Prefinished Stained Wood Repair Procedures

Repair Procedure

These procedures apply to the interior finish on Architect Series®, Designer Series® and Pella® 450 Series products.

Procedure Selection Guideline Chart:

DEFECT or BLEMISH TYPE (Repair)	MAXIMUM RECOMMENDED REPAIR AREA	RECOMMENDED REPAIR METHOD	SUGGESTED REPAIR MATERIALS
Unfilled Check	< 1" combined length of all checks	Wax Crayon (Stain or clear coat will not adhere to wax repair area) or Touch-up procedure	Wax Crayon Stain Touch-up
Scratches	< 1/32" x 1"		
Finish Cracks			
Dents/Drag Marks	Touch-up area 3/4" x 3/4"	Iron and Wet Rag	Iron and Wet Rag

Recommended Materials

• MATERIAL	• FOR USE WITH	• WHERE TO PURCHASE
Stain/Tinted Sealer: Charcoal, Wheat, Skyline Gray, Espresso **Post January 2019:** Golden Oak, Early American, Provincial, Dark Mahogany, Red Mahogany	Prefinished Stain/Tinted Sealer Wood	Order from Pella Corporation: Golden Oak: 00Q1SY00 - 1 gallon; 00Q2SY00 - 1 quart; 00Q3YT00 - Marker Early American: 00Q1TA00 - 1 gallon; 00Q2TA00 - 1 quart; 00Q3YV00 - Marker Dark Mahogany: 00Q1TC00 - 1 gallon; 00Q2TC00 - 1 quart; 00Q3YX00 - Marker Additional colors may be found in Pella catalog (PQM)
Stain Touch-Up: Natural, Black **Pre January 2019:** Golden Oak, Early American, Provincial, Dark Mahogany, Red Mahogany, Special, Walnut, Cherry	Prefinished Stain Wood Touch-up Procedure	Order from Pella Corporation: Golden Oak: 00Q1SY00 - 1 gallon; 00Q2SY00 - 1 quart; 00Q3SY00 - 0.75 ounces Early American: 00Q1TA00 - 1 gallon; 00Q2TA00 - 1 quart; 00Q3TA00 - 0.75 ounces; Dark Mahogany: 00Q1TC00 - 1 gallon; 00Q2TC00 - 1 quart; 00Q3TC00 - 0.75 ounces; Additional Colors may be found in Pella Catalog (PQM)
Clear Top Coat* * Not needed when touch-up marker is used.	Prefinished Stain Wood Touch-up Procedure	Order from Pella Corporation: Clear Top Coat: 00Q1TH00 - 1 gallon; 00Q2TH00 - 1 quart; 00Q3TH00 - 0.75 ounces

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Recommended Materials

Iron	Iron and Wet Rag Procedure	Any retailer
Clean rag	Prefinished Stain Wood Touch-up Procedure and Wax Crayon Procedure Iron and Wet Rag Procedure	Any retailer
Wax Crayon	Wax Crayon Procedure	Order from Pella Corporation, ref sales for package count 00L10001 - Wax Crayon - Golden Oak 00L10017 - Wax Crayon - Early American 00L10020 - Wax Crayon - Dark Mahogany Additional colors may be found in Pella catalog (PQM)

For more challenging Touch-ups, other possible contacts include: Mohawk™ or 3M™.

Wax Crayon Procedure:

Tools/Supplies Required:

- Wax Crayon
- Clean Rag

NOTE: Wax Crayon to be used only on areas already finished.
DO NOT use on unfinished wood or it will adversely affect stain coverage.
DO NOT stain over the area filled in using wax crayon.

A. Wipe surface off with clean dry rag.
B. Rub Wax Crayon over area.
C. Clean excess off with clean rag.

Prefinished Stain Wood Touch-Up Procedure:

Tools/Supplies Required:

- Clean Rag
- Touch-up in correct color (See Recommended Material Table)
- Clear Coat (not needed for touch-up markers)

Repairs with Touch-up bottles and markers should be limited to small chip-outs, scratches and unfilled checks.

NOTE: Any time stain is applied using a touch-up bottle, it must be clear-coated. Clear coat application not needed when a touch-up marker is used.

CHIP OUTS:

Touch-up Marker:

1. Shake well
    a. You should hear a rattle when shaking. Tap marker on a hard surface if you do not hear a rattle.
2. Burp the marker
    a. Depress the marker tip in the upright position to allow solvent pressure release.
3. Charge the marker
    a. Position marker at 45 degree angle and depress marker tip one full depression (release immediately).
    b. Wait for tip to become wet (turn color). Depending on formula, marker tip may charge with one depression.
    c. If marker tip does not fully turn color, depress tip again halfway (release immediately).
    d. Be patient. Over pumping will cause flooding.

If marker tip floods:

- Remove marker tip
- Hold in clean, dry rag
- Tap marker in rag to expel excess fluid
- Recharge by positioning marker at 45 degree angle and depressing marker tip into valve halfway to saturate marker tip again.

Touch-up Bottle:

A. Lightly dab the bare wood surface with the correct stain using the brush in the top of the touch-up bottle.
B. Wipe off excess stain.
C. Allow to dry for one (1) minute.
D. Apply Clear coat to the stained surface using brush in top of the touch-up bottle.
E. Wipe off excess Clear coat.
F. Allow to dry for five (5) minutes.

SCRATCHES AND UNFILLED CHECKS:

A. Lightly dab the affected area with Clear coat.
B. Wipe off excess Clear coat.
C. Allow to dry for five (5) minutes.

Iron and Wet Rag Procedure:

Tools/Supplies Required:

- Iron
- Clean Rag
- Water Source
- Utility Knife with retractable blade

A. Pour water onto a clean rag.
B. Heat wet rag with iron for 4-5 seconds.

CAUTION: Iron and rag can be hot, wearing protective gloves is recommended.

C. Apply hot, wet rag to dent for 10-15 seconds.

CAUTION: If there is too much heat applied to the topcoat, the appearance of the topcoat will become "hazy/milky" in appearance requiring a more extensive repair than is currently defined. Therefore, do not apply the iron directly on the rag in the area in need of repair.

D. Wipe off water and check if dent has been raised.
E. If the dent is still felt but appears to be rising, repeat steps B-D.
F. If dent has not risen at all, use a retractable utility knife to lightly make a small slit to break the clear coat surface. Be sure the slit is in the direction of the wood grain.

CAUTION: Use care when handling sharp instruments to prevent injury.

G. Repeat steps B-D.
H. If the knife slit cut(s) are visible after the dented wood is flush with the rest of the surface, refer to Procedure Selection Guidelines chart on page 1.