



# MADAWASKA DOORS

SOLID WOOD CUSTOM DESIGN



## WARRANTY

### A) Receiving Madawaska Doors Merchandise

- All merchandise must be visually inspected while the driver is present:
  - Did you receive what was ordered?
  - Is the merchandise in good condition?
  - Remove cardboard (if applicable).
  - Do not remove shrink-wrap or stile protectors until ready to fit, finish, & install merchandise.
  - All complaints must be noted on the packing slip or pro-bill to file a claim.**
- All complaints must be reported to Madawaska Doors Inc. within 24 hours of receiving the merchandise.
- Warranty service request forms are available at [www.madawaska-doors.com](http://www.madawaska-doors.com) or contact order desk.

### B) Product Handling & Storing

- Product kept for more than a week before finishing must be properly stored.
- Handle with care (clean, dry hands & tools) and do not drag across floors or any other surfaces.
- Do not remove shrink-wrap or stile protectors until ready to fit, finish, & install the merchandise.
- Store in a horizontal position in an area that is:
  - Flat, dry, & clean.
  - Climate controlled (i.e. 60-75° F & 40-50% humidity).
  - Away from direct heat & areas where drywall work is being done.

### C) Fitting

- Remove shrink-wrap & stile protectors only when ready to fit, finish, & install merchandise.
- Finish the backs of the door frame (if pre-hung) before installation – see Section D.
- Fit & install unfinished door with hardware on and make certain everything functions properly.
- All doors over 72" (1829mm) must be hung with a minimum of 4 hinges.
- After fitting the merchandise properly, remove door from frame & remove all hardware to allow for proper finishing.
- Maximum** trimming allowances:

Height – Top rail		Height – Bottom rail		Width (per side)	
Doors	1/4" (6mm)	Doors	1" (25mm)	Stiles: up to 3" (76mm)	<b>Do not trim</b>
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 Product

**Quality is a joint effort. Madawaska Doors must provide product free from manufacturing defects, while the finishing step guards against sun and moisture damage. Moisture is the enemy of kiln dried furniture grade wood, and these steps must be followed for protection. Moisture does not necessarily mean precipitation, it can mean humidity in the air, or in your breath.**

- Place the door, sidelite, transom or frame on a flat, dry surface, and remove all hinges, locksets, sweeps, peep holes, mail slots etc.
- Prep product for Finishing by lightly sanding in the grain direction to remove undesirable machining marks, then mask all glass.
- Remove dust with a clean damp sponge or cloth and let door dry completely.
- Use only oil based paint, stain conditioner, stain and clear-coat products. Never use spar varnishes, latex, acrylic or water based materials! Do not use items meant for decks, fences, or marine items. Remember, stains and primers do not count as coats of finish. Professional finishers may suggest other forms of finish, ensure they adhere to these warranty instructions.**
  - Do not use osmotic products designed for marine use as they allow the slow passage of moisture.
  - If staining is desired, use Min wax oil based furniture stain with pre-stain conditioner to meet Warranty requirements.
  - Do not use products designated for decks, fences and outdoor furniture as they don't suit our high grade wood.
  - Tung oil cannot be used as while it is oil based it does not form a protective film.
- Use oil based exterior materials on exteriors. It is important that a product with ultra-violet protection is used on outside surfaces.
- The critical role of the paint or clear-coat is to keep moisture from the furniture grade kiln dried wood. Three coats of finish must be:
  - Absorbed into the wood and not just coat the wood surface.
  - Applied to all six sides, including under hinges, inside the openings for locks and handles and under sweeps.
- When dry, apply a 1/16<sup>th</sup> bead of clear sealant around the perimeter of glass and wood panels on the exterior side of doors, transoms and sidelites. Apply sealant over any joint seam where moisture might enter, then wipe it off. This will enhance moisture protection.
- Designs #1005, #1007, & #2005 require a bead of sealant applied along the top, bottom and face of all grooves on the exterior side of the door.
  - After finish has completely dried, re-install all hardware and hang your new Madawaska door!

**P.O. Box 938 Barry's Bay, Ontario, Canada K0J 1B0**

www.madawaska-doors.com • Customer Service: 1-800-263-2358 • Fax: 1-800-263-1584





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Warranty continued...

### **E) Installing Madawaska Doors Merchandise**

1. All product should be installed by an experienced installer.
2. All merchandise must be properly finished (as outlined in Section D) before installation (Fit, Finish & Install).
3. If was necessary to trim or plane for a perfect fit, stain and clear-coat (or paint) to restore the water tight seal as outlined in D).
- 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. Use weather stripping for exterior applications.
8. Exterior doors with glass are to be hung with the "fixed" bead to the outside of the building.

### **F) Maintenance**

1. Wood – when properly finished it may be cleaned using a damp cloth.
2. Metal parts – use a non-corrosive cleaner.
3. Madawaska doors' panels are designed to "float" to accommodate naturally occurring shrinkage & expansion. Panels may be lightly tapped back into place (some re-finishing may be required).
4. Each Spring check for areas that may need to be lightly sanded and refinished to preserve the protective seal.
5. Any compromise of the water proof seal must be attended to immediately.

### **G) The Madawaska Doors Guarantee**

1. Madawaska Doors merchandise is guaranteed, at the time of shipment, to be built to specifications, defect free and operable under normal recommended usage.
- 2. The following characteristics are not defects:**
  - a) Natural glass blemishes such as bubbles, blisters, and other minor signatures which characterize Specialty Glass.
  - b) Variations in the wood colour, stain and grain that are part of the beauty of natural solid wood.
  - c) Panel alignment. Our panels are designed to "float" to accommodate naturally occurring shrinkage and expansion due to temperature change, and may be lightly tapped back into place (some re-finishing may be required).
  - d) Edge glued components (a superior type of construction that helps to resist warping).
  - 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). CSA – S 3.1 defines "warp" as any distortion in the door itself, not its relation to the frame or jamb in which it is hung.
- 3. The following items are not covered by this warranty:**
  - a) Sealed glass units (i.e. Insulated lites) exposed to areas of high condensation such as Hot Tubs, Saunas and indoor pools.
  - b) Hardwood storm doors (i.e. Designs in the 4000 series made from oak, maple, birch, etc.).
  - c) Damage and/or defects caused by incidents beyond the control of Madawaska Doors.
  - d) Madawaska Doors merchandise which does not conform to the terms and conditions set out in this warranty.
  - e) Any refinishing or reinstalling expenses.**
4. This warranty is effective for one year from the date of shipment as recorded on the invoice, provided the product is in complete compliance with all terms and conditions contained herein.

### **H) Warranty Product Returns**

- 1. All Warranty product returns must adhere to the Madawaska Doors Inc. policy.**
2. Warranty Service Request Forms are available at [www.madawaska-doors.com](http://www.madawaska-doors.com) or contact the Order Desk at 1-800-263-2358.
3. The first step in the Product Return process is the full completion of the Warranty Service Request Form.
4. Shipping arrangements must be through Madawaska Doors or product will not be accepted.
5. Madawaska Doors will only pay for pre-authorized third party repairs.
6. Madawaska Doors Inc. reserves the following rights:
  - a) To inspect all merchandise before it is returned for repair and/or credit.
  - b) To speak directly with the end user (homeowner) on Warranty issues.
  - c) To only accept returned merchandise that was authorized, packaged and shipped as instructed by Madawaska Doors.
  - d) To apply a restocking charge in instances where the return was not due to a Manufacturing defect.
7. Warranty concerns can be presented directly to [rm@madawaska-doors.com](mailto:rm@madawaska-doors.com)

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