



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

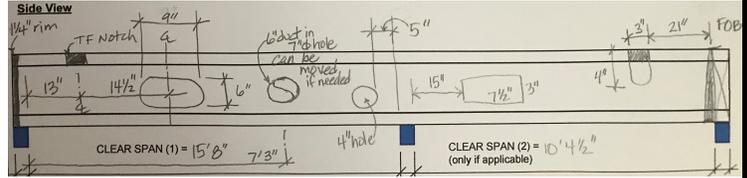
Alternatively, send a photo of the layout title block containing the above info

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.

EXAMPLE



Side View (TJI Joist or Structural Composite Lumber)

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	EXAMPLE
Side View			
Top View			

For help call 1.888.453.8358 or click