

## Warranty Policy

### WOODLAND MANUFACTURED DOORS

Woodland Supply & Mfg Ltd. warrants its manufactured doors, subject to the condition and restrictions contained below, to be of good materials and workmanship and to be free from defects which would render them unserviceable or unfit for the use which they are intended, for a period of one (1) year from the date of sale to user.

No representative of Woodland Supply has the authority to change, modify or expand this warranty, either orally or in writing in any respect. Woodland Supply & Mfg Ltd.'s liability under this warranty shall be limited to the original invoice price of the product and extends to the original purchaser and is not transferable.

#### WARRANTOR'S DUTIES

Should the warranted door be proven defective during the applicable warranty period, Woodland Supply & Mfg. Ltd. will at its option, either:

1. Repair the defective door without charge
2. Replace the defective door without charge
3. Reimburse/refund the purchase price of the door to the buyer

In no event, shall Woodland Supply & Mfg. Ltd. be responsible for installation, cost of labor, repainting, refinishing or similar activities and cost connected with the replacement. All of which shall be the sole responsibility of the person making the warranty claim. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

Woodland Supply reserves the right to defer any claim for warp or telegraphing to permit acclimation of the door(s) to the environment and its conditions, for up to 12 months from the original claim. The door(s) must remain installed during this period.

#### CUSTOMER'S OBLIGATIONS

If, upon receipt of shipment, any door is found to have defect which can be reasonably discovered by inspection of that door, Buyer must, prior to installing, hanging or fitting the door and within thirty (30) days of the received date, send written notice of the discovered defect(s) to Woodland Supply & Mfg Ltd., 867 McLeod Ave. Winnipeg, MB R2G 0Y4

If a defect is discovered or occurs after door is installed, written notice of the defect must be sent to Woodland Supply within the one (1) year warranty period.

Buyer should inspect each shipment at the time of arrival and have the carrier inspect and report of any damage or defect

## ALLOWABLE TOLLERANCES

1. Thickness: For all nominal thickness, the finished thickness, after sanding shall be plus or minus 2MM
2. Height and Width: For all nominal sizes, the height and width tolerances shall be plus or minus 2 MM.
3. Size tolerance: thickness+ 1.6 MM (1/16") length = 1.6MM (1/16") width = 1.6MM. (1/16")
4. Warp will not be considered a defect unless it exceeds 1/4 inch on the plane of the door itself. This will be measured using a straight edge or taut string at any angle, using maximum distance, while the door is installed.
5. A squareness tolerance of not more than 3MM. (1/8") difference shall be allowed between the diagonal measurement, taken across the face of the door.
6. Stile, rail, and core show through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane more than 1/100" in ant three-inch pan
7. Bevel glass corner angles at point of intersection of profiled wood stop shall not be out more than:
  - a. On 90 degree angles 3MM
  - b. Curved angles 5MM
8. Warp which does not exceed 1/4" in the plane of the door panel itself; any warp for a door panel 3'0" wide by 8'0" (914 MM by 24540 MM) high

## EXCLUSIONS FROM WARRANTIES

Failure to abide by the Woodland Supply Care & Handling, Installation and Finishing Instructions will result in Warranty being void.

Furthermore, Woodland Supply & Mfg Ltd. shall not be held liable for product warranty of Doors/ Components for the following reasons and physical situations:

### General Provisions

- Wear and tear due to usage/misuse, or because of any cause beyond control (flooding, fire, earthquake, third party interference)
- Attempts by others, not authorized by Woodland Supply & Mfg. Ltd. to repair the door
- Any damage incurred because of customer transport
- Failure to properly seal the door (All six (6) sides must be sealed immediately after fitting and hanging)
- Unauthorized attachments or modifications
- Natural variations in the color, texture, grain or the general surface appearance of the wood
- Panel misalignment or shrinkage
- Hardware or inserts that are not provided by Woodland Supply, such as locksets, door handles, strikes, etc.

- Removal or finishing of the replacement door panel
- Problems related to improper finishing of all surfaces (front and back) and edges (top, bottom, and side) of the door panel; variation or unsatisfactory results in sheen or texture resulting from field application of paint or any other finishing material
- Warping, damage, or defect because of improper installation, bow or misalignment in the frame or jamb, structural integrity issues brought on by improper hardware fitting, and failure to provide a suitable installation environment
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes
- Warranty against warp is void upon the ordering of a door the following sizes or larger in any dimension:
  - 1¾" or thicker doors that are wider than 3'6" or higher than 8'0"
  - 1⅜" thick doors that are wider than 3'0" or higher than 7'0"

### **Insulated Glass**

Like our manufactured doors, Woodland Supply & Mfg Ltd. warrants, subject to the conditions and restrictions contained below, that each insulated glass supplied by Woodland Supply & Mfg. Ltd. shall be free from defects in materials and workmanship for a period of five (5) years from date of manufacture.

Should any insulating glass unit be proven defective during the five-year warranty period, the buyer (s) remedies will be limited to the following Woodland Supply & Mfg Ltd. option:

1. Replacement of the defective product including the cost of shipping or reimbursement of the purchase price. No labor, installation and/or consequential damages will be covered

This warranty does not apply if the failure of the seal is caused by an Act of God, damage because of exposure to corrosive fumes or condensates, damage resulting from excessive stress from movement of the structure, glass distortion or breakage, mishandling or improper installation or by any other cause whatsoever not within our exclusive control, and shall not apply unless the failure occurs and claim is delivered to us within five (5) years from the date of manufacture. Sealed units (insulated glass) are not warranted if exposed to hot tubs, saunas, indoor pools, etc.

