



SECTION 1

Warranty and Maintenance Information:

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PDL Building Products Warranty Information

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Mortise Locksets	1 Year
Panic Devices	5 Years
Closers Grade 3	5 Years
Closers Grade 1	25 Years

Pre-assembled Glass Store Front Doors

Doors & Frame	1 year
Insulated Glass	5 Years (Against Seal Failure)
Closers	25 Years

Thermal & Non-Thermal Frame Windows

Sash & Frames	1 year
Insulated Glass	5 Years (Against Seal Failure)

The above is warranted (for the specified period of time) to be free from defects in quality and workmanship. The warranty does not cover those situations where the failure was caused by abuse or misuse. In the case of a product failure during the warranty period, replacement components will be provided. The original component will be required to be returned. The time, labor and other incidental costs associated with the replacement are not covered under this warranty.

Maintenance of Hollow Metal Doors and Frames

1. Introduction

This document is intended to serve as a general outline of maintenance activities needed for hollow metal doors and frames. However, it should be noted that the door and frame are virtually maintenance free. Maintenance will be, for the most part, associated with accessories and hardware attached to the door and frame.

Maintenance of any product is important and necessary to obtain the maximum benefits of the product service and longevity. Hollow metal door and frame assemblies are not exception. In fact, in some cases where the door and frame assembly is used as a “fire rated” fire barrier or a “leakage rated” smoke and draft barrier, proper maintenance is crucial. Basic maintenance is imperative and will worth the effort to provide for life safety.

2. Areas to be Inspected

The following items should be periodically checked. The frequency with which these checks are performed must be established at the discretion of the building owner, insurance company and maintenance service. Since doors in different areas of a building access different traffic, the frequency of periodic inspections would occur respectively.

Hinges

Check all hinges for loose attaching screws, hinge pin wear or other notable defects. Service the hinges or remove defective parts and replace if necessary. The doors should always swing freely and smoothly without obstruction from open to latched (when latching device is used) position.

Locksets, Panic Devices, Fire Exit Hardware

Check all locksets for loose attaching screws, latch wear or other notable defects. Service the lockset or remove defective parts and replace per the manufacturer’s recommendation. The door should always latch freely and smoothly without obstruction. Self-latching devices should always function freely and smoothly as the door swings into the closed position. Additional force should not be needed to achieve latching.

Strike Plate

The strike plate should be firmly attached to the frame or inactive leaf of a pair of doors. Check for loose screw and/or other notable defects. Service or remove and replace strike place if necessary.

Closing Devices

Check all closing devices for loose attaching screws, linkage arm and pin wear, fluid leakage or other notable defects. Service the device or remove defective parts and replace as needed. The primary and secondary closing speed adjustments should also be set and maintained in accordance with the manufacturer’s recommendations. The device should allow the doors to operate freely and smoothly throughout its entire swing range and positively latch (if so equipped) or remain in the closed position.

Surface Bolts/Flush Bolts

Check all surface bolts/flush bolts for loose attaching screws, rod bolt adjustment and strike plate (on both door and frame if so equipped) attachment. Service the devices or remove defective parts and replace if necessary. The rod bots should retract, extend and engage the strike or keeper hole freely and smoothly for both manual and/or automatic flush bolts.

Glass Lites

The glazing material should be checked for cracks and/or missing pieces of glazing. The glazing mounting frame should be checked to assure attaching screws (if used) are tight and the unit is securely attached to the door. Service the glass lite or remove defective parts and replace as needed. Also be sure to use approved safety glass in appropriate applications/locations, or fire rated glass and glazing in fore doors, windows or lites.



PDL Building Products Freight Loss and/or Damage Policy

PDL provides door and window shipments freight prepaid, whether to a service location or direct to a job site. All shipments are through a freight company. Once product leaves our docks it is under the control of the carrier. While we tag our products for special handling and provide specific instructions to carriers whether or not the instructions are followed is out of PDL's control.

PDL processes all freight claims for lost or damaged doors/windows and we consider this part of our service to our customers. The only exception to this would be any case where a customer chose to handle the shipment directly.

