



# WOOD CLAD PATIO DOOR BULLETIN

## Assessing Possible Warped Panels

This is the list of checkpoints and guidelines to utilize when reviewing a possible warped panel in a Brighton® Series wood clad patio door.

Before determining if a new panel is a “**Charge**” item or a “**No Charge / Warranty**” item, all questions applicable to the door &/or panel under review should be asked. At a minimum, questions #1, #2 and #3 should be verified before determining if any replacement panel is needed.

### 1. Was the proper amount of time allowed for building temperatures and humidity levels to stabilize?

*At least 10-12 weeks must be allowed from the date of the project's completion for the door panels to acclimate.*

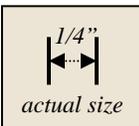


### 2. Was the interior properly protected within a reasonable amount of time after it was installed?



*All interior surfaces must be properly finished or protected within 60 days of installation, according to industry standard finishing methods.*

### 3. Is the “warp” within tolerance?



*The definitive measurement is 1/4". If the “warp” is 1/4" or less, then it is considered to be within industry tolerance. If it exceeds 1/4", then a replacement panel is warranted. (Warp is defined as bowing, cupping, and twisting).*

### 4. Is the door 8' tall?

*If yes, know that 8' foot doors are little more susceptible to possible warping than doors of shorter heights (6'8", 6'11"). However, warp tolerance (see #3) is still applicable no matter any height.*

### 5. Is this is a hinged patio door that measures more than 7' tall?

*All hinged doors 7' or taller must contain factory-installed, multipoint locking hardware. If the hinged door does not have factory-installed, multipoint locking hardware, it is not warranted against warping or performance.*



### 6. Was the door purchased with factory-installed glazing?

*Doors shipped unglazed from Quaker's manufacturing facility are considered an “as is” purchase and there is no applicable warranty.*

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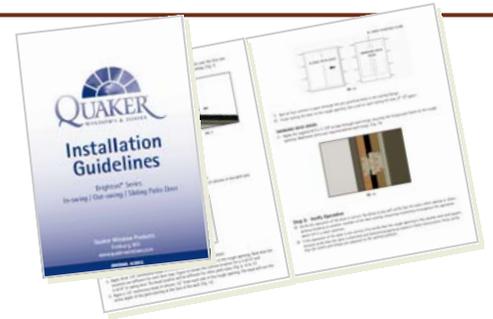
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### 7. Was the unit properly installed? (Per installation instructions included with each unit)

*Any deviation from the installation guidelines will forfeit warranty coverages against warping or performance.*



### 8. Was the patio door closed and locked during construction to prevent site conditions from damaging and/or warping panels and frames?

*The patio door should have remained closed and locked during project construction. If it was not, warranted coverages against warping do not apply.*

### 9. Is moisture thought to be the reason for the warp?

*All Brighton patio door panels (except for the sliding door with the narrow rail) contain two (2) layers of brown fusion paper applied to critical places to prevent moisture absorption and warping. One layer goes on the exterior side of the LVL (laminated veneer lumber) between the cladding, and the other layer goes on the interior side of the LVL before the top laminate piece is installed. This is a unique design in the industry and truly does help in preventing warping issues.*



### 10. Is the door panel in question in a sliding patio door?

*The main frame pocket of the Brighton sliding door was designed to allow up to 1/4" of bowing and still allow the panel to slide into it.*



### 11. If the door panel is in a sliding patio door, has it been locked for an extended period of time in an effort to straighten out the panels?

*After being locked for approximately 60-90 days, the sliding door panels will acclimate to their environment and any possible moisture in the panel will equalize, and normally the panel straightens out.*

Need more?

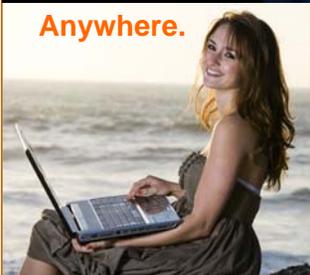
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