

## 2 Year Limited Wood Door Warranty

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Westeck Windows Mfg Inc. (hereinafter referred to as Westeck) provides a limited warranty on all its manufactured wood doors. This warranty covers a period of two years from the date of shipment and ensures that the products are made of good material and workmanship, free from defects that would render them unserviceable or unfit for their ordinary recommended use. Please note that this warranty is valid only for the original consumer of the doors and cannot be enforced by any subsequent owners. Any implied warranties are also limited to a duration of two years from the date of manufacture.

No distributor, dealer, or representative of Westeck has the authority to modify or change this warranty.

In the event of a warranty claim, the manufacturer will, at its option:

1. Repair the door free of charge, or
2. Replace the door free of charge, in whatever stage of fitting and/or finishing it was originally supplied by the manufacturer.

Please note that neither Westeck nor the manufacturer will bear the costs of labour, installation, finishing, or any other related expenses for the replacement of original door(s). The responsibility for these costs lies solely with the person making the warranty claim.

Alternatively, if a door is found not to comply with this warranty, the manufacturer will refund the price received for that door. However, it is important to provide written notice of any claim promptly upon discovery of the defect, and in any case, within the two-year period. For defects that are discoverable upon inspection of each door upon receipt of shipment, notice must be given within thirty days of receipt, before the door is installed or treated in any manner. Doors repaired or replaced without the manufacturer's prior written consent will not be covered by this warranty.

Action on any claim related to warp may be deferred by the manufacturer for a period not exceeding 12 months from the date of the claim. If a door has been installed prior to making a claim, it must remain in its original installation during the deferment period to allow for conditioning to humidity and temperature.

Moisture Content:

Westeck products are manufactured to have a moisture content ranging from 7% to 12%. It is the responsibility of the purchaser to consult with local professionals to ensure that this moisture content is suitable for their specific area.

Allowable Tolerances:

1. Thickness: The finished thickness, after sanding, shall have a tolerance of plus or minus 2mm for all nominal thicknesses.
2. Height and Width: The tolerances for height and width for all nominal sizes shall be plus or minus 2mm.
3. Warp: Warp exceeding 7mm within the plane of the door itself shall be considered a defect. The measuring method for bow, cup, and twist involves placing a straightedge, taut wire, or string on the suspected concave face of the door at any angle (horizontal, vertical, diagonal) with the door in its installed position. The measurement 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.

4. Squareness Tolerance: A difference of not more than 4mm between the two diagonal measurements taken across the face of the door is allowed.

Matters Excluded from the Warranty:

1. Failure to Follow Instructions: Any unsatisfactory service or appearance resulting from not adhering to the provided "Handling, Job Finishing, and Installation Instructions" is not covered by this warranty.
2. Field Finished Doors: The appearance of field finished windows/doors is not guaranteed under any circumstances.
3. Natural Variations: Natural variations in the colour or texture of the wood should not be considered as defects.
4. Exclusions for Warp: The warranty against warping does not apply to the following scenarios: a. Improper Installation: Doors that are not installed plumb, square, and level, or do not swing freely. b. Lack of Multi Point Hardware: Doors that do not possess multi-point hardware or are double drilled over 6' 8".
5. Damage Beyond Control: This warranty does not cover doors with damage caused by factors beyond the control of Westeck, such as misuse, abuse, accident, mishandling, fire, flood, water spray (including saltwater), earthquake, storm, tornado, heat, or other acts of nature. Additionally, it does not cover doors installed within 1.5 km of an ocean or as part of an indoor pool. Any claims for shipping damage or loss by freight lines should be filed with the carrier directly.
6. Improper Use: Utilizing a wood door for exterior applications without adequate overhang is considered improper use. The determination of adequate overhang depends on the typical weather conditions of the site where the building is located. Generally, it refers to an overhang projecting a distance away from the door at least equal to one-half of the elevation difference between the bottom of the door and the base of the overhang structure.
7. Natural Wood Splitting: Wood is a natural product and splitting may occur, including wood panels. Therefore, splitting of wood is specifically excluded under this warranty or any other warranty.
8. Lack of Maintenance: Failure to perform regular homeowner maintenance is not covered by this warranty.
9. Unauthorized Repairs: Any attempts by individuals other than Westeck staff to repair the wood window(s) will nullify the warranty.

Shipments:

All shipments are F.O.B. Westeck, which means that upon delivery to the transportation company, the shipments become the property of the purchaser. As a result, the purchaser assumes all risks for any loss or damage, including concealed damage, for which we are not responsible. Our products are relatively fragile, so it is highly recommended that you inspect each shipment upon arrival and request the carrier to make an inspection report for any damaged merchandise.

We understand your preferences and will make every effort to accommodate your requests for carrier routing. However, if, for any reason, we are unable to adhere to the requested routing, we reserve the right to select a carrier and routing of our choice. Unless otherwise instructed by you, we will display an approximate invoice value on the Bill of Lading. Although this may increase the cost of freight, it provides you with protection in case you need to file a claim with the carrier for damages.

If a shipment is delayed or not received by you as the customer, or if products are kept at the courier's warehouse, the associated costs of storage will be your responsibility. These items won't be dispatched until all storage and additional freight charges are fully paid.

