



CERTIFIED POWERED BY ENDURA® DOOR SYSTEMS

Warranty Inspection Guide

Step-by-Step Manual on Proper Procedures,
Responsibilities, Root Causes and Remedies



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Your problem may be solved by some troubleshooting:

1. Troubleshooting Guide: **Issues of Concern**
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Reference Materials

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1. Certified Powered By Endura® Owners Manual & Warranty Guide
2. Certified Powered By Endura Assembly Instructions
3. Certified Powered By Endura Installation Instructions
4. Certified Powered By Endura Warranty

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The image shows a 'Warranty Claim Form' with the 'Endura Rep' logo circled in the top right corner. The form includes sections for 'Completed Information' (CPSE, Name, Address, Tel, Fax, e-mail, Original Homeowner?), 'Manufacturer Information' (Builder, Company, Address, Tel, Fax), and 'Endura Rep Information' (Contact, Company, Address, Tel, Fax). It also has a section for 'Completed Field of Repair and Associated Damage' and a signature line at the bottom.

Note: Pages are identified for Distributor, Builder or Endura Rep.



Investigating a Potential Issue and Submitting a Claim



Purpose of this Document

The purpose of this document is to help Endura Products and our Representatives (Rep), Distributors, Dealers and Builders to determine the validity of a warranty claim for a Certified Powered By Endura® Door Unit.

Certified Powered By Endura Door Units typically underperform due to one or more reasons:

- 1. Improper door unit assembly**
- 2. Improper door unit installation**
- 3. Improper door unit maintenance**

The following checklist summarizes the types of assembly, installation and maintenance issues that will be covered in this document; this list is not comprehensive and is meant only to familiarize the reader with typical problems and remedies covered in this document.

CONFIRM DOOR IS A CERTIFIED POWERED BY ENDURA UNIT

- The Certified Powered By Endura Door Tag must be attached to the frame of the unit.

DOOR UNIT

- Door unit must to be square and plumb.
- Door unit must be placed on an even subfloor.
- Door sill must be seated on a flat, level surface, OR shimmed and sealed underneath.
- Margins must be within tolerance.
- The adjustable cap needs to be touching and compressing the door bottom when the door is closed.

FRENCH DOOR UNITS

- French units must have the upper astragal bolt header plate installed so that the upper bolt properly engages the frame.
- French units must have the lower astragal bolt cup securely seated and sealed with caulking within the adjustable sill cap.

CAULKING

- The underside of the entire sill should be sealed with an ample amount of caulking.
- These should be no caulk voids in the door unit (including the sill) that is exposed around the cladding of the home.
- Apply caulking along the entire joint where the sill and jamb meet, including the top of the adjustable cap against the jamb.
- On patio and/or sidelight units, caulk around the entire base of each mullion.
- The joint between the brick mould and frame should be caulked.

WEATHERSTRIP

- The Simple Solution® Corner Pads must be installed correctly.
- Weatherstripping must be properly placed, not damaged, and should be installed slightly above (1/16") or touching the deck of the sill.

DOOR BOTTOM

- The door bottom cannot be damaged.
- The door bottom ends must be sealed to, and tight with, the bottom of the door unit.
- The door bottom must be flush with both edges of the panel.

DOOR TOP

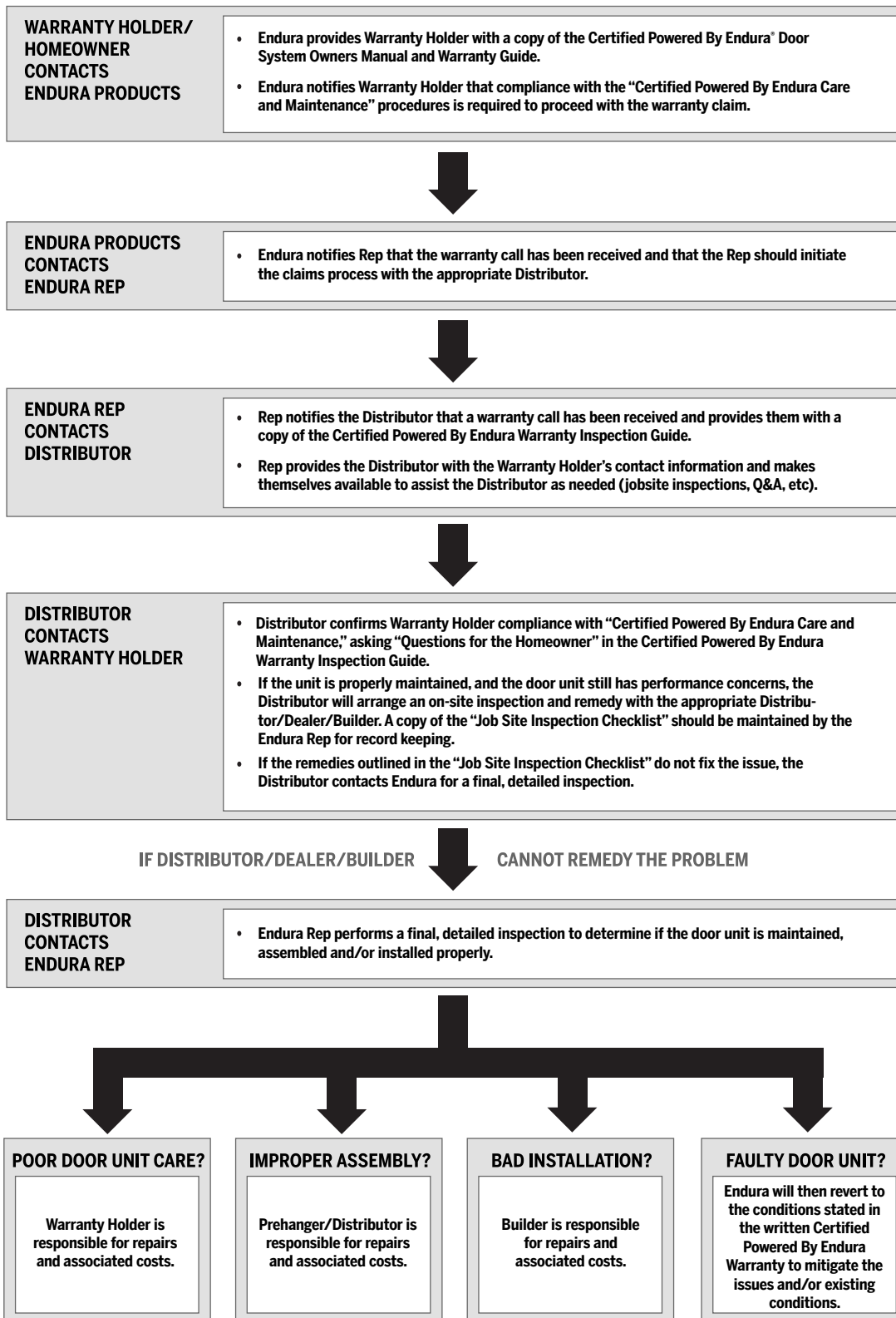
- The door top is a mandatory component in outswing door units.
- The door top cannot be damaged.

For detailed information regarding Certified Powered By Endura Door Unit Installation and Assembly, please refer to the instructions on pages 35-42 in this book.



Claim Procedure Flow Chart

Sequence of Events and Areas of Responsibility



NOTE: Select replacement parts needed for door unit installation and maintenance are available directly from Endura Products at www.enduraproducts.com/parts.



Warranty Claim Form

This form or an e-mail with the same information, will serve to initiate the claim process.

This form can be submitted by the Homeowner/Warranty Holder or on behalf of the Homeowner/Warranty Holder by the Distributor. Please fax form to Warranty Department, Endura Products, Inc. at 336-668-4478 or e-mail warrantyclaims@enduraproducts.com

This Certified Powered By Endura® Door System Warranty Claim Form will serve as written notice to Endura Products, Inc. of a claim regarding a Certified Powered By Endura system not performing to stated criteria. This form must be received by Endura within 30 (thirty) days of the original complaint. Upon receipt of this form, Endura will open a claim to investigate the damages listed below and determine cause. As stated in Endura's Certified Powered By Endura Warranty, Endura reserves the right to inspect, repair or replace a part or product to meet the needs of its original purpose. Endura reserves the right to mitigate any damages arising from this guarantee with the original purchaser of the product to the mutual satisfaction of both parties.

Complainant Information

CPBE Door Tag Number: _____	Dates of: _____
Name: _____	Home Purchase: _____
Address: _____ _____	Complaint: _____
Tel: _____ Fax: _____	Reciept of Warranty Claim Form/e-mail: _____
e-mail: _____	Pre-Inspection (if applicable): _____
Original Homeowner? ____ Yes ____ No	

Builder and Pre-Hanger Information

Builder Information	Pre-Hanger Information
Contact: _____	Contact: _____
Company: _____	Company: _____
Address: _____ _____ _____	Address: _____ _____
Tel: _____ Fax: _____	Tel: _____

Description of Warranty-Related Issue and Associated Damage

(attach a photo if available)

Signature: _____



Inspection Checklist:

A Quick Guide for the Distributor

Distributor

Step 1

Confirm Utilization of All Required Certified Powered By Endura® Components

- 1** Z-Series Sill (Adjustable Inswing or Bumper Outswing)
- 2** Certified Powered By Endura PE650 Weatherstrip
- 3** Certified Powered By Endura Simple Solution® Corner Pads
- 4** Certified Powered By Endura Door Bottom
- 5** Ultimate Astragal, Ultimate Multi-Point, W&F and Hoppe Compatible (**French Doors**)
- 6** Continuous Header
- 7** Continuous Sill (**Mull Units Only**)
- 8** Endura Approved Sill Pan
- 9** Certified Powered By Endura Door Top (**Outswing Only**)

****Certified Powered By Endura Door Tag**

Step 2

Check Unit For:

1. Door Unit Maintenance:

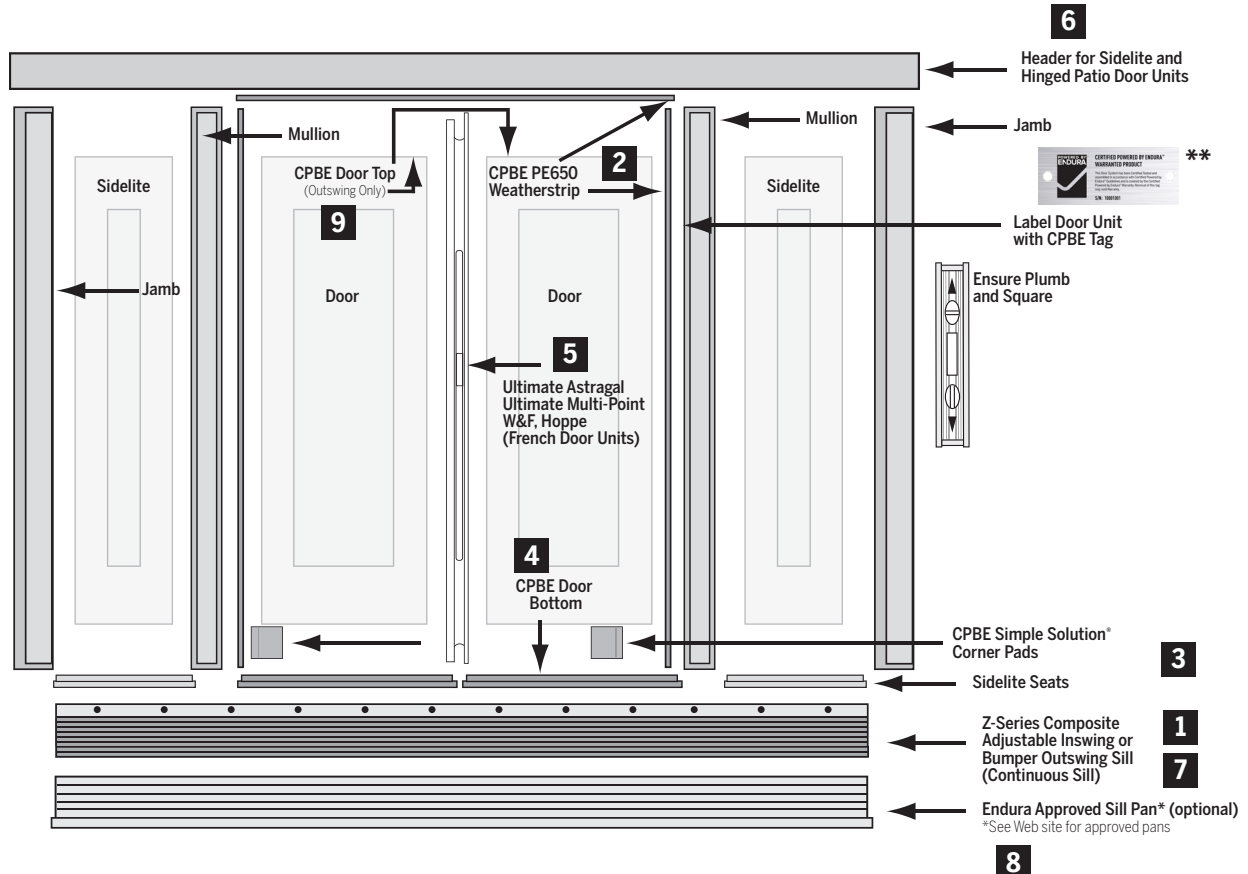
Is the door unit maintained per Certified Powered By Endura Owners Manual and Warranty Guide?
(Pages 31 - 34)

2. Proper Assembly:

Is the door unit assembled per Certified Powered By Endura Assembly Instructions?
(Pages 35 - 38)

3. Proper Installation:

Is the unit square, plumb, level, etc. per Certified Powered By Endura Installation Instructions?
(Pages 39 - 42)



Shown: French Door with 2 Sidelites



Distributor Questions for the Homeowner

Please reference and check the following when calling the homeowner to better understand the door unit conditions that may justify a claim.

Distributor

CRITICAL: This list of questions will help confirm if the homeowner has maintained the door unit in accordance with Certified Powered By Endura® Door System Owners Manual and Warranty Guide



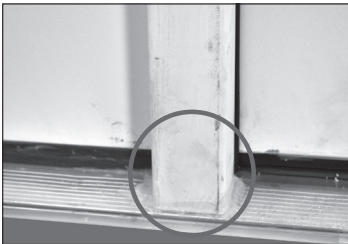
See Owners Manual and Warranty Guide Pages 31 - 34

Caulking and Resealing

The homeowner is expected to inspect and recaulk once per year as described in the Certified Powered By Endura Owners Manual and Warranty Guide.

Question: Is the door unit caulked and sealed properly?

