

# REEB® EXTERIOR DOORS

INSPECTION AND FIELD SERVICE PROCESS





# Introduction

Choosing a door unit is not an easy or inexpensive process. After ordering and waiting for your unit to arrive, you expect it to be perfect. We can imagine the disappointment that abounds if there is a blemish or problem with the unit upon arrival. Not all problems are a full blown issue though. Some issues may require the attention of Reeb’s Service Team, but some may be a natural occurrence. For instance, a coloration problem may appear to be an error in the finishing process when in fact it is created by the graining of the door. Reeb’s Unit Expectations document lays out common things seen by homeowners and solutions on how to correct them. It is recommend to inspect the new unit for handling and finish issues prior to removing the old unit.

## Table of Contents

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<b>Introduction . . . . .</b>	<b>2</b>	<b>Basic Unit Assembly . . . . .</b>	<b>12</b>
<b>Repair &amp; Service Process . . . . .</b>	<b>3</b>	Door Margin/Reveal . . . . .	12
<b>Standard Inspection Checklist. . . . .</b>	<b>4</b>	Caulk . . . . .	12
<b>Reeb Finish Units. . . . .</b>	<b>5-8</b>	Sweep and Weatherstrip . . . . .	12
Stain Variance. . . . .	5	SDL Bars. . . . .	12
Paint Variations . . . . .	5	<b>Unit Installation . . . . .</b>	<b>13-14</b>
Touch-up. . . . .	6	Plumb, Level and Square Unit. . . . .	13
Fading. . . . .	7	Shimming . . . . .	13
Exterior Casing . . . . .	7	Screws . . . . .	13
Finished Jambs. . . . .	7	Sill Cap . . . . .	14
Simulated Divided Lite Bars . . . . .	8	Weatherstrip and Corner Pads . . . . .	14
Setting Hardware . . . . .	8	Caulk on an Exterior Door . . . . .	14
Cleaning . . . . .	8	Strike Plate . . . . .	14
Top Coat. . . . .	8	<b>Safety Expectations. . . . .</b>	<b>15</b>
<b>Unit Components . . . . .</b>	<b>9-11</b>		
Door . . . . .	9		
Glass. . . . .	10		
Frame and Mullpost . . . . .	11		
Hinges and Hardware. . . . .	11		



# Repair & Service Process



## Step 1: Dealer Inspection

Anytime there is a concern about the door unit, it is best to first contact the dealer that sold the unit. The dealer may ask questions or request photos to verify that the problem is considered a warranty issue. The dealer may also send one of their employees to inspect the unit and the problem. The dealer will contact Reeb for further attention. Door issues can be complex. The Reeb service techs are experts in product, construction of door units, and door unit installation. Our service techs will accurately diagnose the issue and solve it accordingly.

## Step 2: Reeb's Inspection

A Reeb Service technician will follow the Standard inspection Checklist to review the installation and operation of the unit. The checklist ensures that the proper issue is fixed so at the end of the service the unit is fully functional. This leads to a full diagnosis and allows Reeb to determine the best course of action to successfully complete a repair. The full door unit inspection is a free service to the homeowner that can identify non-warranty steps for best unit performance.

## Step 3: Service Tracking

All repair and service issues are logged into a database to ensure successful completion of any services that are Reeb's responsibilities. Our Service department aids in tracking the individual service jobs. Each service call will be paired with a service coordinator who keeps a conversation flowing between the homeowner and Reeb. The Service Department also manages the production of parts for the service techs to complete the service on-time. Once the parts are produced and inspected, the technician will return to finalize the repair.

