

WalzCraft Terminology

- Meet your Customer Support Team
- Basic WalzCraft Ordering & Product Terminology

WalzCraft Furniture Medic Customer Support Team

Denise Ledegar

- 9 years with WalzCraft
- 7 years of Refacing Emphasis

Patti Retzlaff

- 8 years with WalzCraft
- 1 year of Refacing Emphasis

Quick Index

- The Quick Index is a very useful tool for locating specific products and options in the WalzCraft Master Catalog.
- Offer several ways to look up products (Veneer Plywood/Sheet Goods)

WalzCraft Terminology

WalzCraft Terminology

- WalzCraft General Catalog Information
 - Essential Information
- Ordering Terminology
 - Dynamic PDF Order Forms
- Product Terminology
 - Wood Species & Grades
 - Door Styles & Profiles
 - Much more

WalzCraft Terminology

WalzCraft General Catalog Information

Includes the following:

- Ordering Options
 - Phone, Email & Fax
- Productions Scheduling
 - Standard Lead Times (ST) & Quick Ship (QS)
 - Lead Times vary by product & options
- Samples, Dealer Aids & Sales Tools
- Explanation of Pricing
- Warranty
- Packaging & Shipment Methods
- Non-Catalog Items
- Remakes & Shipping Damage Claims
- And much more

We highly recommend you review the entire General Catalog Information section on your own time

General Catalog Information is covered in the first 15 pages of the Catalog & is also available at WalzCraft.com.

General Information

One Door Orders Welcome
WalzCraft is oriented toward serving small to medium-sized companies. We will accept orders of any quantity, even one door or drawer front. Verbal phone orders are welcome.

Customization/Configuration
Options are a must in today's competitive business market. Your customers demand quality, craftsmanship, creativity and variety, a statement of both individuality and artistry. We at WalzCraft can help meet your needs. Most items you order from us are tailored to your exact specifications. This process is called "configuration", which is the combining of product and characteristics, and production processes to create components customized to each customer's expectation. This results in precision and efficient production. Our configuration expertise software allows us to combine:

- 91 Lumber Grades
- 72 Panel Profiles
- 139 OutsideEdge Profiles
- 46 Stile and Rail Profiles
- 27 Stain Colors
- 14 RTF Foil Colors

along with hundreds of styles to provide you with literally thousands of designs.

To Identify Pricing Information
Watch For This Special Box!

This box, with the dotted border and stars in the upper corners, is used throughout the catalog to show pricing information.

Metric Orders Welcome/Preferred
WalzCraft's entire manufacturing operation uses millimeters to calculate component part sizes.

- Using millimeters eliminates rounding issues, during the conversion from inches to millimeters.
- Order to the nearest whole millimeter.
- Order to the nearest 1/8", if ordering in inches.
- When your installation calls for an inset application, we recommend ordering in millimeters.

1 Inch = 25.4 mm

Measurements
When communicating dimensions, no adjustment is made to the size you provide. To ensure consistency order exact sizes, using this format, on the order form.

- Doors.....Width then Height
- Drawer Fronts.....Width then Height
- Drawer Boxes.....Width then Depth followed by Height

"Ordering from WalzCraft is easy!"

Ordering and Order Forms

Verbal phone orders are welcome.

- By telephone during normal business hours, Monday through Friday, 7:00 a.m. - 4:30 p.m. Central Standard Time, using our toll free number.
- Fax, 24 hours a day, seven days a week.
- Email to orderdept@walzcraft.com.
- U.S. Mail, United Parcel Service or Federal Express to the address listed below.
- Orders received after 1:30 p.m. Central Standard Time will be processed on the next working day.
- Orders lacking information required for processing will be withheld from the production schedule until specifications are clarified.

For the most current Order Forms:

- Visit our web site at www.walzcraft.com.
- Click on DYNAMIC Order Forms.
- Complete the form and e-mail your order.
- Print the forms, and hand write to fax or mail.

Your Customer Number

A WalzCraft Customer Number will be assigned after your first contact with us to:

- Ensure accuracy in accommodating the entry of quotes or orders; and when posting payments to your account, by noting your Customer Number on your payment stub.
- Provide quick and easy access to your customer information in our computer.
- A Customer Number does not imply that credit terms have been approved.

As a quick reference we have provided a space, inside the front cover of this catalog, to document your Customer Number.