IMPROPER



Uneven Caulking

PROPER



Notes:

Caulking and Resealing

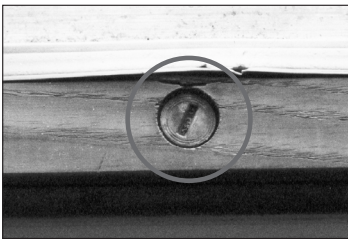
- ☐ Proper
☐ Improper

Door Sill Adjustment

The homeowner is expected to inspect the door sill once per year and adjust as needed, described in the Certified Powered By Endura Owners Manual and Warranty Guide.

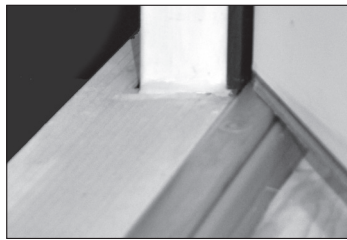
Question: Is the door sill cap adjusted properly?

IMPROPER



Sill Cap Screws Overtightened

PROPER



Notes:

Door Sill Cap Adjustment

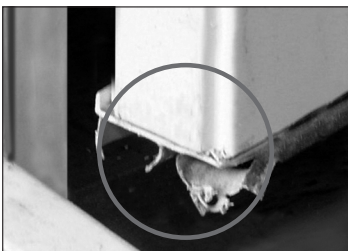
- ☐ Proper
☐ Improper

Door Bottom Seal

The homeowner is expected to inspect the door bottom once per year, and replace it if needed, as described in the Certified Powered By Endura Owners Manual and Warranty Guide.

Question: Is the door bottom seal worn or damaged?

IMPROPER



PROPER



Notes:

Door Bottom Seal Condition

- ☐ Good Condition
☐ Worn or Damaged



Distributor Questions for the Homeowner

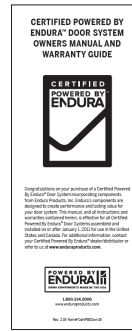
Please reference and check the following when calling the homeowner to better understand the door unit conditions that may justify a claim.

Distributor

Weatherstrip Condition

The homeowner is expected to inspect the weatherstrip once per year as described in the Certified Powered By Endura® Owners Manual and Warranty Guide.

Question: Is the weatherstrip positioned improperly, worn or damaged?



See Owners
Manual and
Warranty
Guide
Pages 31 - 34

IMPROPER



Weatherstrip Kerf Not Inserted Correctly

PROPER

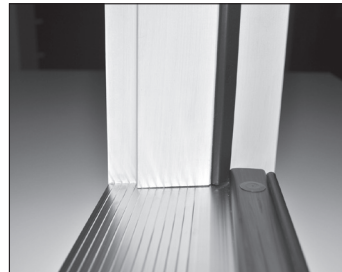


IMPROPER



Weatherstrip Too Long and Bunched Up

PROPER



Notes:

Weatherstrip Condition and Position

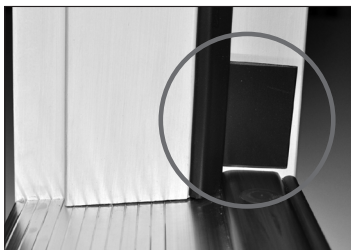
- ☐ Good Position/Condition
☐ Worn or Damaged

Simple Solution® Corner Pad Condition

The homeowner is expected to inspect the Simple Solution Corner Pad once per year as described in the Certified Powered By Endura Owners Manual and Warranty Guide.

Question: Is the Simple Solution Pad positioned improperly, worn or damaged?

IMPROPER POSITION



Simple Solution Pad Not Seated
on Sill

PROPER POSITION



Notes:

Simple Solution Corner Pad Condition and Position

- ☐ Good Condition
☐ Worn and Damaged



Distributor Questions for the Homeowner

Please reference and check the following when calling the homeowner to better understand the door unit conditions that may justify a claim.

Distributor

Astragal #3

The homeowner is expected to inspect the astragal weatherstrip compression with the active door once per year as described in the Certified Powered By Endura® Owners Manual and Warranty Guide.

Question: Is there continuous contact of the astragal's weatherstrip with the active door when its closed?



See Owners
Manual and
Warranty
Guide
Pages 31 - 34

IMPROPER



PROPER



Notes:

Astragal Weatherstrip Compression

☐ Proper

☐ Improper

Exterior Frame/Hardware Adjustments #1

The homeowner is expected to inspect the contact between the door panel weatherstrip once per year as described in the Certified Powered By Endura Owners Manual and Warranty Guide.

Question: Is there proper and tight contact between the door panel and the weatherstrip?

IMPROPER



PROPER



Notes:

Contact Between Door Panel and Weatherstrip

☐ Proper

☐ Improper



Distributor Questions for the Homeowner

Please reference and check the following when calling the homeowner to better understand the door unit conditions that may justify a claim.

Distributor

Exterior Frame/Hardware Adjustments #2

The homeowner is expected to inspect if the door panel is level once per year as described in the Certified Powered By Endura® Owners Manual and Warranty Guide.

Question: Is the door panel sagging in the frame or are the margins inconsistent?



See Owners Manual and Warranty Guide Pages 31 - 34



Notes:

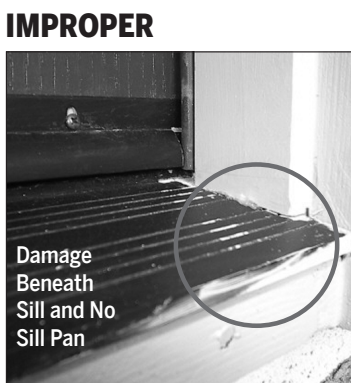
Door Panel Level?

- ☐ Yes
☐ Sagging or Inconsistent

Flashing/Weatherproofing

The homeowner is expected to inspect the flashing/weatherproofing once per year as described in the Certified Powered By Endura Owners Manual and Warranty Guide.

Question: Is the flashing properly installed and maintained?



Notes:

Flashing/Weatherproofing

- ☐ Proper
☐ Improper

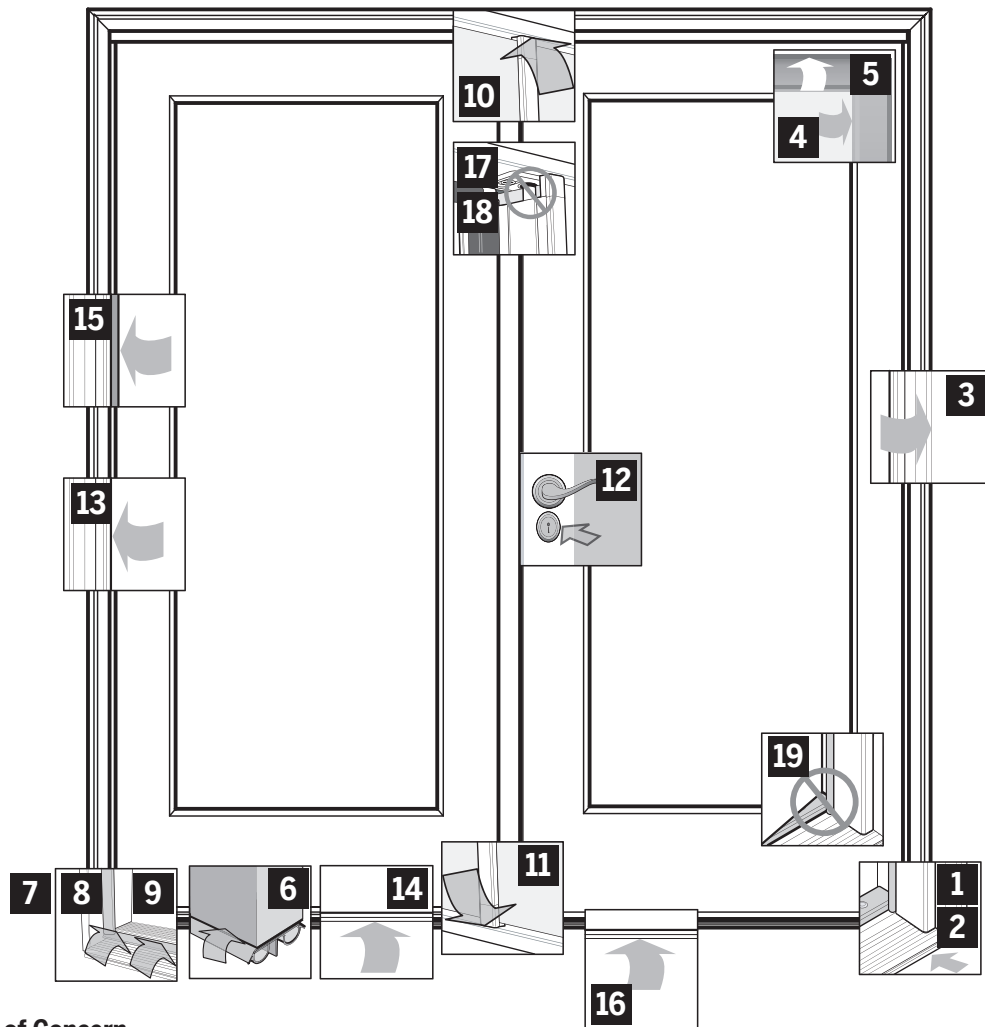


Troubleshooting and Remedies



Troubleshooting Guide: Issues of Concern

On-Site Inspector
(Distributor/Dealer/Builder)



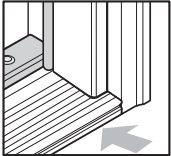
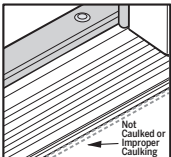
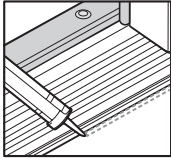
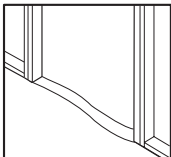
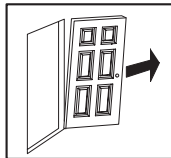
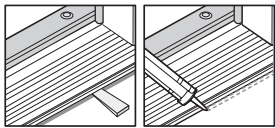
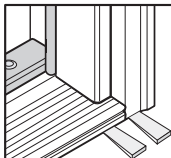
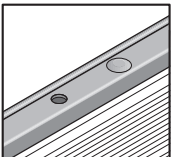
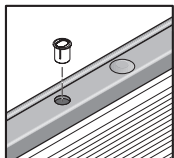
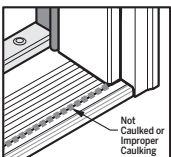
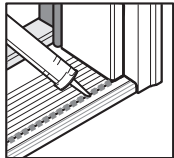
Issues of Concern

- | | |
|--|--|
| 1 Water/Air Leak Under Sill (Page 14) | 10 Water/Air at Top of Astragal (Page 20) |
| 2 Water/Air Between Sill and Jamb or Mull (Page 15) | 11 Water/Air at Bottom of Astragal (Page 20-22) |
| 3 Water/Air Around Back Face of Jamb (Page 15) | 12 Water/Air Through Lockset (Page 22) |
| 4 Water/Air Between Glass and Panel (Page 15) | 13 Water/Air Between Fixed Panel and Frame (Page 22) |
| 5 Water/Air Over Hinged Panel Top Edge (Page 16) | 14 Water/Air Under Fixed Panel (Page 22) |
| 6 Water/Air Between Door Bottom Sweep & Panel (Pg 16)
(Inswing Units Only) | 15 Water/Air Between Panel Face and Weatherstrip (Page 23-24) |
| 7 Water/Air Over Sill - At Middle (Page 17)
(Inswing Units Only) | 16 Water/Air Through/Over Sill Pan (Page 24) |
| 8 Water/Air Over Sill - At Bottom Corners (Page 17-19)
(Inswing Units Only) | 17 Astragal Bolts Will Not Engage (Page 25) |
| 9 Water/Air Over Sill - At Corners or Along Length (Pg 19)
(Outswing Units Only) | 18 Astragal Bolts Difficult to Slide (Page 26) |
| | 19 Door Will Not Close/Hard to Close/Hits Frame or Sill (Page 26) |



Troubleshooting Guide: Corrective Actions

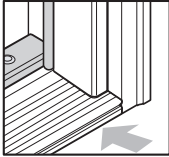
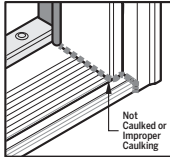
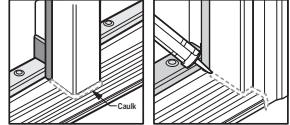
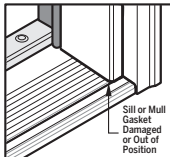
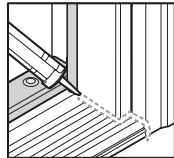
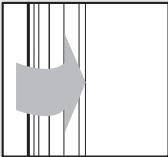
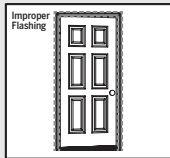
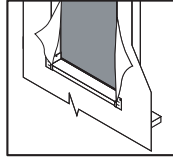


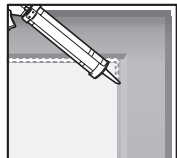
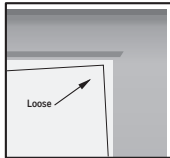
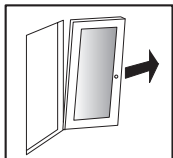
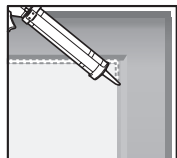
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution
WATER/AIR LEAK UNDERNEATH SILL 	No/improper caulking between sill bottom and subfloor. 	Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.) 
	Subfloor is uneven. 	Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura® Installation Instructions. (Page 42, Step 9) 
		If subfloor has low spots, shim sill at low spots to a level position. Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.) 
		If subfloor has high spots, remove door unit anchoring fasteners, shim under frame and sill at low spots to a level position. Re-attach sill to rough opening. Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.) 
	Sill bolt cup missing on French unit. 	Install sill cup per Endura Ultimate Astragal Field Installation Instructions. 
	Sill extender joint not/improperly caulked. 	Seal entire joint per Certified Powered By Endura Installation Instructions. (Page 42, Step 9) 



Troubleshooting Guide: Corrective Actions

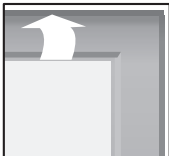
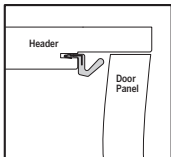
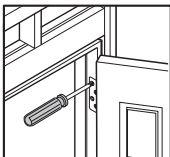
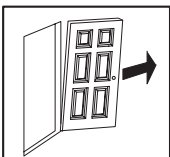
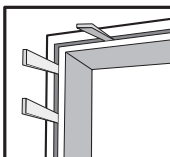
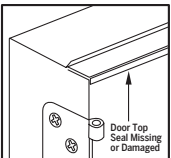
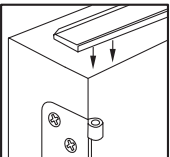
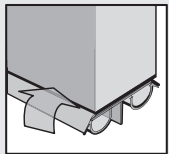
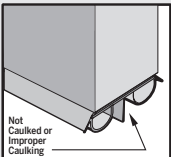
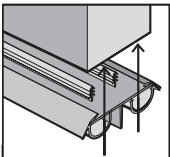

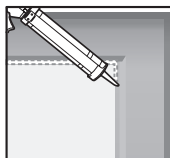
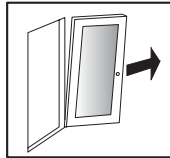
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR BETWEEN SILL AND JAMB OR MULL 	Joints where sill meets jambs or mulls not/ improperly caulked. 	Seal joints with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based) – Refer to Certified Powered By Endura® Installation Instructions. (Pg. 42, Step 9)	
	Gaskets (sill or mull) damaged or improperly positioned. 	Seal joints with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.)	
WATER/AIR AROUND BACK FACE OF JAMB 	Door unit improperly flashed or sealed to sheathing. 	Re-flash and re-seal door unit perimeter to rough opening and siding. If necessary, remove siding and /or door unit to ensure this is properly done. Ensure head flashing is properly used.	
WATER/AIR BETWEEN GLASS AND PANEL 	Glass frame exterior side gasket missing, damaged. 	Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based).	
	Insert glass lite loose in panel cut out. 	If flush glazing, replace door panel. If insert glazing, replace glass assembly.	
	Remove interior side screw hole covers, tighten glass lite frame screws, reinstall hole covers. Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based).		



