



Pella Wood Door FAQ's

Q. How will I know which doors will be 1 ¾" thick and which will be 2 ¼" thick?

A. All 42" wide doors will always be 2-1/4", and 36" doors will be 1-3/4". The only exception is the 36 x 96 Oak doors, and the all-vertical-plank Walnut doors (A55) -- those will be 2-1/4".

Q. What is the difference between the veneered Pella wood door a few years ago and the new Pella wood door?

A. The main difference is the veneer application. The original door had an aluminum foil sheet between the face veneer and the core. The new Pella wood door is engineered using a different gluing technique where the final veneer is glued perpendicular to the core laminated layers. This is a similar process that is used in high end furniture making.

Q. What does engineered hardwood core mean? Why is it better?

A. Each door contains hardwood material that is glued up in perpendicular or cross grain patterns. Each layer is working against each other helping to keep them from bowing or warping. This also helps keep the door from splitting since the grain doesn't pass all the way through the door. All of this combined helps keeps the door from expanding and contracting as much as a straight grain door, and allows for a much more stable product.

Q. What is the thickness of the veneers on all the doors?

A. Rustic Walnut is approximately 1/4" thick; this allows us to capture as many of the specific character markings as possible that make the Rustic Walnut our most unique wood species. Mahogany, White Oak, and Cherry are approximately 1/8" thick.

Q. Can I sand the Pella premium wood door? Will I sand through the veneer?

A. Yes – You can sand the Pella wood door. Any door that arrives in an unfinished state WILL require some final sanding prior to finishing.

There is always the possibility of sanding through the veneer if sanded in one place repeatedly, or if a heavy grit sand paper is used, but as a general rule you will NOT sand through the veneer. As previously stated these doors have thick veneers. Using power sanders are okay using fine grit sandpaper and light pressure.

Q. Can the bolt on options be taken off for finishing? (Example: straps, clavos, speakeasy grille)

A. Yes (on the wood doors only). Care must be taken when removing them as to not damage the surrounding wood. When re-attaching, take care not to over tighten the screws.

Q. Can a mortise lock be used with the Pella wood doors?

A. Yes – These doors have an engineered all wood hardwood core so a mortised lock can be applied. Pella can provide mortise locks and mortising for mortise lock boxes for Emtek only via the variance process. *Pella will not machine or distribute anyone else's mortise lock (i.e. – Baldwin, Period Brass, etc.)*

Q. How wide are the muntin profiles on the TDL doors?

A. The muntin bars for Mahogany are approx. 1 5/8” wide, and approx. 2 3/4” on Rustic Walnut.

Q. Do all TDL doors come with beveled glass?

A. Yes - The glass is clear insulated IG and the 1 1/4” beveling gives the door a more attractive higher end look.

Q. Are other glass options available if I don't want clear beveled glass?

A. Yes - We have several other obscure or pattern glass options available. These will need to be requested via the variance process using wooddoorquestions@pella.com. Examples are: Seedy, Satin, Flemish, Antique, Granite, and Reeded. Samples are available upon request.

Q. What color looks best on Rustic Walnut? Can it be clear coated natural?

A. This will vary by customer, and any stain from light to dark can look good. Just using a clear coat is not recommended because it can create uneven grain look. It is best to use a stain in the desired color. There are so many colors available today that you should use a stain that represents the final shade you are trying to end up with.

Q. If I am filed finishing, what material should I use to top coat the door?

A. Every wood door needs to have a clear, UV inhibitor, top coat applied after the base color stain. These needs to be maintained on a consistent basis; minimum once a year.

Q. Where can we see hardware available for the doors? Is there a website to view the hardware?

A. Hardware can be seen in the back of the current Pella wood door brochure (PWED0907). For multipoint hardware, you can go to the W & F (www.wfmfg.com) website to view the 3-point lock set styles. If you choose, any standard double bore handle set will work with the (non-multipoint) wood doors. Note: 42” doors are 2 ¼” thick, and may require a special kit from the hardware manufacturer.

Q. Why is 32” more expensive than 36”? Why aren’t there more 32” panels? What can be made into a 32” panel?

A. The 32” door is a less common entry way door size, and therefore we carry a smaller inventory of both glass and panels. To meet specific requests that we do not stock, it requires Pella to ship in custom product from overseas which takes additional time and cost. Our 36” doors cannot be “made” into 32” doors. If you have a specific request email WoodDoorQuestions@pella.com .

Q. Do doors ship with a sample of wood so the customer can test the stain for field finish?

A. The doors do NOT ship with a stain sample. Contact the website: MyPella.com to view the bulletin released about unfinished stain sample availability.

Q. Can I get a panel design shown in another wood species other than what is shown in the literature?

A. NO – What is shown in the brochure is what’s available. Pella will continue to review market needs, and if this specific need arises we will look into this option. However the sales volume must support the market need. ***Use the PAR and Lost Job forms to note specific product gaps.***

Q. Is interior casing available?

A. Interior casing is available for all products. See PDQ for details on the options available.

Q. Is the sweep applied and is it replaceable?

A. The sweep on the Pella wood door is applied at the factory, and can be replaced in the field. Service instructions are being developed. The door is sealed from the factory under the sweep.

Q. Does the whole panel need to be replaced if something happens to the glass?

A. NO – Most doors can be re-glazed in the field without the need to reorder a whole new panel. Re-glazing service instructions are available on PERL. For assistance please email WoodDoorQuestions@pella.com

Q. What species is the frame and brickmould?

A. Frames and brickmould are the same species as the door panel. Most Rustic Walnut doors come with mahogany frames. When stained the mahogany frames aesthetically match Rustic Walnut. Rustic Walnut frames are available with Rustic Walnut doors for an up-charge.

