



ENGINEERS REPORT  
SUPPORTING EVIDENCE



## ENGINEER REPORT AND SUPPORTING EVIDENCE

There are steps that need to be followed when identifying if an operational problem is the result of a manufacturing issue.

Step one is to check that the Bowater product has been stored correctly and fitted in line with our installation and warranty document that is attached to every door that leaves us. If the answer is no, it is deemed to be an installation issue and no warranty claim will be processed. Please note any modification to your door, for example installation of a cat or dog door, will invalidate your warranty and your claim will not be processed. Hardware and cosmetic issues not connected to installation and storage should still be reported and these will be reviewed.

Please supply the following photographs (videos where possible) to support your warranty claim. Photographs not in line with the requirements below will not be accepted and your warranty claim may be delayed or rejected.

### WATER INGRESS

- Photo/video of the leaking cassette/threshold/letter plate
- External photo/video showing where the water is entering
- Internal photo/video showing where the water is entering
- Full door set image inc frame

### COSMETIC DAMAGE

- Two photographs of the localised area
- Video where possible showing the issue
- Full door set image inc frame

### LOCK/CYLINDER ISSUE

- A video (or photo) of the door opening and closing with the handle being engaged
- Photo of the lock
- Full door set image inc frame – external photo
- Full door set image inc frame – internal photo

### DOOR OPERATION ISSUE

- A video (or photo) of the door opening and closing with the handle being engaged
- Full door set image inc frame – external photo
- Full door set image inc frame – internal photo
- Frame level photos as per the examples below



Gap lock side at the bottom of the door



Gap lock side top of the door



Gap on hinge side (max 4mm)



Level at sill



Level hinge side



Level lock side



Hinge side level and plumb

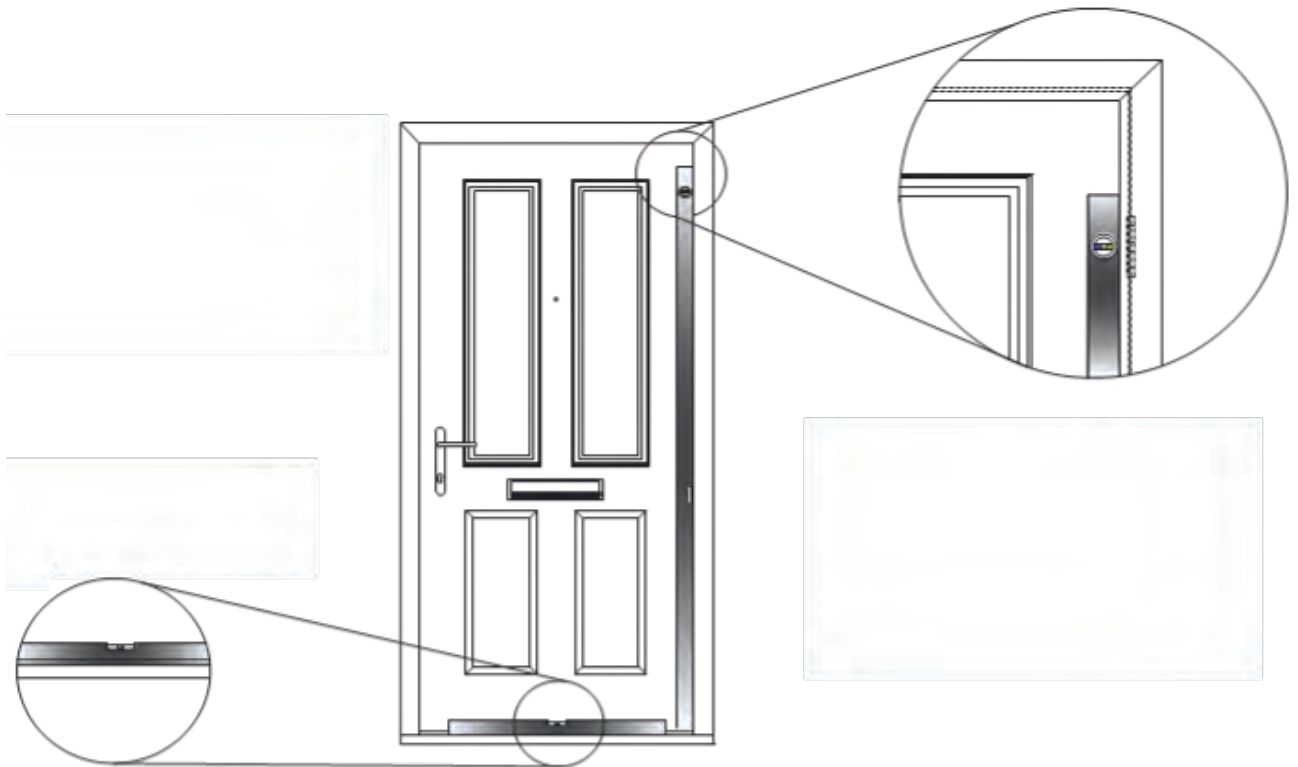
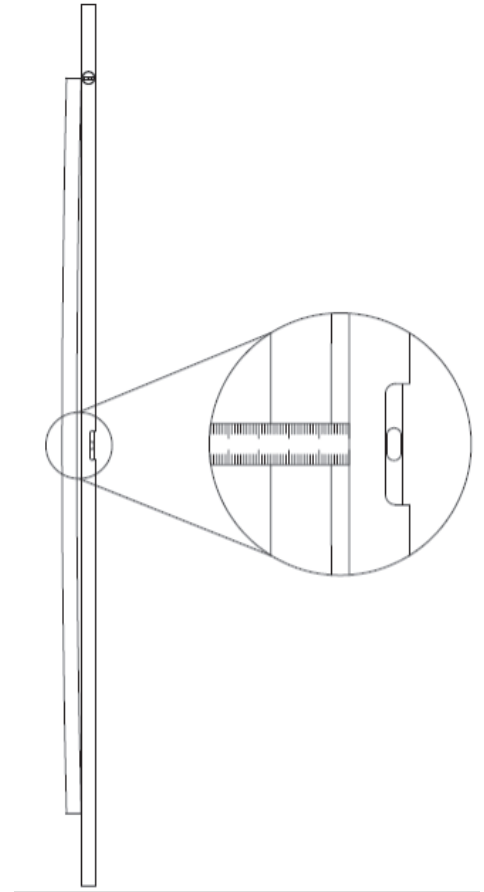


Measurement at bottom of door





Measurement at top of the door



Full length photographs are required as per the diagrams above:





# Birtley Group

STRENGTH THROUGH QUALITY



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*The particulars of this brochure are for guidance only. We operate a policy of continuous improvement and individual features may vary from time to time. Precise information should always be requested from our technical department. Birtley Group cannot be held responsible for any errors or omissions contained in this brochure. Birtley Group 250518. LVL06 December 2021*