



Madawaska Doors
www.madadoors.com

YOUR NEW MADAWASKA DOORS

Receiving, Maintenance and Warranty

A) RECEIVING MADAWASKA DOORS MERCHANDISE

All merchandise must be visually inspected while the driver is present. Make note of any damage to packaging or product on the driver's waybill when signing for your delivery.

Open the packaging and inspect the product to ensure no internal damage has occurred in the shipping process.

Verify that the product received is what you have ordered.

Re-wrap the product once inspection is complete.

IMPORTANT

Complaints must be noted on the carrier's copy of the waybill to file a claim.

All complaints must be reported to Madawaska Doors within 24 hours of receiving/refusing the merchandise or your warranty may be void.

A Warranty service request form is mandatory for filing any claim.

Warranty service request forms are available at www.madawaska-doors.com or call 1-800-263-2358.

B) PRODUCT HANDLING & STORING

1. Product kept for more than 72 hours unfinished will void the warranty.
2. Handle with care (clean, dry hands & tools) and do not drag across floors or any other surfaces.
3. Do not remove protective packaging or stile protectors until ready to fit, finish, & install the merchandise.
4. Store in a horizontal position in an area that is flat, dry, & clean, climate controlled (i.e. 60-75°F & 35-45% humidity), and away from direct heat & areas where drywall work, tile work or concrete work is being done.

C) FITTING PRODUCT

1. Remove protective packaging and stile protectors only when ready to fit, finish, & install merchandise.
2. All doors over 72" (1829mm) must be hung with a minimum of 4 hinges.

Adhere to the following maximum trimming allowances

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

3. Fit the unfinished door with hardware attached and make certain everything functions properly.
4. Adjustments may be necessary and are normal.
5. After fitting the merchandise properly, remove the door from frame and remove all hardware to allow for proper finishing.

If there is **ANY** problem found with any aspect of the door or system,

DO NOT FINISH OR INSTALL. Call immediately at 1-800-263-2358.

Please note Madawaska Doors is a manufacturer only, no on-site assistance is available and all repairs must occur at our facility.

D) FINISHING PRODUCT

1. The finishing step guards against sun and moisture damage, and must be followed to properly protect the door. Please note that moisture refers to precipitation and relative humidity. If exposed to direct precipitation or sunlight, a storm door, overhang, or vestibule must be considered as added protection. In the absence of the above considerations, finishing must exceed these recommendations in order to ensure the door is better protected from the environment. Cracking, warping, swelling, twisting, discoloration or delamination caused by moisture / water infiltration, or sun damage is not warrantied.

- a. Place the door, sidelight, transom or frame on a flat, dry surface, and remove all hinges, locksets, sweeps, peep holes, mail slots, etc.
- b. Prepare the product for finishing by sanding in the grain direction to remove undesirable machining marks, and then mask all glass.
- c. Remove dust with a clean tack cloth.
- d. Ensure the floating panels are properly oriented.

We recommend Minwax products or Goudey products for stain. We recommend using three coats of Sikkens Cetol for finish and a least one coat of UV protectant.

We will not warranty Spar products, varnishes, furniture oils, latex, acrylics, modified alkyds, tung oil, mineral oil, water-based products, Minwax Helmsman, Varathane Diamond finish, black paint or stain, or lacquers for exterior use

Stains, conditioners and primers do not count as coats of finish.

Ensure professional finishers follow warranty instructions.

Be able to identify the finishing products applied by manufacturer, brand, and model number.

Please call Order Desk for advice if you are not certain that your finish will qualify for warranty.