WalzCraft®
2600 Hemlock Street
P.O. Box 1748
La Crosse, WI 54602-1748

Phone: 1-800-237-1326
24 Hour Customer Support Fax: 1-608-781-3667
Accounting Fax: 1-608-783-0926

Web Site: <http://www.WalzCraft.com>

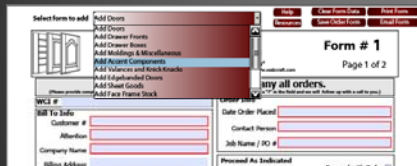
(Phone) 1-800-237-1326 7:00AM - 4:30PM CST (24 Hour Fax) 1-608-781-3667

WalzCraft Terminology

Ordering Terminology

Dynamic PDF Order Forms

- Contain all the Order Forms need to place a complete order
- Outlines Required Fields with Red
- Available WalzCraft.com



Select form to add: Add Doors

[Help](#) [Clear Form Data](#) [Print Form](#)
[Resources](#) [Save Order Form](#) [Email Form](#)

P.O. Box 1748 2600 Hemlock Street
 La Crosse, WI 54602-1748
 "Where Custom Made Quality Begins"
 1-800-237-1326 24 Hour Fax 1-608-783-0926 www.walzcraft.com

Form # 1

Page 1 of 2

Order Cover Sheet - Must accompany all orders.

(Please provide complete information. If you don't know the answer to a particular option please place a "T" in the field and we will follow up with a call to you.)

<p>WCI #</p> <p>Bill To Info</p> <p>Customer # 222222</p> <p>Attention Joe Furniture</p> <p>Company Name Furniture Medic</p> <p>Billing Address 232 Broadway Ave</p> <p>City / State / Zip Memphis / TN / 38142</p> <p>County</p> <p>Phone # 123-345-6789 Fax# 123-987-6543</p> <p>Ship To Info</p> <p>Ship To Address for This Order Only <input type="checkbox"/> Same as "Bill To" <input checked="" type="checkbox"/></p> <p>Permanent Change <input type="checkbox"/></p> <p>Attention Joe Furniture</p> <p>Company Name Furniture Medic</p> <p>Shipping Address 232 Broadway Ave</p> <p>City / State / Zip Memphis / TN / 38142</p> <p>County</p> <p>Phone # 123-345-6789 Fax# 123-987-6543</p>	<p>Order Info</p> <p>Date Order Placed 4/23/09</p> <p>Contact Person Joe Furniture</p> <p>Job Name / PO # Our First Order</p> <p>Processed As Indicated <input type="checkbox"/> Proceed with Order <input type="checkbox"/></p> <p>Quote Only <input checked="" type="checkbox"/></p> <p>Please Call with QD Amount <input type="checkbox"/></p> <p>Proceed with Order/Send Order Price Acknowledgment <input type="checkbox"/></p> <p>Debit or Credit Card Payment</p> <p>Charge This Order To Debit Card <input type="checkbox"/></p> <p>Charge This Order To Credit Card <input checked="" type="checkbox"/></p> <p>Discover <input type="checkbox"/> * VISA <input type="checkbox"/> * MasterCard <input type="checkbox"/> * Discover <input type="checkbox"/> * Am Express <input type="checkbox"/></p> <p>Production Schedule <input checked="" type="checkbox"/> SL <input type="checkbox"/> QS</p> <p>WalzCraft Use Only</p> <p>Order Taken By</p> <p>Date Order Received</p> <p>Invoice Comments</p> <p><input type="checkbox"/> CC Ref # <input type="checkbox"/> V <input type="checkbox"/> M <input type="checkbox"/> D</p>
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These Products Will Be Used For

Residential <input type="checkbox"/> 110 New <input type="checkbox"/> 120 Remodel	Commercial <input type="checkbox"/> 130 Refacing <input type="checkbox"/> 140 Furniture <input type="checkbox"/> 230 Refacing <input type="checkbox"/> 240 Furniture	Rec Vehicle <input type="checkbox"/> 310 New <input type="checkbox"/> 320 Remodel
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Shipping Preference: Best Way / Method UPS Small Package Carrier Common Carrier Pick Up / Will Call Other Please List Below

Form #	Description	# of Pages	Form #	Description	# of Pages
1	Order Cover Sheet	1	7, 7.1	Edge Banded Doors	0
2, 2.1	Doors	1	8	Sheet Goods	0
3	Drawer Fronts	0	9	Face Frame Stock	0
4	Drawer Boxes	0	10	Fluted Moldings	0
5	Molding, Accent Component, MISC	0	11, 11.1, 11.2	Curved Products	0
6	Valances & Knick Knucks	0	12	Range Hoods	0
# of Pages Including Cover Sheet 2					

