INSTALLATION INSTRUCTION MANUAL

SINGLE ENTRY DOOR WITH SIDELITE(S) FUSIONFRAME™



**** Find QR Codes inside for additional information, helpful installation tips, and videos.***

Contact the local recycling waste management center for waste disposal in the area. Always check local waste requirements and carefully dispose of waste in accordance with Federal and other regulations.

Homes built before 1978 may contain lead paint. All replacement installations must comply with the U.S. EPA's Lead-Based Paint Renovation, Repair, and Painting Program (RRP Rule). Read more about the RRP Rule and lead-safe work practices on the U.S. EPA's website at: www.epa.gov/lead

ProVia®
THE PROFESSIONAL WAY

GETTING STARTED

MATERIALS YOU WILL NEED

- (1) Box 3" Smooth Shank Exterior Screws
- Shims
- Siding Removal Tool (Recommended)



- Table Saw to Rip Brickmold (Optional)
- AAMA approved Low-Expanding Window Insulation Foam in accordance with ASTM C1620
- High Quality Silicone Caulking in accordance with ASTM C920, Class 25 & Caulking Gun

PROVIA INSTALLATION KITS AVAILABLE FOR ORDER

- **Installation Kit with Wood Shims (P-HW-ACCS00-80)**
  (26) #8 x 3" Galvanized Drywall Screws
  (1) Wood Shim Pack
  (1) Silirub® N1 100% Silicone
  (1) 1" x 3" x 20' Fiberglass Insulation
- **Installation Kit with Composite Shims (P-HW-ACCS00-81)**
  (26) #8 x 3" Galvanized Drywall Screws
  (14) Composite Shims
  (1) Silirub® N1 100% Silicone
  (1) 1" x 3" x 20' Fiberglass Insulation

REMEMBER: ALWAYS USE THE APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT.

Read these instructions carefully before starting installation. Product warranty does not cover damages resulting from improper installation.

IMPORTANT NOTES BEFORE YOU BEGIN

- Inspect your package(s) for any visible damage to the product. In addition, double check your paperwork with label on product(s) and verify all information is a match. Open packaging to confirm style, color and that order was shipped complete. Double check size of new unit by comparing it for fit to opening.
- If damage or irregularities are found, please scan the product's packaging QR Code label using your phone's QR Code Scanner to access ProVia's After Sale Product Support to enter a request and post pictures/videos to the order, or you can call the Customer Support Team at 1-800-669-4711.
- If you have ordered optional items, verify that they are included in packaging contents. This includes checking for multiple packages (For example, 1 of 2 and 2 of 2).
- For the entry door measuring guide and video, please tap or scan the QR codes.

GUIDE VIDEO

- For a FusionFrame™ installation tip video, please tap or scan the QR code.

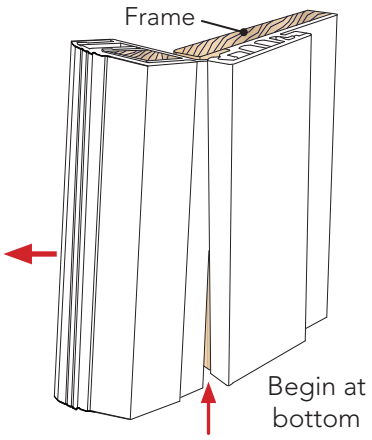
⚠ IMPORTANT INFORMATION!

• ProVia® understands there are various methods and conditions affecting the installation of an entry door. We feel the most critical steps are plane adjustment, securing, and shimming as instructed in this document.

A. FUSIONFRAME™ PREPARATION

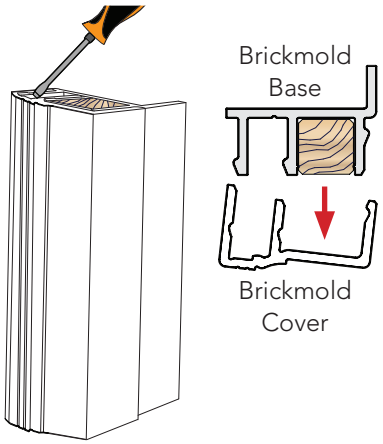
IMPORTANT! REMOVE FusionFrame BRICKMOLD and JAMB COVERS before installation! DO NOT re-install until instructed.

