

# DWP PRODUCT GUIDE

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# CONTACT FOR CUSTOMERS

## Email

- [sales@distinctivewoodproducts.com](mailto:sales@distinctivewoodproducts.com)

## Phone

- **Local:** +1 519-748-5046
- **Toll-free:** +1 866-284-0613

## Fax

- +1 844-741-9191

## Address

- 165 McIntyre Drive, Kitchener, ON N2R 1G1

# NEW CUSTOMERS

- New customers can go online to [www.distinctivewoodproducts.com](http://www.distinctivewoodproducts.com) to find a new account form that can be completed and emailed or faxed. Your sales representative or a Distinctive Wood Products Onboarding Specialist can also assist you in setting up your account.
- If you would like to establish an open account with Distinctive, you can find a credit application on our website. Other payment options are covered in the “Payment” section of this product guide.
- To assist our customers in getting accounts set up, using our electronic order form and answering questions you may have, your local sales rep or the Onboarding Specialist at Distinctive are available to assist you.

# PLACING ORDERS

- Using the [electronic order forms](#) found on the Distinctive Wood Products website is the fastest and most accurate way to place orders and ensure that all the details are captured. It is also the fastest way for Distinctive to get your order into our production schedule and greatly reduces any potential errors caused by re-keying data from manual order forms.
- Orders can be submitted at any time and will be processed and entered during normal business hours
- Once your order has been entered into our system, you will receive an order confirmation. This is usually sent within 24 hours of order placement. Once you receive your confirmation, we ask that you review for accuracy and then contact us via email to proceed with the order.
- Orders can be placed in inches or millimeters
- For MDF door orders, always order width x height when completing the order form
- A minimum 1 sq. ft. charge applies to all MDF products
- Order changes or cancellations can be made after you confirm the order up to 5 days before production date on raw MDF doors and 7 days on primed and painted products. Drawer box orders cannot be changed after 24 hours from the time of confirmation.
- Remake orders due to shipping damage, defect or error should be reported to customer service at Distinctive within 48 hours of receiving your shipment. Once the individual pieces have been identified a replacement order will be generated in conjunction with our customer service department.
- Samples orders can be placed for standard, stock samples using the DWP Sample Request form found on our website. See the section on samples for more details.

# SHIPPING AND RECEIVING

## Packaging

- Small orders are generally boxed for shipment
- Larger orders are wrapped and palletized

## Shipping methods

- Small order will be sent by a parcel carrier
- Larger orders on pallets will be sent by common carrier (LTL)

## Receiving

- No loading dock or forklift? Lift gate service is available if you specify when you place your order. There is an additional charge for liftgate service that will be added to your invoice
- **Inspect your shipment for damage before signing off to document any potential freight damage so a freight claim can be properly filed.** Also, notify DWP Customer Service within **48 hours of receiving your order regarding any product issues** such as wrong sizes, defects, etc.
- Customer pick up from our facility is available. Please specify when you place your order.

## LEAD TIMES

- For raw MDF doors and dovetail drawer boxes, the lead time is 10-12 working days from order placement to shipment from our plant
- For primed and painted doors, allow 12-15 days from order placement to shipment
- Replacement orders for damaged or defective products will be produced within 2-3 working days. Primed and painted products will be done within 4-5 working days.
- Rush orders will be scheduled as best as possible, pending the production load in the plant at any given time.

## QUOTATIONS / ESTIMATES ON STANDARD PRODUCTS

- You can price a job or a bill of materials for a project by filling out our electronic order form and indicating it is a quotation. Once complete, hit the submit button and DWP will price the job and return to you within 48 hours.

## QUOTATIONS FOR CUSTOM PRODUCTS

- DWP has a large library of tooling and engineering knowhow. We are often asked about custom products and profiles. Please contact your sales representative or DWP for more information. Once we collect the details, we can provide a proposal for your custom requirements.

## PRICING FOR LARGE PROJECTS

- If you require large quantities of product for a project, we are often able to provide better pricing due to material yields and production efficiencies. Contact your sales representative or DWP for assistance with project and volume pricing.

## SAMPLES

- Standard stock samples are available for purchase. Please see the Standard Sample Form on our website for details and ordering.
- Showroom, display and non-standard samples can be fabricated to meet your needs. Please see the Plant Sample Order Form on our website for more information.
- Brochures, literature, color samples, etc. can also be ordered using our Standard Sample Form

## PAYMENT / OPEN AN ACCOUNT WITH DWP

- Standard credit terms for open accounts are net 30 days
- Credit card payments can be made by completing the credit card payment form found under Resources on our website or working directly with DWP personnel to process credit card payment. DWP accepts Visa and Mastercard only.
- Electronic payment transfers can be set up with DWP to settle your invoices.
- Prepayment is required for accounts who do not have an open line of credit. This can be done with a credit card.