Shortcuts

Check this box, if all the products on all the order forms are the same wood specie, grade and thickness. Wood Specie: _____ Wood Thickness: _____

Check this box, if all products on all of the order forms are to be prefinished in the same Color & Finish Type. Stain or RTF Color: _____ Finish Type: _____

Glaze Color: _____ Glaze Method: _____ Glaze Intensity Level: _____

Written 12/13/08 (DYNAMIC) 2264

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Product Terminology

Wood Species & Grade

- When ordering, you must specify a Wood Species and Grade
- The decision between Natural or Select Grade may depend on your choice of Finishing.
- WalzCraft offers more than 20 different Wood Species

Oak - Red - Natural

Natural characteristics common within this species are allowed, which results in a mixture of sapwood and heartwood throughout the product. A small percentage of mineral will be allowed on the face and in profiled areas. This grade is most desirable for medium to dark stain colors. This is our most popular grade and specie. We recommend that you order a sample to avoid confusion.



Oak - Red - Select

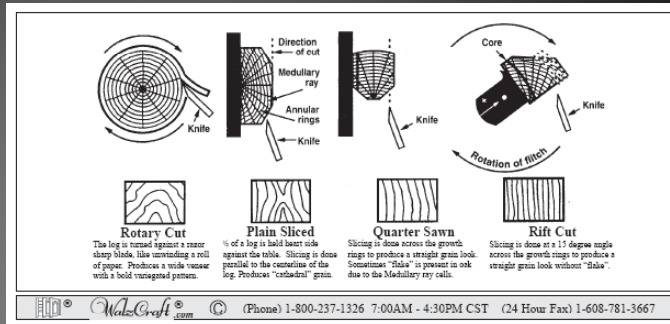
Natural characteristics common within this species will be monitored under closer quality guidelines than with our natural grade. This grade will be uniform in color and grain match and it will be lighter in color than natural grade. Highly recommended when using natural to light stain colors. We recommend that you order a sample to avoid confusion.



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Veneers

- Plain Slice (PS) & Rotary Cut (RC)



Plain Slice (PS)



Rotary Cut (RC)

