

## Field Repair - Infinity, Ovation and Encore Doors

**All Infinity, Ovation and Encore doors are repairable in most cases. Dents, scratches, gaps and nicks can successfully be filled and patched. Always follow manufacturers directs when using fillers and paint products.**

1. For large areas of damage, use Bondo automotive filler.
  - A. The damaged area must be raw material
    - a. Scrape or sand down area to remove all paint or primer
    - b. Apply Bondo and hardener mixture to fill the damaged area and slightly overfill (approx. 1/32 above surface)
    - c. Allow mixture to harden (approx. 15 minutes)
    - d. Sand down excess Bondo with 80 grit. As you get to surface height, smooth and polish with 220 grit.
    - e. Clean off sanding dust
  - B. Prime to cover area
    - a. Let dry
    - b. Prime with second coat to completely cover Bondo
2. For small cosmetic repairs, use Minwax Wood Putty (White 900)
  - A. For small scratches or dings
    - a. Apply putty to the scratch with a putty knife
    - b. Use 220 grit to smooth surface to match
    - c. Spray primer to blend
3. For gapping, use One Time Lightweight Spackling (Red Devil brand)
  - A. Apply spackling with finger to fill gap
  - B. Use 200 grit to smooth and match
  - C. Spray prime to blend



# Claim Procedure

## WARRANTY CLAIM:

### Information requirement:

The written claim notice must include:

1. Invoice number
2. Date of purchase
3. Door size, style, and machining specs.
4. All pertinent contact names and phone numbers
5. Detailed explanation of defect

### Inspection requirement:

Doors that are pre-machined at our factory should be checked against the frame, in which they are to be installed, for correct machining prior to installation.

Doors which are pre-finished should be checked against approved finish sample prior to installation.

**INSTALLATION OF ANY PRE-MACHINED OR PRE-FINISHED DOOR SHALL CONSTITUTE ACCEPTANCE.**

### Notice requirement:

Since American Building Supply cannot control the handling or exposure of doors following receipt, a specific duty of inspection is imposed upon the purchaser as a condition precedent to any claim. Such inspection must be made upon receipt of goods. Should a manufacturing defect be discovered, a written notice of the claim must be received by American Building Supply within 15 days of receipt of the goods or, in the event of a latent defect, from the date that such defect was, or should have been discovered. It will be the responsibility of American Building Supply to determine the most efficient method to remedy such defect. Any repairs authorized or performed by any party, other than American Building Supply, are not covered by our sales agreement and are not the financial responsibility of American Building Supply.

**NO CLAIM SHALL BE HONORED UNLESS THE PROPER NOTIFICATION, AS OUTLINED ABOVE, HAS BEEN RECEIVED.**

## FREIGHT CLAIMS:

1. **RECEIVING DOORS:** ALL doors must be inspected at the time of delivery - OR - the bill of lading must be marked as "subject to inspection".
2. **MARK YOUR BILL OF LADING:** If there is freight damage the bill of lading must be marked, as "DAMAGED" and the quantity of doors damaged must be listed. EXAMPLE: "5 doors damaged".
3. **SHIPMENTS CAN BE REFUSED:** doors can be refused - however the bill of lading must be marked as "refused - damaged".
4. **DO NOT SCRAP DAMAGED DOORS:** the freight company representative typically on site inspects freight claims of over \$500.00.
5. **FILING A FREIGHT CLAIM:** For complete reimbursement - you or your "receiving agent" must file freight damage claims against the freight company.

### You will need the following:

- **A copy of the bill of lading** - marked as above.
- **A quote from us** for the replacement of new door(s) - including crate & freight.
- **Pictures** if possible - it's always a plus to have photographs of any damages.
- **Freight claim forms** - these can be obtained from the individual freight carrier. You can ask the driver for company information or we can provide you with phone and fax numbers for carrier upon request.
- **All crates are marked as follows:**

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## ATTENTION: RECEIVING AGENT

### TRANSPORTATION RELATED DAMAGE:

**American Building Supply Mfg. does not guarantee safe delivery of goods. Our responsibility ceases with issuance of the bill of lading showing the delivery in good order to the transportation company. All claims for shortages, loss, delay or damage from any cause must be filed by the consignee upon the transportation company.**

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