### Delivery:

Please note that delivery schedules are based on prevailing conditions and our best judgment at the time of order acceptance. While we strive to adhere to these schedules, they cannot be guaranteed. Our ability to ship as scheduled may be subject to delays caused by unforeseen circumstances such as strikes, fires, floods, or other events beyond our control, including the delivery of material to us by our suppliers.

### Returns:

Obtain prior approval from us and a return authorization number before returning any merchandise. Our Customer Service Department will provide you with the necessary authorization number, which must be clearly indicated on the crate. It is important to note that we will refuse any returned shipment that does not have a valid return authorization number. Additionally, all returns must be shipped prepaid, as we do not accept collect shipments.

For warranty returns, once we validate that the merchandise falls within our warranty guidelines, we will reimburse the freight costs. However, it is crucial that you properly crate the goods and ensure they do not show any signs of freight or concealed damage. Failure to do so may result in us refusing the shipment.

### Handling, Finishing and Installation Instructions:

**WARNING:** Wood doors are not ready for immediate finish. All wood doors require sanding before staining or painting. The following steps are necessary to achieve a high-quality appearance:

1. **Delivery:** Ensure that wood doors are delivered in a clean truck and are covered.
2. **Storage:** Store doors flat in a dry, well-ventilated building. Cover them to keep them clean, while allowing air circulation. Avoid direct sunlight exposure.
3. **Handling:** Use clean gloves when handling and avoid dragging doors across each other or other surfaces.
4. **Timing:** Do not deliver or install doors until foundations, concrete floors, and plaster or textured walls are completely dry.
5. **Conditioning:** Wood doors should not be exposed to abnormal heat, dryness, humidity, or sudden changes in these conditions. Condition them to the average prevailing humidity of the locality before hanging.
6. **Heat Protection:** Avoid placing a wood door near a heating register, keeping it at least four feet away. Excessive heat on one area of the door or window can cause warp, twist, shrinkage, and checking on the surfaces.
7. **Integrity:** Ensure that the fitting, application of hardware, and any cutting or altering of the door/window do not impair its utility or structural strength.
8. **Exterior Finishes:** Apply exterior finishes to both faces and all edges of the windows. For outward swing doors with no protection from the elements, ensure proper protection through overhang, flashing, or other suitable means.

9. **Surface Preparation:** Before finishing, make sure the wood surfaces are clean and dry, with moisture content not higher than average. Remove handling marks or effects of moisture exposure by lightly sanding with 120, 150, or 180 grit sandpaper (with the grain). Clean with a tack cloth before applying sealer or finish. Sand and clean again between coats.
10. **Compatibility:** Test the surface for unfavorable reactions if certain finishes may react adversely with certain wood species. Using a quality sealer before finishing will promote a uniform appearance and avoid colour contrasts or blotchy effects.
11. **Sunlight Exposure:** If a wood door is exposed to direct sunlight, avoid using dark colour finishes to reduce the chance of warping, checking, shrinkage, and sunburn. Note that sunburn in Douglas Fir may result in pitch bleeding onto the surface, which is not considered a defect. To remove bleeding pitch, use a rag and turpentine on affected areas. This might need to be repeated until the bleeding stops, which occurs during the summer months and should not persist after the first year of exposure.
12. **Paint Finish:** Ensure that the finish has ultraviolet (UV) inhibitors. Do not use oils or solid-based stains as the final finish. Finish all sides and edges of the door(s). Follow the supplier's instructions carefully to avoid voiding the warranty.
13. **Minor Touch-up:** After finishing, the wood may "breathe" and reveal a slight unfinished edge. Simply apply minor touch-up with stain and sealer or paint to finish the exposed edge. This is not considered a defect.

#### Tips for best results:

1. Wood doors present a unique challenge due to their numerous joints and seams, which can lead to coating failure from excess moisture absorption. To prevent this, it is important to treat these areas properly. When there are holes or joinery meeting points, make sure to heavily saturate them with the coating. If necessary, fill these gaps with a high-quality polyurethane or acrylic-based caulking.
2. The choice between gloss, semi-gloss, or satin clear topcoat is mainly for aesthetic purposes. Semi-gloss and satin finishes are better at hiding flaws in the finish compared to high-gloss finishes.
3. In terms of visual perception, semi-gloss and satin clear topcoat tends to provide a warmer feel compared to a glossy finish.

#### Reminder:

1. Always consult your paint supplier for the best quality products, and carefully follow the instructions provided. Failure to do so may void any warranties.
2. Exterior door finishes can deteriorate more quickly in extreme weather conditions, especially without proper overhang. Regularly inspect the finishes of your exterior doors and refinish them as needed.

#### Glass care for Exterior Doors:

To ensure a watertight seal between the wood and glass, glazing material may have been squeezed out onto the visible surface of the glass during manufacturing. Before finishing, it is important to remove any excess glazing material. You can score it with a knife along the edge of the wood, being 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 recommend avoiding metal tools or razor blades, as they can cause damage. When cleaning caulking, paint, stain, or similar substances off tempered glass, exercise caution as it can scratch easily.



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### Insulated Glass Warranty:

Westeck provides a separate Insulated Glass (IG) Warranty, which will apply. Please note that finishing services are not included in the warranty coverage.

### Note:

The manufacturer's responsibility under this guarantee is limited to what has been stated earlier, and there are no additional warranties provided. The manufacturer shall not be held liable for any indirect, incidental, or consequential damages, nor for any amount exceeding the price of the shipment involved, whether the claim is related to breach of warranty or negligence.