## MDF DOORS –

## PRODUCT SPECIFICATIONS AND OPTIONS

### Hinge Boring

- Hinge boring is available from DWP. Standard hinge bore will accommodate Blum pattern hinges. Custom hinge boring is available for an upcharge.

### Size and warp tolerance

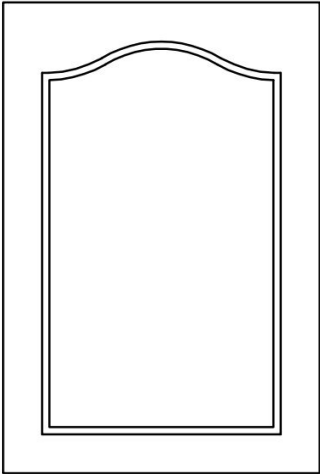
- Door and drawer fronts will be square within 1/32" or 1mm
- Maximum interior tolerance of 1/8" warp and exterior tolerance of 1/8" warp for doors up to 48". Add 1/32" in additional warp per linear foot for doors taller than 48". All doors over 42" are recommended to have at least 3 hinges

### Door thickness

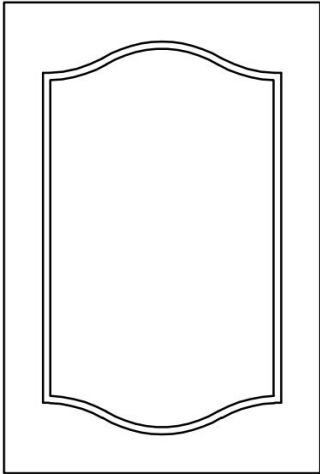
- 3/4" and 7/8" are standard thicknesses. Doors can be made in 1", 1 1/4" and 1 1/2" thickness for an upcharge.

# Door styles

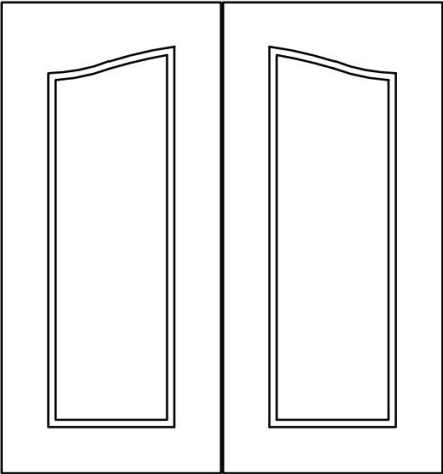
- DWP offers slab, square, Roman arch, cathedral and full arch styles for the interior routing on our doors. Review our standard options below. Custom options are also available for an upcharge.



