
Limited Warranty for Doors and Decorative Glass

Wescon Cedar Products Ltd. (hereafter called "Wescon") warrants that all its doors and decorative glass (henceforth called "doors") sold fall under this warranty except for those doors expressly excluded. This warranty extends only to the first purchaser at retail of said door(s), and may not be enforced by any person to whom the said door(s) is transferred to.

For one year from the date of shipment, and at the time of shipment, Wescon certifies that all doors will be of good material and workmanship and to be free of defects which would render said doors unserviceable or unfit for ordinary recommended use.

Any implied warranties which the purchaser may have are limited in duration to one year from date of shipment.

Should a warranted door be found by Wescon to be defective, Wescon 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, or
- (3) refund the price received by Wescon for the warranted door.

In no event shall Wescon 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.

A written notice of any claim under this guarantee must be given to Wescon 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 Wescon, notice must be given within thirty days thereafter and before the door is hung or treated in any manner.

Wescon shall not be liable for doors repaired or replaced without its prior written consent from Wescon administration and an issued ADR number. Action on any claim for warp may be deferred, at the option of Wescon, for a period not to exceed twelve (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.

Allowable Tolerances:

1. Thickness: For all nominal thicknesses the finished thickness, after shading, shall be plus or minus 1/16" (2mm).
2. Height and Width: For all nominal sizes the height and width tolerances shall be plus or minus 1/16" (2mm).
3. Warp refers to 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 itself.
4. In measuring the amount of warp present in a door, the following method will be used:
 - i. Bow, cup, and twist shall be measured by placing a straight-edge, 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.
 - ii. 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. A "square-ness" tolerance of no more than 1/8" difference shall be allowed between the two diagonal measurements, taken across the face of the door.

Matters Excluded from the Warranty:

1. Unsatisfactory service or appearance caused by failure to follow the "Handling and Installation Instructions," "Care and Cleaning Instructions for Interior Decorate Doors," and/or "Glass Care for Exterior Doors" set-forth herein. The appearance of field-finished door is not guaranteed in any case.
2. Natural variations in the colour or texture of the wood that are not considered to be defects.
3. The warranty against warped doors does not apply to the following:
 - a) 1 3/4" thick or thicker doors that are wider than 3'6" or higher than 7'0"
 - 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.
4. Doors that have been damaged or lost by freight lines, excluding Wescon vehicles. Claims must be filed with the applicable carrier.

5. Defects that are the result of exposure to the elements, mishandling, and damage while in-transit.
6. Any exterior door that has been painted and/or stained black, or other such dark colour.

Finishing Doors

All wood doors must be finished immediately after fitting and hanging, but not immediately after or during periods of high-moisture.

The door received by customers is not ready for immediate finishing. The following steps must be taken to ensure the structural integrity and aesthetic appearance of the door.

- Before applying sealer or finish, a thorough light sanding is necessary to remove blemishes, handling marks, cross-sanding, and/or any natural resin spots that may be present on the surface of the door.
- Only oil-based sealers, stains, primers, and top-coats should be used when finishing the door, and they must always be applied in accordance with the manufacturer's instructions. Water-/latex-based finishes may be used, however Wescon will not warranty against any issues as a result of using such a product, such as raised grain or swelling and shrinkage.
- All six sides of the door, including the top and bottom edges, and all other exposed surfaces, such as holes cut for mail slots, locksets, etc., must be completely sealed with at least two top-coats of finish.
- After the door is finished the component pieces may breathe, revealing a slight unfinished edge; this occurs especially with panels. Minor touch-ups with stain and sealer and/or paint must be applied to this surface in order to completely finish the door.
- Raised panels are free-floating and alignment may be necessary as the door is conditioned to the environment. This is not considered to be a defect.
- Exterior doors with glass units are to be installed with the fixed side to the weather. A fine bead of silicone must be applied to the exterior side of the door between the glass and wood in order to completely seal the unit from the elements.
- Doors that are supplied as "prehung" must have a bead of silicone applied on the exterior side between fixed sills, sidelites, transoms, and at any other point where moisture can enter the unit.
- It is highly recommended that doors be positioned under an adequately-large overhang, to protect it from the elements and extend its life. In most climates, use $X=(1/2Y)$, where X is the overhang length, and Y is the distance from the bottom of the door to the base of the overhang. For more severe climates, use $X=Y$.

