

Wescon Doors Care and Finishing Guide – for the Home Owner

Congratulations on the purchase of your new, fine crafted wooden door. You should feel proud in knowing that the door you purchased is 100% made on Vancouver Island. We source our own logs, dry our own wood, glue it all together, machine our components, and hand assemble and inspect every door before it leaves us. Not only is your door a truly Canadian product, but it also:

- Is made of solid wood. A renewable resource, and sourced from sustainably managed forests – the most responsible building product available on earth.
- Is a carbon sink. The weight of your door is nearly entirely carbon, from CO2 absorbed out of the atmosphere during the tree's lifetime. A new tree was planted in place of where this wood was harvested, allowing for additional carbon to be absorbed.
- Has excellent thermal properties. 1 inch of wood is comparable to 8 inches of concrete
- Supports 100% Canadian Companies
- Is built to last a lifetime with proper care and maintenance

Receiving your New Door

We take great pride, and are proud of the hands-on work that goes into each and every door we manufacture. Any product that we make is checked for both physical and cosmetic quality.

What can you expect to see when receiving your new door?

When you receive your new door, your first impressions should be positive, and reassuring. Wescon stands behind its product, and we want to earn your business again!

Upon receiving your door, check that no major damages have occurred during shipping. This could mean broken glass, wood damages beyond reasonable repair, or in rare cases cracks or splits in the wood from moisture change. This can happen sometimes due to the natural characteristics of wood – and is something we have incorporated into our manufacturing process to mitigate!

Have your Wescon Door Dealer contact us as soon as possible if anything has happened with your door, so that we can begin working on a solution for you immediately.

Quick Fixes

- **Bumps and Bruises**

Our doors are shipped in the raw state (unfinished), with the exception of primed doors. During shipping, receiving, or even being moved around the warehouse waiting to be picked up by you, your door may receive minor handling marks, or light scuffs and bruises. Although every effort possible is taken to avoid these bumps and bruises, they can sometimes occur, especially when shipping distances often exceed several thousand kilometers.

Paint grade, or primed doors: Small bumps, nicks, or bruises in the door are easily repairable by first sanding around the affected area, then applying an appropriately colored filler, or spackle. Use white or light colors on primed or light wood, and brown or red colors to match natural wood. Let the filler dry completely before sanding smooth with a sanding sponge or 120-150grit sandpaper. If a white color is not used, re-apply a coat of white paint or primer over the repaired area to match the primer before painting.



Picture 1: Filling in a small Dent. Note: Colored filler was used for illustrative purposes only.

Stain Grade Doors: Bruises in the wood can often be swelled-out, without the use of any filler. Simply lay the door flat, apply a few drops of water to the bruise, and then put a clean cloth overtop and apply heat using a clothing iron (turn the steaming function

off). Repeat this process until the bruise is gone, or the wood is no longer swelling out. 2-3 times should be all that is necessary. Ensure the wood is completely dry before continuing on, either by letting the wood air dry or by using the iron to heat up the surface slightly. Do not rub the wet wood with your bare hands, or the oils on your skin will come off and affect the application of your stain in that area. Be careful not to let the iron sit on the wood for more than 10 seconds at a time, for fear of leaving burn marks. Try to keep the spread of water to the surrounding area minimized.

If this method of swelling does not completely remove the bruise or dent, you can supplement the swelling of the affected area with wood filler (color to match the wood) and then sand the area smooth once dry. Once stained over, the repair will no longer be noticeable if done carefully.

- **Swelling and Shrinkage**

Sometimes through climate, temperature, and moisture changes, the wood may shrink or swell, leaving small gaps at the intersections of parts. In this situation, use wood filler to fill in the gap if it is less than 1mm wide and sand smooth. Tape should be applied around repair areas, to contain the fillers or glues sometimes used and prevent contaminating the surrounding areas. If the gap exceeds 1mm (1/32") you may choose to return the door to Wescon via the place of purchase, and have us examine, repair, and/or replace the door.



- **Sap Bleed (Fir Doors)**

Douglas Fir is especially known in the wood working world, for its ability to bleed sap from its surface for up to one year (in some cases). At the time of manufacturing, we take steps to minimize this problem as much as possible, including heating up the wood to dry out (called setting) the sap. Most of the time, this will never be an issue for you,

and in the vast majority of cases which do arise, sap bleed can be handled in a few easy steps.

