



# REPAIR REQUEST FORM

Email form to [techsupport@wy.com](mailto:techsupport@wy.com) or submit at <https://www.techsupport.weyerhaeuser.com/hc/en-us/requests/new>

### STEP 1: CONTACT & PROJECT INFORMATION:

NAME: Pete Rose  
COMPANY: Hall of Fame Builders  
PHONE: 123-456-4192  
EMAIL: Per@cincy.com  
JOB NAME: Hit King Residence  
JOB ADDRESS: 2021 1st Base Lane  
JOB CITY, STATE: City, State 12345  
*Fill all of the above fields*

### TJI LAYOUT INFORMATION (IF APPLICABLE)

DEALER: \_\_\_\_\_ LOCATION: \_\_\_\_\_  
WEYERHAEUSER PLAN NO.: \_\_\_\_\_  
BUILDER PLAN NO. / ELEVATION: Plan 5234 El. A  
MEMBER LABEL: J3 MEMBER LOCATION: \_\_\_\_\_  
 TRUSS ROOF  STICK FRAMED ROOF

Alternatively, send a photo of the layout title block containing the above info

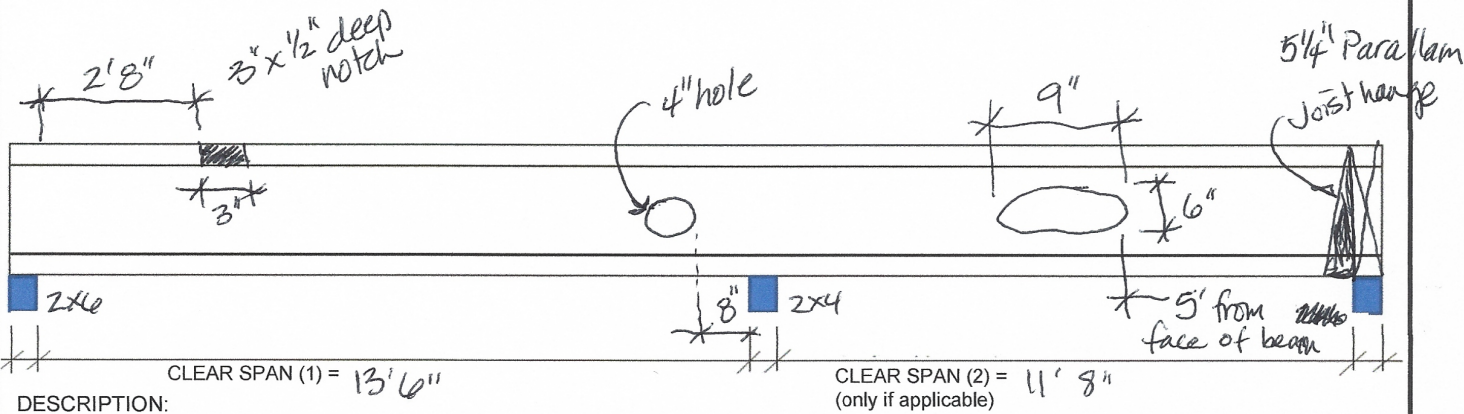
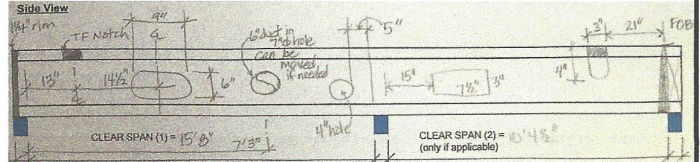
### STEP 2: PROVIDE ALL INFORMATION BELOW

Include TJI layout or plan set with location of damage indicated. (High quality photo is acceptable.)

- Indicate all member spans and bearing.
- Dimension all damage on member in sketch.
- Indicate all electrical/plumbing/HVAC.
- Indicate any additional loads or include Forte®WEB or Javelin® calculations.
- Include photos of damage and product stamps with request.

#### Side View (TJI Joist or Structural Composite Lumber)

#### EXAMPLE

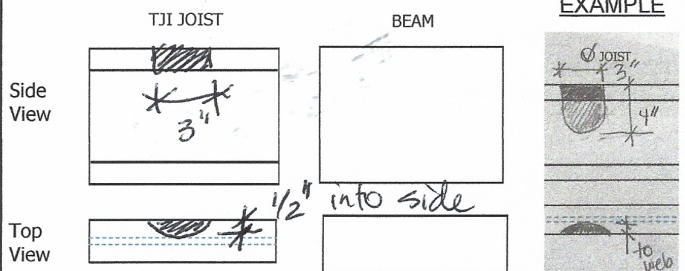


DESCRIPTION: Notch in top flange as shown  
Hole too close to bearing

### STEP 3: DESIGN INFORMATION

Application:  Floor  Roof  
Floor Live Load (psf): 40 Roof Live or Snow Load (psf): \_\_\_\_\_  
Floor Dead Load (psf): 12 Roof Dead Load (psf): \_\_\_\_\_  
*Show additional loads in diagram above or provide in description box.*  
TJI®Joist Series:  110  210  230  360  560  
Joist Depth:  9 1/2"  11 7/8"  14"  16"  18" \_\_\_\_\_"  
Joist Spacing:  12"o.c.  16"o.c.  19.2"o.c.  24"o.c. \_\_\_\_\_"  
# of Consecutive Damaged Joists: 1  
Structural Composite Lumber:  Parallam® PSL  Microllam® LVL  TimberStrand® LSL  
Beam Depth:  9 1/2"  11 7/8"  14"  16"  18" \_\_\_\_\_"  
Ply Width:  1 3/4"  3 1/2"  5 1/4"  7" \_\_\_\_\_"  
# of Plys:  1  2  3  4 Beam Tributary Width (ft): \_\_\_\_\_

### STEP 4: SHADE AND DIMENSION DAMAGE ON SIDE and TOP SECTIONS BELOW



SAVE

SEND

For help call **1.888.453.8358** or click **HERE**