Troubleshooting Guide: Corrective Actions

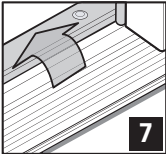
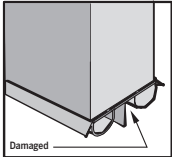
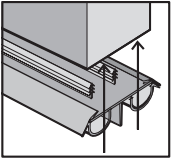
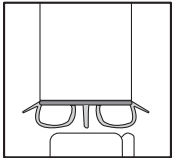
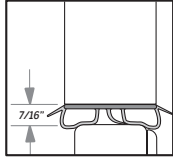
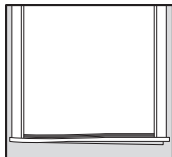
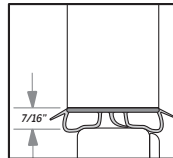
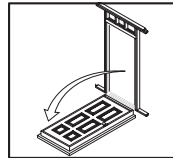
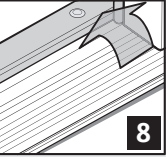
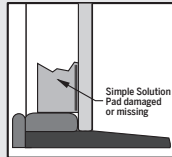
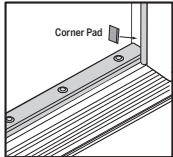
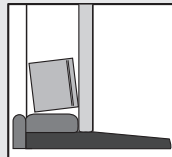
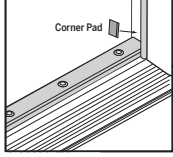
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution
WATER/AIR OVER HINGED PANEL TOP EDGE 	Door panel not contacting header weatherstrip sufficiently or evenly. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions.) (Page 42, Step 4) 
		Replace door panel. 
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent weatherstrip compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42) 
	Outswing Units Only - Door top seal missing, damaged. 	Replace door top seal per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6) 
WATER/AIR BETWEEN DOOR BOTTOM SWEEP AND PANEL (Inswing Units Only) 	Joint between top of sweep and bottom of panel not/improperly caulked. 	Remove door bottom sweep from panel. Reinstall per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6) Use new sweep if existing one is damaged during removal. 
	Leak through glass down inside panel, out bottom of door skin. 	Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based). 
		If flush glazing, replace door panel. If insert glazing, replace glass assembly. 



Troubleshooting Guide: Corrective Actions

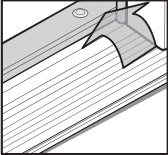
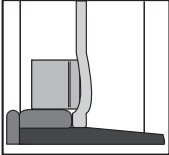
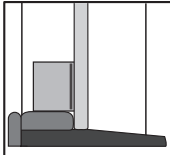
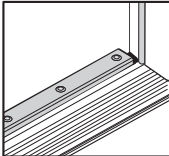
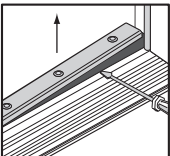
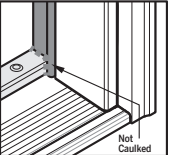
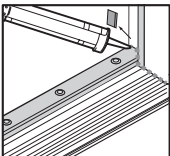
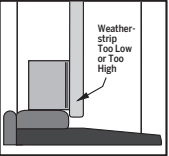
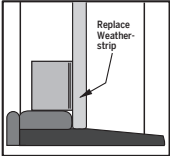
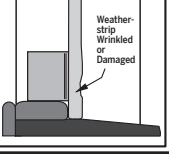
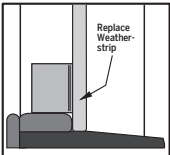
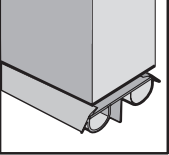
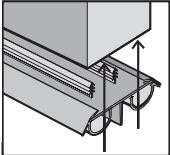
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR OVER SILL – AT MIDDLE (Inswing Units Only) 	Door sweep is damaged. 	Install new door sweep per Certified Powered By Endura® Assembly Instructions. (Pg. 37, Step 6)	
	Door sweep margin is too large. 	Adjust sill cap upwards to ensure proper and even sweep compression. (Target spacing is 7/16")	
	Subfloor uneven, sill dipped down along length. 	Adjust sill cap upwards to ensure proper and even sweep compression. (Target spacing is 7/16")	
		Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura Installation Instructions. (Pages 39-44)	
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) 	Simple Solution® Corner Pad damaged or missing. 	Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions.) (Page 41, Step 8)	
	Simple Solution Corner Pad improperly positioned. 	Remove existing pad(s). Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions.) (Page 41, Step 8)	



Troubleshooting Guide: Corrective Actions

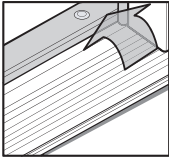
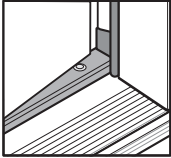
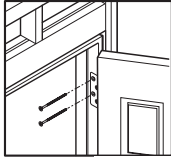
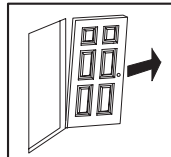
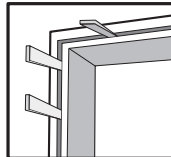
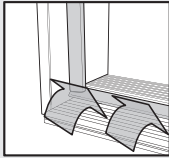
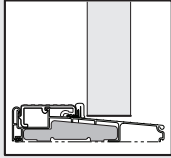
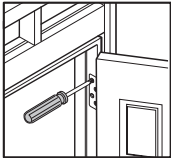
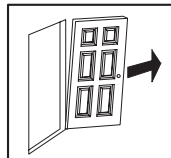
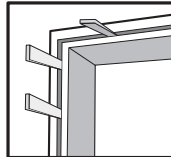
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) (Continued) 	Simple Solution® Corner Pad leg not under weatherstrip. 	Tuck leg under frame weatherstrip. (Refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 8) 
	Sill cap length shorter than active panel opening. 	Remove existing sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions. 
	Joint between sill cap and jamb not caulked. 	Remove existing pad(s). Caulk sill cap/frame joint, then install new pads per Certified Powered By Endura Installation Instructions. (Page 41, Step 8) 
	Weatherstrip position incorrect – too low, too high. 	Remove existing weatherstrip. Replace with correct length weatherstrip per Certified Powered By Endura Assembly Instructions. (Page 36, Step 4) 
	Frame weatherstrip wrinkled, damaged. 	Remove existing weatherstrip. Replace with new weatherstrip per Certified Powered By Endura Assembly Instructions. (Page 36, Step 4) 
	Door bottom sweep not flush with panel edge – offset inward or outward. 	Remove door bottom sweep from panel. Reinstall per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6) Use new sweep if existing one is damaged during removal. 



Troubleshooting Guide: Corrective Actions

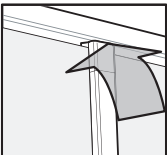
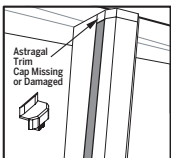
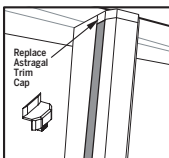
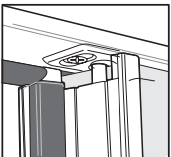
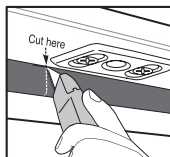
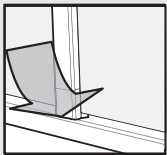
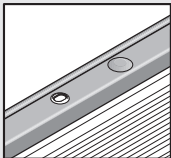
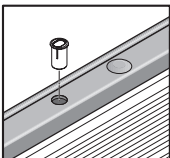
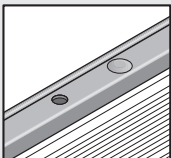
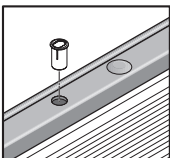
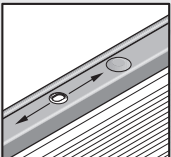
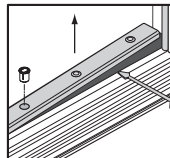
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) (Continued) 	Door panel does not fully contact Simple Solution® Corner Pad. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions.) (Page 41, Step 4) 
		Replace door panel. 
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42) 
WATER/AIR OVER SILL – AT CORNERS OR ALONG LENGTH (Outswing Units Only) 	Door panel not contacting sill weatherstrip sufficiently or evenly. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42) 
		Replace door panel. 
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42) 



Troubleshooting Guide: Corrective Actions

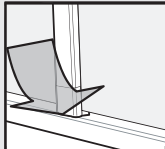
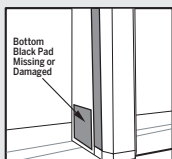
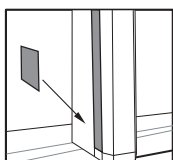
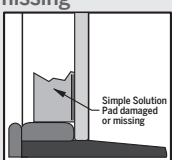
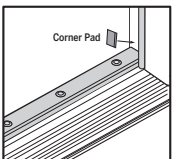
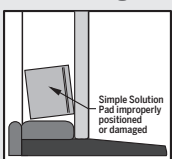
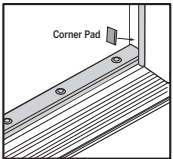
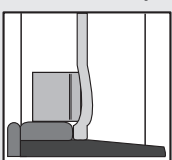
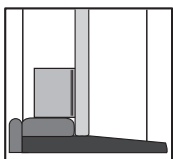
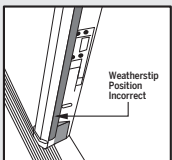
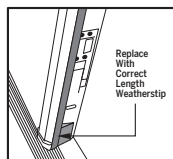
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR AT TOP OF ASTRAGAL 	Finned trim cap missing or damaged. 	Replace finned trim cap with new cap.	
	Header weatherstrip not/improperly slit at finned trim cap edge. 	Slit weatherstrip per Endura Ultimate Astragal Field Installation Instructions.	
WATER/AIR AT BOTTOM OF ASTRAGAL 	Sill hole too shallow for bottom bolt pin – Short cup in sill. 	Remove short cup. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	
	Sill hole too shallow for bottom bolt pin – No cup in hole. 	Drill sill and install cup per Endura Ultimate Astragal Field Installation Instructions.	
	Sill hole out of position – Active door weather strip compression insufficient. 	Remove existing sill cup and sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	



Troubleshooting Guide: Corrective Actions

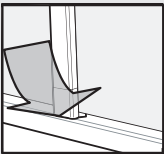
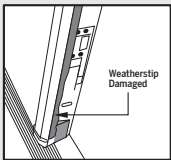
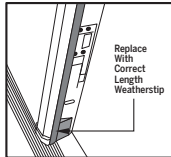
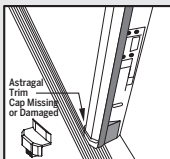
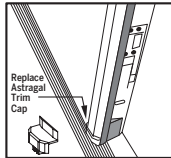
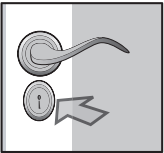
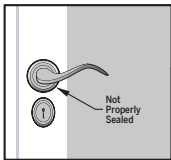
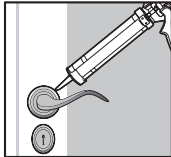
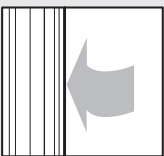

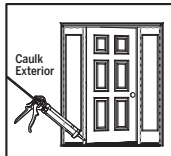

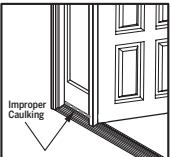
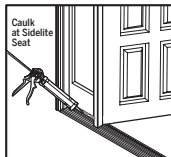
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR AT BOTTOM OF ASTRAGAL (Continued) 	Bottom or back black pad(s) missing/ improperly positioned/ damaged. 	Remove existing pad(s). Install new, properly positioned pads.	
	Simple Solution® Corner Pad damaged or missing 	Install new, properly positioned pads. (Refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 8)	
	Simple Solution Corner pad improperly positioned or damaged 	Remove existing pad(s). Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions) (Page 41, Step 8)	
	Simple Solution Corner Pad leg not under weatherstrip 	Tuck leg under frame weatherstrip. (Refer to Certified Powered By Endura Installation Instructions) (Page 41, Step 8)	
	Weatherstrip position incorrect – too low, too high 	Remove existing weatherstrip. Replace with correct length weatherstrip.	