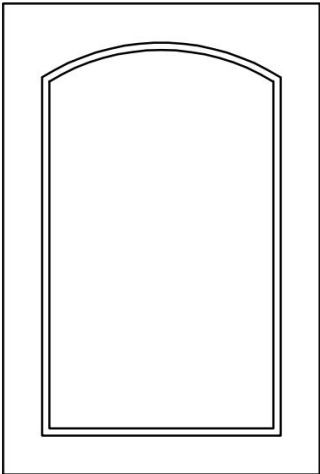
**Cathedral**



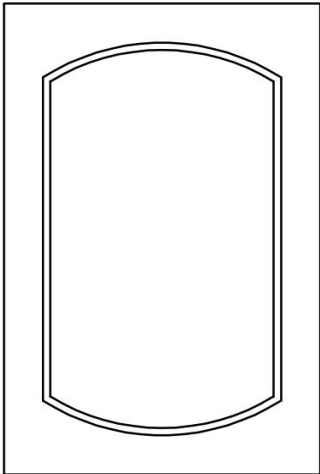
**Double Cathedral**



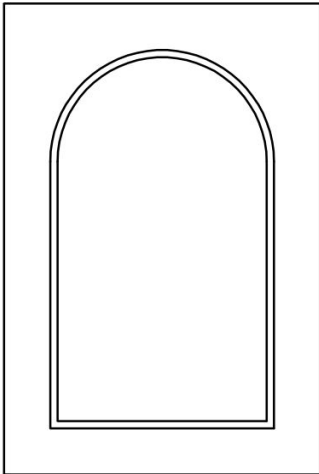
**Half Cathedral**



**Roman**



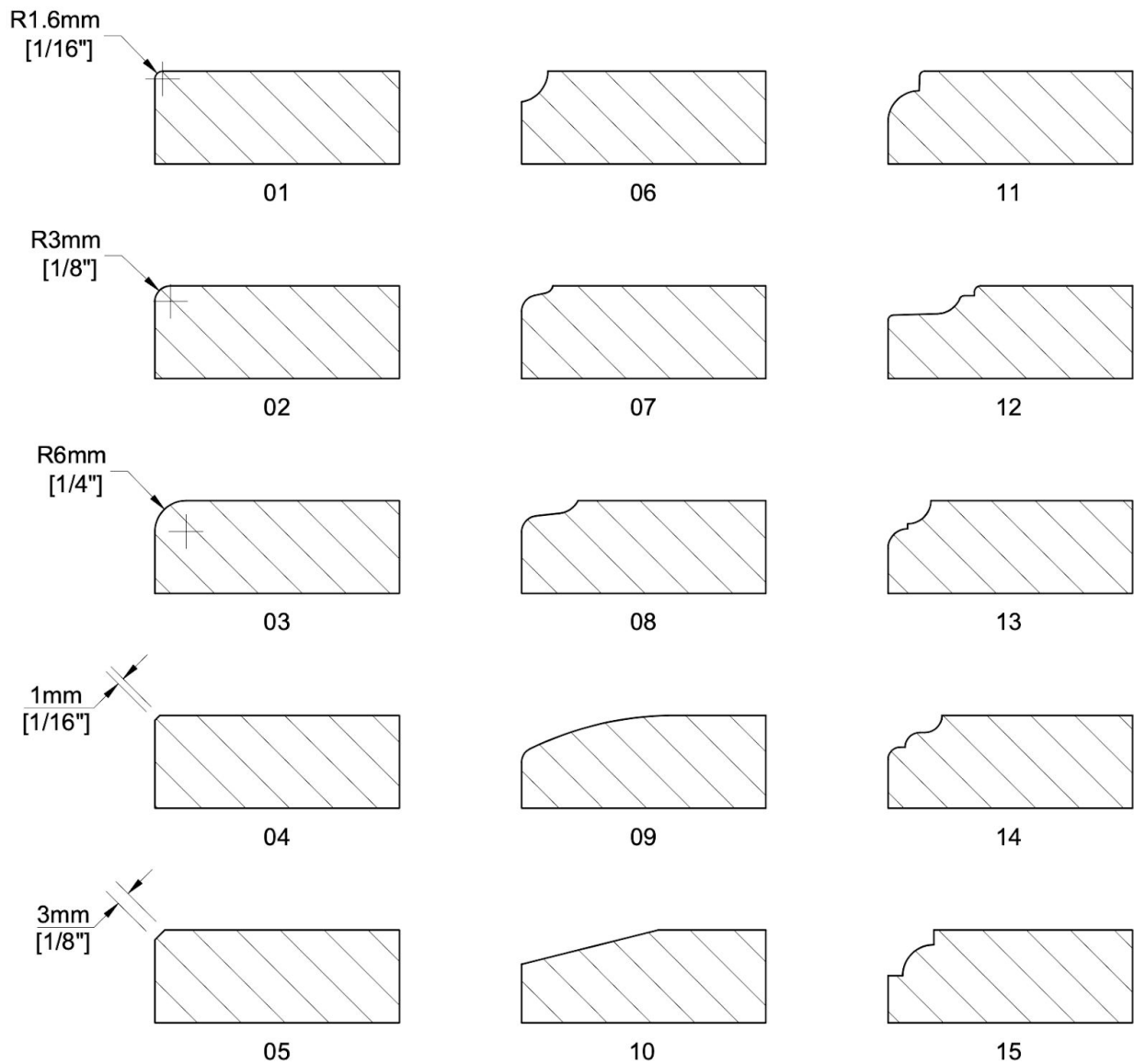
**Double Roman**



**Full Arch**

# Outside profiles

- Outside profile options can be chosen for most door styles. Please see options below.



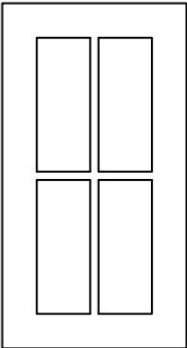
## Drawer front height/reduced rail options

- Drawer style and height will determine how much we will reduce the top and bottom rails and still leave enough center panel height for mounting decorative hardware. See specific door style spec drawings in our product binder or on our website for details.

