

Welcome to ZUPER— The Door Division's New Online Service Tracking System!



Zuper is our new online platform that allows you to submit service requests directly and track real-time updates throughout the process.

Service Request Process:

1. Initial Submission

Submit your service request through the Customer Portal. Once approved and confirmed as a valid request, you will receive a confirmation email.

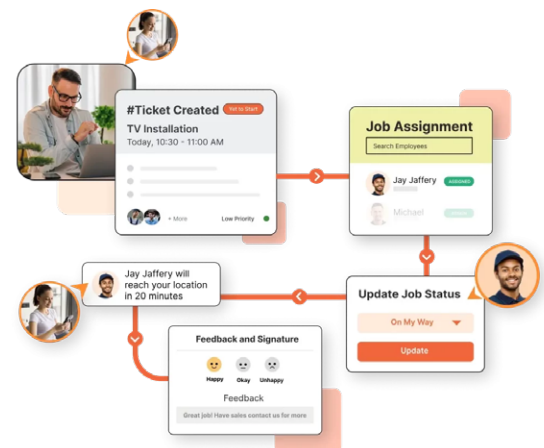
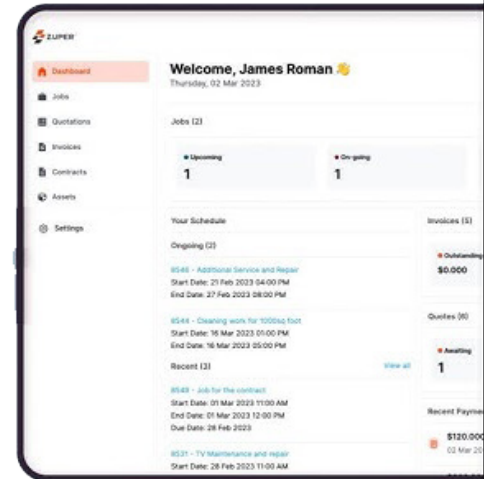
Please note: The contact information provided in your request will be used for all service notifications (via email or text). If there are specific individuals who should or should not receive these updates, please indicate this clearly on the form.

2. Material Ready Date

We will notify you of the estimated material readiness date. Scheduling will occur once materials are available. Notifications will be sent to both the dealer and the on-site contact (homeowner or builder).

3. Service Scheduling

Scheduling is typically done by phone. A follow-up message will confirm the date, time, and assigned service technician. This notification goes to Lumbermen's, the dealer, and on-site contacts.

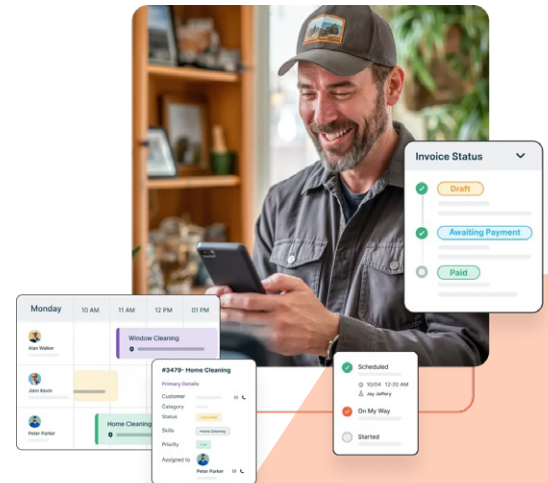


4. Service Completion

Upon completion, a confirmation including photos of the work performed will be sent to Lumbermen's, the dealer, and on-site contacts.

5. Incomplete Service

If the service cannot be completed, an automatic message will be sent immediately, explaining the issue. Follow-up contact will occur within 24-48 hours to determine next steps.



Accessing ZUPER:

To request access, email doorservice@lumbermens-inc.com with your company name and email address.

Access is available only to authorized Lumbermen's Dealer Partners.

Please remember: Since requests are not pre-reviewed by your sales representative, each submission will be evaluated to confirm it qualifies as a valid service request.

What's Covered:

Lumbermen's typically covers skilled labor required for warranty-related issues within one year of shipment. Issues such as shipping damage, missing parts, and improper installation are not considered labor warranty items. For any non-warranty service needs, please contact us at: doorservice@lumbermens-inc.com

