



MADAWASKA DOORS

SOLID WOOD CUSTOM DESIGN



WARRANTY

A) RECEIVING MADAWASKA DOORS MERCHANDISE:

1. ALL MERCHANDISE MUST BE VISUALLY INSPECTED WHILE THE DRIVER IS PRESENT:
 - a) DID YOU RECEIVE WHAT WAS ORDERED?
 - b) IS THE MERCHANDISE IN GOOD CONDITION?
 - c) REMOVE CARDBOARD (IF APPLICABLE)
 - d) DO NOT REMOVE SHRINK-WRAP OR STILE PROTECTORS UNTIL READY TO FIT, FINISH, & INSTALL MERCHANDISE
- e) ALL COMPLAINTS MUST BE NOTED ON THE PACKING SLIP OR PRO-BILL TO FILE A CLAIM**
- f) ALL COMPLAINTS MUST BE REPORTED TO MADAWASKA DOORS WITHIN 24 HOURS OF RECEIVING THE MERCHANDISE
- g) TO REQUEST A RETURN OF MERCHANDISE. FORMS ARE AVAILABLE AT WWW.MADAWASKA-DOORS.COM OR CONTACT ORDER DESK

B) HANDLING & STORING MADAWASKA DOORS MERCHANDISE:

1. ALWAYS HANDLE WITH CARE (CLEAN, DRY HANDS & TOOLS)
2. DO NOT DRAG ACROSS FLOORS OR ANY OTHER SURFACES
3. DO NOT REMOVE SHRINK-WRAP OR STILE PROTECTORS UNTIL READY TO FIT, FINISH, & INSTALL MERCHANDISE
4. STORE IN A HORIZONTAL POSITION IN AN AREA THAT IS:
 - a) FLAT, DRY, & CLEAN
 - b) CLIMATE CONTROLLED (i.e. 60-75° FAHRENHEIT & 40-50% HUMIDITY)
 - c) AWAY FROM DIRECT HEAT & AREAS WHERE DRYWALL WORK IS BEING DONE
5. MERCHANDISE SHOULD BE STORED IN THE SAME AREA WHERE IT WILL BE INSTALLED FOR AT LEAST 3 DAYS PRIOR TO FITTING (ALLOWS WOOD TO ACCLIMATIZE TO THE AREA) MAINTAINING THE REQUIRMENTS SET OUT IN #4.

C) FITTING MADAWASKA DOORS MERCHANDISE:

1. REMOVE SHRINK-WRAP & STILE PROTECTORS ONLY WHEN READY TO FIT, FINISH, & INSTALL MERCHANDISE
2. FIT & INSTALL UNFINISHED MERCHANDISE WITH ALL THE HARDWARE ALREADY INSTALLED ON IT
3. ALL DOORS OVER 72" (1829mm) MUST BE HUNG WITH A MINIMUM OF 4 HINGES
4. AFTER FITTING THE MERCHANDISE PROPERLY, REMOVE DOOR FROM FRAME & REMOVE ALL HARDWARE TO ALLOW FOR PROPER FINISHING
5. **MAXIMUM TRIMMING ALLOWANCES:**

HEIGHT –	TOPRAIL:	HEIGHT –	BOTTOM RAIL:	WIDTH (PER SIDE):	
DOORS	1/4" (6mm)	DOORS	1" (25mm)	STILES: UP TO 3" (76mm)	DO NOT TRIM
SIDELITES	1" (25mm)	SIDELITES	1" (25mm)	STILES: 3" – 4 1/2" (76mm – 114mm)	1/8" (3mm)
BIFOLDS	1/4" (6mm)	BIFOLDS	1" (25mm)	STILES: 4 1/2" + WIDER (114mm +)	1/4" (6mm)

D) FINISHING MADAWASKA DOORS MERCHANDISE:

1. LAY MERCHANDISE HORIZONTALLY ON A FLAT, DRY, CLEAN SURFACE
2. REMOVE ALL HARDWARE (HINGES, LOCKSETS, SWEEPS, PEEP HOLES, KICK PLATES, MAIL SLOTS, ETC.)
3. COVER ALL PERMANENT NON-WOOD COMPONENTS (i.e. GLASS)
4. SAND ALL WOOD COMPONENTS LIGHTLY WITH 220 GRIT SANDPAPER IN DIRECTION OF GRAIN
5. REMOVE DUST WITH A CLEAN, SLIGHTLY MOISTENED SPONGE OR CLOTH
6. ALLOW MERCHANDISE TO DRY COMPLETELY
7. FINISH MUST COMPLY WITH "MDI'S" FINISHING INSTRUCTIONS.
8. THE FINISH USED MUST BE AS FOLLOWS:
 - a) ABSORBED INTO THE WOOD AND NOT JUST COAT THE WOOD SURFACE
 - b) APPLIED TO GIVE AT LEAST 3 COATS OF URETHANE/VARATHANE FINISH
 - c) URETHANE/VARATHANE CONTAINING ULTRA-VIOLET PROTECTION FOR EXTERIOR MERCHANDISE IS REQUIRED
 - d) **NON FILM – FORMING FINISHES ARE NOT WARRANTED.** THIS IS INCLUDES MARINE SPAR VARNISH, LATEX PAINT, TUNG OIL ETC...
9. TEST FINISH ON AN INCONSPICUIOUS AREA BEFORE APPLYING FINISH APPLICATION ON ENTIRE DOOR
10. **APPLY FINISH TO EVERY SINGLE WOOD SURFACE OF ALL MERCHANDISE:**
 - a) INCLUDES ALL 6 SURFACES – TOP, BOTTOM, BOTH SIDE EDGES, FRONT & BACK
 - b) APPLY SEVERAL EXTRA COATS OF URETHANE/VARATHANE FINISH TO THE TOP & BOTTOM OF DOORS TO PREVENT MOISTURE ABSORPTION INTO THE OPEN END GRAIN (HELPS TO RESIST WARPAGE)
- c) **PREHANG UNITS – FULLY REMOVE ALL HINGES, LOCKSETS, SWEEPS, PEEP HOLES, KICKPLATES, MAIL SLOTS, ETC. TO COMPLETELY FINISH ALL WOOD SURFACES**
11. EXTERIOR MERCHANDISE -- AFTER THE FINISH HAS DRIED COMPLETELY, APPLY A FINE BEAD OF SEALANT AROUND THE PERIMETER OF THE GLASS AND PANELS (ON EXTERIOR SIDE)
12. DESIGN #1005, #1007, & #2005 -- AFTER THE FINISH HAS DRIED COMPLETELY, APPLY A FINE BEAD OF SEALANT ALONG THE TOP, BOTTOM, & FACE OF ALL GROOVES (ON EXTERIOR SIDE)
13. AFTER FINISH HAS DRIED COMPLETELY, RE-INSTALL ALL HARDWARE & HANG YOUR NEW MADAWASKA DOOR!

 MADAWASKA DOORS INC. P.O. BOX 938 BARRY'S BAY, ON, CANADA K0J 1B0	TEL: 1-800-263-2358 FAX: 1-800-263-1584 TEL: 1-613-756-2641 FAX: 1-613-756-7071	WEBSITE www.madawaska-doors.com E-MAIL mdi@madawaska-doors.com	
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ALL 1-800 NUMBERS ARE TOLL FREE IN CANADA AND U.S.A.



MADAWASKA DOORS

SOLID WOOD CUSTOM DESIGN



WARRANTY

WARRANTY CONTINUED...

E) INSTALLING MADAWASKA DOORS MERCHANDISE:

1. ALL MERCHANDISE SHOULD BE INSTALLED BY AN EXPERIENCED DOOR INSTALLER
2. ALL MERCHANDISE MUST BE PROPERLY FINISHED BEFORE INSTALLATION
3. IF THE MERCHANDISE IS **NOT** FINISHED WITHIN 10 DAYS OF DELIVERY THEN IT MUST BE PROPERLY STORED. PLEASE REFER TO POINT "B" FOR HANDLING & STORING MADAWASKA DOORS MERCHANDISE
4. ALL DOORS OVER 72" (1829mm) MUST BE HUNG WITH A MINIMUM OF 4 HINGES
5. HANG DOORS SO THERE IS NO **DIRECT** EXPOSURE TO THE ELEMENTS (i.e. RAIN, SNOW, SUN)
6. PROTECT EXTERIOR DOORS BY USING A STORM DOOR &/OR ROOF OVERHANG
7. EXTERIOR MERCHANDISE MUST BE WEATHER STRIPPED
8. EXTERIOR DOORS WITH GLASS ARE TO BE HUNG WITH THE "FIXED" BEAD TO THE OUTSIDE OF THE BUILDING

F) MAINTENANCE OF MADAWASKA DOORS MERCHANDISE:

1. WOOD - PROPERLY FINISHED MERCHANDISE MAY BE CLEANED USING A DAMP CLOTH
2. METAL PARTS - USE A NON-CORROSIVE CLEANER
3. PAINT STICKS ARE AVAILABLE FOR TOUCHING UP BRASS & COPPER CAMING (PLEASE CONTACT ORDER DESK)
4. MADAWASKA DOORS' PANELS ARE DESIGNED TO "FLOAT" TO ACCOMMODATE NATURALLY OCCURRING SHRINKAGE & EXPANSION - PANELS MAY BE TAPPED LIGHTLY BACK INTO PLACE (SOME RE-FINISHING MAY BE REQUIRED)
5. DOORS SHOULD BE RE-FINISHED PERIODICALLY (CONSULT A LOCAL FINISHING DEALER FOR DETAILS)

G) MADAWASKA DOORS MERCHANDISE WARRANTY:

1. ALL MADAWASKA DOORS MERCHANDISE IS GUARANTEED, AT THE TIME OF SHIPMENT, TO BE DEFECT-FREE & OPERABLE UNDER NORMAL, RECOMMENDED USAGE

2. THE FOLLOWING CHARACTERISTICS ARE NOT DEFECTS:

- a) GLASS CONTAINING NATURAL BLEMISHES THROUGH BUBBLES, BLISTERS, & OTHER MINOR SIGNATURES, WHICH OCCUR IN ALL SPECIALTY GLASS
- b) VARIATIONS IN THE NATURAL COLOUR, STAIN, &/OR GRAIN, WHICH OCCUR IN ALL NATURAL SOLID WOOD
- c) PANEL ALIGNMENT: SHRINKAGE & EXPANSION NATURALLY OCCUR IN WOOD MERCHANDISE, MADAWASKA DOORS PANELS ARE DESIGNED TO "FLOAT" TO ACCOMMODATE NATURALLY OCCURRING SHRINKAGE & EXPANSION - PANELS MAY BE TAPPED LIGHTLY BACK INTO PLACE (SOME RE-FINISHING MAY BE REQUIRED)
- d) EDGE GLUED COMPONENTS (A SUPERIOR TYPE OF CONSTRUCTION THAT HELPS TO RESIST WARPAGE)
- e) PIN KNOTS NOT EXCEEDING 1/4" (6mm) IN DIAMETER
- f) WARPS NOT EXCEEDING 1/4" (6mm) IN ANY GIVEN SECTION OF DOOR MEASURING 36" x 84" (914mm x 2134mm), "WARP" REFERS TO ANY DISTORTION IN THE DOOR ITSELF & NOT ITS RELATION TO THE FRAME OF JAMB IN WHICH IT IS HUNG (CSA - S. 3.1)

3. THE FOLLOWING ITEMS ARE NOT COVERED BY THIS WARRANTY:

- a) SEALED GLASS UNITS (i.e. INSULATED LITES) THAT HAVE BEEN EXPOSED TO AREAS OF HIGH CONDENSATION (i.e. HOT TUBS, SAUNAS, INDOOR POOLS, etc.)
- b) HARDWOOD STORM DOORS (i.e. DESIGNS IN THE 4000 SERIES MADE FROM OAK, MAPLE, BIRCH, etc.)
- c) DAMAGE &/OR DEFECTS CAUSED BY INCIDENTS BEYOND THE CONTROL OF MADAWASKA DOORS
- d) MADAWASKA DOORS MERCHANDISE WHICH DOES NOT CONFORM TO THE TERMS & CONDITIONS SET OUT IN THIS WARRANTY
- e) **ANY REFINISHING OR REHANGING EXPENSES**

4. THIS WARRANTY IS EFFECTIVE FOR ONE YEAR FROM THE DATE OF SHIPMENT AS RECORDED ON THE INVOICE, PROVIDED THE MADAWASKA DOORS MERCHANDISE IS IN COMPLETE COMPLIANCE WITH ALL TERMS & CONDITIONS CONTAINED HEREIN

H) RETURNING MADAWASKA DOORS MERCHANDISE:

1. ALL REQUESTS TO RETURN MERCHANDISE MUST ADHERE TO MADAWASKA DOORS' RETURN MERCHANDISE POLICY. **FORMS ARE AVAILABLE AT WWW.MADAWASKA-DOORS.COM** OR CONTACT ORDER DESK

2. MADAWASKA DOORS INC. RESERVES THE FOLLOWING RIGHTS:

- a) TO INSPECT ALL MERCHANDISE BEFORE THEY ARE RETURNED &/OR CREDITED
- b) TO NOT DISCLOSE ANY INFORMATION TO THE END USER (HOMEOWNER) UNLESS AUTHORIZED TO DO SO BY MADAWASKA DOORS' CUSTOMER (RETAILER), & AGREED UPON BY MADAWASKA DOORS
- c) TO DEFER ACTION REGARDING WARPS FOR A PERIOD OF 1 YEAR FROM DATE OF REQUEST TO RETURN MERCHANDISE
- d) TO ONLY ACCEPT RETURNED MERCHANDISE WHICH HAS BEEN AUTHORIZED BY MADAWASKA DOORS
- e) TO ONLY ACCEPT RETURNED MERCHANDISE WHICH HAS BEEN PROPERLY PACKAGED, LABELLED, & RETURNED AS PER MADAWASKA DOORS' SHIPPING INSTRUCTIONS
- f) TO HAVE MERCHANDISE RETURNED TO THE MANUFACTURING PLANT FOR REPAIR, REPLACEMENT, &/OR CREDIT
- g) TO APPLY A RESTOCKING CHARGE IN INSTANCES WHERE THE RETURN IS NOT COVERED BY MADAWASKA DOORS' WARRANTY &/OR MADAWASKA DOORS IS NOT AT FAULT
- h) TO NOT COVER ANY REMOVAL, REFINISHING, OR REHANGING COSTS



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