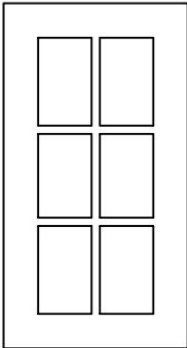


# Frames and mullions

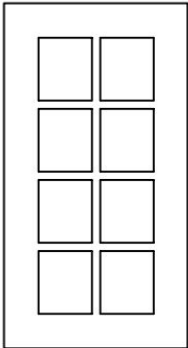
- Cut for glass frame and mullion doors are available. Please consult the graphic below for styles and names. Note that you will want to provide information on the outside profile when placing your order. Generally, the outside profile should match your cabinet door style.



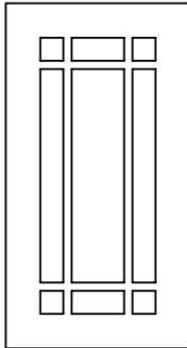
4 Lite



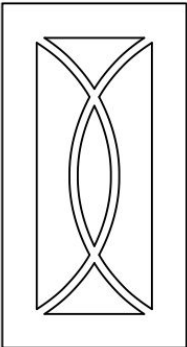
6 Lite



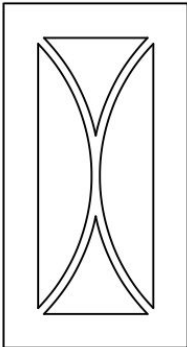
8 Lite



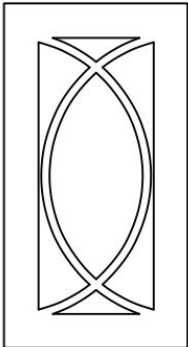
Country



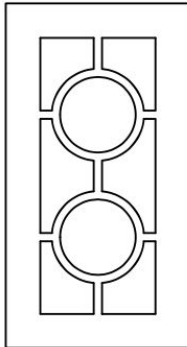
Narrow Lens



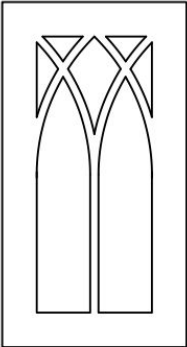
Half Lens



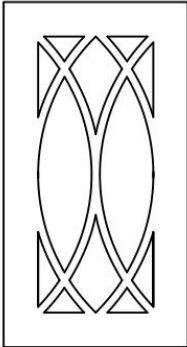
Full Lens



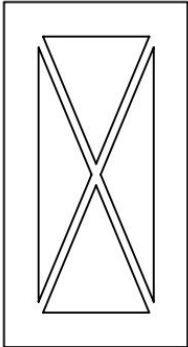
Double Circle



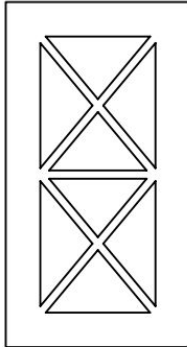
Gothic



Double Gothic



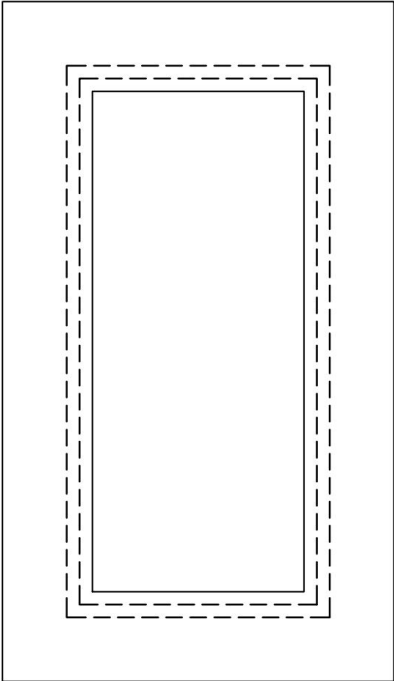
Single X



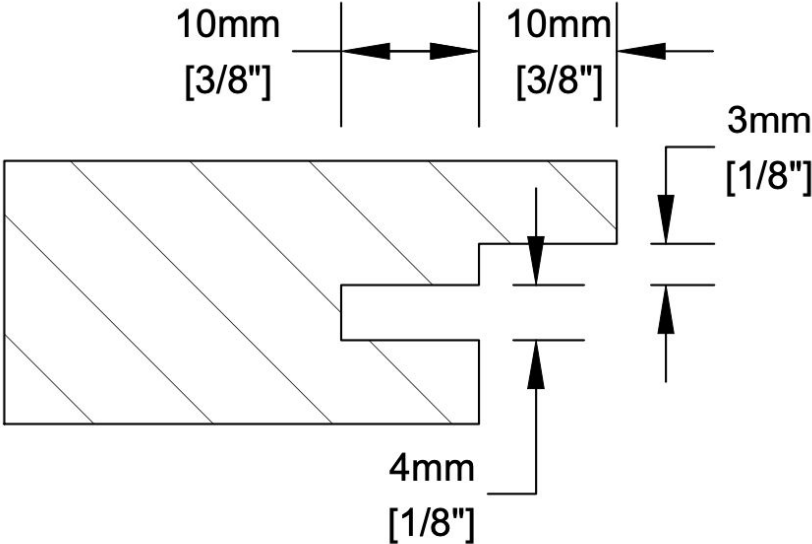
Double X

# Glass retainer routing

- Routing for glass retainer strips can be done on most frame and mullion styles.
- We also have clear retainer strips available for purchase. We do not provide glass. See illustration for retainer strip routing.



- Groove starts at 3mm (1/8") below rebate. Groove dimensions are 9.5mm (3/8") wide x 4mm (1/8") thick. See below for a cross section diagram.



## Accessories

- Accessory items are available to complete the look and design of your project. DWP offers the following items:
  - Lazy Susan doors
  - Multi panel products (island and bar backs)
  - Appliance panels
  - Finished end gables (door with custom rail widths)
  - Fillers and overlays
  - Valances
  - Cut to size panels/toe kicks

Please use the dropdown menu on the DWP electronic order form to order these items.

## PRIMING AND TOP COATING

- Priming service is available from DWP. We use “universal water-based” primer and feature a 2 step priming process to provide a high quality, paintable surface. In addition, our 2 step priming process makes the final painted product more impervious to moisture.
- A solvent-based primer is available upon request.
- Priming can be done in both a standard white and a dark, tinted primer.

## Primer information

- Sherwin Williams SHER-WOOD 5421W Gen II Universal Primer. This is a fast drying waterborne acrylic primer designed for use on a variety of interior wood products. This low VOC, universal primer can be top coated with a wide range of both solvent and waterborne finishes.