D) FINISHING PRODUCT CONT'D

2. Three coats of finish must be applied to all six sides, including under hinges, inside the openings for locks and handles, and under sweeps. Don't forget to finish the **backs of jambs** if prehung, and **under sills**.
3. **IMPORTANT:** For **exterior doors** apply a 1/16th inch bead of clear sealant around the perimeters of panels, or grooves on the exterior side. Apply a fine bead of sealant over any joint seam where moisture might enter. Designs #1005, #1007, & #2005 or panels incorporating these designs require a bead of sealant along the top, bottom and face of all grooves on the exterior side of the door. Madawaska uses and recommends Lexel clear multipurpose sealant. Sealant is applied after the door has been stained and sealed and before final coat. Do not use silicone products as a sealant.
4. After finish has completely dried, re-install all hardware and hang your new Madawaska door!

Remember to maintain the finish

Any compromising of the waterproof seal must be attended to immediately.

E) MAINTENANCE

1. **WOOD** - when properly finished, may be cleaned using a damp cloth.
2. **METAL PARTS** - use a non-corrosive cleaner.
3. Madawaska Door's **PANELS** are designed to "float" to accommodate naturally occurring shrinkage and expansion; this is not considered a defect. Some finish repair may be required as a result.
4. Each Spring, check for areas that may need to be lightly sanded and touched up to preserve the protective seal.
5. Any compromising of the waterproof door seal must be attended to immediately.
6. Periodic adjustments to your sweep may be necessary.
7. Failure to maintain the protective finish, and/or failure to prevent water and moisture infiltration will void the warranty. (See Section D).

F) THE MADAWASKA DOORS ONE YEAR LIMITED WARRANTY

*Madawaska Doors merchandise is guaranteed,
at the time of shipment,
to be built to specifications,
defect-free and operable under normal recommended usage.*

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) Warpage not exceeding 1/4" (6mm) in any given section of door is not considered a defect. 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.

The following items are not covered by this warranty:

- G) **MOISTURE DAMAGE** - Please see finishing section D) to prevent moisture infiltration.
- H) **SUN DAMAGE** - Please see finishing section D) regarding U.V. Protection.
- I) Doors exposed to areas of high condensation such as hot tubs, saunas and indoor pools.
- J) Hardwood storm doors (i.e. Designs in the 4000 series made from oak, maple, birch)
- K) Damage and/or defects caused by incidents beyond the control of Madawaska Doors.
- L) Madawaska Doors merchandise which does not conform to the terms and conditions set out in this warranty.
- M) Any removal, refinishing, re-installation or similar expenses. Do not install if you have a problem with the product.
- N) Product must be finished within 72 hours of receipt or warranty is void
- O) Please see section D) for finishing stipulations

This warranty is effective for **ONE YEAR** from date of shipment as recorded on the invoice, provided the product is in complete compliance with all terms and conditions contained herein.

Warranty replacements and/or repairs are warranted from date of original purchase only. For assistance with problems occurring outside the warranty period, submit claim as normal for goodwill consideration.

G) WARRANTY PRODUCT RETURNS

1. All Warranty product returns must adhere to the Madawaska Doors policy.
2. Warranty Service Request Forms are available at www.madawaska-doors.com or contact the Order Desk at 1-800-263-2358.
3. Full completion of the Warranty Service Request Form by the Purchaser is mandatory.
4. Please ensure provision of finishing/installation information and/or photos as per instructions, or claim processing may be delayed.
5. Shipping arrangements made without prior agreement of Madawaska Doors may result in shipment refusal.
6. Madawaska Doors will only pay for pre-authorized third party repairs. Such agreements will be made in writing.
7. Madawaska Doors reserves the following rights:
 - A) To inspect merchandise via submitted photographs before it is returned for consideration of 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) Madawaska doors is not responsible for shipping returns, or freight for any and all returns unless pre-authorized by Madawaska doors.
 - E) To apply a restocking charge in instances where the return was not due to a manufacturing defect.
8. It is the Dealer's responsibility to perform investigations into warranty claims and maintain contact with the customer. Madawaska Door owners should report concerns to their Dealer.

Madawaska Doors does not perform on-site service and any repairs will occur at our manufacturing facility.