GRIT GUIDE

NO. 02

BEFORE ANYONE BLAMES THE DOOR

How to Check a Door Complaint Before Anyone Blames the Door

Featuring Michael Tull and Stefanie Couch

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THE PROBLEM

You know the call. “This door you sold me is warped. It won’t close.” The customer wants a new door today, and wants you to pay for it.

A jobsite walk-through that shows if the problem is the door or the opening it sits in.

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THE PLAN

7 STEPS

01 WRITE DOWN THE COMPLAINT IN THE CUSTOMER'S WORDS

02 TAKE FIVE PHOTOS BEFORE ANYONE TOUCHES IT

03 CHECK THE FLOOR FOR LEVEL

04 CHECK THE WALL FOR PLUMB

05 CHECK THE FRAME FOR SQUARE AND LOOK AT HOW IT IS HELD IN

06 LOOK AT THE TOP HINGE BEFORE YOU CALL THE DOOR WARPED

07 SAY WHAT YOU FOUND AND NAME THE NEXT STEP

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01

STEP 1 OF 7

WRITE DOWN THE COMPLAINT IN THE CUSTOMER'S WORDS

Start at your desk, before you drive anywhere. Write what the customer says, the way they say it: "Door rubs at the top corner on the latch side." Do not write "warped door" or "bad install."

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STEP 2 OF 7

TAKE FIVE PHOTOS BEFORE ANYONE TOUCHES IT

The episode page says to photograph the opening before anybody touches it. Take the photos in this order, so a person who was not there can follow them.

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STEP 3 OF 7

CHECK THE FLOOR FOR LEVEL

Level means flat from side to side, like a floor with no humps in it. Set your level across the bottom of the opening and read it. Write down what you see and where: “Floor drops toward the hinge side.”

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STEP 4 OF 7

CHECK THE WALL FOR PLUMB

Plumb means straight up and down. Hold the level against the jamb, the side piece of the door frame. Do both sides. Then check the wall next to it. Write down each reading.

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STEP 5 OF 7

CHECK THE FRAME FOR SQUARE AND LOOK AT HOW IT IS HELD IN

Square means the corners are a true 90 degrees. A frame that went in racked, which means pushed out of square, will bind no matter how good the door is. To bind is to rub or stick.

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STEP 6 OF 7

LOOK AT THE TOP HINGE BEFORE YOU CALL THE DOOR WARPED

A door that sags can look like a door that is warped. The episode names a fix that is often simple: two-and-a-half-inch screws in the top hinge, which pull the door back up.

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STEP 7 OF 7

SAY WHAT YOU FOUND AND NAME THE NEXT STEP

Now you can talk about cause, and only as far as your notes go.

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THE CHECKLIST

DOOR COMPLAINT VISIT CHECKLIST

- [ ] I wrote the complaint in the customer’s words
- [ ] I have the order number, the product and who installed it
- [ ] I took the five photos before anything was touched
- [ ] I wrote down the floor reading
- [ ] I wrote down the plumb reading for both jambs and the wall
- [ ] I checked the frame corners and wrote down which ones are off
- [ ] I photographed the shims and fasteners and compared them to the manufacturer’s instructions
- [ ] I looked at the top hinge and its screws
- [ ] I told the customer what I saw, who decides and when I will call

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FINISH LINE

A claim file someone else can act on: the customer's words, five photos, readings for level, plumb and square, what you saw at the fasteners and the top hinge, and a next step with a name and a date.

- The file has the customer's words, the order number and dated photos.
- Level, plumb and square are each written down, with where you took the reading.
- The file says "opening" or "product" only if the readings back it up. If they do not, it says "not known yet."
- The customer and the installer have both been told what you found.

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THE SOURCES

1. The Real Reason Customers Buy Again (Grit Blueprint Podcast, Michael Tull with host Stefanie Couch) Grit Guide

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READ THE FULL GUIDE

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