- 1) When sanding the doors surface before finishing, any sap that has bled out from time of manufacture to now will be sanded away. As you finish the door, the stains/sealers/top coats will seal the woods surface, including the pores where the sap has been coming out and seal them for good.
- 2) If you feel that too much sap has come out for sanding to remove, you can wipe the surface with a volatile cleaning agent, such as paint thinner, xylene, or acetone to clean off any sap build up. When taking this approach, use the minimum amount of cleaner as possible and lightly sand the area which came into contact with the cleaner after it has evaporated away.
- 3) If sap has started to bleed out through your finish, wipe away with paint thinner, xylene, or acetone. This will only happen for 1 season through hot weather, which warms the sap in the wood, reducing its viscosity and increasing gas pressures within the wood causing it to bleed. The following fall time, clean and reapply finish to the face of the door, if necessary.



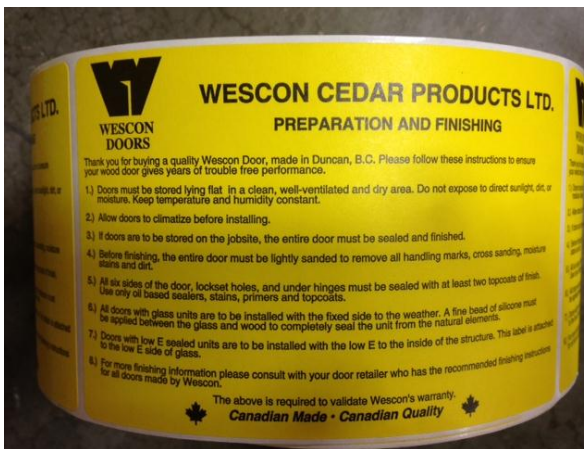
Attached Labels

All doors shipped from Wescon have labels attached to them for identification purposes. You should keep the labels and file them away safely for referring to at a later time. Some or all of the following labels may be attached to your door.

- White labels with a barcode on them. If there is ever a problem in the distant future or the desire to have a replicate door made, we can look up the information on this tag and ensure all things match perfectly. Please keep this label.



- Exterior Doors are shipped with a yellow label attached to them. This label summarizes finishing practices and installation points. Please refer to both this document, and the Wescon Warranty Document, for additional information.

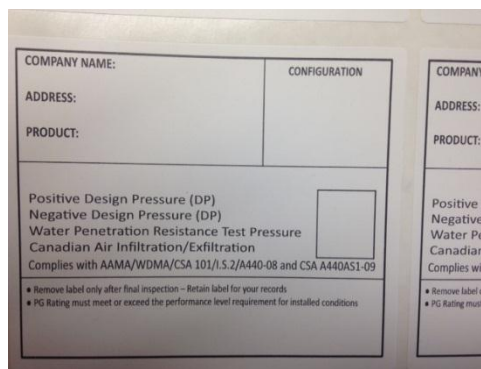


- Doors pre-hung to the new 2014 building code (NAFS) come with two additional labels attached to them. One is a permanent label, attached to the inside of the frame near the top hinge. This has a protective cover over it, to be peeled away after finishing. The other sticker is a temporary label with the doors specific NAFS ratings and performance data on it. This label must remain attached to the unit until inspected by the building inspector after installation to the house.

These labels cannot be replaced by Wescon due to regulations, so please be careful and protect them during finishing and installation. Also attached to the frame of all NAFS pre-hangs is an envelope. Inside the envelope there is a letter outlining specific finishing and installation practices which must be followed to ensure your NAFS unit performs to its highest level. A copy of this letter is available on the Wescon Doors website, www.WesconDoors.com, on the NAFS information page.



Picture 2: Permanent Nafs Label



Picture 3: Temporary Nafs Label

✚ Storing your New Door

Doors should be stored in a clean, cool, dry location. It is important that the environment on all sides of the door be the same, so that one side isn't exposed to more (or less) moisture than the others. When this happens, unequal forces are imposed into the wood, and may cause warping. If doors are stored on a pallet, cover the top door so that the face of door is not exposed.

✚ Finishing your Door

The behaviour of wood:

Wooden doors will not be received ready for finishing. Wood, by its nature, changes with time and exposure to the environment around it. The air oxidizes the surface, sunlight can darken the color, and moisture is absorbed/released by the wood, changing its size and hence "roughing up" or "loosening" the grain. All of these ever-changing

characteristics of wood can be easily amended at time of finishing, by following a few simple steps.

- **Damage Repair**

Following the instructions presented in the beginning of this guide, repair any surface damages prior to finishing. Often, minor blemishes will stand out after finishing has begun which were not visible beforehand. In this case, allow the applied finish to completely dry before beginning a localized repair or touch up.

