

SOP 1: DOOR WARPAGE SLAB AND/OR MULL POST



Purpose:

To guide dealers in submitting a complete warranty claim for slab or mull post warping.

Scope:

Covers installed or uninstalled custom wood doors, with or without sidelights and transoms.

PROCEDURE:

1. Photo Requirements:

- Provide interior and exterior photos of the installed door.
- Photos must show the entire door slab, including sidelights or transoms if applicable.

2. Warp Measurement:

- Place a 4- or 6-ft level vertically along the suspected warped area of the slab or mull post.
- Use a measuring tape to capture the gap between the level and the slab.

3. Required Image Submission:

- Photo of the level on the slab, clearly showing any gap with a measuring tape in the frame.
- One photo should demonstrate no gap for reference (flat plane).
- One photo should show the warped condition, with visible curvature and gap size.

4. Supporting Details:

- Include environmental conditions (e.g., exposure direction, overhang, humidity).
- Provide installation and finishing information, including the installer and products used.
- Submit order number, date of delivery, and installation date.

5. Submission:

- Email Service@bmdmfg.com the following:
 1. Completed Warranty Claim Form
 2. All documentation and images from the Door Warpage – Warranty Claim Checklist

WARRANTY CLAIM FORM



Service Requested By:

Date Requested:

Dealer:

Site Contact:

Dealer Contact:

Jobsite Address:

Phone Number:

City/State/Zip:

Dealer Email:

Site Contact Phone #:

Alt Contact Name:

Site Contact Email:

Alt Contact Phone:

Best Contact Method:

Product Type:

Unit Location Onsite:

Original Order #:

General Notes

Line Items Affected:

Original PO #:

Problem Description:

DOOR WARPAGE WARRANTY CLAIM CHECKLIST



PHOTOS:

- Full photo of interior side of installed door (include sidelights/transom)
- Full photo of exterior side of installed door

MEASUREMENT PHOTOS:

- Photo of level placed on slab or post (show full contact)
- Photo showing gap between slab and level with tape measure in frame
- Measurement of gap: _____ mm or inches

OTHER:

- Direction door faces (N/S/E/W): _____
- Overhang coverage (Per Limited Warranty Guidelines): Yes / No
- Order # / Date installed:

DETERMINING “POTENTIAL” WARPAGE

To determine if you have a “potentially” warped door you will need a **level** and a **measuring tape**.

Place full length level against both the interior and exterior face of slab.

figure 1

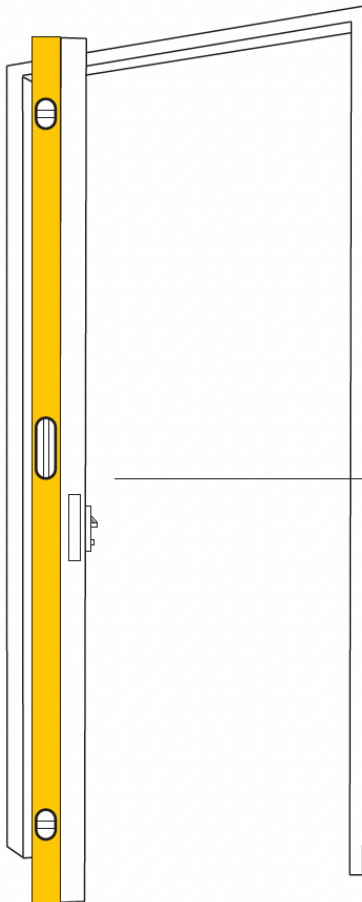
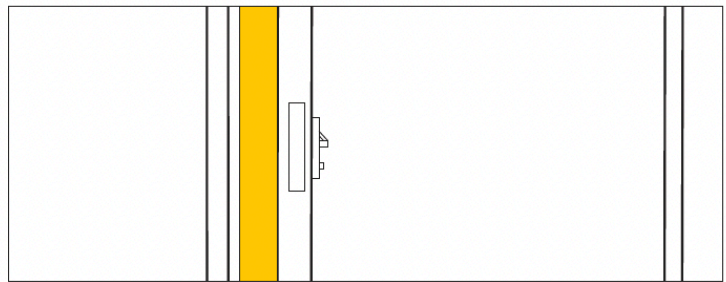
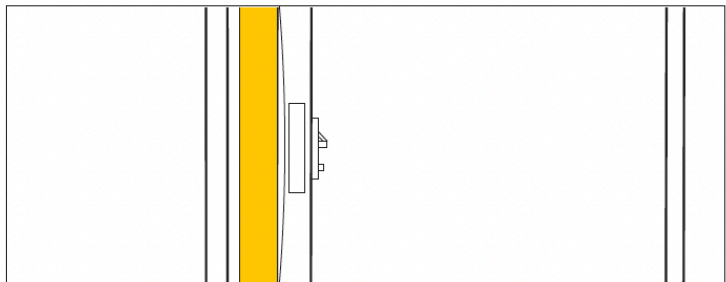


figure 2a



If level is tight (fig 1a) and there is no gap, there is no warp.

figure 2b



If level is not tight against center of the slab (fig 1b) and there is a gap, this indicates a warp.

**Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame jamb in which it is hung. The measurement of bow, cup and twist is made at the point of maximum distance between the bottom of the straightedge, taunt wire or string and the face of the door.*

Warp shall not be considered a defect for a door up to 60”x108” unless it exceeds a 1/4” in the plane of the door.