

At EXPI-DOOR, our commitment to our clients goes beyond the sale. We strive for excellence in Customer Service in all aspects of our business. To ensure this is done to the best of our ability, we have compiled a quick summary of typical installation or troubleshooting related issues or adjustments the installer should be aware of.

These issues are inherent to all hollow metal exterior and interior doors and the amount of adjustment needed will vary from door to door and somewhat depend upon other building factors.

A complete troubleshooting guide published by the Steel Door Institute (SDI) is available on our website at www.expidoor.com. If after troubleshooting you are not satisfied with your results, or the problem persists, please contact our Service Representatives for further assistance. If we cannot resolve with a phone call/additional information, we will send a representative to the job site for a thorough evaluation.

STANDARD METAL BUILDING INSTALLATION CHECKLIST

- Is the concrete level at the point where the door is installed? Did you have to shim one side?
- Does the frame opening width measure 36" (for 3070) at the top, middle, and bottom of the frame opening? (48" for a 4070, and 72" for a 6070).
- Does the door itself measure 35 ¾" across (tolerance of 1/16")? (4070 would be 47 ¾")
- Is the door straight or does it have a small bow of any sort along either vertical edge?
- What does each reveal (gap) measure?
 - Gap between frame head & door leaf (should measure approx. 1/8" - 3/16") _____
 - Gap between hinge jamb & door leaf (should measure approx. 1/8" - 3/16") _____
 - Gap between lock jamb & door leaf (should measure approx. 1/8" - 3/16") _____
 - Gap between top of threshold & bottom of door leaf (should be approx. ¼") _____
- Is each vertical frame member plumb & square?
- Is the frame head & door leaf plumb & square?
- Is the entire door system plumb & square in relation to the building/girt line?
- Are there any building or structural issues that are interfering with the door installation or operation?
- Are the adjustable top anchors installed to the girt with a minimum of 4 fasteners? Are there any issues at this connection?
- Has the closer been adjusted for speed and back-check appropriately?
- Are all hinge screws properly tightened? (They sometimes loosen during shipment)

What problem still persists? _____

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