## Vinyl sealer

- Sherwin Williams SHER-WOOD Vinyl Sealer 24% Solids. This sealer improves the moisture resistance of painted cabinet doors in a kitchen/bath environment. It is HAPs (hazardous air pollutants) compliant and fast drying. It offers better moisture resistance than nitrocellulose lacquer sealers. This is intended for use with solvent based topcoats.

## Top coat information

- Sherwin Williams KEMVAR 8420S Conversion Varnish. A post catalyzed, fast drying and acid cured conversion varnish, this topcoat was designed for a wide range of interior woodwork. It has a very high solids content and quick build. Designed specifically for use with MDF, it can also be used on solid wood and provides excellent filling and sanding properties. It's chemical and moisture resistant characteristics make it an ideal finish for kitchen cabinets, bath vanities and furniture.
- Gloss level on the top coated products is 20.
- Top coating is available in any of our 16 standard colors. Please see chart below for Sherwin Williams standard colors along with Benjamin Moore cross reference.

	Color Name	Color Number	Benjamin Moore Likeness	
1	White Snow	SW9541	Chantilly Lace	OC-65
2	Frost Bite	SW9505	Cloud White	CC-40
3	Extra White	HGSW4005	Heron	OC-57
4	Snowbound	SW7004	Gardenia	AF-10
5	Porcelain	SW0053	Etiquette	AF-50
6	Dumpling	SW9616	Baby Fawn	OC-15
7	Sandbar	SW7547	Grant Beige	HC-83
8	Repose Gray	SW7015	Nimbus	1465
9	Requisite Gray	SW7023	La Paloma Gray	1551
10	Software	HGSW1463	Hearthstone	1601
11	Forged Steel	SW9565	Kendall Charcoal	HC-166
12	Honest Blue	SW6520	Seaview	836
13	Naval	SW6244	North Sea	CC-932
14	Interesting Aqua	SW6220	Silken Blue	CSP-670
15	Riverway	SW6222	Charlotte Slate	AC-24
16	Tricon Black	SW6258	Black Tar	2126-10

# DRAWER BOXES

- **Select Hard Maple Lacquered**, 15mm (19/32") Thick. Our maple is a "furniture grade" drawer. Drawer sides are 15mm (19/32") thick material and the drawer bottoms are 11mm (7/16") maple veneered on MDF. We apply a lacquer finish to the completed box.
- **Solid Birch UV Coated**, 16mm (5/8") Thick. Our solid birch line is A/B grade birch that has a pre-coated UV lacquer finish. The drawer box is assembled with a 9.5mm (3/8") melamine bottom. A UV lacquered birch bottom is also available for this line. Custom heights in the birch product are available for an upcharge.
- **Baltic Birch Plywood** drawer boxes and components are available for volume projects. Please contact your sales representative or DWP for details.
- **Non-Standard Heights:**  
If orders are placed for drawers in non-standard heights, we will adjust the height of each drawer to the closet standard height. When this happens, you will see the note "Height Adjusted to Standard" in the description for each drawer. If custom heights are required, please note on your order. Upcharges for custom heights will apply.

