



REPAIR REQUEST FORM

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

STEP 1: CONTACT & PROJECT INFORMATION:

NAME: _____
COMPANY: _____
PHONE: _____
EMAIL: _____
JOB NAME: _____
JOB ADDRESS: _____
JOB CITY, STATE: _____

Fill all of the above fields

TJI LAYOUT INFORMATION (IF APPLICABLE)

DEALER: _____ LOCATION: _____
WEYERHAEUSER PLAN NO.: _____
BUILDER PLAN NO. / ELEVATION: _____
MEMBER LABEL: _____ 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

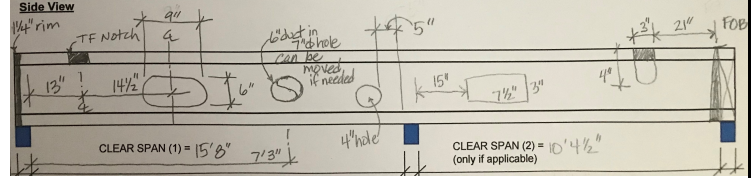
Include TJI layout or plan set with location of damage indicated.

(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



CLEAR SPAN (1) =		CLEAR SPAN (2) = (only if applicable)	
DESCRIPTION:			

STEP 3: DESIGN INFORMATION

Application: Floor Roof
Floor Live Load (psf): _____ Roof Live or Snow Load (psf): _____
Floor Dead Load (psf): _____ 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: _____

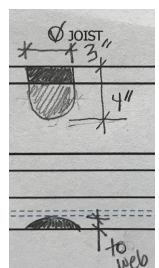
Structural Composite Lumber: Parallam® PSL Microllam® LVL TimberStrand® LSL
Beam Depth: 9 1/2" 11 7/8" 14" 16" 18" _____"
Ply Width: 1 3/4" 3 1/2" 5 1/4" 7" _____"
of Plies: 1 2 3 4 Beam Tributary Width (ft): _____

Alternatively, provide Forte®WEB or Javelin® member calculation

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

	TJI JOIST	BEAM
Side View		
Top View		

EXAMPLE



For help call 1.888.453.8358 or click