



# Technical Support Request

## FAX # 1-866-702-3252

Service Manager: Chris Bowers - chrisb@sealritedor.com  
Territory Manager:

Dealer Name:
Store Contact:
Store Phone #:
Original P.O.:
Seal-Rite Invoice:
Original Order Date:

Builder:
H/O:
Address:
City:
State: Zip:
Phone (h): (w):

Door Size:	DB Prep:	Transom:
Unit Ht:	Sill Style:	Pre-finish:
Swing:	Jamb Size:	Color:
Handing:	Jamb Type:	
Config:	S/L Size:	Installed:

Door Style: Sidelite Style:

Description of Problem:	<input type="checkbox"/> E-Mailing Photos	<input type="checkbox"/> Mailing Photos

The correct installation of a door unit is essential for proper operation. This form is to help you determine if the problem is a defective product or if it is misinstalled. **Please check the following items:**

Is the jamb plumb? (Use a 6' level)	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the jamb square? (Put a square in top corners of frame)	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are the sill and sub-floor level?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the unit properly caulked?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are corner pads installed where the jamb and sill meet?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are 2-1/2" hinge screws installed in the top hinge?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the security strike adjusted so the door compresses the weather-strip?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

**ANY ITEMS MARKED "NO" ARE INSTALLATION ERRORS THAT NEED TO BE CORRECTED**

If all questions are answered "Yes" and you perceive a warped door, check door by running a string around the door from top to bottom. If there is a gap on either side of the door greater than 1/4", contact us to set up an inspection. If the gap is less than the industry standard of 1/4", the door is considered within tolerance and the problem should be resolved by replacing the weather-strip, adjusting the security strike plate, or by adjusting the installation.

I have checked the unit for the above installation errors and found the installation to be correct. I am requesting a service call with the understanding that there will be a \$150.00 service charge if the problem is a result of improper installation.

Please check the box stating that you accept the above terms: Yes

Form Submitted By: Date:

E-Mail Address: