

WINDOWS & DOORS



WINDOWS & DOORS LTD.

1255 - 12th Street, Kamloops, BC V2B 3C8
Telephone (250) 376-1021
Fax (250) 376-2324

ORIGINAL CONSUMER WARRANTY

All merchandise manufactured by IJ Windows & Doors Ltd is warranted for a period of ten (10) years, from the date of the original paid invoice, to the original homeowner, against defects in material and factory. After two (2) years, it is the responsibility of the purchaser to arrange the installation of replacement parts. The extent of this warranty is limited to the repair or replacement of defective parts only. We will not accept responsibility for repainting or refinishing made necessary by or due to warranty service. IJ Windows & Doors Ltd., shall not be liable for any loss damage or expense, including incidental or consequential damages, arising directly or indirectly from the use or repair of it's products.

Insulating Glass

IJ Windows & Doors Ltd., warrants all insulated glass units in any IJ Windows & Doors Ltd., product against failure of the hermetic seal for a period of ten (10) years from the date of the original paid invoice.

IJ Windows & Doors Ltd.'s obligations under this warranty shall be limited to replacement of insulated glass only or the insulating glass in sash. IJ Windows & Doors Ltd., insulated unit, which is defective under the terms of the warranty, will be replaced free of charge F.O.B. the IJ Windows & Doors Ltd., distribution centre closest to the place of installation.

Warranty Restrictions

This warranty does not apply to breakage of any kind, including cracks, shattering or breaks unless the product was delivered broken. All shipping damage must be reported within twenty-four (24) hours of receipt. This warranty does not apply to installations where loads applied to the unit exceed the structural performance rating to the unit without prior written approval of the design by IJ Windows & Doors Ltd. Localized application of heat which can cause excessive temperature differentials over the glass surface or edges, strain applied by movement of the building, or where adequate expansion or contraction of framing members has not been allowed for, are also specifically excluded. Any unit retrofitted with a solar control film adhered to any surface of the glass will be specifically excluded from this warranty. Wood components must be painted or stained immediately and entirely. Excess moisture or dryness caused by improper sealing of wood components will void this warranty. This warranty does not cover paint primer costs, finish costs, or wood rot. It is the responsibility of the purchaser to ensure a continuous seal between the glass and all wood components.

Warranty commencement date should be as per the Homeowner Protection Act.

B. C. DOOR CO. LTD.

1206 WEST 75TH AVE., VANCOUVER, B.C. CANADA V6P 3G3
Phone (604) 266-9161 *** 1-800-663-5570 *** Fax (604) 261-2280
E-mail: sales@bcdoor.com * Website: www.bcdoor.com

LIMITED WARRANTY FOR WOOD DOORS

The above manufacturer warrants all doors sold under this warranty (except those doors expressly excluded from this warranty), for two years from the date of shipment, and at the time of shipment, to be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for their ordinary, recommended use.

This warranty extends only to first purchaser at retailer of said door(s) and may not be enforced by any person to whom the said door(s) are transferred,

ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO TWO YEARS FROM DATE OF SHIPMENT.

No distributor, dealer or B.C. Door representative has the authority to change or modify this limited warranty.

The manufacturer will, at its option either (1) repair any door without charge, or (2) replace any door without charge in whatever stage of fitting and/or finishing it was originally supplied by the manufacturer, in no event shall B.C. Door pay for the cost of labour, installation or finishing of the replacement or original door or for any other cost relating to the replacement of the door, all of which shall be the sole responsibility of the person making the warranty claim or (3) refund the price received by the manufacturer for any door, if the door is found not to comply with this warranty. However, written notice of any claim under this guarantee must be given to the manufacturer promptly when discovered, and in any event within the above stated two-year period. In the case of a defect reasonably discoverable by inspection of each door upon receipt of shipment from the manufacturer, notice must be given within thirty days thereafter and before the door is hung or treated in any manner. The manufacturer shall not be liable for doors repaired or replaced without its prior written consent. Action on any claim for warp may be deferred, at the option of the manufacturer, for a period not to exceed 12 months from 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 conditioning to humidity and temperature.

MOISTURE CONTENT

All BC Doors are manufactured to a 10% - 12% moisture content. It is the purchaser's sole responsibility to check with building authorities to ensure that the above moisture content is suitable for your area.

Please note for drier areas in Canada such as our Prairie Provinces, all products must be finished within seven days of receipt. This will reduce the chance of moisture loss resulting in component part shrinkage and surface checking.