REMOVE BRICKMOLD ASSEMBLY



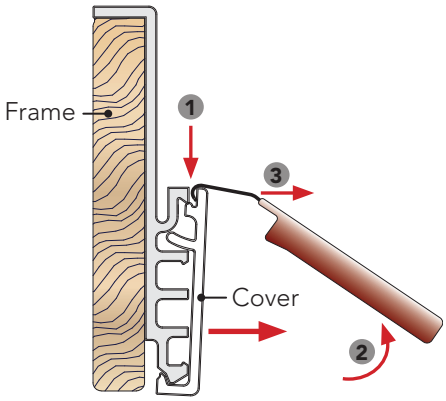
(Figure A.1)

REMOVE BRICKMOLD COVER



(Figure A.2)

REMOVE VERTICAL JAMB COVER



(Figure A.3)

1. Remove the BRICKMOLD ASSEMBLY (base piece with cover) from the door frame. Begin at the bottom, pull the brickmold leg away from the frame groove. Carefully set aside to prevent damage. *(Figure A.1)*

2. Remove the BRICKMOLD COVER from each BRICKMOLD BASE PIECE using the pull tabs. If the cover cannot be removed using the pull tabs, use a flat screwdriver, beginning at one end, to carefully pry the cover from the base. **Take CAUTION to not crack the cover.** *(Figure A.2)*

3. Remove the vertical JAMB COVER on the outer jambs only. Use the factory pull tabs or follow the ProVia recommendation below. Carefully set aside to prevent damage. ***The head jamb cover is NOT removable.*** *(Figure A.3)*

RECOMMENDATION!

Use siding removal tool to remove jamb covers



(Figure A.4)

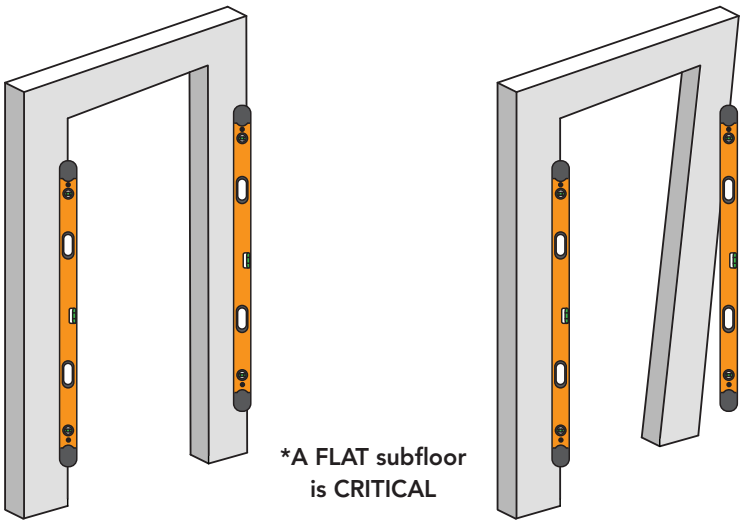
⚠ ***PROVIA® RECOMMENDED!*** *Use a siding removal tool to assist with removing the composite jamb covers. To remove, place the siding tool at the bottom corner of the cover, push tool into and behind the weatherstrip to grab the back edge, rotate the tool approximately 90°, then carefully pull to release the cover. (Figure A.4)*

4. **TRANSOMS!** Units with a transom, remove each vertical transom jamb cover. ***The transom sill and header covers are NOT removable.***