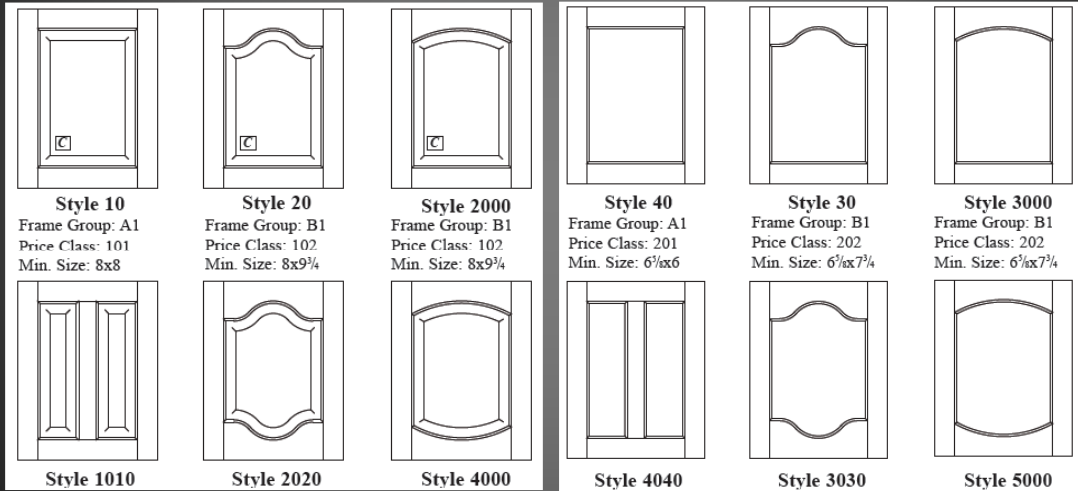


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Door Style

Traditional Raised Panel

Traditional Veneered Flat Panel

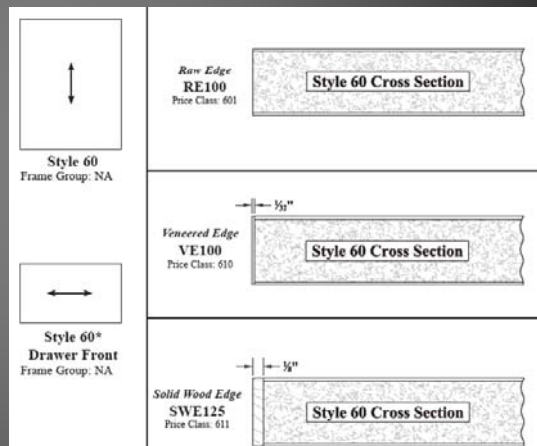
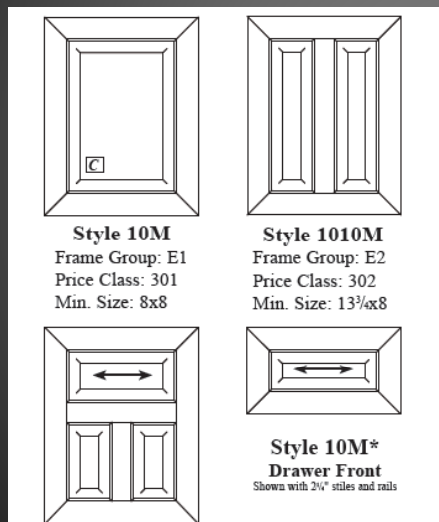


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Door Styles

Mitered Raised Panel

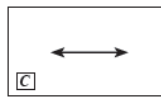
Contemporary Veneered



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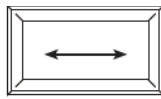
Drawer Front

Drawer Front Styles



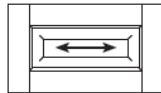
Style 34SQ
Drawer Front
(Look "A")

Frame Group: NA
Price Class: 1001
Min. Size: 3x3



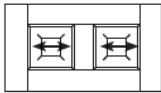
RP Style
Drawer Front

Frame Group: NA
Price Class: Varies
Min. Size: Varies



Style 10*
Drawer Front

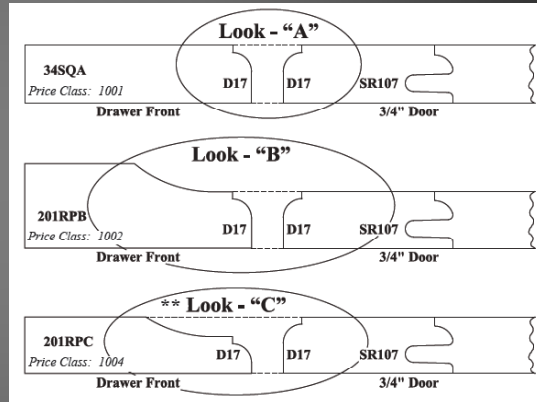
Frame Group: A1
Price Class: 101
Min. Size: 8x8



Style 1010*
Drawer Front

Frame Group: A2
Price Class: 103
Min. Size: 13 3/4 x 8

Drawer Front Look

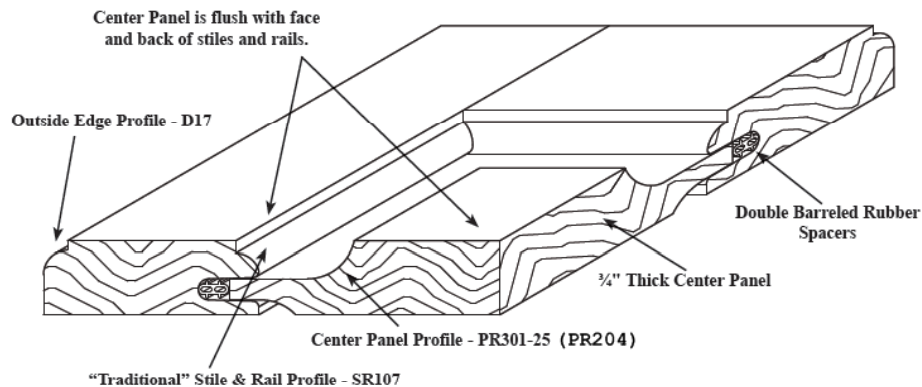


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Profiles

Typically the stiles & rails on a 3/4" thick "Traditional" door will be 2 1/4" wide and 3/4" thick. The center panel is 3/4" thick and flush to the stiles & rails on the face and back side of the door as detailed in the illustration below.
Drawing is not to scale.