ALLOWABLE TOLERANCES

1. Thickness: For all nominal thicknesses, 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. Warp shall not be considered a defect unless it exceeds 7 mm in the plane of the door itself. Warp is any distortion in the door itself, and does not refer 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 by placing a straightedge, taut wire or string on the suspected concave face of the door at any angle (i.e., horizontal, vertically, 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 straight edge, taut wire or string and the face of the door.
4. A squareness tolerance of not more than 4 mm difference shall be allowed between the two diagonal measurements, taken across the face of the door.
5. 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

MATTERS EXCLUDED FROM THE WARRANTY

1. Unsatisfactory service or appearance caused by failure to follow the "Handling, Job Finishing and Installation Instructions" set forth herein is not covered by this warranty.
2. The appearance of field finished doors is not guaranteed in any event.
3. Natural variations in the colour or texture of the wood are not to be considered as defects.
4. 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.
5. This warranty does not cover doors with damage caused by others or by any cause beyond the control of B.C. Door, including but not limited to damage caused by misuse, abuse, accident or mishandling or by fire, flood, earthquake, storm, tornado, or other acts of nature; claims for shipping damage or loss by freight lines must be filed with carrier.
6. Panel shrinkage is not considered a defect covered by this warranty.
7. Knotty Alder doors for exterior use not having open voids filled on exterior face.
8. Failure to perform normal home owner maintenance.
9. **Failure to finish doors for Canada's Prairie Provinces within seven days of receipt.**
10. Attempts other than by B.C. Door to repair the door.

11. During the manufacturing process of stain or select grade fir doors we may expose pitch pockets or resin galls. These areas will be required to be filled with neet wood inlays which are acceptable under Canadian Standards and will not be considered as a defect.
12. On large deep relief carvings surface checking is not uncommon and will not be considered a defect.
13. All wood carvings are carved individually^a by hand by the artist and may vary as shown in brochure. Therefore slight variations in design will not be considered a defect.

SHIPMENTS

All shipments are F.O.B. BC Door Co. Ltd., Vancouver, BC. UPON DELIVERY TO THE TRANSPORTATION COMPANY, SHIPMENTS BECOME THE PROPERTY OF THE PURCHASER WHO THUS ASSUMES ALL RISKS FOR LOSS OR DAMAGE, INCLUDING CONCEALED DAMAGE, FOR WHICH WE ARE NOT RESPONSIBLE.

Our products are relatively fragile, so we strongly advise THAT YOU INSPECT EACH SHIPMENT AT THE TIME OF ARRIVAL AND HAVE THE CARRIER MAKE AN INSPECTION REPORT OF ANY DAMAGED MERCHANDISE.

We will honour all reasonable requests for your preferences of carrier in routing shipments. If, for some reason, we cannot adhere to the requested routing, we reserve the right to use a carrier and routing of our choice.

UNLESS YOU ADVISE US TO THE CONTRARY, we will show an approximate Invoice Value on the Bill of Lading. While this raises the cost of freight, it does protect you in the event that you have to place a claim on the carrier for damages.

DELIVERY

Delivery schedules are based on prevailing conditions and our best judgment at the time of order acceptance and cannot be guaranteed. Our ability to ship as scheduled is subject to possible delay caused by strikes, fires, floods or other causes beyond our control, including the delivery of material to us by our suppliers.

RETURNS

Prior approval must be obtained before returning merchandise to us and a RETURN AUTHORIZATION NUMBER must be obtained from our Customer Service Department. This number must be clearly shown on the crate AS WE MUST REFUSE ANY RETURNED SHIPMENT WHICH DOES NOT HAVE A RETURN AUTHORIZATION NUMBER.

All returns must be shipped prepaid. We will not accept collect shipments. In the case of a warranty return, once BC Door validates the merchandise to fall within our warranty guidelines, BC Door will then reimburse the freight costs.

BC DOOR CO. LTD. WILL REFUSE ANY SHIPMENT IF THE GOODS ARE IMPROPERLY CRATED AND SHOW ANY SIGNS OF FREIGHT OR CONCEALED DAMAGE.

HANDLING, JOB FINISHING AND INSTALLATION INSTRUCTIONS

WARNING - DOORS ARE NOT READY FOR IMMEDIATE FINISH. ALL WOOD DOORS REQUIRE SANDING BEFORE STAINING OR PAINTING. THE BELOW STEPS ARE NECESSARY TO ACHIEVE A HIGH QUALITY APPEARANCE

