



WOODLAND

EST 1965

Warranty Policy for Manufactured Doors

Woodland Supply and Manufacturing Ltd., henceforth referred to as Woodland, 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 has the authority to change, modify or expand this warranty, either orally or in writing in any respect. Woodland'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 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.

Woodland shall not be liable for doors repaired or replaced without its written approval.

In no event shall Woodland 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.

Action on any claim for warp or for telegraphing may be deferred, at the option of Woodland, for a period not to exceed twelve (12) months from the 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 doors to acclimate to temperature and humidity conditions.

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, the buyer must, prior to installing, hanging, or fitting the door, send written notice of the discovered defect(s) to Woodland Supply & Mfg Ltd., 867 McLeod Ave. Winnipeg, MB R2G 0Y4 within thirty (30) days of the received date.

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

Buyer should inspect each shipment at the time of arrival and have the carrier make an inspection 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 2mm.
3. Size tolerance: thickness + 1.6mm (1/16") length = 1.6mm (1/16") width = 1.6mm (1/16").
4. Warp shall not be considered a defect unless it exceeds 1/4" inch in the plane of the door itself. Warp is any distortion in the door itself and does not defer 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. In measuring the amount of warp present in a door, the following method shall be used. Bow, cup, and twist shall be measured placing a straightedge, taut wire, or string on the suspected concave face of the door at any angle (i.e. horizontal, vertical, 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 straightedge, taut wire, or string and the face of the door.
5. A squareness tolerance of not more than 3.2mm (1/8") difference shall be allowed between the diagonal measurement, taken across the face of the door.
6. Doors which develop warp or twist in excess of 1/4" after hanging will be deemed to be effective unless there is evidence to indicate that the door has been improperly stored, finished, or hung, or has been subject to tension (e.g. wedging).
7. Stile, rail, and core show through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of 1/100" in a three-inch (3") pan.
8. Bevel glass corner angles at point of intersection of profiled wood stop shall not be out more than:
 - a. On ninety-degree (90°) right angles: 3mm.
 - b. On curved angles: 5mm.
9. The warranty against warp does not apply to the following:
 - a. 1-3/4" 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.
10. Warp which does not exceed 1/4" in the plane of the door panel itself or any warp for a door panel 3'0" wide by 8'0" high.

EXCLUSIONS FROM WARRANTIES

Woodland shall not be held liable for product warranty of doors/components for the following reasons and physical situations:

General Provisions

- Any condition or appearance caused by failure to follow Woodland's Care & Handling, Installation, & Finishing Instructions.
- Normal wear and tear; problems due to misuse, abuse; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Attempts by others, not authorized by Woodland to repair the door.

- Any damage incurred as a result of shipping.
- Failure to properly seal the door (all six (6) edges must be sealed immediately after fitting and hanging).
- Defects caused by failure to provide suitable installation environment for the product.
- Unauthorized attachments or modifications.
- Natural variations in the color, texture, grain, or the general surface appearance of the wood are not to be considered as defects.
- Panel misalignment or shrinkage is not considered a defect.
- The appearance of field finished doors is not guaranteed in any event.
- Hardware or inserts that are not provided by us, 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.
- Bow or misalignment in the frame or jamb in which the door panel is hung, problems due to improper assembly or installation (not in accordance with our instructions), and structural integrity issues or problems caused by improper fitting of the hardware or sizing of the panel.
- 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.

Insulated Glass

Similar to our manufactured doors, Woodland warrants, subject to the conditions and restrictions contained below, that each insulated glass supplied by Woodland 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 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 as a result 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 Woodland 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 a door is defective, contact the Woodland representative whom you purchased the product:

Mail: 867 McLeod Ave. Winnipeg, Manitoba R3E 2A7
Phone: 204-668-0079 or 1-888-665-0343
Email: info@woodlandsupply.ca

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 and a resolution confirmed prior to any steps taken by the buyer to mitigate the claim.

Defective doors are not allowed to be returned until Woodland has been provided a reasonable opportunity to inspect the defective doors and until Woodland 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, Woodland 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 is not at fault will be returned at the customer's expense.

LIMITED LIABILITY

This warranty sets forth Woodland'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 particular 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, & FINISHING INSTRUCTIONS

CARE & 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 a 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 surfaces or other doors.
4. Do not impair structural strength by trimming too much off or cutting into joints.
5. Remove stile protectors only when ready to fit, finish, and hang.
6. Minimum of three (3) hinges on doors 7' or shorter, use additional hinges for larger doors.
7. Finish all six (6) surfaces including jambs: front, back, top, bottom, and both edges.
8. Doors must be sealed on the top and bottom rails within five (5) days of storage from the jobsite.
9. Consult with your local paint and/or stain dealer for the proper finish (i.e. ultraviolet protection).
10. Always weather strip exterior doors.
11. Ensure that all surfaces are thoroughly painted, varnished, or sealed to prevent undue absorption or release of moisture.
12. Doors shall not be subjected to extremes of heat and/or humidity, the storage building must have these conditions controlled. Relative humidity should not be less than 25% or more than 55%.
13. Do not partially finish any doors or jambs, finish all six (6) surfaces: front, back, top, bottom, and both edges.
14. All six (6) sides of the door (after trimming and including hardware cutouts) are required to be sealed with a minimum of two (2) coats of sealer. Failure to do so voids all warranties.

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 2.4mm (3/32") clearance on each side and 2.4mm (3/32") to 3.2mm (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 (3) hinges shall be installed for doors 2134mm (7'0") in height or less. Allow one (1) additional hinge for each additional 305mm (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 or primer of first coats of the required finish on exterior doors immediately after fitting, cutting for hardware, weather-stripping, etc. before installation of any hardware.

FINISHING

1. Prior to finishing, ensure that the building atmosphere is dried to a normal interior or relative humidity. Ensure 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 to sanding to promote a uniform appearance and to avoid sharp contrasts in color or a blotchy appearance.
4. Remove stile protectors only when ready to fit, finish, and hang.
5. Fit and hang door (before finishing) with all hardware installed. Note: exterior glass are to be hung with the fixed bead to the outside of the building.
6. Remove door from frame and remove all hardware.
7. Lay horizontally on flat, dry, clean surface.
8. Cover all glass.
9. Sand complete door lightly with 150 or 180 grit sandpaper in the direction of the wood grain.
10. Remove dust from door using a slightly moistened sponge or cloth.
11. Allow door to dry completely.
12. Finish all six (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.
13. Finish all cut-outs (drilled hole for lock set, mortised edges for hinges, etc).
14. 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.
15. Apply a minimum of three (3) coats of finish - consult with your local paint and/or stain dealer for the proper finish (i.e. ultraviolet protection).
16. After finish has been applied and is properly dried, re-install all hardware and hang your new door.
17. Re-finish doors occasionally - consult with your local paint and/or stain dealer.
18. Oil-based finishes are recommended for all exterior doors.
19. 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 noticed, notify your supplier and do not continue with the finishing until the problem is resolved.

IT IS ESSENTIAL THAT THESE INSTRUCTIONS ARE FOLLOWED IN ORDER TO PRESERVE YOUR WARRANTY.



WOODLAND

EST 1965