Troubleshooting Guide: Corrective Actions

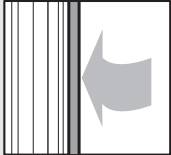
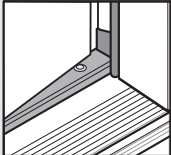
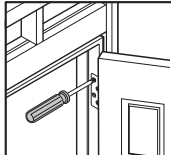
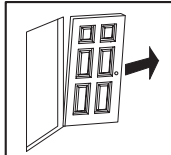
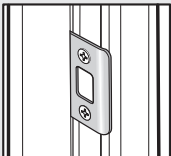
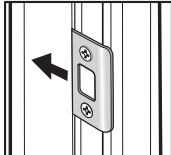
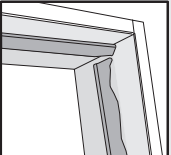
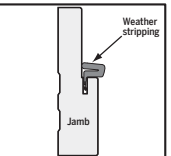
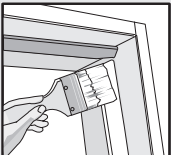
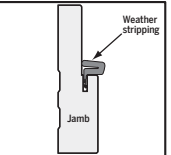
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR AT BOTTOM OF ASTRAGAL (Continued) 	Weatherstrip wrinkled, damaged 	Remove existing weatherstrip. Replace with new weatherstrip. 	
	Outswing Only – Bottom Finned trim cap missing or damaged 	Replace finned trim cap with new cap 	
WATER/AIR THROUGH LOCKSET 	Escutcheon plate perimeter not properly sealed 	Caulk perimeter of exterior plate with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based) 	
WATER/AIR BETWEEN FIXED PANEL AND FRAME 	Joint not properly caulked 	Caulk exterior perimeter of fixed panel at head, jamb and mull with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based) 	
WATER/AIR UNDER FIXED PANEL 	Joint not properly caulked 	Caulk exterior joint of fixed panel at sidelite seat with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based) 	



Troubleshooting Guide: Corrective Actions

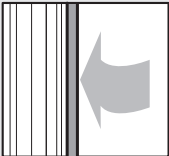

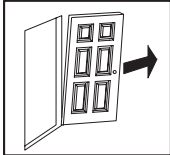
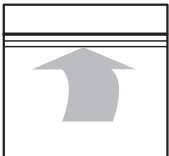
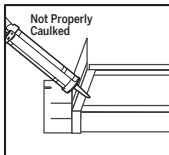
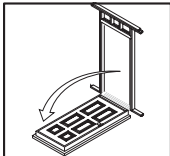
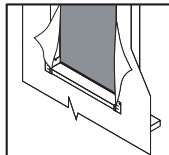
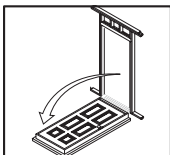
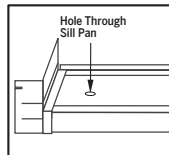
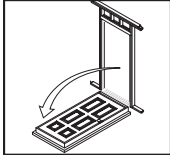
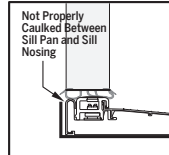
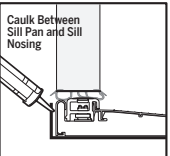
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR BETWEEN PANEL FACE AND WEATHERSTRIP 	Door panel not contacting jamb, head or mull weatherstrip sufficiently or evenly 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 4) Replace door panel	 
	Strike plate not set for proper panel compression on weatherstrip 	Adjust or reset strike plate closer to closed position to increase compression of weatherstrip when door panel is latched closed.	
	Weatherstrip wrinkled, damaged 	Remove existing weatherstrip. Replace with new weatherstrip.	
	Weatherstrip painted 	Remove existing weatherstrip. Replace with new weatherstrip.	



Troubleshooting Guide: Corrective Actions

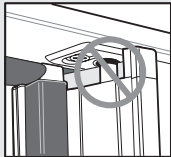
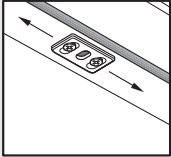
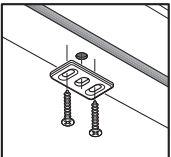
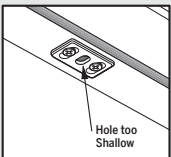
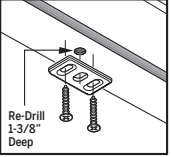
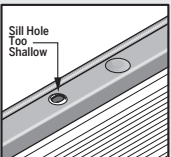
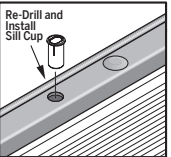
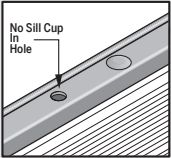
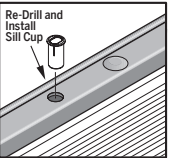
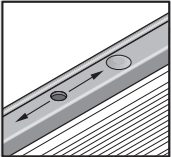
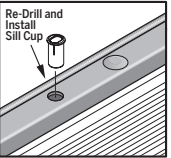
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
WATER/AIR BETWEEN PANEL FACE AND WEATHERSTRIP (Continued) 	Door panel is warped 	Replace door panel	
WATER/AIR THROUGH/ OVER SILL PAN 	Sill pan end caps, coupler not properly sealed to channel plate 	Remove existing door unit. Remove existing sill pan. Replace Sill Pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura® Installation Instructions. (Pages 39-42)	
	Rough opening flashing not shingle lapped over end caps 	Remove existing door unit. Remove existing sill pan. Replace Sill Pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura Installation Instructions. (Pages 39-42)	
	Hole through sill pan due to sill anchoring fastener or damage 	Remove existing door unit. Remove existing Sill Pan. Replace sill pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura Installation Instructions. (Pages 39-42)	
	Gap between sill pan and sill nosing not caulked 	Caulk gap per Endura Approved Sill Pan Instructions.	



Troubleshooting Guide: Corrective Actions

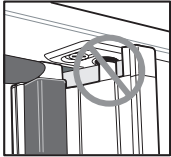
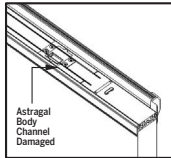
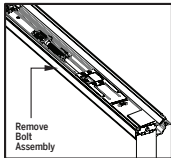
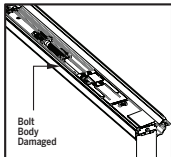
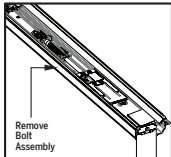
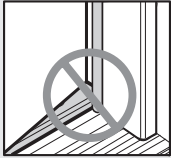
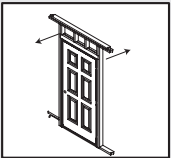
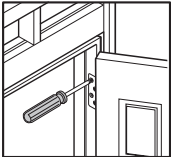
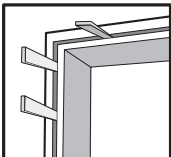
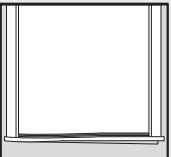
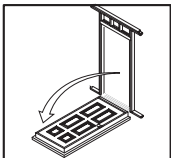
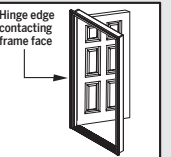
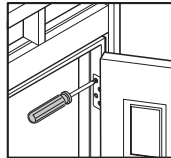
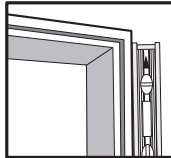
On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution	
ASTRAGAL BOLTS WILL NOT ENGAGE 	Header hole/plate out of position 	Remove existing header plate. Confirm correct hole location and drill per Endura Ultimate Astragal Field Installation Instructions. Reattach header plate.	
	Header hole – too shallow 	Re-drill existing hole 1-3/8" deep.	
	Sill hole too shallow for bottom bolt pin – Short cup in sill 	Remove short cup. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	
	Sill hole too shallow for bottom bolt pin – No cup in hole 	Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	
	Sill hole out of position – Active door weather strip compression insufficient 	Remove existing sill cup and sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	



Troubleshooting Guide: Corrective Actions

On-Site Inspector
(Distributor/Dealer/Builder)

Problem	Cause	Solution
ASTRAGAL BOLTS DIFFICULT TO SLIDE 	Astragal body channel damaged 	Remove bolt assembly. Repair astragal body if possible. If unable to repair, replace astragal. Attach per Endura Ultimate Astragal Pre-Hanger Installation Instructions. 
	Bolt body damaged 	Remove bolt assembly. Repair bolt assembly if possible. If unable to repair, replace astragal. 
DOOR WILL NOT CLOSE/ HARD TO CLOSE/HITS FRAME OR SILL 	Door unit racked 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 4) 
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions) (Pages 39-42) 
	Subfloor is uneven 	Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura Installation Instructions. (Pages 39-42) 
	Hinge edge of door contacting frame face (hinge bind) 	Remove screws holding hinge leaf to frame – one hinge at a time. Place shim between hinge leaf and frame pocket. Reattach screws. Resulting margin on hinge side should be 1/16". Margin on latch side should be 1/8". 
		Check hinge jamb or mull for straightness with a 6' long level. Move areas too close to panel edge by drilling a pilot hole underneath the weatherstrip, then running a long screw into the rough opening or fixed panel. 



Job Site Inspection Check List (pg. 1 of 3)

**Distributor
and Rep**

IMPORTANT: This checklist must be filled out completely and sent to the Endura Rep to verify a claim.

Date: _____


Installed Site Information

Address _____

City _____
State _____
Zip Code _____

Homeowner Name _____
Builder Name _____
Distributor Name _____
Location _____
Pre-Hanger Name _____
Location _____

Door Unit Description

CPBE Door Tag No. _____
Configuration _____
(Circle one) 
Size (w x h) _____
Swing Direction _____
Sill Pan Used _____
Sill Pan Type _____
FrameSaver® Frames _____
MP Lock Used _____
MP Lock Type _____



Inspecting Party Information

Company _____
Name _____
Phone # _____

Company _____
Name _____
Phone # _____

Photos

Photos of site, door unit, and
problem details sent to
warrantyclaims@enduraproducts.com

Yes No
☐ ☐

Confirm Certified Powered By Endura® Components

	Yes	No
Z-Series Sill (Adjustable Inswing or Bumper OS)	<input type="checkbox"/>	<input type="checkbox"/>
CPBE PE650 Weatherstrip	<input type="checkbox"/>	<input type="checkbox"/>
CPBE Simple Solution® Corner Pad	<input type="checkbox"/>	<input type="checkbox"/>
CPBE Door Bottom	<input type="checkbox"/>	<input type="checkbox"/>
Ultimate Astragal, Ultimate Multi-Point, W&F and Hoppe Compatible	<input type="checkbox"/>	<input type="checkbox"/>
Continuous Header	<input type="checkbox"/>	<input type="checkbox"/>
Continuous Sill	<input type="checkbox"/>	<input type="checkbox"/>
Door Top (Outswing Only)	<input type="checkbox"/>	<input type="checkbox"/>

Door Unit Flashing

Is door unit properly flashed? ☐ Yes ☐ No

Overhang Present?

Width _____ Length _____ ☐ Yes ☐ No

Door Panel: Brand _____ Model _____

Issue Description _____

Weather Conditions During Problem _____

Issue If Water Leak - Observed Path and Location _____



Job Site Inspection Check List (cont. pg. 2 of 3)

Distributor
and Rep

IMPORTANT: This checklist must be filled out completely and sent to the Endura Rep to verify a claim.

Inspection Details

Door Unit Margins (Squareness)

Hinge Side	(Target = 1/16")	Actual	_____
Top Side	(Target = 1/8")	Actual	_____
Strike Side	(Target = 1/8")	Actual	_____

Door Unit Plumb

	Top In or Out	Amount		Yes	No
Hinge Jamb	<input type="text"/>	<input type="text"/>	Panel Flush With Jamb Thin Edge	<input type="checkbox"/>	<input type="checkbox"/>
Strike Jamb	<input type="text"/>	<input type="text"/>	Weatherstrip Compression Even	<input type="checkbox"/>	<input type="checkbox"/>
Mullion	<input type="text"/>	<input type="text"/>	Strike Latch Properly Adjusted	<input type="checkbox"/>	<input type="checkbox"/>

Weatherstrip

	Yes	No
Proper Position (no gaps/folds)	<input type="checkbox"/>	<input type="checkbox"/>
Strike Jamb	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Corner Pads (Inswing Only)

	Yes	No
Proper Position (flush with cap, leg behind weatherstrip)	<input type="checkbox"/>	<input type="checkbox"/>
Damage/Tears	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Door Bottom Sweep (Inswing Only)

	Yes	No
Door Bottom Position (ends are flush with door panel)	<input type="checkbox"/>	<input type="checkbox"/>
Damage/Tears	<input type="checkbox"/>	<input type="checkbox"/>
Proper Compression with Sill Cap	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Door Top Present (Outswing Only)

	Yes	No
Proper Seal Position (centered on the panel with no visible voids to the weatherstrip)	<input type="checkbox"/>	<input type="checkbox"/>
Damage/Tears	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Astragal Bolt Pad (Inswing Only)

	Yes	No
Proper Position (flush with cap, leg behind weatherstrip)	<input type="checkbox"/>	<input type="checkbox"/>
Damage/Tears	<input type="checkbox"/>	<input type="checkbox"/>
Light Through Bottom	<input type="checkbox"/>	<input type="checkbox"/>
Sill Hole Drilled 1-3/8" Deep	<input type="checkbox"/>	<input type="checkbox"/>

Comments



Job Site Inspection Check List (cont. pg. 3 of 3)

**Distributor
and Rep**

IMPORTANT: This checklist must be filled out completely and sent to the Endura Rep to verify a claim.

Inspection Details (Continued)

Caulking at Joints

	Yes	No	Comments
Trim/Jamb	<input type="checkbox"/>	<input type="checkbox"/>	
Sill/Jamb	<input type="checkbox"/>	<input type="checkbox"/>	
Sill/Mull	<input type="checkbox"/>	<input type="checkbox"/>	
Sidelite/Jamb-Mull	<input type="checkbox"/>	<input type="checkbox"/>	
Sill Extender Joint	<input type="checkbox"/>	<input type="checkbox"/>	
Top of Cap/Jamb	<input type="checkbox"/>	<input type="checkbox"/>	
Door Bottom Sweep/Panel	<input type="checkbox"/>	<input type="checkbox"/>	
Between Sill and Subfloor	<input type="checkbox"/>	<input type="checkbox"/>	
Between Sill Pan and Subfloor	<input type="checkbox"/>	<input type="checkbox"/>	

Hinge Screws

	Yes	No	Comments
Long Screws in Each Hinge	<input type="checkbox"/>	<input type="checkbox"/>	
Into Rough Frame			

Drip Edge

	Yes	No	Comments
Over the Trim	<input type="checkbox"/>	<input type="checkbox"/>	
Proper Length	<input type="checkbox"/>	<input type="checkbox"/>	

Other Comments or Observations

Signature _____



Reference Materials

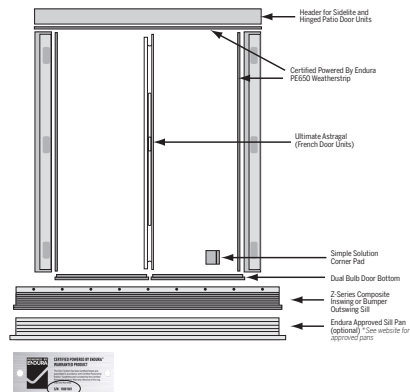


Owners Manual and Warranty Guide

Your Certified Powered By Endura™ Door System: Certified Powered By Endura Door Systems are tested and certified to air and water performance levels particular to the door panels and configurations provided by Certified Powered By Endura Certified Prehangers. They incorporate the highest performance exterior door components from Endura Products, Inc. with door panels, door lites and hardware utilized by the Certified Powered By Endura Prehanger, and are backed by a Performance Warranty. Please utilize this guide, in addition to instructions for door panel finishing, maintenance and warranties, for ongoing performance of your Certified Powered By Endura Door System.