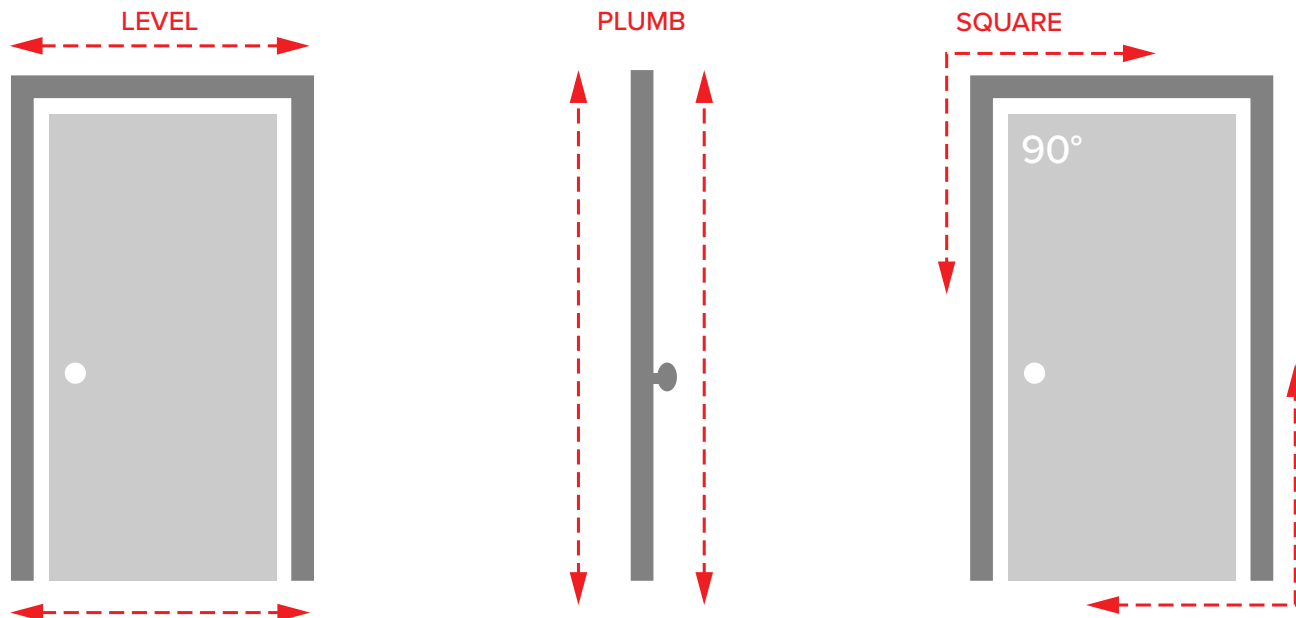
## Step 4: Repair/Service Process

Our field technicians are the highest skilled craftsmen and are very competent at performing repairs in the field. They have the tools and the expertise to completely rebuild units in the field. However; some things are not easily fixed in the field so there may be instances where it makes more sense to rebuild the entire unit at the Reeb factory. The Field Service Tech and Team will determine the best method of repair. Repairing a unit in the field is normal and customary. Replacing a part or component on a door unit does not lower the quality or performance and accordingly as certified technicians representing Reeb products and Reeb's manufacturers, any work performed does not alter the warranty.



# Standard Inspection Checklist

During all service inspections, the Reeb Field Service Staff checks the unit for proper installation and operation. Below is a checklist that the staff will follow:



- ☐ Are all of the components free from damage and defects in accordance to the manufactures' specifications?
- ☐ Is the unit level, plumb and square?
- ☐ Is the door "in plane" or flush with the frame head and legs at the top and bottom?
- ☐ Is the unit shimmed properly?
- ☐ Is the entire unit finished per the manufacturer's warranty?
- ☐ Is the unit fastened properly?
- ☐ Is the door sagging?
- ☐ Does the door bow over 1/4"?
- ☐ Are 2-1/2" hinge screws applied where applicable?
- ☐ Are the margins between the door and frame consistent?
- ☐ Does the door open and close smoothly?
- ☐ Is the door hitting the lock jamb?
- ☐ Is the unit perimeter properly caulked around the brickmould and under the sill?
- ☐ Is the weatherstrip correctly placed, trimmed properly, and undamaged?
- ☐ Are corner pads applied and in the correct position and orientation?
- ☐ Is the strike plate positioned correctly?
- ☐ Is the head brickmould flashed?
- ☐ Are there gaps around the brickmould?
- ☐ Is the sill crowned or the head sagging?
- ☐ Is there adequate caulk between the bottom of the sill (or sill pan) and the floor?
- ☐ Is the head jamb fastened if necessary?
- ☐ Is a sill pan used?
- ☐ Is there correct contact between the sweep and sill cap?
- ☐ Is the door bottom applied properly and in good condition?
- ☐ Are the mullposts bowed?
- ☐ Is the distance between the mullposts the same from top to bottom?
- ☐ What is the exposure?