1. Deliver doors in a clean truck and under cover.
2. Store doors flat on a level surface in a dry, well-ventilated building. Cover to keep clean but allow air circulation. Avoid exposure to direct sunlight.
3. Handle with clean gloves, and do not drag doors across one another or across other surfaces.
4. Do not deliver or install doors until foundations, concrete floors and plaster or texture walls are completely dry.
5. If the doors are to be stored on the job site for more than one week at least top and bottom edges should be sealed.
6. Doors should not be subjected to abnormal heat, dryness or humidity, or sudden changes therein. They should be conditioned to average prevailing humidity of the locality before hanging.
7. Avoid placing a door too near a heating register (at least 4 feet away). Excessive heat on one area of the door creates drying out which results in warp, twist, shrinkage and checking on the faces.
8. The utility or structural strength of the door must not be impaired in the fitting of the door, the application of hardware or cutting and altering the door for lights, panels or any other special details.
9. Use three hinges per door on doors 7' 0" in height or less, and four hinges per door on doors over 7' 0" in height. Hinges should be set flush with edge surface. Be sure that hinges are set in a straight line to prevent distortion. Allow approximately 3/16" clearance for swelling of door or frame during future damp weather periods.
10. Immediately after fitting, cutting for closures, weather-strip and/or threshold and before hanging any interior or exterior door on the job, the entire door, including the top and bottom edges must receive three to five coats of paint, varnish or polyurethane to prevent undue absorption of moisture.
11. Exterior finishes shall be used on both faces and all edges of exterior doors. Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.
12. Before finishing, door surfaces must be clean and dry, and moisture content no higher than average. Remove handling marks or effects of exposure to moisture by sanding lightly with 120, 150, or 180 grit sandpaper with the grain, and clean with tack cloth before applying sealer or finish. Sand and clean again between coats.

13. **KNOTTY ALDER HAS CHARACTER MARKS WHICH CONTAIN OPEN KNOTS, CHECKS AND COLOUR VARIATIONS ALL OF WHICH ARE NOT CONSIDERED DEFECTS. EXTERIOR DOORS MUST HAVE ALL VOIDS FILLED ON THE EXTERIOR FACES. FAILURE TO DO SO WILL VOID WARRANTY.**
14. **DOUGLAS FIR IS A NATURALLY SAP LADEN WOOD AND MUST BE PREPARED AS FOLLOWS. WIPE ALL SURFACES WITH ACETONE. THE PURPOSE OF ACETONE IS TO NEUTRALIZE THE SAP ON THE SURFACES AND OPEN THE GRAIN SO IT CAN BE SEALED PROPERLY. NEXT, SAND ALL SURFACES WITH 220 GRIT SANDPAPER, THIS WILL REMOVE ANY RAISED GRAIN.**
15. Some species of wood contain a chemical which reacts unfavorably with certain finishes. Where possible, the surface should be tested for such unfavorable reaction. Application of a quality sealer before finishing will promote a uniform appearance and avoid sharp colour contrasts or blotchy appearance.
16. **AVOID DARK COLOUR FINISHES;** if a door is exposed to direct sunlight. This will reduce the chance of warping, checking, shrinkage and sunburn. Note sunburn in Douglas Fir will result in pitch bleeding out onto the surface, which will not be considered a defect. To remove bleeding pitch on surfaces, use a clean cloth in conjunction with acetone and apply to surface areas affected. This may have to be repeated several times throughout the year until the bleeding stops. The bleeding generally occurs during the summer months and in most cases will not persist after the first initial year of exposure.
17. **Paint finish:** Use a good quality oil base primer, then a minimum of three brushed on or five sprayed on coats of exterior oil base or latex base paint. If water base is used, an oil base primer must be applied first. Finish all sides and edges of door. Follow supplier's instructions carefully. Failure to comply will void warranty.

Stain finish: First apply a clear sealer or a combination of stain and sealer. Follow with a minimum of three brushed on or five sprayed on coats of exterior finish (such as polyurethane or varnish) in gloss or semi-gloss. All exteriors must have ultra violet (UV) inhibitors in the finish. Do not use oils or solid based stains as the final finish. Both sides and all four edges of the door must be finished. Follow supplier's instructions carefully. Failure to comply will void warranty.
18. After the door is finished, the panels may "breathe", revealing a slight unfinished edge on the panel. Minor touch-up with stain and sealer or paint is all that is needed to finish the exposed edge. This is not to be considered a defect.

SPECIAL TIPS FOR BEST RESULTS

1. Exterior doors have a unique problem in that they have many joints and seams; therefore, a lot of open-end grains. If not properly treated, this could cause coating failure due to excess moisture intake. Additionally, the temperature difference that exists between the interior and exterior can cause moisture transport, which may lead to problems. Where there are holes or areas where the joinery meets, saturate heavily with the coating and, where necessary, fill with a good quality polyurethane or acrylic-based caulking.
2. If doors have little or no overhang BC Door strongly suggests that doors be ordered with loose stop on one side, with the solid stop side being placed to the exterior. A cap bead should also be applied to the exterior. See page 6 for details.
3. Choice of gloss, semi-gloss or satin clear top coats is for aesthetics. In general, semi-gloss and satin finishes do not show flaws in the finish as readily as a gloss finish.
4. Semi-gloss and satin clear top coats generally provide a warmer feel than does a gloss finish.