Certified Powered By Endura Components: Certified Powered By Endura Door Systems include the following components:

- Z-Series Composite Inswing or Bumper Outswing Sill
- PE650 Weatherstrip
- Simple Solution™ Corner Pad
- Dual Bulb Door Bottom
- Outswing Door Top (Outswing Only)
- Ultimate Astragal (Standard for French Door Units) or Multi-Point Astragal (optional)
- Continuous Sill, One Piece Mulls and Header for Sidelite and Hinged Patio Door Units
- Endura Approved Sill Pan* (optional) *See Web site for approved pans
- Endura or other approved Multi-Point Locking System (optional)
- FrameSaver Door Frames, Mullions, Brick Mould (optional)



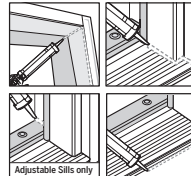
Certified Powered By Endura Door Unit Identification/Registration: Effective January 1, 2011, all Certified Powered By Endura Door Units can be identified by the metal Certified Powered By Endura Door Tag required to be applied by the certified Certified Powered By Endura Assembler. Please note the Serial Number on the Door Tag for use in registering your Certified Powered By Endura Door System and for reporting any Warranty issues.

Certified Powered By Endura Assembly and Installation: Your Certified Powered By Endura Door System was assembled and installed following specific instructions provided with the door unit. For questions regarding assembly and installation, please refer to our website: www.enduraproducts.com

Certified Powered By Endura Door Unit Care and Maintenance: Your Certified Powered By Endura Door Unit was designed to provide the maximum possible performance against air and water infiltration for the door panel and configuration selected. For continued performance over an extended period of time, and coverage under the Certified Powered By Endura Warranty, the following instructions must be followed:

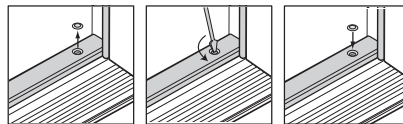
Caulking and Resealing: Recaulking is required to maintain integrity of joints. At least one (1) time per year, inspect and recaulk the following with high quality exterior-grade caulk if caulk has split or is missing:

- Joints of the brickmould, frames, headers or mulls;
- Joints between the sill deck and frames and mullions
- Joints between the sill caps (active and inactive caps) and frame;
- Joints between the exterior sill and subsurface

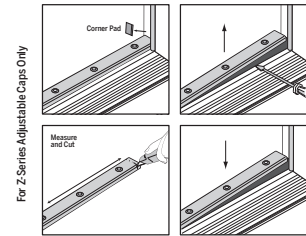


Door Sill Adjustment: Your Certified Powered By Endura™ Door System incorporates an all-composite Z-Series Sill from Endura. The following steps should be taken at least one (1) time per year to ensure proper sealing and prevention of air and water infiltration (NOT APPLICABLE TO ARTICULATING AND OUTSWING CAPS):

- As the house or door unit settles, contact between the sill and door bottom may become uneven. Adjust sill cap (inswing sills, except articulating) to meet door bottom as follows:
 - Remove Simple Solution™ Corner Pads;
 - Remove the cap plugs on top of sill cap;
 - Adjust the screws counter-clockwise to meet the desired cap height;
 - Replace the cap plugs
 - Caulk where cap meets jamb
 - Replace Simple Solution Corner Pads

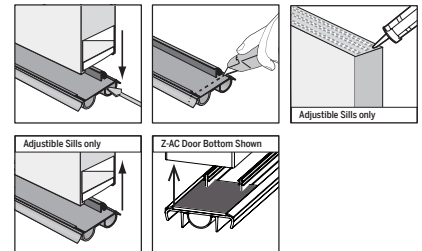


- In the case of a humped sill where adjustment of the cap will not resolve contact issues, further steps may be taken as follows:
 - Remove door from hinges and opening;
 - Remove brick mould or casing
 - Remove hinge long screws anchoring door to rough opening;
 - Shim jamb legs up to allow sill to straighten;
 - Replace long screws, door, brick mould;
 - Recaulk all joints
- Confirm sill cap length: In cases of extreme exposure, sill cap may not, over time, meet the overall length of the opening. Contact your Certified Powered By Endura distributor or dealer for a replacement cap. Replace as follows:
 - Remove existing cap (inswing only);
 - Remove existing cap pads (inswing only);
 - Insert end of screwdriver under front (exterior) lip of cap at one end and pry upwards. Repeat step at middle and other end of cap until cap is lifted off. Remember to protect the deck of the sill with a soft cloth to prevent scratching;
 - Cut replacement cap to length of opening (See website for detail instructions);
 - Position cap over cap channel and, using moderate pressure, push cap down into channel;
 - Adjust cap to meet door bottom uniformly (adjustable cap only);
 - Reapply Simple Solution Corner Pads (inswing only)



Door Bottom Wear and Replacement: Over time and operation of the door unit, door bottoms may tear, bunch or lose elasticity and memory. Door Bottoms must be checked one (1) time per year and replaced if necessary. Replacement door bottoms can be obtained from your Certified Powered By Endura Distributor or online at BetterDoor.com (Endura's retail partner), and replaced as follows:

- Remove door from hinges and opening;
- Remove old door bottom: Insert slotted screwdriver at one end of door bottom and remove along length of door; Clean and remove any remaining staples and caulk from bottom of door and kerfs of door;
- Cut replacement door bottom to length of door panel;
- Apply the caulk at each end of the door bottom and along the base of the exterior kerf leg (adjustable cap application only)
- Press replacement door bottom in place – staple to secure;
- Allow caulk to dry and reinstall door in opening.



Weatherstrip Positioning, Wear and Replacement:

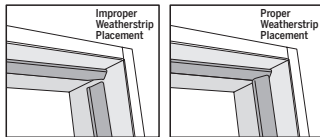
PE650 Weatherstrip may be improperly installed or become torn or damaged. Check Weatherstrip upon installation and one (1) time a year for (i) tears in Weatherstrip; (ii) Weatherstrip not to length; (iii) Weatherstrip not meeting at intersection of frames and headers; or (iv) Weatherstrip bunched at bottom against door sill. Any of the above require repositioning or replacement of the weatherstrip as follows:

- Use only PE650 Weatherstrip for replacement. Any other weatherstrip will void the Certified Powered By Endura Warranty;
- Measure length of side frame/mull weatherstrip kerf from top of frame slot to sill deck – cut weatherstrip to indicated length and install in kerf. Take care to avoid bunching along length of kerf or at ends;
- Measure length of header kerf – cut weatherstrip to indicated length and install in kerf. Header weatherstrip must meet side jambs evenly at both sides.
- DO NOT PAINT WEATHERSTRIP. Paints, stains or varnishes contain solvents which, when coming into contact with materials used in weatherstripping, cause these materials to lose their flexible qualities, making them brittle and leading to a loss of sealing contact.



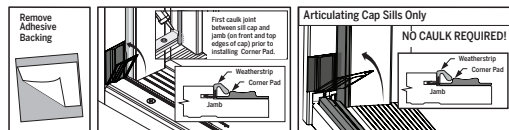
Owners Manual and Warranty Guide

Weatherstrip Positioning - Continued



Simple Solution™ Corner Pad Positioning, Wear and Replacement: Corner Pads are an integral part of the Certified Powered By Endura™ Door System weathersealing. Damaged or incorrectly positioned corner pads can cause a loss of sealing. Check corner pads upon door installation and at least one (1) time a year for the following:

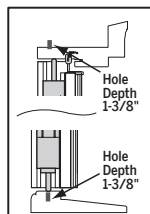
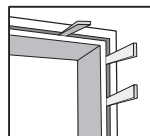
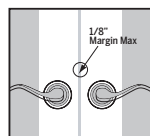
- Use only Simple Solution Corner Pads for installation or replacement. Use of any other corner pads will void the Certified Powered By Endura Warranty.
- Corner Pads should be applied **ONLY AFTER** (i) final painting; and (ii) sill cap adjustment. If door frame is repainted, Corner Pads should be removed and a new pair reapplied;
- After final sill cap adjustment (or upon replacement), position Simple Solution Corner Pad as follows:
 - Place bead of caulking at end of sill cap (adjustable sills only)
 - Remove the adhesive backing pad
 - The fin of the corner pad should be tucked under the weatherstrip, and aligned flush with the interior face of the jamb
 - The bottom of the Simple Solution Corner Pad should be flush with the cap of the sill for adjustable sills, or contacting the top of the Z-End Base™ for articulating sills;



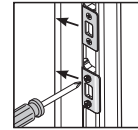
- Rotate Simple Solution Corner Pad in place

Ultimate Astragal: Endura's Ultimate Astragal is an integral part of Certified Powered By Endura French Door Units. To ensure proper performance of the Ultimate Astragal, check the following upon installation and one (1) time per year:

- Ensure proper margin between active and inactive doors when active door is closed – margin should be 1/8" maximum
 - If margins exceed 1/8", remove casing, doors from hinges and long hinge screws into rough opening. Shim behind frames at hinge points on both active and inactive doors to gain proper margin.
 - Replace long screws, doors and casing. Recaulk where necessary.
- Ensure header and sill flush bolt receivers are installed properly and flush bolt movement is for full range of operation;
 - Check that depth of holes for flush bolt receivers are drilled to proper depth – 1 - 3/8" for sill receiver, through header for upper flush bolt
 - Check that flush bolt receivers are installed and flush with sill cap and header surfaces
 - Check that flush bolts, when fully engaged, are in full contact with sill cap and header.



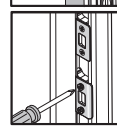
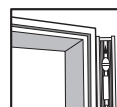
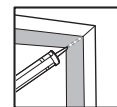
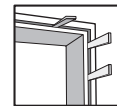
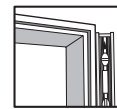
- Ensure proper compression of astragal weatherstrip when active door is closed;
 - If compression is not tight or apparent, loosen screws on strike and deadbolt plates on astragal and reposition inward to draw active door in tighter. Retighten screws.



- If door unit contains Endura's Wood Veneer Ultimate Astragal, exterior wood veneer should be finished with a stain and sealer or other finish appropriate for exterior applications. Finish must be applied to exterior wood surface initially prior to or during installation of door unit and should be checked one (1) time per year and refinished as necessary to prevent any deterioration of wood veneer.

Exterior Frame/Hardware Adjustments: Proper tight and consistent contact between the door panel and the weatherstrip is necessary for Certified Powered By Endura™ Door System performance to tested standards. Check the following upon installation and two (2) times per year:

- If door panel is sagging in the frame or margins are inconsistent:
 - Ensure that one long screw is properly installed in each hinge (two on the top hinge) through the frame into the rough opening
 - Ensure that frame and door are square. Check side frames, header and sill for level and measure diagonal distances from interior header corners to opposite jamb bottom. If not level or distances are not equal, loosen long hinge screws, remove door, remove interior casing (and exterior brick mould if necessary) and reshim to obtain level and square unit. Replace long screws, door and casing and caulk all joints thoroughly.
- If door panel is not meeting weatherstrip evenly or consistently when it closes:
 - Use a level to check that door is not warped. A warped door panel will need to be replaced by the dealer/distributor.
 - Check strike and deadbolt plate positioning; reposition towards the stop of the frame if required;
 - If door panel is not warped and repositioning of strike and deadbolt plates do not draw in door for full compression, check lock-side frame for alignment with panel. If frame is out of alignment, re-shim, re-adjust and re-nail frame so door meets the weatherstrip evenly from top to bottom.



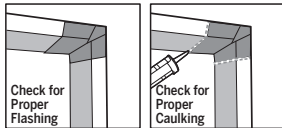
Flashing/Weatherproofing: Properly installed and maintained head flashing is required to protect the top surfaces of the door unit and prevent leaking around the door frame

- Following installation, check to ensure that sheet metal or other impervious head flashing is installed to serve as a moisture barrier above the brick mould, that a water resistant tape or seal has been installed over the head flashing, and that caulk has been applied around all joints between flashing, brick mould and other surfaces
- Visually inspect header flashing one (1) time per year for any damage, cracks in joints or other gaps in the moisture barrier. Repair or replace flashing as necessary. Recaulk all joints.



Owners Manual and Warranty Guide

Flashing/Weatherproofing - Continued



Exterior Frame Painting & Refinishing: Repainting every 1 to 5 years will be required, depending upon weather exposure and the paint manufacturer's recommendations. Any signs of blistering, peeling or cracking the finish should be immediately repaired to protect the wood underneath. Failure to properly protect the frame with a top coat will result in wood damage, including frame finger joint damage

- Thoroughly dry surfaces, making them free of dust, dirt, oil, grease, wax, chalk and other contaminants.
- A high quality exterior latex paint, preferably a 100% acrylic-based product, should be used as a finish coat.
- Follow the paint manufacturer's recommendations on thinning, application techniques, re-coat and dry times.
- In general, paint should be applied when both the surface and air temperature is between 50 and 90 degrees F. Relative humidity should be below 85%.

CERTIFIED POWERED BY ENDURA™ DOOR SYSTEM LIMITED WARRANTY

This CERTIFIED POWERED BY ENDURA WARRANTY ("Warranty"), extended by Endura Products, Inc. ("Endura"), provides that, subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period (i) the Endura Components contained therein (and as detailed in Section 1 below) will be free from non-conformities in materials and workmanship and (ii) provides for additional payment by Endura of up to a maximum of \$1,500 reimbursement if the Certified Powered By Endura door system fails to perform (on the basis of water infiltration) to the certified performance criteria of that system. This Warranty applies to Certified Powered By Endura Certified Door Systems purchased and installed on or after December 1, 2010.

1. Components Incorporated in Certified Powered By Endura System this Warranty Covers: Each Door System covered under the Certified Powered By Endura Warranty shall incorporate Endura approved and supplied components matching the specifications and dimensions utilized in tested and certified assemblies on which the Door System rating is based. Any change in or substitution of components specified below will void the Certified Powered By Endura Warranty on the Door System. Specific components supplied by Endura, utilized in Certified Powered By Endura Certified Testing, and applicable to the use and warranty of the Certified Powered By Endura Door Systems include:

- Composite Z-Series High Dam (1 3/8") Adjustable Inswing Door Sill or Composite Z-Series High Dam Bumper Outswing Sill;
- Simple Solution™ Corner Pads, properly installed;
- PE650 or other Endura tested and approved Certified Powered By Endura Weatherstrip;
- Endura Dual bulb door bottom applicable to door construction/type and Certified Powered By Endura Outswing Door Top (outswing only);
- Endura Ultimate, Ultimate 3-Point Compatible or Multi-Point Astragal on double door (French) systems;
- Frame components (excluding side frames) for continuous sidelite, hinged patio and additional multiple panel configurations;
- Endura multi-point lock system or other certified tested and approved multi-point lock system (optional);
- Endura sill pan installed in accordance with published Certified Powered By Endura instructions (optional)

Endura reserves the right to, and will from time to time, modify, make improvements to, substitute for or otherwise add components to Certified Powered By Endura requirements based upon improvements in product and/or Certified Powered By Endura Door System performance. Except as provided by Endura, wood components, including but not limited to door frames, mull posts, brick mould and mull casing are not covered by this Warranty. Other Door System components, including but not limited to door slabs (and any applied or inserted panels), hinges, glass lites, wood grilles or other hardware are not covered by this Warranty.

2. Certified Powered By Endura™ Warranty Period: Lifetime non-transferable Warranty, applicable to the original homeowner, from the date the Certified Powered By Endura Door System was purchased from an authorized dealer, except in commercial or multi-unit residential applications in which the Warranty shall be limited to 5 years from the date the Certified Powered By Endura Door System was purchased from an authorized dealer and which shall be transferable during and for any balance of the original 5 year period.

3. Certified Powered By Endura Unit Identification: Each Certified Powered By Endura Door System is identified by a non-removable tag. Removal of the Certified Powered By Endura Door Tag by any third party installer or residential owner will void the Certified Powered By Endura Warranty on the individual Door unit.

4. Certified Powered By Endura Warranty Reimbursement: If the Certified Powered By Endura Door System (a) includes all of the applicable components referenced above, (b) has been properly assembled and installed following recommended Certified Powered By Endura procedures, (c) has not been subjected to changes in rough opening dimensions and stability (i.e. plumb and square) and (d) has been properly maintained by the Warranty Holder, and (e) the product (or components) fail to perform to the certified and published levels of air and water infiltration applicable to the Door System during the Warranty Period solely due to non-conformities in the product as warranted, and (f) Endura is notified using Certified Powered By Endura Warranty Claims Procedures, then Endura will:

- Provide a factory-authorized repair or replacement component, at no cost to the Warranty Holder OR at Endura's option, provide replacement component(s) to the Warranty Holder or Endura's designated dealer (assembly and installation labor is not included), OR at Endura's option, refund the Warranty Holder's purchase price (the lesser of the original component purchase price or the original catalogue price), in lieu of repairing or replacing the components as provided; AND
- Pay to Warranty Holder either, selected at Endura's option, (a) the fair market value of any other property damaged due to water infiltration caused solely as a result of such nonconforming component or Certified Powered By Endura Door System; or (b) Warranty Holder's actual reasonable costs to repair or replace such damaged property or install replacement component(s) supplied by Endura as provided above, in either case, up to the maximum amount listed below for the specified Certified Powered By Endura Door System. Warranty Holder must have taken reasonable steps in a timely manner to mitigate any resulting property damage, provide evidence of costs or damages incurred as requested by Endura, and submit a claim within 30 days as provided below. If the fair market value of any damaged property is unclear, Endura may engage a third party inspector or appraiser for assistance.

CERTIFIED POWERED BY ENDURA WARRANTY REIMBURSEMENT GUIDELINES ^(a)				
Components Utilized	With Sill Pan ^(b)		Without Sill Pan	
	With Multi-Point Lock ^(c)	Without Multi-Point	With Multi-Point Lock ^(c)	Without Multi-Point
Single Door	\$500	\$350	\$275	\$200
Multiple Panel Door ^(d)	\$1,500	\$1,000	\$750	\$500
FrameSaver Single/French Door CSL/Hinged Patio	Add \$75	Add \$75	Add \$75	Add \$75
	\$150	\$150	\$150	\$150
NAMI Certified Assembly ^(e)	Add \$100	Add \$100	Add \$100	Add \$100

- \$ Amount represents maximum limit on Certified Powered By Endura Warranty Claims for Door units/components Referenced;
- Must be a SureSill sill pan or sill pan approved by Endura and installed following Certified Powered By Endura procedures;
- Must be a 3-Point Lock system tested by Endura with such door panel and approved by Endura;
- Multiple panel units include French Door, Continuous Sidelite and Hinged Patio doors;
- If the Certified Powered By Endura Door System is assembled by a third party NAMI certified distributor/dealer and bears the original NAMI certified assembly label (check door-hinge edge), the Product is a "NAMI Certified Assembly".



Owners Manual and Warranty Guide

5. Warranty Exclusions: The Certified Powered By Endura™ Warranty does not cover the following:

- (i) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO CHANGES TO OR USE OF COMPONENTS WHICH DO NOT ADHERE TO THE SPECIFICATIONS PROVIDED TO SUCH THIRD PARTIES BY ENDURA and which have not been utilized in certified Certified Powered By Endura testing for such door system;
- (ii) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO USE OF COMPONENTS WHICH ARE NOT GENUINE ENDURA COMPONENTS (as outlined in Section 1 above) and which have not been utilized in certified Certified Powered By Endura testing for such door system;
- (iii) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO IMPROPER ASSEMBLY BY THIRD PARTIES, inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com; this includes failure in performance of the Certified Powered By Endura Door Unit due to separation of the frame and sill components.
- (iv) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO IMPROPER INSTALLATION BY A BUILDER, REMODELER OR OTHER PERSON OR ENTITY THAT INSTALLS, OR HANDLES THE PRODUCT OTHER THAN ENDURA PRODUCTS, INC., inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com;
- (v) Failure of the Certified Powered By Endura Door System due to uses or exposure to conditions for which its use and Warranty was not intended, such conditions to expressly include failure due to mechanically or other non-weather related driven water, utilization of inswing door units and components for outswing applications, further machining of or on the door panel, frame components after pre-hanging, or any other modifications or uses not specified in the Certified Powered By Endura prehanging or installation instructions;
- (vi) Failure of the Certified Powered By Endura Door System due to failure of non-Endura supplied components (i.e. door glass assembly, door panel or hardware failure);
- (vii) Rotting, splitting, warping or swelling of a frame system, unless the frame system is a genuine FrameSaver rot resistant component part. Use of a non-FrameSaver frame system by the Warranty Holder (or its builder, installer, contractor, or other agent) will not automatically void this Warranty, HOWEVER this warranty will not apply to Certified Powered By Endura Door System non-conformities or damages attributable to or arising from the rotting, splitting, warping, swelling or any other condition of a third party frame product;
- (viii) Removal, reinstallation or alternation of a Certified Powered By Endura Door System or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstripping, door bottom and corner seals, in which case Warranty shall only apply if such components are replaced with the applicable Certified Powered By Endura components;
- (ix) Failure of the Warranty Holder to provide timely normal maintenance of the Certified Powered By Endura Door System;
- (x) Failure to operate the Certified Powered By Endura Door System in accordance with its instructions, including, without limitation, fully engaging the entire Endura approved locking system whenever the Certified Powered By Endura Door System is closed;
- (xi) Failure of the Warranty Holder to timely take reasonable actions to mitigate any property damage;
- (xii) Labor, services and materials to paint, stain, or refinish applied to or adjacent to the Certified Powered By Endura Door System, or other carpentry or the addition of non-Certified Powered By Endura door system componentry, or other work undertaken that is intended to remedy a Certified Powered By Endura Warranty complaint, that is not part of the Certified Powered By Endura Door System, without the prior authorization of Endura Products, and which itself or in addition to any other property damage, exceeds the Maximum Certified Powered By Endura Coverage Warranty Limit;

- (xiii) Failure to file a claim for alleged damages promptly a during the Warranty Period;
- (xiv) Non-application of the Certified Powered By Endura™ Warranty due to any of its stated terms and provisions.

6. Claims: Claims under this Warranty must be initiated within 30 days following Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow specified procedures for any Claims arising from Door Systems which do not meet certified performance levels upon and subsequent to installation. Failure to follow Certified Powered By Endura Warranty Claim Procedures (either timing or procedures) may void the Certified Powered By Endura Warranty on the individual door unit. To obtain help under this Warranty, or to initiate a claim, Warranty Holder should contact Endura Products, Inc. in writing at 8817 West Market St., Colfax, NC 27235 "Attn – Warranty Claims," or call (800) 334-2006 or by email at warrantyclaims@enduraproducts.com. The Certified Powered By Endura Warranty Claim Procedure will not be initiated until all of the following information is received:

- (i) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
- (ii) Certified Powered By Endura Door Tag Number (Certified Powered By Endura Door Tag is attached to the frame of the door system near the top hinge)
- (iii) Date of Home Purchase
- (iv) Name of Original Home Builder (if known)
- (v) Description of Warranty-Related Complaint and Associated Damage
- (vi) Attached Photos of Warranty-Related Complaint and Associated Damage

Endura must receive this Warranty Claim notification within 30 days following the Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Following receipt of this information, Endura Products will (a) provide a copy of the *Certified Powered By Endura Door System Owners Manual and Warranty Guide* to the Warranty Holder, (b) notify the Warranty Holder that compliance with the "Certified Powered By Endura Unit Care and Maintenance" procedures outlined within the *Certified Powered By Endura Door System Owners Manual and Warranty Guide* must be performed and up-to-date as a prerequisite to continuing the claim process, and (c) initiate and facilitate the Certified Powered By Endura Warranty Claim Procedure. However, the Warranty Holder must perform door unit maintenance and reassess the complaint before Endura proceeds with the Certified Powered By Endura Warranty Claim Procedure. Select replacement parts needed for door unit maintenance are available directly from Endura Products at www.enduraproducts.com/parts. In addition, Endura recommends that the Warranty Holder contact their builder if assistance is required to perform door unit maintenance and/or to assess other potential remedies to the complaint.

7. General Conditions and Exclusions: The Warranty set forth in this document is the only express warranty (whether written or oral) applicable to Certified Powered By Endura Door Systems and no one is authorized to modify or expand this Warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the Warranty Holder. This limited Warranty provides specific legal rights, but Warranty Holder may have other rights that apply from state to state. If this limited Warranty is deemed to have failed its essential purpose, in no event will Seller's entire liability exceed the lesser of the Certified Powered By Endura Door System's or the non-conforming components purchase price.



Assembly Instructions

Assembly

Assembly Instructions for



Door Systems

These instructions apply to the following Certified Powered By Endura® Systems:



Single Doors



Single & Double Continuous Sidelite Units



French & Patio Units

*Required components listed on reverse side.

Notes:

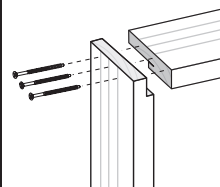
- 1) This instruction applies to both inswing & outswing doors, except where noted Inswing is shown.
- 2) For caulking requirements, Endura recommends a polyurethane, polymer-based or 100% silicone sealant.

Rev 3.19 Form# CPBEInstall-19

1 Frame/Mull Assembly - Header

Jamb/Header

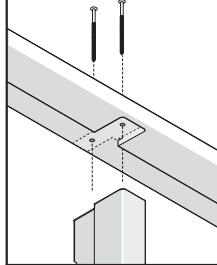
3 fasteners



Use #8 x 1-5/8" or longer screws.
Optional fastener type: 16 ga,
7/16" x 2" crown staple

Sidelite/Patio Only Mullion/Header

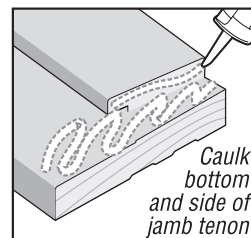
2 fasteners



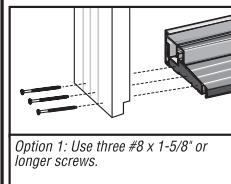
Use #8 x 3" screws

Note: 3 fasteners are required in mullion for high wind zone applications

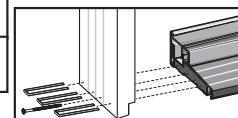
2 Frame Assembly - Sill



Caulk bottom and side of jamb tenon



Option 1: Use three #8 x 1-5/8" or longer screws.

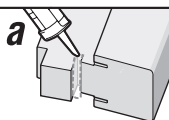


Option 2: Use one #8 x 1-5/8" or longer screws and three 16 ga., 7/16" x 2" crown staple.

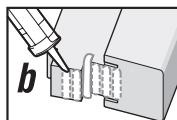


Assembly Instructions

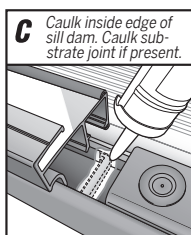
3 Mull Assembly - Sill



a Caulk thoroughly in dam haunch as shown by dotted lines above.

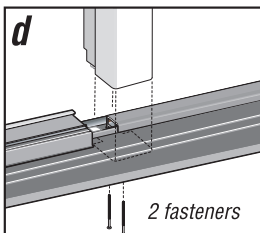


b Caulk mull bottom surfaces as shown by dotted lines above.



c Caulk inside edge of sill dam. Caulk substrate joint if present.

Sidelite/Patio Only



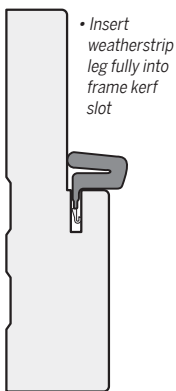
d Apply caulked mull to sill as shown. Use #8 x 3" screws to mount mull to sill.

Note: FrameSaver mullions can be pre-drilled for easier screw attachment.

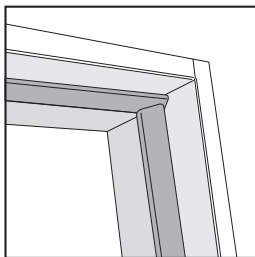
Note: 3 fasteners are required in mullion for high wind zone applications.

If a Mull Boot is used, follow separately issued Mull Boot Instructions.

4 Weatherstrip Insertion



- Insert weatherstrip leg fully into frame kerf slot

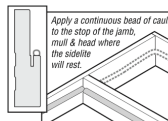


- Ends should lightly touch frame face or mating weatherstrip

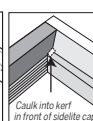
Note:

- Do not use weatherstrip that is too short or too long
- Do not fold or wrinkle weatherstrip

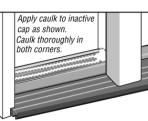
5 Fixed Panel Assembly



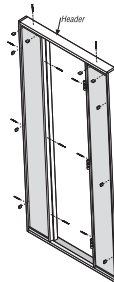
Apply a continuous bead of caulk to the stop of the jamb, mull & head where the sidelite will rest.



Caulk into kerf in front of sidelite cap.



Apply caulk to inactive cap as shown. Caulk thoroughly in both corners.



- Place panel into frame opening
- Set tight against sidelite seat & mullion
- Apply 1/8" spacers
 - Two at the header
 - One at the jamb at each hinge position
- Secure panel to frame with #8 x 2-1/2" screws
 - First through the mullion at each hinge position
 - Next through the jamb at each hinge position
 - Finally at the header

Note:

For high wind zone applications, apply #8 x 3" screw through the sill into the panel

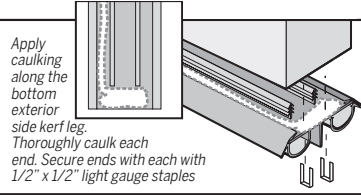
- 1 at the center of the sidelite panels
- 2 evenly spaced for full sized panels



Assembly Instructions

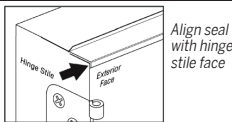
6a Attach Door Bottom

Door Bottoms (Inswing Only)

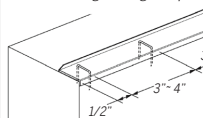


6b Attach Door Top

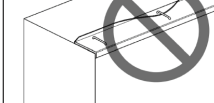
Door Tops (Outswing Only)



Attach With Light Gauge Staples

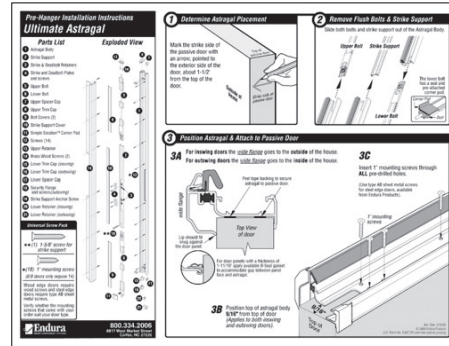


Do Not Staple Flexible Fin



7 Astragal Attachment (French Units Only)

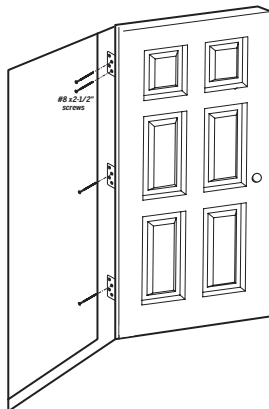
Attach Endura's Ultimate Astragal according to separately issued "Pre-Hanger Installation Instructions".



8 Hinged Panel Assembly

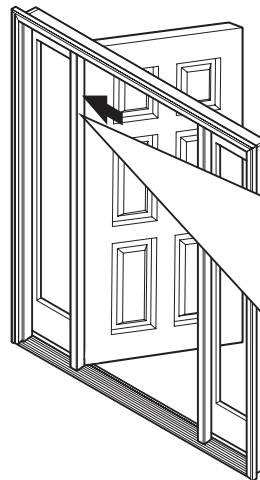
Attach Hinges

- Secure to panel with #10 x 1" screws
- Secure to jamb or mull with #10 x 3/4" screws
- For hinges on mull use #8 x 2-1/2" screws at:
 - Top hinge on two holes closest to the weatherstrip
 - Other hinges on top hole closest to the weatherstrip



9 Attach CPBE Door Tag

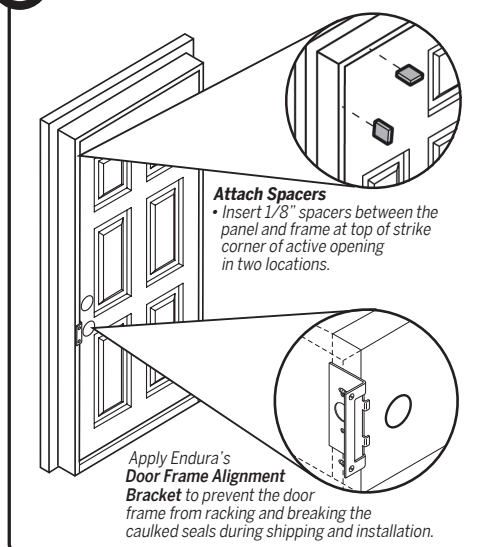
Attach the CPBE door tag to the hinged jamb or mull either above or below the top hinge on the rabbet face.





Assembly Instructions

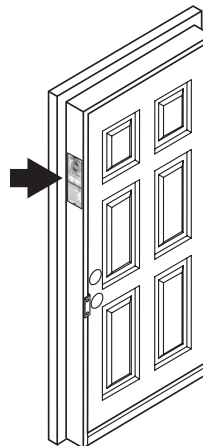
10 Apply Door Frame Alignment Bracket (Optional)



11 Attach Field Hardware and Instructions

Attach:

- CPBE Installation Instructions
- Simple Solution Corner Pads
- Astragal Hardware Pack and Trim Strip* (*French Units Only)
- CPBE Door System Owner's Manual and Warranty Guide



Required Components:

Required components for a Certified Powered By Endura unit include the following:

For single doors:

- Composite Z-Series Sill
- Hinge jamb
- Strike jamb
- Header
- CPBE PE650 Weatherstrip
- Simple Solution Corner Pad
- CPBE Tested Active Door Panel
- Hinges
- A door frame alignment bracket
- CPBE door bottom (inswing units only)
- CPBE door top (outswing units only)

For sidelite and patio doors, in addition to components mentioned for single doors:

- One-piece mullion(s)
- Continuous header
- Continuous sill
- Fixed or sidelite panel(s)
- CPBE tested composite sidelite seat(s)

For French doors, in addition to components mentioned for single doors:

- Ultimate Astragal
- Passive panel
- Header plate - standard or Hurricane
- Sill cup - inswing or outswing
- Sill plate (outswing hurricane only)



Installation Instructions

INSTALLATION INSTRUCTIONS



Certified Powered By Endura™ Door Systems

These instructions apply to the following Certified Powered By Endura™ Systems:



Single Doors



Single & Double Continuous Sidelite Units



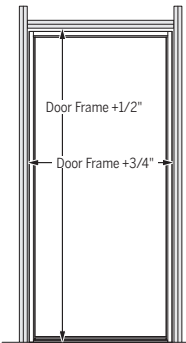
French & Patio Units

Failure to follow all steps of this instruction will void the Certified Powered By Endura™ Warranty.

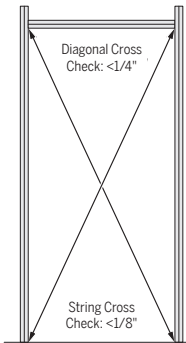
- **Note:** This instruction assumes a typical wood frame wall installation. Adjustments may be required for other wall types.
- **Note:** This instruction assumes that an appropriate weather-resistive barrier is applied to the rough opening and integrated with the door unit, as required by local building codes and/or manufacturer's instructions.
- **Note:** This instruction applies to both inswing and outswing doors, except where noted.

Rev 2.19 Form# CertPBEinst-19

1 Preparing the Rough Opening



Rough Opening: Dimensions



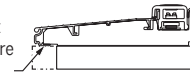
Rough Opening: Cross Check

Rough Opening Dimensions: Height = Door Frame +1/2"
Width = Door Frame +3/4"

Diagonal Distances should be within 1/4" of each other.

Diagonally placed strings should be within 1/8" of each other at the center.

Ensure support underneath sill front edge overhang. If sill front edge is not properly supported, build out structure to support it.

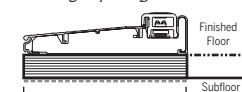


The rough opening should be flashed according to local building code requirements.

- Are the walls straight?
- Is the rough opening framing plumb & level?
- Is the subfloor clean, dry, level and solid?

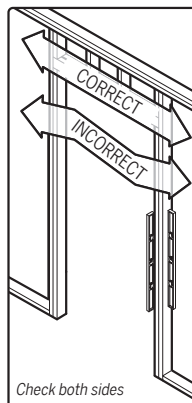
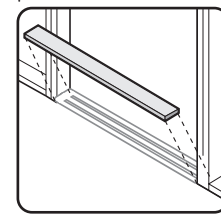
If you are using a height plate to bring the sill up to the level of the finished floor covering:

Be sure that it is at least as wide as the sill and as long as the rough opening.



HEIGHT PLATE ≥ SILL

Be sure to caulk thoroughly under and around the height plate.



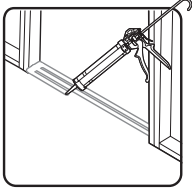
Check both sides



Installation Instructions

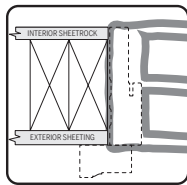
2 Caulking the Rough Opening

NOTE: Where caulking is required a polyurethane, 100% silicone, or polymer-based exterior grade sealant may be used.

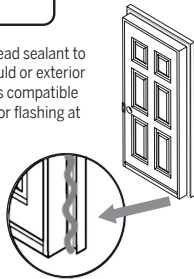


Place three heavy beads (1/2" wide) of sealant on the subfloor or height plate as shown.

Put enough caulk at the ends to completely cover the bottom of the side jamb.

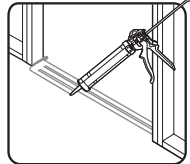


Apply a continuous 1/2" bead sealant to sheathing side of brickmould or exterior trim (ensure that sealant is compatible with sheathing, housewrap or flashing at rough opening).

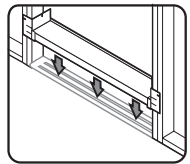


2a Optional Sill Pan

An Endura approved Sill Pan may be used in Certified Powered By Endura™ Systems, but is not required.



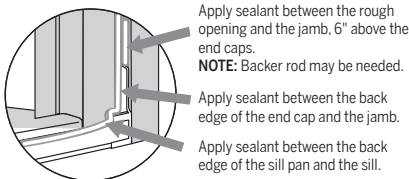
1. Place three heavy beads (1/2" wide) of sealant on the subfloor or height plate as shown.



2. Place and secure Endura approved Sill Pan according to separately issued Endura Instructions.

3. Seal Interior Edges

Perform after door unit is anchored into rough opening.



Apply sealant between the rough opening and the jamb, 6" above the end caps.

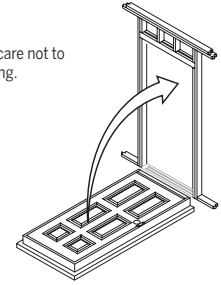
NOTE: Backer rod may be needed.

Apply sealant between the back edge of the end cap and the jamb.

Apply sealant between the back edge of the sill pan and the sill.

3 Position Unit in Rough Opening

Pivot into position taking care not to wipe away subfloor caulking.



Temporarily secure using finishing nails through the brickmould. Do not fully set nails.



Ensure that unit is plumb in each direction.

Ensure that inside edge of door unit projects 1/2" past stud interior surface for proper alignment with drywall.

Place fasteners through thick part of jambs as shown, just above the hinge positions on the hingejamb. Do not fully seat. Use 3 screws for 7/0 and shorter units, & 4 screws for 7/5 and taller units.



Single Units:
Fasten Hinge Jamb First



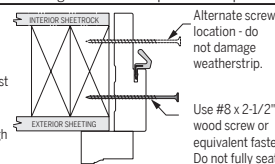
Sidelite Units:
Fasten Sidelite Jamb on Hinge Side first.



French & Patio Units:
Fasten Jamb on fixed or passive side panel first.

For systems with brickmould or other exterior trim, assure that backside of moulding is up against exterior sheathing.

Note: Do not secure door unit only through brickmould or other exterior trim.



Alternate screw location - do not damage weatherstrip.

Use #8 x 2-1/2" wood screw or equivalent fastener. Do not fully seat.

Note: Door units installed in high velocity wind zones will require anchoring according to approved requirements.



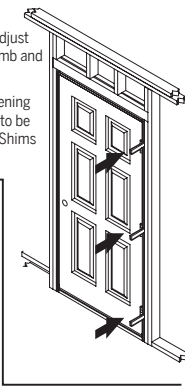
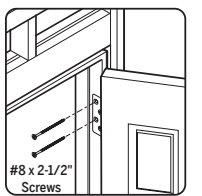
Installation Instructions

4 Shim and Secure Hinge Jamb

- Temporarily install Simple Solution™ Pads, but do not remove adhesive backing paper yet (see Step 8 for pad positioning).
- Check hinge jamb for plumb in both directions with a 6-foot level.

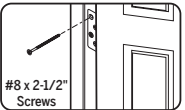
- Place shims behind jamb hinges. Adjust shims to take up space between jamb and rough opening.

Note: In some cases, the rough opening is plumb and allows the door jamb to be placed against the rough opening. Shims on this side will not be required.

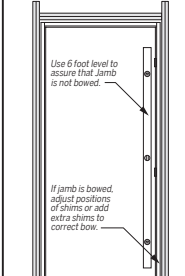
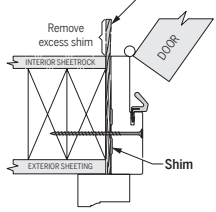


- On top hinge, replace 2 short screws closest to weatherstrip with #8 x 2-1/2" screws.

- On all other hinges, replace top screw closest to weatherstrip.



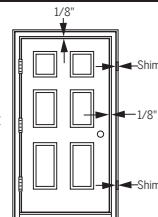
Set each jamb screw through shims, then remove excess shim.



- Note:** Make sure the jamb is not bowed. Adjust or apply additional shims as necessary.

5 Shim and Secure Opposite Jamb

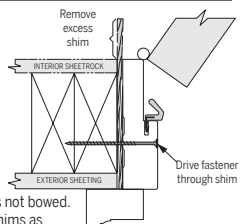
- Check jamb for plumb in both directions with a six foot or longer level.
- Install shims across from each hinge and adjust to ensure a 1/8" consistent margin between panel and jamb.
- Adjust the frame so it is flush with the face of the door.



- Check the weatherstrip contact for even compression all around the door.
- Set each jamb fastener through shims.

- Remove excess shims when done.

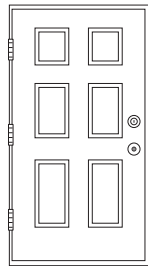
Note: Make sure the jamb is not bowed. Adjust or apply additional shims as necessary.



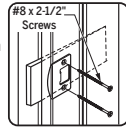
6 Securing Lockset Hardware

- Install lockset hardware

- With door closed, shim behind strike and deadbolt plates to maintain proper margin.

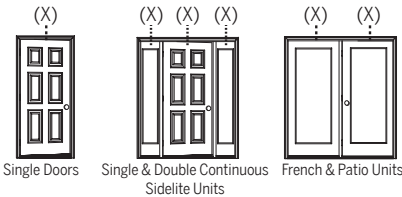


- Secure each plate with two #8 x 2-1/2" screws through the shim and into the rough stud. Remove excess shim.

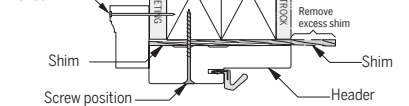


7 Shim and Secure Header

- Secure fasteners through thick part of header. Use shims at each location indicated by (X) to maintain proper margin.



Drive and set finish nails in brickmould on jamb sides and header.

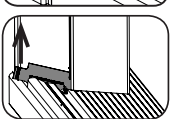
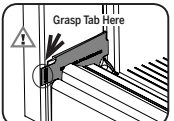


8 Remove End Base Protective Label

Z-Articulating Cap Sills™ Only

- Depress the Z-AC, to gain access to the orange protective labels on each Z-End base.