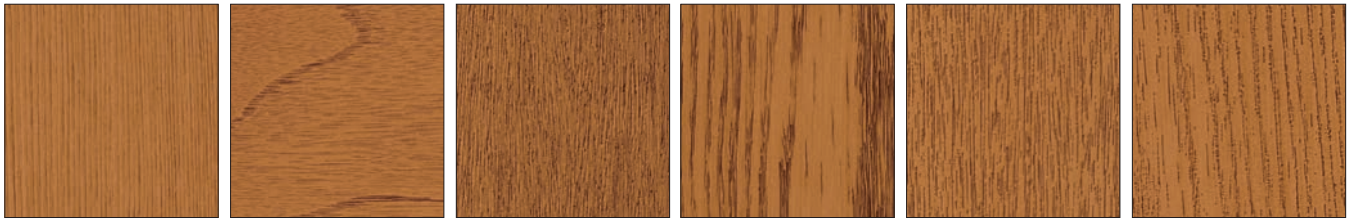
## Reeb® Unit Expectations

# Reeb Finish Units

### Stain Variance

The application of a Reeb Finish Stain is a hand brushed process. Different door styles and grains will vary in the final stain color. In addition, different areas of a door will also have a slight variation in the finish due to design. During the process, the doors are inspected to ensure the color is within Reeb's production standard. To illustrate the variance grain pattern can have on the final appearance, the swatches below are all finished with Reeb's Stain Wildflower Honey. For more information about how grain affects the final finish, visit the Reeb Learning Center:

<https://learn.reeb.com/knowledge-base/vlog-grain-affects-finish/>.



Classic Craft®  
American

Classic Craft®  
Walnut

Classic Craft®  
Mahogany

Classic Craft®  
Oak

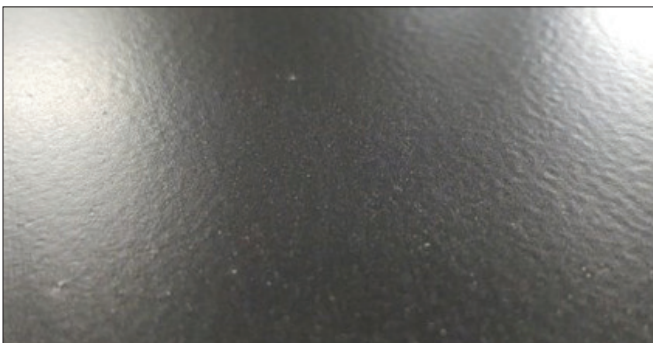
Fiber Classic®  
Mahogany

Fiber Classic®  
Oak

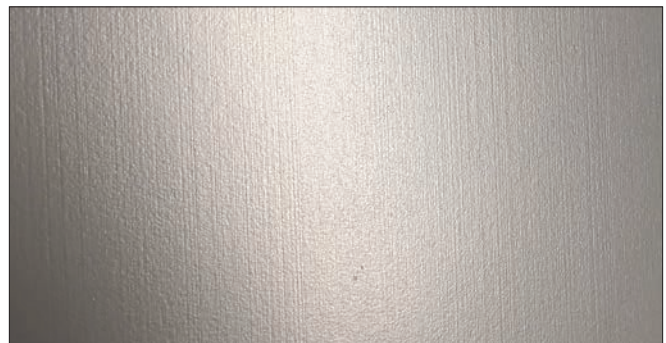


### Paint Variations

Painted doors may not have an entirely smooth surface. The skin of some smooth doors have striations in the mold to imitate brush marks. This is not a defect but gives a more realistic look to a finished product. When paint is applied to the door, a mild "orange peel" look may occur, where you can see the resemblance of an orange's skin when two-feet or closer to a unit standing upright in natural light. The slight texture is purposeful and helps to give a more consistent look to the door.



Typical Orange Peel Look



Door skin with brush marks



## Reeb® Unit Expectations

# Reeb Finish Units

### Touch-up

Issues that cannot easily be fixed with a touch-up kit include missing color, large spots of chipped color, peeling color, cracking, abrasions, foreign material in the color, deep scratches, or overspray. Overspray occurs in split finish doors where the color of the opposite side can be seen. These may be considered a defect and require a different touch-up process.