Hard Maple Drawer Box Heights		Solid Birch Drawer Box Heights	
Metric	Imperial	Metric	Imperial
57 mm	2.25"	57 mm	2.25"
85mm	3.375"	95mm	3.75"
105mm	4.125"	105 mm	4.125"
140mm	5.5"	140mm	5.5"
175mm	6.875"	175mm	6.875"
210mm	8.25"		
230mm	9.0625"	230mm	9.0625"
261mm	10.25"	261mm	10.25"

- **Custom wood species:**  
Other wood species such as walnut, cherry and white oak are available for larger orders. We can also customize heights in these species for an upcharge.

- **Measuring for Drawer Boxes:**

The critical dimension for the undermount slides is the distance from the inside of the cabinet to the inside of the drawer box (slide offset). Many slide manufacturers give you this measurement and the most common size is 21mm (27/32"). You must deduct this measurement from your inside cabinet width for both sides. You also need to add the thickness of the drawer side material for both sides. We recommend you consult the specifications of your drawer slide manufacturer for further information on calculating drawer box size requirements.

- Our birch drawer sides are 16mm (5/8") thick.
- Our maple drawer sides are 15mm (19/32") thick.

- **Drawer bottom inset:**

Our standard inset is 13mm (1/2") to accommodate most undermount slides and add strength as a fully enclosed drawer bottom.

- **Locking devices:**

Locking devices for the Canadian Blum 560 slides are available from DWP and can be installed on your drawer boxes for an upcharge. See specification grid on various brands for drawer slides for more details.

- **Customer Logos on Drawer Boxes:**

We have a laser etching machine and can add customer logos to the drawers as required. We can also create the logo for the customer as long as they provide the appropriate computer artwork for their logo. Contact your sales rep or DWP for more details.

## CUSTOM PRODUCTS

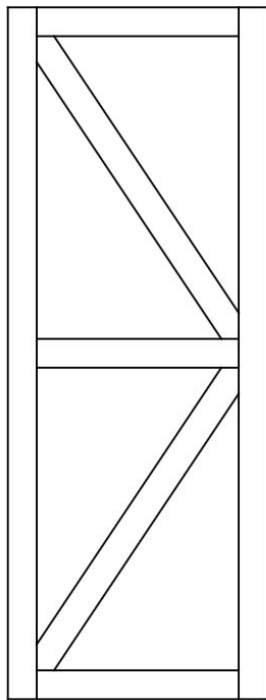
At DWP, we recognize that custom kitchen designs can require customized components for interior cabinet storage and functionality. We have the experience and resources to help you with these custom items. You can request custom items via the [order form](#) on the website or contact us for more information.

# BARN DOORS

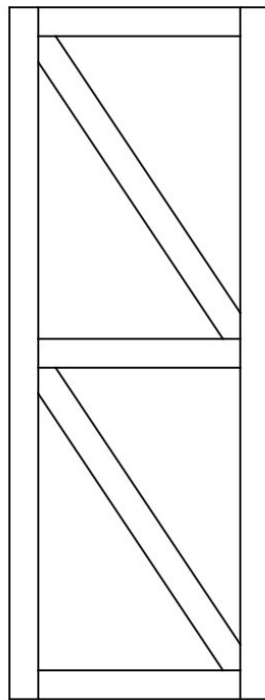
- Available in MDF, primed ready for paint, or fully finished in one of our standard topcoat colours.
- Some styles can be ordered in “Left and Right” pairs where 2 doors are required.
- **Please Note:** Barn door mounting hardware will need to be sourced separately

Single-Sided Door Thickness	Double-Sided Door Thickness
¾" (19mm)	1 ½" (32mm)
⅞" (22mm)	1 ¾" (38mm)
1" (24mm)	
Maximum door size is 42" wide by 90" high	

