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LIMITED WARRANTY FOR WOOD WINDOWS

The above manufacturer warrants all windows sold under this warranty (except those windows expressly excluded from this warranty), for one year 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 windows unserviceable or unfit for their ordinary, recommended use.

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

ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO ONE YEAR 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 window without charge, or (2) replace any window 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 window or for any other cost relating to the replacement of the window, 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 window, if the window 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 one-year period. In the case of a defect reasonably discoverable by inspection of each window upon receipt of shipment from the manufacturer, notice must be given within thirty days thereafter and before the window is hung or treated in any manner. The manufacturer shall not be liable for windows 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 window has been installed prior to such claim being made, the window must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

MOISTURE CONTENT

All windows are manufactured to a moisture content of 10% - 12%. 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 3 mm in the plane of the window itself. Warp is any distortion in the window itself, and does not refer to the relation of the sash 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 sash 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 sash at any angle (i.e., horizontal, vertically, diagonally), with the sash 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 sash.
4. A squareness tolerance of not more than 3 mm difference shall be allowed between the two diagonal measurements, taken across the face of the window.
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
6. Glass that falls within Canadian Glass Standards tolerances will not be considered defective.
7. Windows with decorative glass may rattle slightly when moved. This is as a result of the glass manufacturing process. Decorative glass that rattles will not be considered defective.

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 windows 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 windows that are improperly hung.
5. This warranty does not cover windows 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. Failure to perform normal homeowner maintenance. (Re-finishing the product as necessary following the same procedures as in the Handling, Job Finishing And Installation Instructions.)
7. **Failure to finish windows for Canada's Prairie Provinces within seven days of receipt.**
8. Attempts other than by B.C. Door to repair the window.
9. During the manufacturing process of stain or select grade fir windows 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.

SHIPMENTS

All shipments are F.O.B. B.C. 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 B.C. Door validates the merchandise to fall within our warranty guidelines, B.C. Door will then reimburse the freight costs.

B.C. 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 – WINDOWS ARE NOT READY FOR IMMEDIATE FINISH. ALL WOOD WINDOWS REQUIRE SANDING BEFORE STAINING OR PAINTING. THE BELOW STEPS ARE NECESSARY TO ACHIEVE A HIGH QUALITY APPEARANCE

1. Deliver windows in a clean truck and under cover.
2. Store windows on edge 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 windows across one another or across other surfaces.
4. Do not deliver or install windows until foundations, concrete floors and plaster or texture walls are completely dry.
5. If the windows are to be stored on the job site for more than one week at least the top and bottom edges should be sealed.
6. Windows 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 window too near a heating register (at least 4 feet away). Excessive heat on one area of the window creates drying out which results in warp, twist, shrinkage and checking on the faces.
8. Exterior finishes shall be used on both faces and all exposed edges of the window. Where installed with no protection from the elements, windows must be properly protected by flashing or other suitable means.
9. Before finishing, window surfaces must be clean and dry, and moisture content no higher than average. Remove handling marks or effects of exposure to moisture by sanding the product thoroughly – beginning with 120 and working up to 180 grit sandpaper – sanding with the grain. Clean with tack cloth before applying sealer or finish. Sand and clean again between coats.
10. **KNOTTY ALDER HAS CHARACTER MARKS WHICH CONTAIN OPEN KNOTS, CHECKS AND COLOUR VARIATIONS ALL OF WHICH ARE NOT CONSIDERED DEFECTS. EXTERIOR WINDOWS MUST HAVE ALL VOIDS FILLED ON THE EXTERIOR FACES. FAILURE TO DO SO WILL VOID WARRANTY.**
11. **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.**
12. 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.
13. **AVOID DARK COLOUR FINISHES** if a window 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.

14. **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 window. 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 window must be finished. Follow supplier's instructions carefully. Failure to comply will void warranty.

IMPORTANT NOTES

1. Wood Windows have a unique characteristic 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, areas of open end-grain, or areas where the joinery meets, saturate heavily with the coating and, where necessary, fill with a good quality polyurethane or acrylic-based caulking. Ensure all wood is finished following the requirements as noted within these Handling, Job Finishing and Installation Instructions.
2. If windows have little or no overhang B.C. Door strongly suggests that windows 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-coat 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.

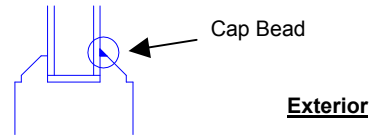
REMINDER

1. Check with your paint supplier for the best quality products and follow supplier's instructions carefully. Failure to comply will void warranty.
2. Exterior window finishes may deteriorate quickly in extreme weather, especially with little or no overhang applications. Inspect the finishes regularly and refinish as needed.

GLASS CARE FOR WINDOWS

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 cleaning caulking, paint, stain, etc. off tempered glass. It scratches very easily.

Note: If the unit is exposed to wind and/or rain a fine bead of paintable mono caulking must 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 one-year period. Over one year and up to five years the sealed unit(s) only, will be replaced, NOT INSTALLED. FINISHING IS NOT INCLUDED.

NOTE: There are no warranties that extend beyond the foregoing, and the manufacturer's sole responsibility under this guarantee 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.