. Some species of wood contain a chemical that reacts unfavourably with certain finishes. Where possible, the surface should be tested for such unfavourable reaction. Application of a quality sealer before finishing will promote a uniform appearance and avoid sharp colour contrasts or blotchy appearance.
16. **AVOID DARK COLOUR FINISHES** if a door is exposed to direct sunlight. This will reduce the chance of warping, checking, shrinkage and sunburn. Note sunburn in Douglas Fir will result in pitch bleeding out onto the surface, which will not be considered a defect. To remove bleeding pitch on surfaces, use a clean cloth in conjunction with acetone and apply to surface areas affected. This may have to be repeated several times throughout the year until the bleeding stops. The bleeding generally occurs during the summer months and in most cases will not persist after the first initial year of exposure.
17. **Paint Finish:** Use a good quality oil base primer, then a minimum of three brushed on or five sprayed on coats of exterior oil base or latex base paint. If water base is used, an oil base primer must be applied first. Finish all sides and edges of door. Follow supplier's instructions carefully. Failure to comply will void warranty.
18. After the door is finished, the panels may "breathe", revealing a slight unfinished edge on the panel. Minor touch-up with stain and sealer or paint is all that is needed to finish the exposed edge. This is not to be considered a defect.

#### **SPECIAL TIPS FOR BEST RESULTS**

1. Exterior doors have a unique problem in that they have many joints and seams; therefore, a lot of open-end grains. If not properly treated this could cause coating failure due to excess moisture intake. Additionally the temperature difference that exists between the interior and exterior can cause moisture transport, which may lead to problems. Where there are holes or areas where the joinery meets, saturate heavily with the coating and, where necessary, fill with a good quality polyurethane or acrylic-based caulking.

2. Choice of gloss, semi-gloss or satin clear top coats is for aesthetics. In general, semi-gloss and satin finishes do not show flaws in the finish as readily as a gloss finish.
3. Semi-gloss and satin clear topcoats generally provide a warmer feel than does a gloss finish.

### **REMINDERS**

1. Check with your paint supplier for the best quality products and follow suppliers' instructions carefully. Failure to comply will void warranty.
2. Exterior door finishes may deteriorate quickly in extreme weather. Especially with little or no overhang applications. Inspect the finishes of exterior doors regularly and refinish as needed.

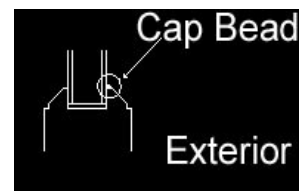
### **GLASS CARE FOR INTERIOR DECORATIVE DOORS**

Avoid contact with abrasive or corrosive materials. All soldering joints are lead and are given a brass paint finish and care should be taken when cleaning glass. A touch-up solution is available. If brass or zinc becomes dull or tarnished, a non-corrosive brass cleaner or polish can be used. All glass panels are handcrafted-bubbles, lines and slight surface imperfections or discoloration are characteristics of all fine handcrafted glass and are not considered defects.

### **GLASS CARE FOR EXTERIOR DOORS**

To ensure a watertight seal between wood and glass, some glazing material may be squeezed out onto the visible surface of the glass during manufacturing. This must be removed before finishing. To remove excess glazing material, score it with a knife along the edge of the wood. Be careful not to cut into the wood or scratch the glass. Once scored, the glazing material can be easily pulled off by hand or with a plastic scraper. We do not recommend tools made of metal or razor blades. Use extreme care when cleaning caulking, paint, stain etc. off tempered glass. It scratches very easily.

Note: If the unit is exposed to extreme elements, A fine bead of paintable mono caulking should be used between the glass and wood moulding on the exterior surface, this will help eliminate water infiltration and premature seal failure.



### **SEALED UNIT WARRANTY**

The manufacturer will replace defective sealed unit(s) without charge within the above stated one (1) year period. Over one year and up to five years the sealed unit(s) only, will be replaced, NOT INSTALLED. FINISHING IS NOT INCLUDED.

**NOTE:** There are not warranties that extend beyond the foregoing, and the manufacture's sole responsibility under this guaranteed is as stated herein, it shall not be liable for consequential, indirect or incidental damages, or for any amount in excess of the manufacture's price for the shipment involved, whether the claim is for breach of warranty or negligence.

**IF THE ABOVE INSTURCTIONS ARE NOT ADHERED TO, THE WARRANTY WILL BE VOIDED.**

We stand behind all of our products at Windowland. They were handcrafted with attention to detail and beauty. We are extremely proud of our handiwork, and hope that you will share our pride in your new windows and doors. Again, thank you for choosing Windowland to furnish your home or project with our products.