Handling and Installation Instructions:**1. Storage and Handling:**

- a) Doors are to be stored flat on a level surface within a dry, well-ventilated building. All doors should be covered in order to remain dry and clean.
- b) Doors must be handled with clean gloves and carried when being transferred between resting places. Doors are not to be dragged, pulled, or pushed across any surface, including other doors.
- c) Doors are to be delivered at building sites only after cement, plaster, or other such materials are dry.
- d) If doors are stored on a job-site for any length of time, the tops and bottom edges must be sealed.
- e) Doors are not to be subjected to abnormal temperatures, sudden dryness or humidity, or other abrupt changes therein.
- f) Avoid placing heating registers too close to a door during both pre- and post-installation. Heating registers should at all times be kept a minimum of ten feet (four meters) away. Excessive heat in one area of the door creates drying-out, and may result in warp, twist, and checking on the faces.

2. Preparation and Hanging Technique:

- a) All doors should be conditioned to the average prevailing humidity of the locality before hanging.
- b) The utility (“structural strength”) of a 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.
- c) Three hinges are to be used per door on doors 7’0” or less; four hinges are to be used per door on doors greater than 7’0” in height.
- d) Hinges must be flush with edge surfaces and set in a straight line or else distortion may result.
- e) Allow a minimum of 1/8” clearance for swelling of the door or frame during future damp weather periods.

3. Finishing:

- a) Immediately after fitting, cutting for closures, weather stripping, and/or threshold and before hanging any interior or exterior doors on the job, the entire door, including the top and bottom edges, must receive two coats of oil-based paint, varnish, or sealer to prevent undue absorption of moisture.
- b) Exterior finishes shall be used on both faces and all edges of exterior doors.
- c) Where installed for outward swing with no protection from the elements, doors must be properly protected by flashing or other suitable means.

Care and Cleaning Instructions for Interior Decorative Doors

Avoid contact with abrasive or corrosive materials. All soldering joints are given a brass finished and care should be taken when cleaning glass. A touch-up solution is available through Wescon or at most home improvement/construction supply retailers. If brass 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 discoloration are characteristics of all fine handcrafted glass, and are not considered to be defects.

In the case of interior and exterior doors, glass work is not considered defective if viewed from a normal horizontal position, ten feet away under normal lighting conditions.

Glass Care for Exterior Doors

To ensure a watertight 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 removing excess caulking, paint, stain, etc. off of the glass and/or sanding around tempered glass as the surface scratches very easily.

If the door is exposed to the weather, a fine bead of silicone caulk must be used between glass and wood mouldings to exterior surface. This will help eliminate water infiltration and premature seal failure.

Try to avoid cleaning tinted or coated glass that is in direct sunlight. Otherwise, clean glass as soon as you notice dirt or residue. Use a mild, non-abrasive cleaner, and allow the window to soak to loosen debris.

Sealed Units – Warranty Information

All Wescon sealed units are manufactured using warm edge technology, or with metallic spacer bars, and carry a five year limited warranty against seal failure. Should a warranty replacement unit be required, it will be supplied only to the original retail outlet. Installation, reinstallation, and/or finishing or any door requiring warranty replacement is not included.

Note: There are no warranties that extend beyond the foregoing, and Wescon's sole responsibility under this guarantee is as stated herein. It 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 stated instructions are not adhered to, the warranty will be null and void.

Return Policy for Doors and Glass

All products being returned must be issued an ADR number from a Wescon administrator PRIOR to the door leaving your company's premises. The ADR number must be indicated on the bill of lading so as to reference the merchandise being returned.

All returning products must have a written report as to why it is being returned, as well as a diagram indicating damage, dated and signed by our customers as well as a Wescon administrator.

All special orders received are to be inspected upon arrival at your company for concealed damage before being released to the final customer/installer. Any concealed damage is to be reported immediately to Wescon and/or the applicable freight company within forty-eight hours of receiving the product.

For returns that go through a carrier company, it is recommended that ADRs be held until there is another drop to minimize costs.

Repairs due to customer accidents/misuse are returned at the customer's cost. These repairs will be charged in accordance to the damage.

Doors/glass needing to be returned due to a manufacturer default will be at the cost of Wescon to return and repair the product.

If stated instructions are not adhered to, the warranty will be null and void

Should a door be defective due to manufacturing, or damaged during in-house shipping, the door(s) will be replaced or repaired at Wescon's discretion.

When product is transported outside of Wescon's truck, customers requiring extended insurance while in-transit should contact their courier at their cost.

Any product ordered and confirmed is non-returnable unless it is within the warranty coverage.

There is a flat restocking fee of 50%, plus freight, for stale inventory. Prior approval from a Wescon administrator is required in advance.

Special and/or custom orders are non-refundable and non-returnable.