Next, inspect the door thoroughly for any blemishes, wood slivers, or other irregularities in the surfaces. Glue (white/yellow carpenters glue) and/or sand and putty these areas until they are no longer a concern. When using glue, carefully tape off the area to avoid contaminating surrounding wood.

Carefully inspect the joints in the door, especially where two parts come together. Sometimes, a small amount of glue can be squeezed out at these joints during door assembly and missed and time of inspection. Dry glue can usually be chipped off using the tip of a knife, or carefully sanded away using a sanding sponge or sandpaper wrapped around your finger, chisel, or a flat-blade screw driver.

- **Sanding**

Just before you are ready to begin finishing your door, lightly sand the entire surface of it. This is done to remove minor surface oxidation, dirt's, oils, and other surface contamination which has occurred after the door was shipped. Do not touch the wood with your bare hands after this step. Use 150-180grit sandpaper for softwoods, or 180-200grit for hardwoods. Always sand in the same direction as the grain is running.

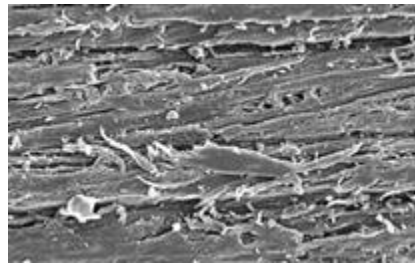
Pay special attention to the wooden parts on the door where the grain runs horizontally. These parts are exposed to "cross sanding" which occurs when the door is fed through a large sanding machine at time of manufacturing, and the sandpaper moves perpendicular to the horizontal grain, scratching it. Always hand sand our doors, using a power or pneumatic sander is overkill and can quickly do damage to the surface before the user realizes it. Only very lightly sand panels in doors, and always do it by hand.

- **Finishing the Door**

- **General Points and Tips**

- Tape off any glass to avoid getting your finish on its surface
- Remove all hardware from the door so that ALL wood surfaces exposed anywhere receive finish. Especially the top and bottoms of the doors. Failure to do this step will void your warranty.
- Finish the door with it lying flat. It is best to leave the door lying flat to dry also.

- If applying your stain with a rag or brush, like sanding, always move with the grain.
 - Begin finishing in the middle of the door (with the panels if applicable) and work your way out.
 - Always check the door 10-15 minutes after finishing it, to wipe up any runs that can occur from over-saturation.
 - Use an oil based finish for the best results. It is much easier to get a good quality finish with oil based paints and finishes. Water based finishes may be used, but additional preparations are required to get a good quality finish.
 - Follow the finishing guidelines for the product you are using. Paints generally require a primer (if not primed by Wescon) then 2-4 additional top coats. Lightly sand in-between coats, if the paint is allowed to completely dry. This scratches the surface and allows the next coat more surface to adhere onto. Stains generally require 1-2 coats of impregnating stain (more coats for darker colors), followed by a sealer, and a minimum of 2 protective top coats.
- **Special Considerations for Water-based finishes**
 - Follow the preparations for finishing your door, as outlined already in the guide. However, before you begin applying the finish, there is an additional step to take, where we must sand away “raised grain”.
 - Raised grain is what happens when damaged wood fibers (from sanding the wood smooth) come into contact with water. The surface tension of the water, coupled with the wood fibers absorbing moisture and swelling up, causing the grain to stand up on end. This makes the surface feel rough again.



Picture 4: A sanded wood surface with damaged fibers, under a microscope.

- To eliminate this problem, we must very slightly dampen the surface of the door with water. Either a rag just slightly damp, or water in a mist-bottle lightly sprayed on the surface of the door is all that's needed. After wetting the surface, you should be able to see and feel the grain raising. When it is raised, lightly sand the surface

again using a 180-250grit sandpaper. We are only trying to sand away the raised grain. Repeat this process until the surface no longer feels rough after wetting with water, usually 1-3 times. Make sure the surface is dry before proceeding with finishing.

- When finishing the wood, do not oversaturate the surface with the water based finish. Too much water will be absorbed into the wood, which can create swelling problems. Carefully wipe up any extra finish on the surface when you are done. Wescon will not warranty product damaged by excessive moisture, water, or problems which have arose by the use of a water based finish.

✚ **Factors affecting the performance of your new door**

- **Finishing**

- The type of finish you choose to use and how it is applied to your door will affect the performance and life time of your door. Preparing the surface of the wood correctly to accept a finish, ensuring the wood has climatized to your specific environment, and using a high quality product are all important factors to consider. Remember that all exterior doors need to be finished off with a high quality silicone beading applied around the perimeter of all glass, panels, and sidelites to prevent driving rain from running in around these parts. Darker colors will absorb more energy from the sun, leading to higher surface temperatures which will degrade the finish AND wood beneath it at a faster rate. Very dark colors, and painting your door black, will void your doors warranty.

