



Technical Support Request

FAX # 1-866-702-3252

Service Email	service@sealritedoor.com
Territory Manager	

Seal-Rite Service Policy: Seal-Rite will provide service for 1 Full Year following SR Delivery Date on Warranty Product

Dealer Name:	Contact:
Store Contact:	Dealer <input checked="" type="checkbox"/> Builder <input checked="" type="checkbox"/> Homeowner <input checked="" type="checkbox"/>
Store Phone #:	Address:
Original P.O.:	City:
Seal-Rite Invoice:	State: Zip:
Original Order Date:	Phone (h): (w):

Door Size:	DB Prep:	Transom:
Unit Ht:	Sill Style:	Pre-finish:
Swing:	Jamb Size:	Color:
Handing:	Jamb Type:	Hardware:
Config:	S/L Size:	Storm Doo

Door Style: Sidelite Style:

Description of Problem: ****All Finishing Issue Claims Must Include Pictures****

The correct installation of a door unit is essential for proper operation. This form is to help you determine if the problem is a defective product or if it is misinstalled. **Please check the following items:**

Is the jamb plumb? (Use a 6' level)	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the jamb square? (Put a square in top corners of frame)	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are the sill and sub-floor level?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the unit properly caulked?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are corner pads installed where the jamb and sill meet?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Are 2-1/2" hinge screws installed in the top hinge?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Is the security strike adjusted so the door compresses the weather-strip?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

ANY ITEMS MARKED "NO" ARE INSTALLATION ERRORS THAT NEED TO BE CORRECTED

Any claims for damage must be requested within 15 days from delivery date and before the material leaves your store. Any shortage or damage must be noted on the delivery receipt at the time of delivery. A signature on the delivery receipt is considered proof that you received all products and that they are in saleable condition. Once your customer has picked up the material or you have delivered it, Seal-Rite will not accept responsibility for damage such as dents or scratches that may have occurred during the delivery or installation.

I have checked the unit for the above installation errors and found the installation to be correct. I am requesting a service call with the understanding that there will be a \$150.00 service charge if the problem is a result of improper installation.

Please check the box stating that you accept the above terms: Yes

Form Submitted By: **Date:**

E-Mail Address: