

How To Determine If Your Door Is Warped

This Information Is Needed For A Warranty Claim

Thank you for your recent door purchase. This document is prepared for you to help you understand what measurements are needed to verify if a door is “warped” for a warranty claim. This measurement system applies to all doors regardless of material, style or function.

Unacceptable “warp” is defined as more than $\frac{1}{4}$ inch difference over an 8 foot length.

In order to measure for warp you must use a straight edge that is verifiably straight. The best tool is a level that will run the full length of what is being measured. Please note that the bubble (used to identify level) is not used in this measurement process. This is best done with the door not installed, but laying flat on the ground or on a work surface. Using the straight edge or level, lay it flat on the face of the door near each edge. Ideally the straight edge (or level) is in constant contact with the door (image A). However, due to the nature of the raw materials and the manufacturing process sometimes there is a slight variance. Allow the straight edge to rest on the door and then measure the space between the straight edge and the door where it is not in contact (see image B & C).



This same process should be used on the side of the door (the narrow edge). Using the straight edge on the front (or back) of the door and on the side (edge) of the door should be all the measurements needed. You can also lay the straight edge “corner to corner” diagonally across the door.

Using inches measurements in decimals, identify the largest measurement of space (make sure the straight edge is resting and not pushed against a particular spot on the door (A) _____). Divide that measurement by the length of the area being measured (B) _____. If (A) divided by (B) _____ is equal to or less than .0026 then your door is within acceptable tolerances. If A divided by B is greater than .0025 then your door is outside of acceptable tolerances.

Below is a chart indicating the largest acceptable gap in inch fractions based on the length being measured.

Length being evaluated:	Largest "gap" between the straight edge and the door.	Length being evaluated:	Largest "gap" between the straight edge and the door.
12ft	3/4	7ft	7/32
11ft6	23/64	6ft6in	13/64
11ft	11/32	6ft	6/32
10ft6in	21/64	5ft6in	3/16
10ft	5/8	5ft	5/32
9ft6in	19/64	4ft6in	9/64
9ft	9/32	4ft	1/8
8ft6	17/64	3ft6in	7/64
8ft	1/4	3ft	3/32
7ft6in	15/64	2ft6in	5/64