Paint Issue Easily Serviced in the Field

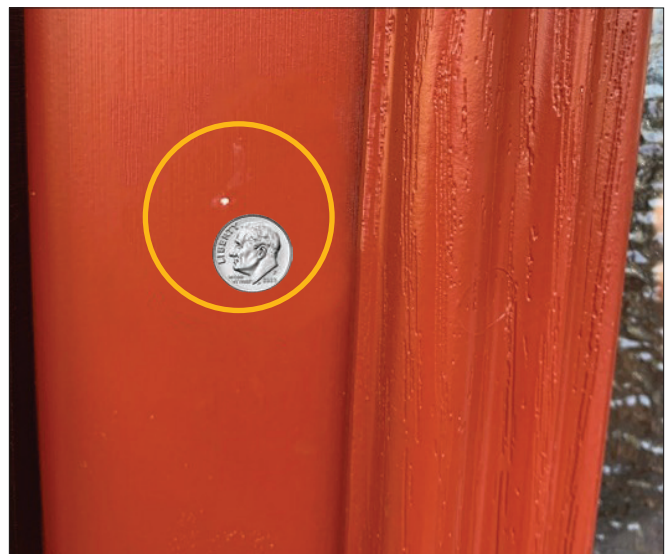


Paint Issue not easily serviced in the Field

A door unit is large, bulky, and heavy. During transit or installation, slight handling issues may occur which can be touched-up in the field. A touch-up kit is sent with each unit for this purpose and is located behind the packaging attached to the jamb. The touch-up kit is limited to fixing small chips or scratches - about the size of a dime.



Touch-Up Kit



Scratch made by keys (dime for scale) - Easy to repair by Homeowner



Reeb® Unit Expectations

# Reeb Finish Units

## Fading

Color change is a natural occurrence if the exterior surface of the door is not equally exposed to the sun or other environmental condition. If a finished replacement component is necessary, there may be a slight variance between the color of the replacement material and the color of the original door. The original component is not considered faded and over time the colors will match.



## Exterior Casing

If Brickmould was ordered attached, it is fastened to the unit with nails and screwed together at the miter from the top of the unit. The holes are filled with a putty, touched-up with a matching color, and given a top-coat for protection. The nail placement can be identified upon close inspection and this surface variance is not considered a defect.



## Finished Jamb

The Reeb Finish facility can stain or paint solid wood jambs under the name Reeb Wood and composite jambs under the name On-Guard™.

Both will use the same finishing process but the end result will vary due to the difference in the texture of the frame material itself.



Reeb Wood  
PrismaGuard Stain



Reeb Wood  
Painted White



On-Guard  
Oak Grain



On-Guard  
Straight Grain



On-Guard  
Smooth Grain



On-Guard  
Primed



On-Guard  
Pre-Painted White



## Reeb Finish Units

### Simulated Divided Lite (SDL) Bars

SDL bars are a decorative adornment and are attached to the glass with black tape. The side attached to the glass cannot be finished or the tape will not stick to the glass. When looking at a door with SDL Bars, the outside will match the finish on the door but the black tape may be visible when looking through the glass.



SDL Bars applied to a door

### Setting Hardware

The parts of a Reeb Finish unit are finished individually and then assembled. Some machining may be done after the parts are assembled. It is normal to touch up the areas where the hardware attaches after the unit is installed. Caution must be taken when installing hardware on a finished door. Slight touch-up may be needed around a handleset and can be fixed with the touch-up kit.



Image of area around hardware needing touch-up



Finish damage caused by use

### Cleaning

Reeb Finish doors should be cleaned on a regular basis. We recommend cleaning the door at least every 6 months, with soapy water to remove dirt and grime. Use a soft towel, warm tap water, and mild soap for the best results.

### Sheen and Warranty

All exterior finishes are affected by exposure to the sun, weathering, moisture, and air pollutants. There are no requirements for the PrismaGuard/Reeb Finish 10 year warranty. However many people like to see a sheen on their exterior door. In this case it is recommended to clean your door once or twice per year depending on the environment. On solid color finishes (painted finishes) a good quality car wax can help preserve the sheen and warmth of a new looking finish. If, due to harsh conditions, there is a noticeable decrease in sheen (gloss), it is acceptable to top coat the door with a high quality, low gloss exterior-grade urethane clear coat. Be advised that the door must be prepped thoroughly to receive a top coat and that the additional top coat will have to be maintained. An additional top coat is not covered under the PrismaGuard/Reeb Finish warranty.