REMINDER

1. Check with your paint supplier for the best quality products and follow suppliers instructions carefully. Failure to comply will void warranty.
2. Exterior door finishes may deteriorate quickly in extreme weather. Especially with little or no overhang applications. Inspect the finishes of exterior doors regularly and refinish as needed.

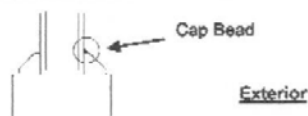
GLASS CARE FOR INTERIOR DECORATIVE DOORS

Avoid contact with abrasive or corrosive materials. All soldering joints are lead and in the case of brass or copper these joints are given a paint finish and care should be taken when cleaning glass. A touch-up solution is available if paint is removed. If brass, copper or zinc becomes dull or tarnished, a non-corrosive brass cleaner or polish can be used. All glass panels are handcrafted - bubbles, lines and slight surface imperfections or discolouration are characteristics of all fine handcrafted glass and are not considered defects.

GLASS CARE FOR EXTERIOR DOORS

To ensure a water tight seal between wood and glass, some glazing material may be squeezed out onto the visible surface of the glass during manufacturing. This must be removed before finishing. To remove excess glazing material, score it with a knife along the edge of the wood. Be 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 do not recommend tools made of metal or razor blades. Use extreme care when cleaning caulking, paint, stain, etc. off tempered glass. It scratches very easily.

Note: If the unit is exposed to extreme elements, a fine bead of paintable mono caulking should be used between the glass and wood moulding on the exterior surface, this will help eliminate water infiltration and premature seal failure.



SEALED UNIT WARRANTY

The manufacturer will replace defective sealed unit(s) without charge within the above stated two-year period. Over two years and up to five years the sealed unit(s) only, will be replaced, NOT INSTALLED. FINISHING IS NOT INCLUDED.

NOTE: There are not warranties that extend beyond the foregoing, and the manufacturer's sole responsibility under this guaranteed is as stated herein. BC Door Co. Ltd. shall not be liable for consequential, indirect or incidental damages, or for any amount in excess of the manufacturer's price for the shipment involved, whether the claim is for breach of warranty or negligence.

IF THE ABOVE INSTRUCTIONS ARE NOT ADHERED TO THE WARRANTY WILL BE VOIDED.



Limited Warranty
for
Residential Doors

North American Use Only

Doors are warranted for one year from date of shipment to be free from defects which render them unfit for the use in which they are intended PROVIDED THAT the following conditions are observed.

1. CARE AND HANDLING:

See "Storage, Handling, and Finishing" and "Installation and Maintenance Instructions."

2. TELEGRAPHING:

Minor stile, rail and core show-through on flush doors shall not be considered a defect. Allowable deviation from true shall be 1/100" over a 3" span. Textured or semi-gloss finishes are recommended with solid colours or high gloss plastic laminate.

3. WARPING:

Warp is any distortion in the door itself, and does not refer 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. Warp shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself in a section 3/6 by 7/0. Warp shall be measured by placing a straight edge, taut wire or string on the suspected concave face of the door at any angle (i.e. horizontally, vertically or diagonally), with the door in its installed position. The amount of warp shall be the point of maximum distance between the bottom of the straight edge, taut wire or string and the face of the door.

For doors found defective after inspection by an authorized Masonite representative, Masonite will, at its option:

1. Repair the door without charge,
2. Replace the door or
3. Refund the purchase price received.

However, written notice of any claim under this guarantee must be given to Masonite promptly when discovered, and, in any event, within the above stated one year period.

In the case of a defect reasonably discoverable by inspection of each door upon receipt of shipment from Masonite, notice must be given within 30 days thereafter and before the door is hung or treated in any manner. Masonite shall not be liable for doors repaired or replaced without its prior written consent.

Action on any claim for warping or telegraphing may be deferred, at the option of Masonite, for a period not to exceed 12 months from 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 conditioning to humidity and temperature.

Masonite cannot assume responsibility for doors that become defective because the above mentioned conditions have not been observed. We assume no responsibility for re-hanging, repainting or refinishing the doors.

Masonite guarantees that all requests for service will receive prompt attention.