- Grasp the inside tab of the orange protective label on the Z-End Base™ / Mull Stiffener, shown here and lift up and away from the Z-End Base.





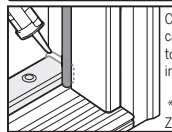
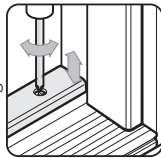
Installation Instructions

9 Adjust Sill

Remove temporarily installed Simple Solution™ Corner Pads

If necessary, adjust the sill cap to ensure consistent spacing between panel and cap.

*Does not apply to Z-Articulating Cap



Caulk joint between sill cap and jamb (on front and top edges of cap) prior to installing Corner Pad.

*Does not apply to Z-Articulating Cap

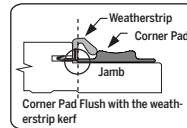
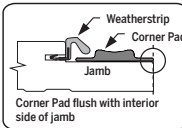
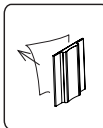
10 Check Corner Pads

Verify proper installation of Simple Solution Corner Pads

⚠ Strike Margins greater than 5/32"

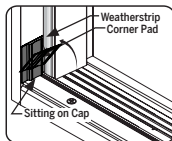
⚠ For Strike Margins less than 5/32"

To install Simple Solution Corner Pads, remove paper backing to expose adhesive, and press firmly into place. For margins less or equal to than 5/32", apply the corner pad with the edge flush against the weatherstrip kerf, and for margins greater than 5/32", apply the corner pad with the edge flush against the interior jamb. Pads not required on outswing jambs.



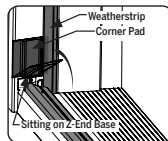
For Adjustable Sills/ Oak Anchored Caps

The Simple Solution Corner Pad must contact the top of the sill cap.



For Z-Articulating Caps

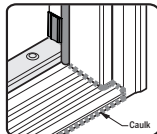
The Simple Solution Corner Pad must contact the top surface for the Z-End Base™.



Innovation protected under patents and patents pending in U.S. and Canada. See www.EnduraPatents.com

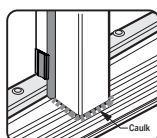
11 Caulking Sill (Optional for Z-Articulating Cap Sills™)

Caulk the intersection of the aluminum sill deck and the jamb.

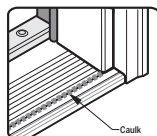


Seal front bottom edge of sill.
*Do not caulk the front bottom edge of the sill when using a sill pan.

Caulk around the intersection of the mull and the door sill.



If a sill extender is installed, apply a bead of caulk where the extender meets the sill deck.





Certified Powered By Endura[®] Door System Limited Warranty



Certified Powered By Endura® Door System Limited Warranty

This CERTIFIED POWERED BY ENDURA® WARRANTY ("Warranty"), extended by Endura Products, Inc. ("Endura"), provides that, subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period (i) the Endura Components contained therein (and as detailed in Section 1 below) will be free from non-conformities in materials and workmanship and (ii) provides for additional payment by Endura of up to a maximum of \$1,500 reimbursement if the Certified Powered By Endura door system fails to perform (on the basis of water infiltration) to the certified performance criteria of that system. This Warranty applies to Certified Powered By Endura Certified Door Systems purchased and installed on or after December 1, 2010.

1. Components Incorporated in Certified Powered By Endura System this Warranty Covers: Each Door System covered under the Certified Powered By Endura Warranty shall incorporate Endura approved and supplied components matching the specifications and dimensions utilized in tested and certified assemblies on which the Door System rating is based. Any change in or substitution of components specified below will void the Certified Powered By Endura Warranty on the Door System. Specific components supplied by Endura, utilized in Certified Powered By Endura Certified Testing, and applicable to the use and warranty of the Certified Powered By Endura Door Systems include:
 - Composite Z-Series High Dam (1 3/8") Adjustable Inswing Door Sill or Composite Z-Series High Dam Bumper Outswing Sill;
 - Simple Solution® Corner Pads, properly installed;
 - PE650 or other Endura tested and approved Certified Powered By Endura Weatherstrip;
 - Endura Dual bulb door bottom applicable to door construction/type and Certified Powered By Endura Outswing Door Top (outswing only);
 - Endura Ultimate, Ultimate 3-Point Compatible or Multi-Point Astragal on double door (French) systems;
 - Frame components (excluding side frames) for continuous sidelite, hinged patio and additional multiple panel configurations;
 - Endura multi-point lock system or other certified tested and approved multi-point lock system (optional);
 - Endura sill pan installed in accordance with published Certified Powered By Endura instructions (optional)

Endura reserves the right to, and will from time to time, modify, make improvements to, substitute for or otherwise add components to Certified Powered By Endura requirements based upon improvements in product and/or Certified Powered By Endura Door System performance. Except as provided by Endura, wood components, including but not limited to door frames, mull posts, brick mould and mull casing are not covered by this Warranty. Other Door System components, including but not limited to door slabs (and any applied or inserted panels), hinges, glass lites, wood grilles or other hardware are not covered by this Warranty.

2. Certified Powered By Endura Warranty Period: Lifetime non-transferable Warranty, applicable to the original homeowner, from the date the Certified Powered By Endura Door System was purchased from an authorized dealer, except in commercial or multi-unit residential applications in which the Warranty shall be limited to 5 years from the date the Certified Powered By Endura Door System was purchased from an authorized dealer and which shall be transferable during and for any balance of the original 5 year period.
3. Certified Powered By Endura Unit Identification: Each Certified Powered By Endura Door System is identified by a non-removable tag. Removal of the Certified Powered By Endura Door Tag by any third party installer or residential owner will void the Certified Powered By Endura Warranty on the individual Door unit.
4. Certified Powered By Endura Warranty Reimbursement: If the Certified Powered By Endura Door System (a) includes all of the applicable-components referenced above, (b) has been properly assembled and installed following recommended Certified Powered By Endura procedures, (c) has not been subjected to changes in rough opening dimensions and stability (i.e. plumb and square) and (d) has been properly maintained by the Warranty Holder, and (e) the product (or components) fail to perform to the certified and published levels of air and water infiltration applicable to the Door System during the Warranty Period solely due to non-conformities in the product as warranted, and (f) Endura is notified using Certified Powered By Endura Warranty Claims Procedures, then Endura will:
 - (i) Provide a factory-authorized repair or replacement component, at no cost to the Warranty Holder OR at Endura's option, provide replacement component(s) to the Warranty Holder or Endura's designated dealer (assembly and installation labor is not included), OR at Endura's option, refund the Warranty Holder's purchase price (the lesser of the original component purchase price or the original catalogue price), in lieu of repairing or replacing the components as provided; AND
 - (ii) Pay to Warranty Holder either, selected at Endura's option, (a) the fair market value of any other property damaged due to water infiltration caused solely as a result of such nonconforming component or Certified Powered By Endura Door System; or (b) Warranty Holder's actual reasonable costs to repair or replace such damaged property or install replacement component(s) supplied by Endura as provided above, in either case, up to the maximum amount listed below for the specified Certified Powered By Endura Door System. Warranty Holder must have taken reasonable steps in a timely manner to mitigate any resulting property damage, provide evidence of costs or damages incurred as requested by Endura, and submit a claim within 30 days as provided below. If the fair market value of any damaged property is unclear, Endura may engage a third party inspector or appraiser for assistance.



Certified Powered By Endura® Door System Limited Warranty (Continued)

CERTIFIED POWERED BY ENDURA WARRANTY REIMBURSEMENT GUIDELINES ^(a)				
Components Utilized	With Sill Pan ^(b)		Without Sill Pan	
	With Multi-Point Lock ^(c)	Without Multi-Point	With Multi-Point Lock ^(c)	Without Multi-Point
Single Door Multiple Panel Door ^(d)	\$500 \$1,500	\$350 \$1,000	\$275 \$750	\$200 \$500
FrameSaver Single/French Door CSL/Hinged Patio	Add \$75 \$150	Add \$75 \$150	Add \$75 \$150	Add \$75 \$150
NAMI Certified Assembly ^(e)	Add \$100	Add \$100	Add \$100	Add \$100

- \$ Amount represents maximum limit on Certified Powered By Endura Warranty Claims for Door units/components Referenced;
- Must be a SureSill sill pan or sill pan approved by Endura and installed following Certified Powered By Endura procedures;
- Must be a 3-Point Lock system tested by Endura with such door panel and approved by Endura;
- Multiple panel units include French Door, Continuous Sidelite and Hinged Patio doors;
- If the Certified Powered By Endura Door System is assembled by a third party NAMI certified distributor/dealer and bears the original NAMI certified assembly label (check door-hinge edge), the Product is a "NAMI Certified Assembly".

5. Warranty Exclusions: The Certified Powered By Endura™ Warranty does not cover the following:

- (i) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO CHANGES TO OR USE OF COMPONENTS WHICH DO NOT ADHERE TO THE SPECIFICATIONS PROVIDED TO SUCH THIRD PARTIES BY ENDURA and which have not been utilized in certified Certified Powered By Endura testing for such door system;
- (ii) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO USE OF COMPONENTS WHICH ARE NOT GENUINE ENDURA COMPONENTS (as outlined in Section 1 above) and which have not been utilized in certified Certified Powered By Endura testing for such door system;
- (iii) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO IMPROPER ASSEMBLY BY THIRD PARTIES, inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com; this includes failure in performance of the Certified Powered By Endura Door Unit due to separation of the frame and sill components.
- (iv) FAILURE OF THE CERTIFIED POWERED BY ENDURA DOOR SYSTEM DUE TO IMPROPER INSTALLATION BY A BUILDER, REMODELER OR OTHER PERSON OR ENTITY THAT INSTALLS, OR HANDLES THE PRODUCT OTHER THAN ENDURA PRODUCTS, INC., inconsistent with recommendations and written instructions provided by Endura or generally available in Endura's Product Manuals as amended time to time by bulletins or other written communications on Endura's website www.enduraproducts.com;
- (v) Failure of the Certified Powered By Endura Door System due to uses or exposure to conditions for which its use and Warranty was not intended, such conditions to expressly include failure due to mechanically or other non-weather related driven water, utilization of inswing door units and components for outswing applications, further machining of or on the door panel, frame components after pre-hanging, or any other modifications or uses not specified in the Certified Powered By Endura pre-hanging or installation instructions;
- (vi) Failure of the Certified Powered By Endura Door System due to failure of non-Endura supplied components (i.e. door glass assembly, door panel or hardware failure);
- (vii) Rotting, splitting, warping or swelling of a frame system, unless the frame system is a genuine FrameSaver rot resistant component part. Use of a non-FrameSaver frame system by the Warranty Holder (or its builder, installer, contractor, or other agent) will not automatically void this Warranty, HOWEVER this warranty will not apply to Certified Powered By Endura Door System non-conformities or damages attributable to or arising from the rotting, splitting, warping, swelling or any other condition of a third party frame product;
- (viii) Removal, reinstallation or alternation of a Certified Powered By Endura Door System or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstripping, door bottom and corner seals, in which case Warranty shall only apply if such components are replaced with the applicable Certified Powered By Endura components;
- (ix) Failure of the Warranty Holder to provide timely normal maintenance of the Certified Powered By Endura Door System;
- (x) Failure to operate the Certified Powered By Endura Door System in accordance with its instructions, including, without limitation, fully engaging the entire Endura approved locking system whenever the Certified Powered By Endura Door System is closed;
- (xi) Failure of the Warranty Holder to timely take reasonable actions to mitigate any property damage;
- (xii) Labor, services and materials to paint, stain, or refinish applied to or adjacent to the Certified Powered By Endura Door System,



Certified Powered By Endura® Door System Limited Warranty (Continued)

or other carpentry or the addition of non-Certified Powered By Endura door system componentry, or other work undertaken that is intended to remedy a Certified Powered By Endura Warranty complaint, that is not part of the Certified Powered By Endura Door System, without the prior authorization of Endura Products, and which itself or in addition to any other property damage, exceeds the Maximum Certified Powered By Endura

- Coverage Warranty Limit;
- (xiii) Failure to file a claim for alleged damages promptly during the Warranty Period;
- (xiv) Non-application of the Certified Powered By Endura™ Warranty due to any of its stated terms and provisions.

6. **Claims:** Claims under this Warranty must be initiated within 30 days following Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow specified procedures for any Claims arising from Door Systems which do not meet certified performance levels upon and subsequent to installation. Failure to follow Certified Powered By Endura Warranty Claim Procedures (either timing or procedures) may void the Certified Powered By Endura Warranty on the individual door unit. To obtain help under this Warranty, or to initiate a claim, Warranty Holder should contact Endura Products, Inc. in writing at 8817 West Market St., Colfax, NC 27235 "Attn -Warranty Claims," or call (800) 334-2006 or by email at warrantyclaims@enduraproducts.com. The Certified Powered By Endura Warranty Claim Procedure will not be initiated until all of the following information is received:

- (i) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
 - (ii) Certified Powered By Endura Door Tag Number (Certified Powered By Endura Door Tag is attached to the frame of the door system near the top hinge)
 - (iii) Date of Home Purchase
 - (iv) Name of Original Home Builder (if known)
 - (v) Description of Warranty-Related Complaint and Associated Damage
 - (vi) Attached Photos of Warranty-Related Complaint and Associated Damage
- Endura must receive this Warranty Claim notification within 30 days following the Warranty Holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Following receipt of this information, Endura Products will (a) provide a copy of the Certified Powered By Endura Door System Owners Manual and Warranty Guide to the Warranty Holder, (b) notify the Warranty Holder that compliance with the "Certified Powered By Endura Unit Care and Maintenance" procedures outlined within the Certified Powered By Endura Door System Owners Manual and Warranty Guide must be performed and up-to-date as a prerequisite to continuing the claim process, and (c) initiate and facilitate the Certified Powered By Endura Warranty Claim Procedure. However, the Warranty Holder must perform door unit maintenance and reassess the complaint before Endura proceeds with the Certified Powered By Endura Warranty Claim Procedure. Select replacement parts needed for door unit maintenance are available directly from Endura Products at www.enduraproducts.com/parts. In addition, Endura recommends that the Warranty Holder contact their builder if assistance is required to perform door unit maintenance and/or to assess other potential remedies to the complaint.

7. **General Conditions and Exclusions:** The Warranty set forth in this document is the only express warranty (whether written or oral) applicable to Certified Powered By Endura Door Systems and no one is authorized to modify or expand this Warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the Warranty Holder. This limited Warranty provides specific legal rights, but Warranty Holder may have other rights that apply from state to state. If this limited Warranty is deemed to have failed its essential purpose, in no event will Seller's entire liability exceed the lesser of the Certified Powered By Endura Door System's or the non-conforming components purchase price.



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