### **CLAIMS AND RETURN PROCEDURE**

Immediately upon discovery that door is defective, contact the Woodland Supply representative whom you purchased the product:

**Mail:** 867 McLeod Ave. Winnipeg, Manitoba R2G 0Y4  
**Phone:** (204) 668.0079 or 1(888)665.0343  
**Fax:** (204) 668.4187

We can respond quickly and efficiently provided the following information were given: a) date and reference invoice number of the original purchase, b) your contact information, c) the address of where the product can be inspected, and d) a description of the problem and product (photographs can be helpful)

Any claim must be approved by Woodland Supply & Mfg Ltd. and a resolution confirmed prior to any steps taken by the purchaser to mitigate the claim.

Defective doors are not allowed to be returned until woodland Supply has been provided a reasonable opportunity to inspect the defective doors and until Woodland Supply authorizes the return.

All returns must be accompanied by an approved Return Merchandise Authorization (RMA) and must be shipped as per our shipping instructions (Please refer to RMA Policy for detailed procedure on returns). Returns must be properly packaged and labeled and Woodland Supply retains the right to refuse any shipment if goods are not properly crated and shows any signs of freight or concealed damage.

Any product returned that is found not defective and that Woodland Supply is not at fault, will be returned at the customer's expense.

## **LIMITED LIABILITY**

This Warranty sets forth Woodland Supply & Mfg Ltd.'s utmost liability for its products. We shall not be liable for special, indirect, consequential or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. Should state or provincial law precludes no transferability, then the warranty period is effective as applicable up to one (1) year from the date of purchase

The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.

## **CARE & HANDLING, INSTALLATION AND FINISHING INSTRUCTIONS**

### **CARE AND HANDLING**

1. Doors shall be handled while wearing clean gloves and with clean hands and tools
2. Store flat (not on end or edge) in clean, dry area, away from direct heat. If stored for long periods, doors must be sealed with a non-water based sealer or primer
3. Doors shall not be dragged across the surfaces or other doors
4. Remove stile protectors only when ready to fit, finish, and hang

5. Doors must be sealed on the top and bottom rails within 5 days of storage from the jobsite. Consult with your local paint and/or stain dealer for the proper finish and application specific to your door.
6. Always weather strip exterior doors
7. Doors shall not be subjected to extremes of heat and/or humidity, and the storage building must have these conditions controlled. Relative humidity should not be less than 25% or more than 55%

## INSTALLATION

1. Doors shall be allowed to become acclimatized to finished building heat and humidity before hanging. Heating, ventilation and air conditioning system must be operational and balanced before door installation
2. Do not impair the utility or the structural strength of the door in the fitting, the application of hardware, or cutting and altering the door for lights, louvers, or other special details. Approximately 24 mm. ( $\frac{3}{32}$ "") clearance on each side and 24 mm. ( $\frac{3}{32}$ "") to ( $\frac{1}{8}$ "") clearance at the top shall be allowed
3. Pilot holes must be drilled for all screws that act as hardware attachments. All hardware installations must follow the listing specifications as per the directions for an approved fire rated opening
4. Three hinges shall be installed for doors 2134 mm (7'0") in height or less. Allow one additional hinge for each additional 305 mm. (12") of door height or portion thereof.
5. Labels on fire doors shall not be removed. Doing so voids the label
6. All hardware locations, preparations for hardware, and methods of hardware attachment must be appropriate for specific door construction.
7. Apply the sealer, primer or first coats of the required finish, on exterior doors, immediately after fitting, cutting for hardware, weather-stripping, etc. and before installation of any hardware
8. Do not impair structural strength by trimming too much off or cutting into joints
9. Finish all six surfaces (as well as Jamb) with a minimum of two coats of sealer after trimming and hardware cut outs have been completed.

## FINISHING

1. Prior to finishing, insure that the building atmosphere is dried to a normal, interior or relative humidity, insure that the doors have been allowed to equalize to stable moisture content.
2. Doors are not ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnishes and other undesirable blemishes by block sanding all surfaces in horizontal position. To avoid cross grain scratches, sand with the grain
3. A thinned coat of sanding sealer should be applied prior sanding to promote a uniform appearance and to avoid sharp contrasts in color or a blotchy appearance

4. Lay horizontally on flat, dry, clean surface
5. Cover all glass
6. Sand complete door lightly with 150 or 180 grit sandpaper in direction of grain
7. Remove dust from door using a slightly moistened sponge or cloth
8. Allow door to dry completely
9. Finish all 6 surfaces – front, back, top, bottom, and both edges (Note: the top and bottom are very important because the open grain absorbs the most moisture)
10. Finish all cut-outs (drilled hole for lock set, mortised edges for hinges, etc)
11. Finish all sides of jambs, under kick plates, sills, mail slots etc.

**Note:** Seal the perimeter of glass in exterior doors with a fine clear bead of silicone after the finish has dried.

1. Apply a minimum of 3 coats of finish – consult with your local paint and/or stain dealer for the proper finish (i.e. Ultra Violet Protection)
2. After finish, has been applied and is properly dried, re-install all hardware and hang your new door
3. Re-finish doors occasionally – consult with your local paint and/or stain dealer
4. Oil-based finishes are recommended for all exterior doors
5. Some species of wood, oak particularly, can contain chemicals which react unfavorably with certain finishes. Where possible, the surface should be tested for unfavorable reactions. If any undesirable reaction is notices, notify your supplier and do not continue with the finishing until problem is resolved.

**IT IS ESSENTIAL THAT THESE INSTRUCTIONS ARE FOLLOWED TO PRESERVE YOUR WARRANTY**