## Reeb® Unit Expectations

# Unit Components

### Door

A door defect can include a multitude of things. Some problems will not be covered by hardware such as bubbles, voids, delamination, stile and rail separation or material defects. Others include long scratches in a woodgrain patterned fiberglass door. Warping over 1/4" in doors up to 8 foot high is a defect. However doors that are taller than 8 foot are not warranted for warp. Reeb strongly recommends using a multi-point lock on all 8 foot doors and all double door units.



Stile and Rail Separation (Wood Door)



Bubble Defect (Fiberglass Door)

Color Variance in an unfinished unit or frame is not considered a defect as the unit must be finished per the warranty. This is particularly true of wood products because wood is a naturally occurring product. A blow out is a slight tear out that occurs on one of the faces of the door when the hole for the handleset known as a bore is cut into the door. This is covered by the escutcheon plate of the handleset though, and is not a defect.

Wood doors will have a glazing compound around the glass. This is from the manufacturing process and is considered normal. It can be removed with an awl. It is the responsibility of the individual finishing the door to remove the glazing compound after the door is finished. For more information about removing the glazing compound, visit the Reeb Learning Center: <https://learn.reeb.com/knowledge-base/exterior-door-glazing-compound/>



Blowout that can be covered by escutcheon



Removing glazing compound



## Reeb® Unit Expectations

# Unit Components

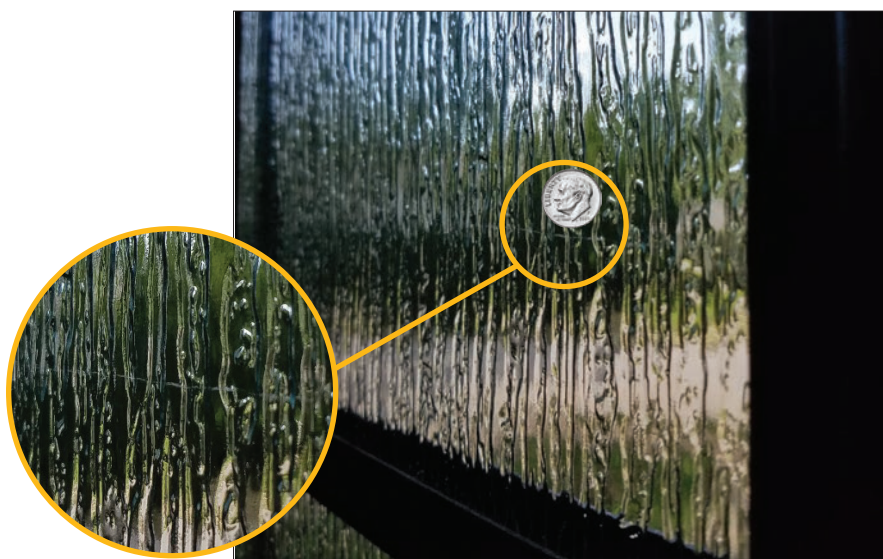
### Glass

Glass used in doors is categorized as "architectural" meaning some flaws are allowed, such as "extremely" fine scratches less than 1/4". Those considered defects can be identified quickly from approximately 40" away.

Tempered glass is safety feature that is required in the US. All tempered glass includes a bug in the bottom corner of the glass to identify it. This is required and cannot be removed.

Decorative glass is made of individual pieces of glass held together by a metal coming. The coming is soldered or fused together. Because each decorative glass is hand crafted, the glass is not meant to be perfect. There will be a slight variance in the textured elements of the glass. The opacity level of decorative glass is based on the overall design. While a design may have a privacy level of 8, different types of glass make up the design and not every piece of glass with be rated an 8.

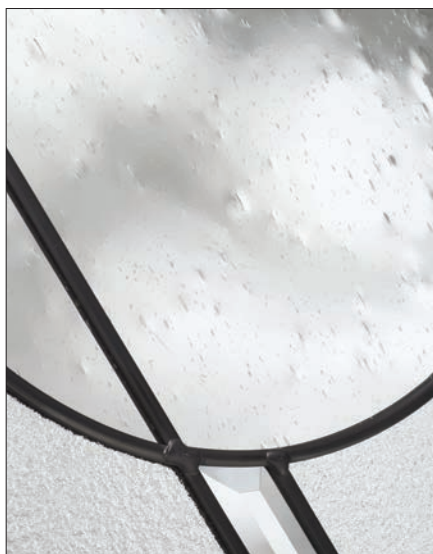
Glass insert frames may require screw tightening from the time to time as part of a preventative maintenance. As a best practice, we suggest hand tightening screws before applying screw plugs.



Minor flaw in glass (dime for scale)



Insert frame screws



Seedy Glass will vary in texture



Hand solder



Tempered Bug



## Reeb® Unit Expectations

# Unit Components

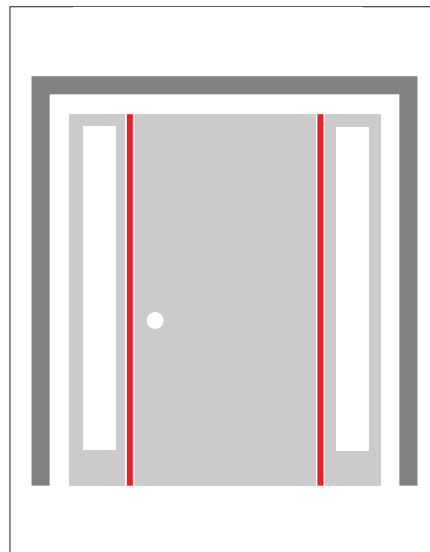
### Frame and Mullpost

All frame components should be free of material defects. Any unfinished frame component should not have excessive handling damage. The fingerjoints may be visible in primed materials and is not a defect. Veneered frames in high exposure openings may result in telegraphing fingerjoints which is not considered a defect. It is suggested to use a composite or solid wood frame in these openings.

The distance between the mullposts of a double sidelite unit should be consistent from the top to the bottom. If a unit is boxed or has a spread mull and no brickmould is ordered, no exterior mull casing will be applied. Wider spread mull units might not have the exterior casing applied because wider mull casings are typically field sourced and applied.



Defect to frame component due to improper handling



Consistent Mullpost Width

A door unit is a large, bulky and heavy item and during transport, the brickmould or frame may acquire handling marks. Small dents are acceptable. If a unit includes flush bolts, Reeb does not machine the head and sill prep. This will need to be completed during installation. Slight gaping under frames and sill are to be expected and should be field caulked after installation.

### Hinges and Hardware

Hinges should sit flush with the jamb or door in the hinge pocket and the installed screws should be flush with the hinge. All bore and strikes should be properly aligned to within 1/16-inch.

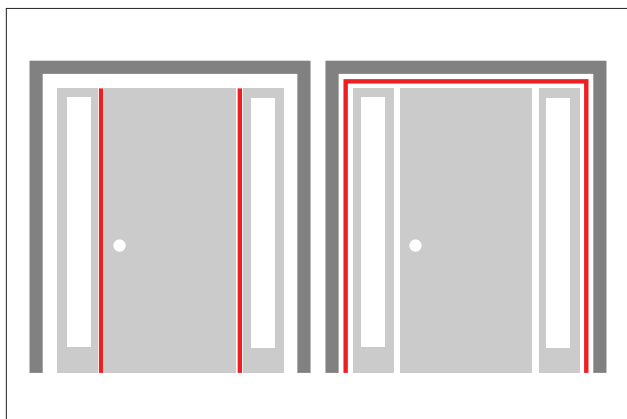
Atmospheric conditions can cause staining and alkaline etching. In addition, frequency of use will cause the finish to change over time. These finish changes are not considered manufacturing defects and are not covered by warranty. Rather they are indicative of normal wear and tear.