Q. When and what hand samples will be available?

A. Rustic Walnut, Mahogany, Cherry, and Oak corner samples are available to order pre-finished or unfinished. See bulletin # 119 on MyPella.com for details. Unfinished wood samples that can be used by customers to test stain different stain colors are also available. These can be ordered in boxed quantities of 18 and are available in all four wood species. See MyPella.com for ordering instructions.

Q. What doors can be pre-finished?

- A. Any Pella wood door can be finished. The pre-finished option is not officially available at this time due to capacity. **Individual requests will be reviewed - please email this request to WoodDoorQuestions@pella.com.**

Q. What colors are available if pre-finishing is requested?

- A. There are six (6) standard colors available. There are **NO** custom colors available.

Bordeaux – Rich, Dark Reddish-Brown

Chapparal – Warm, Golden Yellow

Chappo – Cool, Grayish-Brown

Rawhide – Deep, Warm Brown

Rosewood – Cool. Light Red

Saddle – Warm, Medium Orange

Q. Are all edges of the door panel finished?

- A. All six (6) sides are finished. The door is also sealed prior to applying the bottom sweep.

Q. Is the finish brushed on or sprayed on?

- A. Both – We apply the stain with a sprayer and then brush it out. The top-coat is also sprayed on to give it a smooth finish. It is then placed in drying ovens for a specific time to cure.

Q. Will touch-up stain be made available?

- A. Yes – Each door will be shipped with a small bottle of touch up stain. We will also have larger quantities available in pints, quarts, and gallons.

Q. Are the insert (floating) panels pre-finished prior to installing them in the doors?

- A. The insert panels are not pre-finished prior to installing them into the door. If necessary these can be touched up in the field. Suggest to the customer to keep some of the original stain for touch-up, or use a touch-up stain pen available at any home improvement store. Many of the

door panels come to us pre-assembled which will not allow for finishing of the floating panel. Receiving this way allows us to be price competitive and maintain manageable inventories.

Q. How many coats of stain and top-coat are applied?

A. One (1) coat of stain is applied, and then a penetrating sealer, then two (2) coats of a multi-part top coat is applied.

Q. Will stain samples be available for the prefinished doors?

A. Yes – A stain deck showing all six (6) colors in each species will be available at the time of the official launch of the pre-finish program. Each sample will be 4”x4” wide.

R. Are the insert (floating) panels solid or engineered like the doors?

A. These panels are engineered similar to the doors. Depending on the detail requested some of the rustic walnut insert panels are solid.

Q. Is custom sizing available?

A. The Pella wood door program is a standard program with standard options, but is able to consider some custom options. These can include height and width modifications; light pattern changes; and glass pattern changes – this is limited by wood species and style. You will need to use the current variance process to request the special heights other than the ones listed below. (Contact wooddoorquestion@pella.com for a copy of the wood door variance process). Currently we can cut 3” off square tops and 2” off round tops. **This is selectable in PQM. On the size selection screen, you can enter the desired height up to the nearest 1/8” increment.**

Q. What custom options are available for the Pella wood doors?

A. The Pella wood door program is a standard program. However, as long as the request is not outside the current 96” tall and 42” width (panel), and within the current wood species the Pella wood door team will review any custom request for feasibility and functionality. Not all requests will be available or approved.

Q. How do I request something outside the current offering?

A. The request must be submitted with all applicable details to the wood door team via variancerequestentrydoors@pella.com or wooddoorquestions@pella.com. The Wood ED team will review, and if approved, send an email approval and instructions on how to price. Most often, variance pricing instructions will involve quoting something similar in PDQ, and adding an up charge at Branch Acquisition Cost (BAC)

Q. Who will have access to the Pella wood door products?

A. All PDSN channels will have access to the wood entry door products. A National Account program (Lowe's) will be made available in 2008/2009. The MAi brand will continue to be sold through their present distribution methods.

Q. Is the product available in Florida? What approvals do we have?

A. This product is available in Florida and the majority of the Pella wood doors are FL approved. Be sure to note "special construction" if FL approval is currently required. Updated testing is in process, and new approvals and ratings are expected Q1 2009. For specific listing of approved product send requests to WoodDoorQuestions@pella.com.

Q. Will the Pella wood doors have Advantage Plus clad frames / jamb on sill (JOS)?

A. The Pella wood door program will not feature Advantage Plus. Pella wood doors use hardwood frames which are much less susceptible to moisture than soft wood frames like pine. Matching stain-grade frames also give a much better aesthetic appearance.

Q. Is SDL or ILT available? Do the "tempered" etchings have to appear on every light insert?

A. SDL and ILT are not available. Pella wood door TDL has a beveled edge that SDL cannot offer. The tempered etchings are required on every light insert.

Q. When will it be on PDQ/PQM?

A. Wood doors are available now on PDQ to all branches. Wood doors are also on PQM - please check with your branch manager to see when you will have this available.

Q. Is the head jamb and sill supposed to be prepped (drilled) for flush bolts on a double door?

A. NO – We do not prep the door at the factory. Double doors tend to be the hardest to install and as such you want to install the door first and then, after you have an even reveal, prep the door on site. This will ensure you have proper alignment to make sure there is no “sloppiness” in the unit once closed.

Q. Where do the markings come from on the Rustic Walnut door? What are they? Will they continue to split or crack?

A. These are naturally occurring voids of fossilized sap that form while the door is growing. When the doors are harvested these voids show up as vertical “character markings” on the face of the door, and give the Rustic Walnut its unique look. The markings are not cracks and therefore do not in any way compromise the integrity of the door.

These markings are completely naturally occurring. We cannot control the location or number that will be present on any door.