

SOP 3: MULTIPOINT LOCK HARDWARE MALFUNCTION - WARRANTY CLAIM



Purpose:

To guide the proper documentation and troubleshooting steps for hardware issues, particularly the KJV 3600 multipoint lock system.

Scope:

Applies to all doors installed with KJV 3600 locks, including failure to engage, inability to open, or perceived jamming.

PROCEDURE:

1. Initial Observation:

- Ask if the issue is:
 1. Hooks not engaging
 2. Handle not turning
 3. Door not opening

2. Photo Requirements:

- Submit full-view photos of both the interior and exterior of the installed door, including sidelights/transoms if applicable.

3. Video Requirements:

- Video 1: Show hardware malfunction as described.
- Video 2: With the slab open, operate the deadbolt, lever, or knob to demonstrate hardware movement.
 1. If hardware works freely with the slab open, this indicates an installation issue (not a hardware defect).

4. Installer Troubleshooting Guidance:

- Explain to the customer that the KJV 3600 is gravity-fed, not spring-loaded.
 1. It requires a few millimeters of play to function correctly.
- Common causes:
 1. Door misalignment causing weight to rest on locking hooks.
 2. Frame issues or strike plates misaligned.

Suggest placing shims to relieve pressure and allow proper operation.

5. Supporting Info:

- Include install date, installer contact, and jobsite address.
- Confirm whether the lock was factory- or field-installed.

6. Submission

- Email Service@bmdmfg.com the following:
 1. Completed Warranty Claim Form
 2. All documentation/images from the Hardware Malfunction – 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:

SOP 2: CRACKING / DELAMINATION SLAB OR FRAME



PHOTOS/VIDEO:

- Full photo of interior side of installed door (include sidelights/transom if applicable)
- Full photo of exterior side of installed door
- Video #1: Show the malfunction (e.g. hooks not engaging, handle not turning)
- Video #2: With door open, operate deadbolt and handle to show how hardware moves

TECH NOTES:

- Does hardware work freely with slab open?
- Yes -> Likely installation issue
- No -> Possible hardware defect
- Describe the issue briefly:

ADDITIONAL INFO:

- Was the door aligned and shimmed properly?
- Is the lock factory- or field-installed?

SOP 2: CRACKING / DELAMINATION SLAB OR FRAME

EXAMPLES OF CRACKING / DELAMINATION ON VENEER

Example 1: Large Cracks on Stile.



SOP 2: CRACKING / DELAMINATION SLAB OR FRAME

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.