Acceptable hardware wear and tear



## Basic Unit Assembly



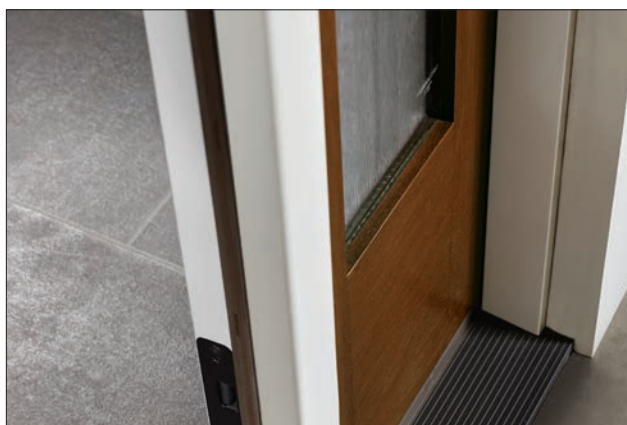
### Door Margin/Reveal

The spacing between the door and frame should be consistent around the unit. The spacing of the exterior casing that is attached to the frame, known as the margin or reveal, around the unit should be consistent.



### Caulk

Caulk is used to apply the sweep, sidelites, and the sill during assembly. Some caulk may come out at the seams which is known as squeeze out. This is not a defect and can be easily cleaned.



### Sweep and Weatherstrip

The sweep is attached to the bottom edge of the door and should be flush with the door's edge. Weatherstrip can be found along the jambs and should be properly trimmed when installed.

A Classic Craft or Wood door unit uses medium-reach weatherstrip on all sides. A Fiber-Classic, Smooth-Star or Steel door unit uses medium-reach weatherstrip on the hinge side and long-reach weatherstrip on the head and strike side.



### SDL Bars

SDL bars are a decorative adornment on a door and should appear properly aligned when looking through the glass. The tape should not be torn on the ends. The side of the SDL bar with the tape cannot be finished as it will keep the bar from sticking to the glass.

There may be a slight gap the thickness of a credit card between the SDL bar and the side of the door. This allows the bar to have a slight movement. A seam is visible where the SDL bars come together, especially in a curved bar design, and is not considered a defect.



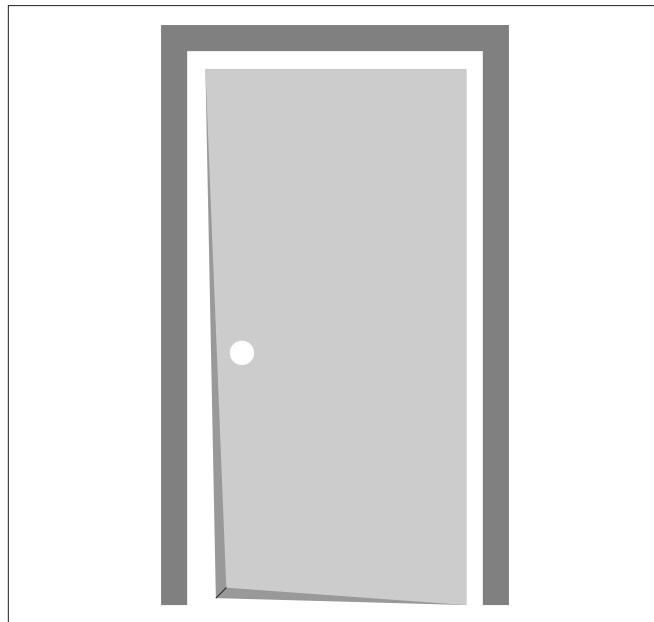
## Reeb® Unit Expectations

# Unit Installation

### Plumb, Level and Square Unit

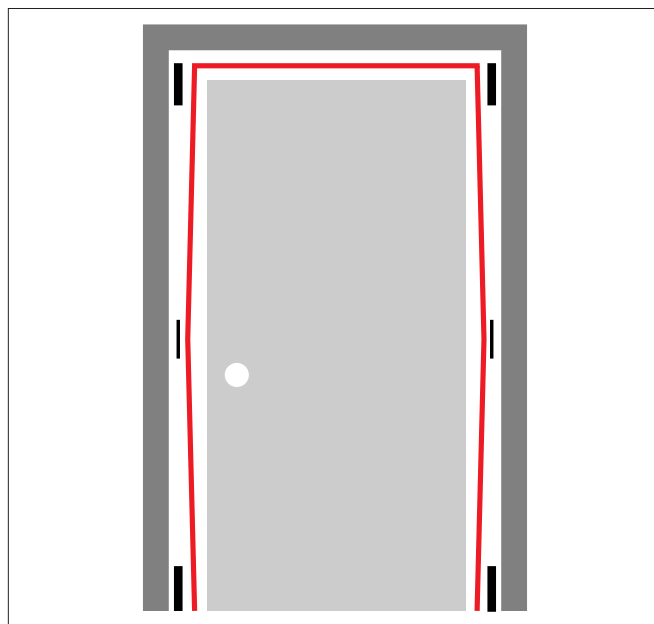
It is important that the door units are level, plumb, and square; if they are not they may not operate properly. If a level is placed against the sill and it does not make contact over the entire length, there is an issue with the subfloor. A hump in the sill means that the subfloor needs to be sanded down to become level. A sag in the sill means that the subfloor needs to be built up properly. It is not acceptable to over caulk under the sill. Sill pans are highly recommended for insurance against elements coming under the sill.