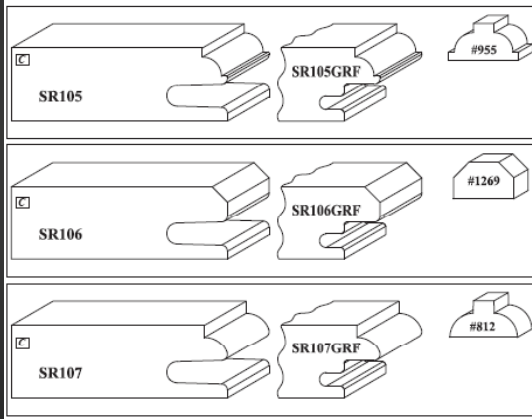
A 1" thick "Traditional" door will also have 2 1/4" wide stiles & rails and will be 1" thick however, the center panel will only be 5/8" thick. Please refer to the 1" Traditional door illustration on the next page.



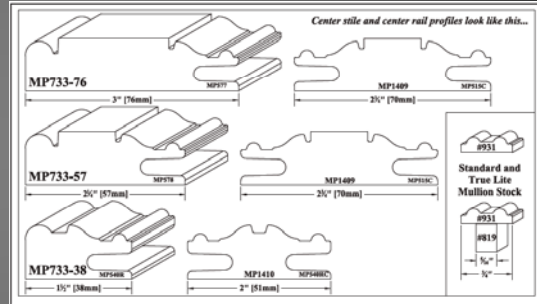
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Profiles

Traditional Stile & Rail Profiles



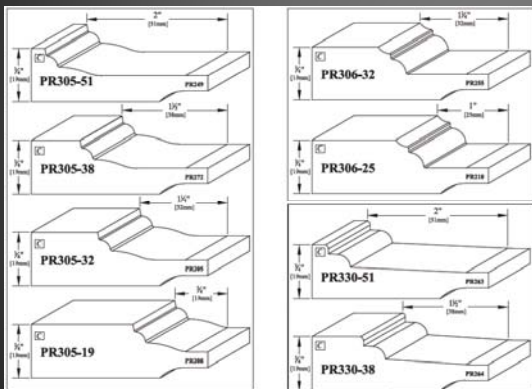
Mitered Profiles



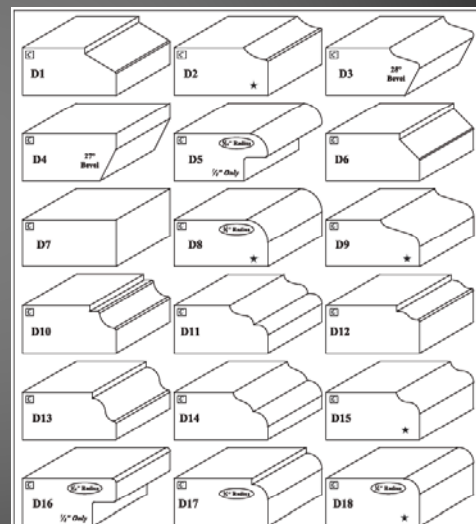
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Profiles

Panel Profiles

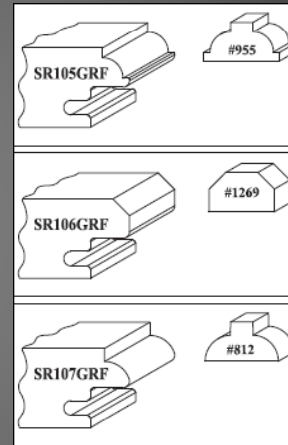
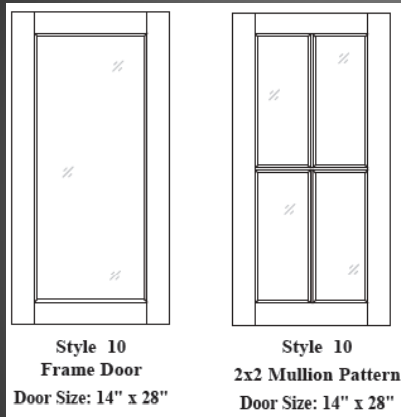


Outside Edge Profiles



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Frame & Mullion



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Signature Series

Our *Signature Series* allows you to easily tailor product to your customer's specifications.

Here's how it works ...

The *Signature Series* name and number only identifies the **Standard Profiles** and **Standard Options** used for that particular design.