PDL's position on lost or damaged freight is that it is the consignee's responsibility to properly count and inspect the crates and products, as they are unloaded. There can be no substitution for finding discrepancies or damage as it comes off the truck. The Bill of Lading is a legal document that not only establishes the receipt of the goods, but also the condition of the goods.

PDL's ability to get paid for a freight claim ends if the Bill of Lading is received clear (no discrepancies or damage noted). Unfortunately, PDL has had a number of freight claims denied since there was nothing noted regarding a discrepancy or damage. The cost of denied claims is significant and PDL cannot absorb this expense.

Effective immediately, PDL will adopt the following policy with regard to loss or damage occurring on shipments delivered by freight companies:

1. Lost or missing product -

- a. The recipient must note any discrepancies in the number of pieces delivered versus the number of pieces stated on the Bill of Lading at the time of delivery. Pieces will usually be counted as number of crates.
- b. The customer shall immediately contact PDL to report missing product.
- c. PDL shall immediately contact the freight carrier to place a search on the product.
- d. If the product cannot be located and delivered to the customer in a timely manner PDL will reship the missing product at no charge.
- e. In the event a discrepancy is not noted at the time of signing the Bill of Lading PDL must ask for a purchase order to replace the product.

2. Visible damage -

- a. The customer should refuse the shipment or note down "damaged" on the Bill of Lading. This is a decision that must be made by the customer receiving the product. In the event damage is minor and the customer is willing to repair the damage themselves upon receipt of replacement parts, stating "damaged" on the Bill of Lading will suffice. In the event of major damage or damage the customer is not willing to repair, the shipment should be refused.
- b. Customer shall notify PDL immediately of any damaged shipment.
- c. PDL will immediately coordinate replacement of damaged parts or repair/replace refused shipments at no charge to meet the customers time constraints, and then file the appropriate freight damage claim with the freight carrier.

3. Concealed damage reported within 24 hours of receipt -

- a. Concealed damage reported to PDL within 24 hours of the receipt of the product will be handled entirely by PDL.
- b. PDL will contact the freight carrier and have a representative go out and inspect the damaged product. It is important that the crating and packaging material be disturbed as little as possible.
- c. PDL will have the product repaired/replaced at no charge to meet the customer's time constraints then file the appropriate claim with the freight carrier.

4. Concealed damage reported after 24 hours of receipt -

- a. The attached sheet will be faxed immediately to the customer and to the ship to address (as applicable).
- b. Either the customer or the addressee should immediately contact the local LTL freight terminal and see if they will cooperate and inspect the damage.
- c. If the local LTL terminal fills out a damage report, PDL will immediately take over the processing of the freight claim and repair/replace product required by the customer at no charge.
- d. If a damage report cannot be produced, PDL must ask for a purchase order to repair/replace the product. The customer is certainly encouraged to file a freight claim on their own.

The key here is that freight must be inspected while the carrier is still present, and loss or damage noted on the Bill of Lading. Without this proper documentation, there is little chance of filing and receiving compensation for a freight claim.

Since PDL's control of the product ends when it leaves our dock, we hope our customers can understand the importance of receiving freight properly.



CONCEALED FREIGHT DAMAGE NOTICE

To:

Date:

PDL Building Products has been notified by _____ on _____ at _____ am/pm that concealed freight damage was discovered on the following door/window project delivered by _____ on _____ at _____ am/pm.

PDL#: _____

Customer PO# _____

Shipped to: _____

Freight Carrier Information:

Carrier: _____

Pro#: _____

Phone: _____

Date Shipped: _____

Description of Damage:

PDL Building Products understands the Bill of Lading was accepted clear (no damage noted). A freight damage claim cannot be filed by PDL without a damage report issued by the freight carrier.

PDL recommends that the local freight terminal be contacted in an attempt to have a freight company representative inspect the damage and issue a damage report. Carrier may not honor damage reported more than 24 hours after delivery. Leaving crating and packaging material disturbed as little as possible is extremely important.

A purchase order will be required for PDL to repair/replace the freight damage if the carrier is unwilling to produce a damage report.

Signature: _____

Copy faxed to: _____