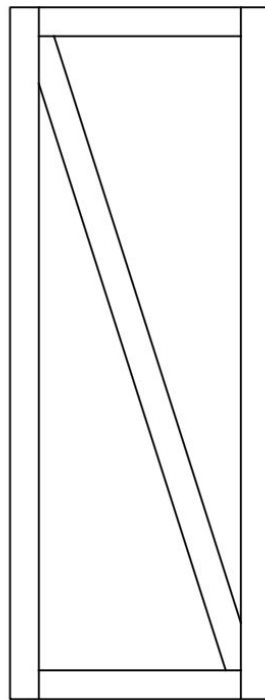
Style	Panel options				
	Flat panel	V-groove vertical	V-groove horizontal	V-groove diagonal	Raised
Single panel	x	x	x	x	x
Double panel vertical	x	x	x	x	x
Double panel horizontal	x	x	x		x
Triple panel vertical	x	x	x	x	x
Triple panel shaker	x				
Five panel vertical	x	x	x		x
Z Brace (left and right)	x	x	x		
K Brace (left and right)	x	x	x		
X Brace	x	x			
Double X	x				
Triple X	x				



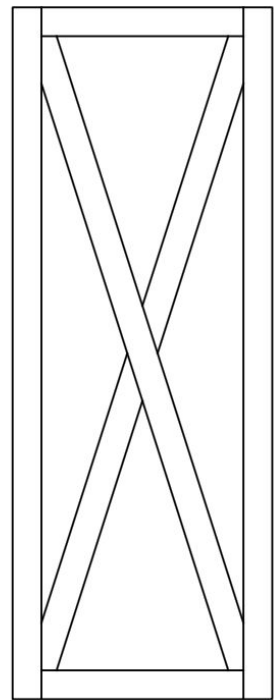
K - Brace



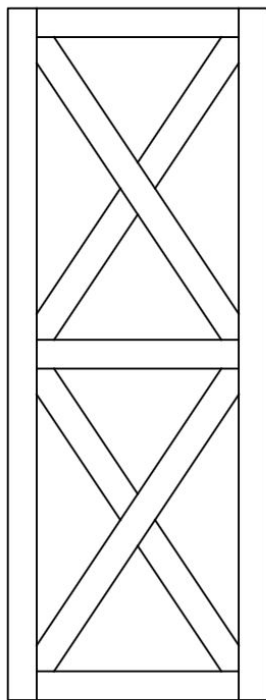
Z - Brace



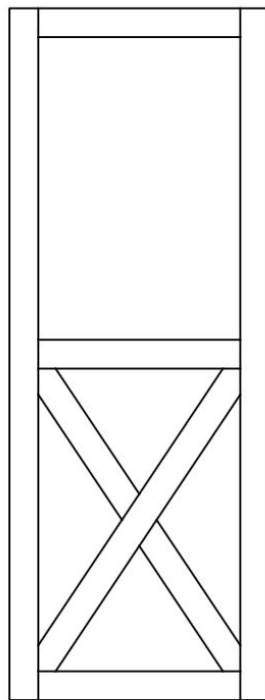
Single Brace



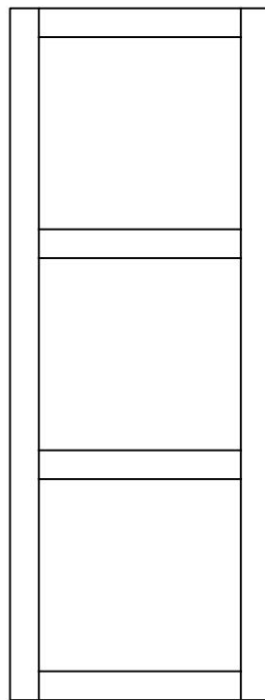
X - Brace



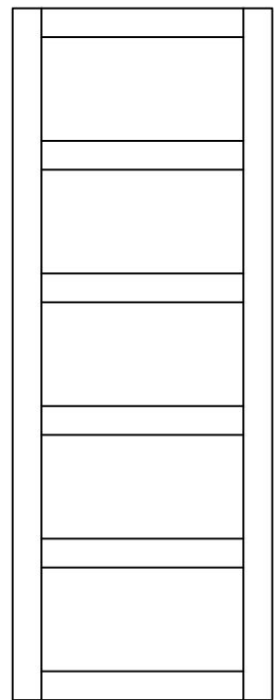
Double X - Brace



Bottom X - Brace



3 Panel High



5 Panel High

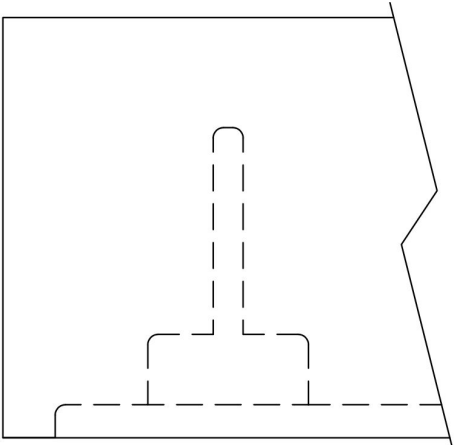
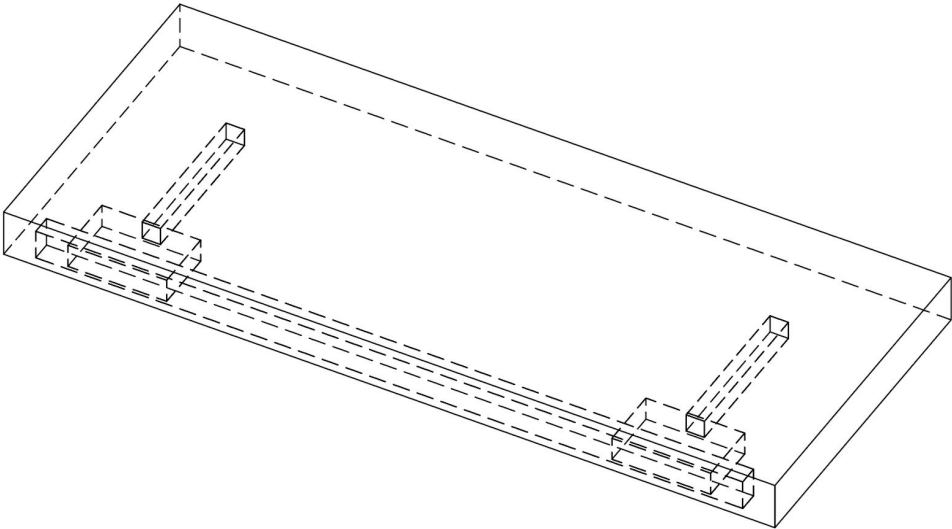
- Barn doors can be ordered using the DWP standard MDF electronic order form found on the website. Dropdown menus have been created to assist you in the ordering process.



# FLOATING SHELVES

- Shelves come in custom lengths from 24” up to 72”
- Standard depth is 10”; 8” and 12” depths are also available
- Standard thickness is 1.5”
- Shelves are available in raw MDF, primed for painting or fully finished in one of our standard paint offerings.
- Load Capacity: Up to 10 pound of weight per running foot of shelf length. (e.g. 24” shelf can hold up to 20lbs)
- Fully customized floating shelves can be fabricated. Please contact your sales representative or DWP for details.

Shelf depths	Shelf lengths	Shelf heights
8”	24” minimum	1.5” (standard)
10” (standard)	72” maximum	Custom heights available for upcharge
12”	Order length in $\frac{1}{16}$ ” increments	



Back of Shelf

# WARRANTY INFORMATION

## Manufacturer's warranty

All components manufactured by Distinctive Wood Products are warranted by the manufacturer to its customer against defects occurring in the manufacturing process, subject to the terms and conditions as stated in this warranty certificate.