If both jamb legs are not plumb, the door will not sit against the weatherstrip consistently and will extend into the interior beyond the frame. This may occur if one leg is plumb and the other is not, or if both jambs are out of plumb in opposite directions. This may be misdiagnosed as a warp.



### Shimming

Inconsistent shimming results in a wavy jamb leg or a varying margin which affects the operation of the door. A sign of inconsistent shimming is that the top of the unit will be tight, the middle of the unit will be gapped, and the bottom of the unit will be tight. On a double door, a sign of inconsistent shimming is an inconsistent gap between the doors.



### Screws

When receiving the unit, two 2-1/2" screws are supplied. These screws should be installed through the hinges into the jambs. Additional installation screws should go through the thickest part of the jamb or behind the weatherstrip and not the exterior casing or brickmould. Units with wood frames: a 6/8 or 7/0 unit needs 3 screws on each jamb leg; and 8/0 unit needs 4 screws on each jamb leg. Units with composite frames: a 6/8 or 7/0 unit needs 4 screws on each jamb leg; an 8/0 unit needs 5 screws on each jamb leg. Double door units needs at least one fastener in the head jamb.



## Reeb® Unit Expectations

# Unit Installation



### Sill Cap

The sill cap is in proper position when a sheet of paper placed between the sill cap and the door bottom has tension but not enough to tear the paper.

For more information on adjusting the sill cap, visit the Reeb Learning Center:

<https://learn.reeb.com/knowledge-base/how-to-sill-cap-adjustment/>



### Weatherstrip and Corner Pads

The weatherstrip should be trimmed square to meet the sill cap. The corner pads should be placed and oriented correctly.

For more information on weatherstrip and corner pads, visit the Reeb Learning Center:

<https://learn.reeb.com/knowledge-base/how-to-install-trim-weatherstrip-and-corner-seal-pads/>



### Caulk on an Exterior Door

Sealant should be applied to the backside of the brickmould (see image 1) as well as under the sill (see image 2).

**The best installation will always use a sill pan.** After installation, the entire perimeter of the door unit, including the joint of the sill and frame should be caulked (see image 3).

### Strike Plate

The strike plates should be aligned with the hardware latch and compress the weatherstrip when the door is latched.

### Finishing Units

All units not finished by Reeb need to be finished to comply with the warranty. Fiberglass doors with a composite frame must be finished within 6 months of installation. If a wood frame was used, the frame must be finished within 2 week of installation. Steel doors must be finished within 2 weeks of installation, and wood doors within 72 hours of installation.



## Safety Expectations



Our field service technicians are well trained to complete the services required. Anytime they perform work, they need to take their safety into consideration. There are some basic requirements for site and building safety that our technicians need in place to properly perform the work.

Any leading edge should have a guardrail to protect against falls. Any holes such as open framing or floor joists should be properly covered. Any decking should be properly secured. Stairways should include a fixed guardrail to prevent falling into a floor hole. The safety expectations that our field service technicians refer to can be found in OSHA 29 CFR 1910 Subpart D – Walking & Working Surfaces.

To view Reeb's minimum requirements, please visit the Reeb Learning Center:

<https://learn.reeb.com/knowledge-base/job-site-safety/>



**REEB®**  
LEARNING CENTER

**A learning center for  
everything door related.**

Visit the Reeb® Learning Center for education on choosing the proper door unit, new products, and what product options are available.

Visit the Reeb Learning Center at [learn.reeb.com](https://learn.reeb.com).



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