- **Installation**

- Properly installing the door is key to lifetime performance. Doors must be hung and installed truly square and level, with the spacing around all sides of the door even. No matter the position of the door, i.e. fully open, half open, or just slightly cracked open, the door should stay where put.
- Exterior doors should have closed cell foam (wont absorb water), put around both sides and the top. The bottom of the unit should have a high grade silicone put beneath it and the floor to seal out any water from getting beneath it. Some expanding foams will create enough force to bow or warp the door frame, be careful if you are using this type of product and prepare to brace the frame until the foam has set. A door unit installed in an exterior wall should be air and water tight!

- **House Design**

- The single most important factor determining the performance and longevity of any door, is the design of the house. A door sheltered overhead, and never exposed to the sun will surely outlast a door exposed to the elements.

- **Temperature**

- Warmer temperatures will dry out the wood in wooden doors, and also decrease the life of the finish. Temperature changes also affect the humidity, which will allow the wood to absorb or release moisture in and out of it. During the first season of warm weather your door experiences, sap which has not “set” (or crystalized) may try to flow through the surface.
- **Humidity**
 - Wescon Doors use only kiln dried wood, dried to between 9-13% moisture content. This is the ideal moisture range for most climates found in North America, except in extremely dry or hot places where the wood may naturally dry itself down as low as 5-6%. Wood is in a *dynamic* equilibrium with its environment – it is always changing depending on what’s going on around it. If properly finished and sealed, humidity changes will not affect how your door acts. However, if the finish is nearing the end of its life and an extreme environment change is imposed on the door, it may want to slightly shrink, or expand. By maintaining the finish of your Wescon door, there is no reason it will not last a lifetime.
- **Sunlight**
 - Sunlight not only heats up the door and degrades the finish, but UV rays are also able to break down some of the chemicals in wood, weakening its structure. Try to select a finish that incorporates UV protection, especially if your door will be in direct exposure to sunlight on a daily basis.
- **Maintenance**
 - Maintaining your door over your lifetime will keep it operating like new. Re-finish the door as needed, and before problems begin. Hinges may be lightly oiled every couple of years, as can your multipoint locking hardware if installed (exterior doors only). Ensure the silicone beading around your glass and panels remains in good condition.

Warranty

A copy of the Wescon Doors Warranty is available from your local Wescon Dealer, or by visiting the Wescon Doors website, www.WesconDoors.com. A summarization of some of the most important points is below.

Owners Responsibility

- It is the responsibility of the owner to ensure the door is finished, finished properly, and finished as soon as possible after receiving the door (less than 10 days is recommended). Unless, you feel that the door should climatized due to your specific regions climate. In this case, let the door rest for 2-3 weeks, but not longer, before finishing.
- Doors are to be stored in a clean dry environment, as outlined in this guideline.

- It is the owner's responsibility to ensure that a wooden door is suitable for the desired application, and not exposed to situations or environments not suitable for natural materials.

Dimensions

- All dimensions are to be within ¼" (6.35mm) of stated sizes.
- Wescon reserves the right to alter sizes and dimensions without notice. This is often done to fit special glass sizes.

What is not covered:

- Wescon will not warranty doors not properly finished, finished too long after receiving the door (+3 weeks), or doors damaged by the customer.
- If a door is returned before installation or finishing, it must be undamaged and in a suitable condition to re-sell.
- Doors with water damage.
- Doors painted or stained a very dark or black color.
- Wescon is not responsible for customer mistakes, or product incorrectly ordered.
- Wescon will not warrant dissatisfaction due to a disliking of the grain appearance, wood color, etc. Wood is a natural product and every piece is different. We try our best to use above-standard grading when building our doors! Wescon will entertain extreme cases of dissatisfaction, when supplemented with photographs and a written description.

How to make a claim

- We are sorry for any problems you encounter with your Wescon Door, and we want to make things right! To make a claim, see your local Wescon Door Dealer. In most cases, they should be able to help clarify or fix your problem. If a warranty claim or repair by Wescon is needed, your Wescon Dealer will contact us and make arrangements. In most cases, the door will be picked up by our truck the next time it is in your area, and returned on the very next truck. Please attach photos of the problem, and the original order number/barcode label information.
 - Trucks generally run up and down Vancouver Island weekly, the lower mainland weekly, and the interior of BC and Alberta bi-weekly.