

## Frequently Asked Questions:

### **Q. How do I purchase a Northlander cottage? Can I buy direct from the factory?**

A. Northlander does not sell or price directly from our factory. You may purchase a Northlander through one of our authorized dealers. To find a dealer, please visit our [FIND A DEALER](#) page.

### **Q. What if I don't like any of the floor plans? Do you build customized floor plans?**

A. That's ok! If you don't see exactly what you are looking for in our standard brochure plans we will certainly custom build to suit your needs. Your dealer will work with you to establish a list based on your needs, wants and budget, and our in house engineering and design team will customize a floor plan for you.

### **Q. I use a wheel chair and have special accessibility needs; can you build a park model to suit my requirements?**

A. Absolutely! Larger interior and exterior doors, wider hallways, greater room sizes, and accessible showers are all available. Tell us what your requirements are and we will design and build a unit specific to your needs.

### **Q. Do I decorate my Cottage myself?**

A. We offer many different décor packages for you to choose from when deciding how to personalize your cottage. We cover all the details from the drapery, furniture and cabinet colour, all the way down to the floor. Our designers can also work with you to create the space of your dreams.

### **Q. Does my unit come with warranty?**

A. Each Northlander product comes with one of the best warranties in the industry.

**1-Year Product Warranty;** factory to consumer via dealer;

**5-year Limited Warranty;** for components and performance relating to structural integrity, weather penetration, electrical distribution system, plumbing and heating delivery systems, windows and door performance.

### **Q. How are warranty claims addressed?**

A. Your dealer will contact the Service Manager at Northlander to coordinate any warranty or service related work that needs attention. We pride ourselves in our responsive customer service and we will send a member of our in-field service team to resolve any warranty or service related work.

**Q. Can I buy replacement parts for my Northlander?**

A. We are familiar with all the parts, components and specs used to build your unit. Components and parts are readily available and may be purchased through an authorized dealers. To find a Northlander dealer near you please visit our [FIND A DEALER](#) page.

**Q. How do I prepare my unit for the winter months?**

A. Instructions for winterizing your Northlander can be found in the OWNERS MANUAL. There is also a “De-winterizing the plumbing system” section in the Owner’s Manual with instructions for opening your cottage in the spring.

**Q. Where is the unit serial number located?**

A. The serial number is stamped on an aluminum plate located on the exterior of your unit near where the hydro service enters. You can also find it on the CSA data sheet located either on the back of the hydro panel door or on a bedroom closet wall.

**Q. What codes and certifications does Northlander comply with?**

A. We are factory certified to build CSA Z-241-03 Park Models, CSA Z-240-09 Mobile Homes, CSA A-277-08 Factory Built Homes, Ontario and Canadian Building Codes, Ontario and Canadian Electrical Codes, Ontario and Canadian Plumbing Codes and CSA Z-240-RV-08. The location in which your unit will be placed will determine which code it is required to comply with.