MATTERS EXCLUDED FROM THIS GUARANTEE

1. Unsatisfactory service or appearance caused by failure to follow the "Storage, Handling, Finishing, Installation and Maintenance Instructions" set forth herein, is not covered by this guarantee.
2. The appearance of **field-finished** doors is not guaranteed in any event.
3. Natural variations in colour or texture of the wood are not considered defects.
4. The guarantee 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 provided, however, that if the height of the door does not exceed 7/0, the width may be up to 4/0.
 - b) 1-1/8" and 1-3/8" thick doors that are wider than 3/0 or higher than 7/0.
 - c) Doors with face veneers of different species.
 - d) Doors that are improperly hung or do not swing freely.
 - e) Any door that has been structurally altered, in a way that leaves the door unbalanced.
5. This guarantee does not cover doors with:
 - a) Cutouts for lites and/or louvers which are nearer than 5" to any edge of the door.
 - b) Cutouts having less than 5" between adjacent cutouts for unit locks, closures or other hardware cutouts.
 - c) Cutout areas exceeding 40% of the area of the face of the door.
 - d) Cutouts exceeding one-half the height of the door.
6. 1-3/4" Veneer doors for exterior application are excluded from this guarantee.

Storage, Handling and Finishing Instructions

STORAGE AND HANDLING:

1. Deliver doors to building site after plaster, drywall or cement is dry. If doors are stored at job-site for more than one week, top, bottom and side edges **MUST** be sealed. Care **MUST** be taken to avoid edge or face damage.
2. Store flat on a level surface in a clean, dry well-ventilated building. Protect from dirt, water and abuse, but allow air circulation. Doors must be sealed with an oil-based or plastic sealer or primer if stored for long periods.
3. Doors should not be subjected to abnormal or sudden variations in heat, dryness or humidity and should not be exposed to direct sunlight. Doors should be stored at least 4' away from any heat source. Excessive heat on one area of the door creates drying out which results in warping and checking on the faces. Doors should be conditioned to average prevailing humidity of the locality before hanging. In below zero temperatures or extremely dry conditions, doors should be stored in a properly dried building, at normal temperatures for at least three days before being hung.
4. Handle with clean hands or gloves and do not drag doors across one another or across other surfaces.

FINISHING:

NOTE: The appearance of field finished doors is not guaranteed.

1. Before finishing, door surfaces must be clean and dry with an equalized moisture content. Remove handling marks or effects of exposure by sanding lightly lengthwise with 100 to 500 fine grit abrasive and cleaning before application of sealer or finish. Sand and clean again between coats.
2. Some species of wood contain a chemical (oak, particularly) which reacts unfavorably with certain finishes. Where possible, the surface should be tested for such unfavorable reaction prior to finishing doors. Application of a sealer before finishing will usually prevent this difficulty.
3. All doors must be protected with at least two coats of a good grade oil or plastic based paint, varnish or lacquer on all sides, (faces, tops, bottoms and sides) to help prevent warping, twisting and checking. The same consistency of finish must be applied on both sides of the door to prevent an imbalance. Follow the finish manufacturer's instruction carefully. Do not use a water thinned paint or latex paint unless the aforementioned protective coats are first applied. The full beauty of wood is best emphasized by use of satin or semi-gloss finish.
4. Use exterior finishes on both faces and all edges of exterior doors. Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.
5. To prevent blemish magnification, do not apply dark finishes to 4 ply birch, 4 ply plain sliced red oak door faces, other light coloured wood species and exterior doors.
6. Avoid dark stains or dark coloured paints on door surfaces exposed directly to sunlight so as not to induce warpage.
7. Certain wood fibre doors have edges, and possible crossband under the face veneer, which contain fire retardant salts. These salts are usually hygroscopic and will take on excess moisture in a damp atmosphere. These salts will concentrate on the surface and form whitish crystals that can interfere with the finish. Before finishing, remove the salt crystals with a damp cloth, followed by drying and light sanding.
8. Oak door faces should not have direct contact with steel or iron, to prevent blue stain.

Warranty

Weiser manufactured products are warranted for their full lifetime from date of purchase against mechanical failure due to faulty workmanship or materials. This warranty does not cover the finish of non Brilliance finish products, defects or damage arising from improper installation, incorrect product application, improper maintenance, storage, shipping handling or normal wear and tear as determined by Weiser Inc. Weiser's "Full Lifetime" warranty covers all Brilliance products as above including the finish of exterior keyed lock components while the original purchaser lives and owns the lock. All other conditions apply.

Sole remedy under warranty is the repair or replacement of any product, or component part which shall prove defective as covered by this warranty (Some provinces do not allow limitations on how long an implied warranty lasts or prohibits the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply in your province).