

euro-wall®



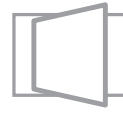
FOLDING



SLIDING



STACKING



PIVOT

SERVICE / WARRANTY SUBMISSIONS

Proper Documentation Techniques

MANUFACTURING

2200 Murphy Court
North Port, Florida 34289
888.989.3876 • 941.979.5316

888.989.EURO (3876)

www.euro-wall.com

SHOWROOM

1211 Stirling Road, Unit 102,
Dania Beach, Florida 33004

This guide is intended to show proper documentation techniques for taking photos and videos for service / warranty related issues. You may also FaceTime with one of our service team members to communicate issues you are having. Our service team can be reached at 941-979-5316 or service@euro-wall.com.

IMPORTANT

For all photos / videos recorded, please designate the door unit number, panel number and interior / exterior view for our service team members. If CAD drawings are needed to help identify unit number(s) and panel number(s) please contact our team and we will provide.

A. Glass Related Issues

Record video or photos standing 10' back away from the glass. Ensure that the documentation is done with daylight but not into direct sunlight.

[CLICK HERE](#) to view ASTM glass standards.



B. Locking Issues

Video is preferred with locking issues as mechanical issues are hard to address via photos. Please take video within 2' demonstrating the issue with the locking device. If there is a locking issue with the Multi Slide product, please capture in video the top/bottom pawls and anti-slam device from a distance of 3-4'. If there is a locking issue with the Pivot product, please capture in video operating the thumb turn to engage the latch. If there is an issue with the Folding product, please capture in video operating the multipoint handle to engage the hooks and twinpoint shootbolts.



**QR CODE:
LOCKING ISSUES**



C. Glazing Issues

Document the glazing gasket / bedding gasket issues within 3-4' both the interior and exterior side of the panel. Also provide closeup photos if necessary within 1' for further documentation.



D. Panels Not Operating Smoothly

If you are experiencing hard to open / close issues with any panels with any system video is recommended to capture the full scope of issue. Please document areas of concern from distance (up to 10') and closeup if applicable (within 1').

**QR CODE:
PANEL OPERATION**



E. Damaged Material

If you inspect scratches, blemishes, paint issues, broken glass, IG failures etc. with any of our products please document with mid range (3-4') as well as closeup (within 1').



F. Frame Issues

Please document plumb, level and square with a laser level and record with photos mid range (3-4') and long range (10') photos.



G. Broken Hardware

Please document any defects of any hardware with mid range (3-4') and long range (10') photos.



H. Missing Component / Manufacturing Defects

Document appropriately with photos with view ranges that are applicable.

