

SOP 2: CRACKING / DELAMINATION SLAB OR FRAME



Purpose:

To standardize the claim process for surface cracking, veneer delamination, or structural blemishes on Glenview Eurotech wood doors.

Scope:

Applies to both installed and uninstalled exterior doors with sidelights/transoms.

PROCEDURE:

1. Photo Requirements:

- Submit full-view photos of the door from both the interior and exterior.
- Include any sidelights or transoms in the shot.

2. Detail Photo of Issue:

- Provide clear, close-up photos of the delamination, crack, or blemish.
- Ensure lighting shows grain separation, splits, or surface defects clearly.

3. Delivery Inspection Note:

- Claims should verify that the product was inspected upon delivery.
- Indicate whether damage was pre-existing or developed after installation..

4. Supporting Information:

- Include the original sales order..
- Describe the door's exposure conditions and any maintenance performed.
- 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 Cracking / Delamination – 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:

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PHOTOS:

- Full photo of interior side of installed door (include sidelights/transom)
- Full photo of exterior side of installed door
- Close-up photo(s) of affected area (delamination, crack, blemish)

DAMAGE DETAILS:

- Was door inspected at delivery? Yes / No
- Is issue near panel, edge, veneer, or elsewhere?
- Any refinishing or sanding done since delivery? Yes / No

OTHER:

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

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EXAMPLES OF CRACKING / DELAMINATION ON VENEER

Example 1: Large Cracks on Stile.



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EXAMPLES OF CRACKING / DELAMINATION ON VENEER

Example 2: Delamination of the veneer. Can appear as a scratch in photos but further examination in the field will show a split in the veneer which is raised off the panel.