## Warranty period

The present warranty is valid for a period of five years from the date of shipment of the components. Repair or replacement of the components by Distinctive Wood Products do not have the effect of extending this guarantee nor of instituting a new warranty period.

## Restrictions

The warranty only covers defects as specified herein and does not include defects or damages attributable to installation, misuse or normal surface weathering, or defects or damages caused by accidents or fire or other casualty or Acts of God, or any other causes or occurrences beyond the manufacturer's control. The exclusive remedial action provided for the customer hereunder shall be repair or replacement of the components as are found to be defective. The warranty also applies to warping of doors less than 32"high (maximum interior tolerance of 1/8" and exterior tolerance of 1/16"). Our warranty does not cover labor fees.

## Services

For the duration of this warranty, in order to exercise his rights, the buyer shall notify the authorized agent or Distinctive Wood Products without delay of any defect in the product and shall provide proof of purchase. The buyer shall not make any repairs before the authorized agent has had an opportunity to examine the product and its installation. When this guarantee is applicable, Distinctive Wood Products may repair its products, provide replacement products or, at its sole option, offer the reimbursement of the purchase price or a credit towards the buyer's next order.

## Limitations

This constitutes the only warranty given by Distinctive Wood Products on its components and neither Sellers nor their agents are authorized to modify or broaden the present warranty in the name of Distinctive Wood Products.