1. **Standard Profiles** identify these specific profiles:

- Stile & Rail or Mitered Profile
- Center Panel Profile
- Outside Edge Profile

2. **Standard Options** identify additional design options, which may include:

- Non-Standard Part Sizes
- Stile & Rail Face Routing
- Applied Molding
- Center Panel Face Routing
- Decorative Inserts
- Radius Corners

** Note: The *Signature Series* Name & Number do not indicate the Door Style, Wood Specie and Grade, or Thickness. This information must be specified on every order.*

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Here's how to order a Signature Series design using our order form . . .

Step 1

To order the Signature Series "Deadwood" design, note the name and / or number in the space provided and X the Standard Profiles & Options box on the order form. By noting "Deadwood," "S495" or "Deadwood (S495)" you are ordering the following Standard Profiles and Standard Options:

Signature Series Design = Deadwood (S495)

Deadwood (S495) Standard Profiles:

- Stile and Rail Profile = SR100
- Panel Profile = PR205
- Outside Edge Profile = D7

Deadwood (S495) Standard Options:

- Applied Molding = AM102
- Non-Standard Part Sizes = 3" Stile and Rail Width

Signature Series

Deadwood (S495)

- Standard Profiles
 - SR100
 - PR205
 - D7
- Standard Options
 - Applied Molding 102
 - 3" Stiles & Rails
- Required Customer Specific Features
 - Cherry - Rustic
 - Style 10
- Optional Customer Specific Features
 - (W) Honey Satin
 - Black Glaze - Dry Wiped - Heavy
 - Distressing - SD10, SD60 - Heavy

Deadwood (S495)
Cherry Rustic
Honey / Glazed

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Products : Showcase : Company : Resources

Home View Finishes View Wood Species : Browse Samples :

Products : Browse Samples

Integrity (S253)

Cabinet Doors Specs

Standard Profiles and Options ▾

Description: Integrity
Stile & Rail Profile: SR100
Panel Profile: PR324-10 (RVSCP400)
Outside Edge Profile: D7
Grain Direction: Vertical

Customer Specific Feature ▾

Required

Wood Species: Cherry
Wood Grade: Natural
Thickness: 3/4
Door Style: Style 10

Optional

Stain / RTF Color: Windsor
Finish Type: Wiping

See Drawer Front Specs

Sort By: Category Display: Cabinet Doors

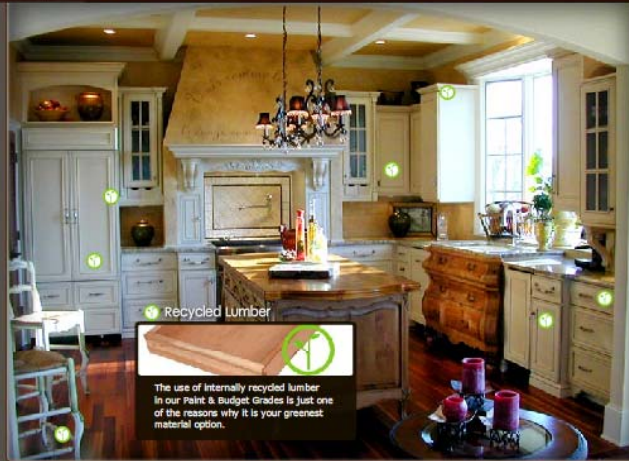
Alamo (S160) Broadmoor (S514) Carlton (S513) Glen Haven (S447) Integrity (S253)

Itasca (S358) Marquee (S133) Peninsula (S440) Quincy (S210) Regal (S461)

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WalzCraft Terminology



Green Products by WalzCraft

- Environmentally Friendly Finish
- Premium SolidTone Finish
- Hardwood Forestry Fund
- WalzCraft Efficiency
- Formaldehyde Free
- Recycled Lumber
- Regionally Sourced
- Shorts Program

Move mouse over an option above or to your left to view our Green Products and how WalzCraft can help with creating your environmentally friendly projects.



Cabinet Doors



Drawer Boxes



Moldings



Universal Options

How You Can Build a Greener Kitchen

As an extension of our environmental commitment, it is our responsibility to inform customers of the Green & Environmentally Friendly choices and opportunities available from WalzCraft. By educating each other and working together, we can provide new ideas and products that meet a common goal of producing and purchasing more wisely.

Through our practices and processes, we have demonstrated that all WalzCraft products are managed to maximize their use and minimize their potential for a negative environmental footprint. Furthermore, we are pleased to offer green product choices specific to Custom Cabinet Doors, Drawer Boxes, and Molding. Choosing to use one or more of these Green options is an incremental way to building a Greener & more Environmentally Friendly product.