5. Remove shipping slats from the bottom of the threshold.

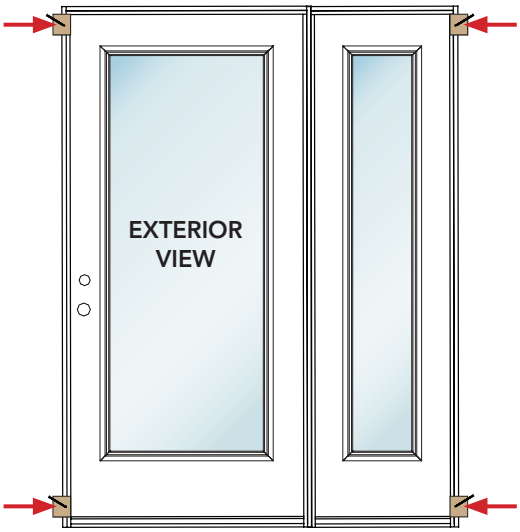
B. OPENING PREPARATION

CHECK WALL PLANE AND SUBFLOOR



(Figure B.1)

TEMPORARY WOOD BLOCKS



(Figure B.2)

1. Confirm unit size with the proposed opening.

2. Leave protective plastic bag on the door slab.

3. It is recommended to leave the pre-hang shipping bracket (if applicable) attached at the strike location for installation assistance.

4. **For replacement applications**, remove the existing unit to expose the rough opening. *Rough opening will be from jack stud to jack stud, and subfloor to underside of header.* Clean opening of all dirt, debris, and obstructions.

5. Check if the opposing wall framing is on the same plane. If not, the new unit will need to be adjusted to plane during installation. Each vertical jamb side of the unit should be equal and parallel to the other and cannot follow the wall framing if framing is out of plane. *(Figure B.1)*

6. Check the subfloor for flat. NOW IS THE BEST TIME TO MAKE CORRECTIONS TO THE SUBFLOOR. Measure and check to be sure the new door slab will clear carpet, hardwood, rug, etc. Subfloor may need to be built up.

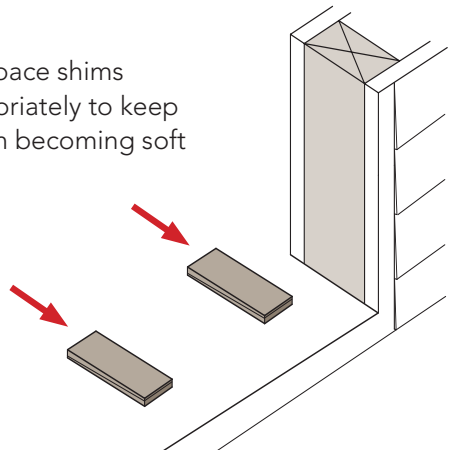
7. Screw a temporary wood block to each exterior frame corner to aid with installation and adjustment. *(Figure B.2)*

8. **Dry fit unit to confirm opening clearances, dust cup clearance, and plane of door unit.** Remove unit and make any necessary modifications to opening.

B. OPENING PREPARATION *(CONTINUED)*

LEVELING SUBFLOOR

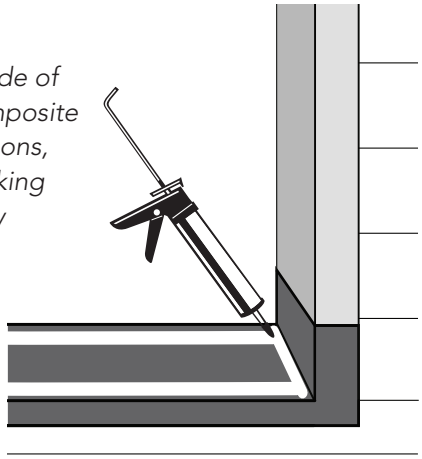
Space shims appropriately to keep sill from becoming soft



(Figure B.3)

SILL FLASHING AND CAULKING

**Check underside of threshold for composite and void locations, locate sill caulking accordingly*



(Figure B.4)

9 Check to be sure exterior threshold edge is fully supported. Support as needed.

⚠ ***IMPORTANT! A flat sill is critical. If sill is NOT flat and straight, it must be shimmed for proper operation of door. Be careful to NOT over shim. Improper shimming may change the margins and jeopardize door operation.***

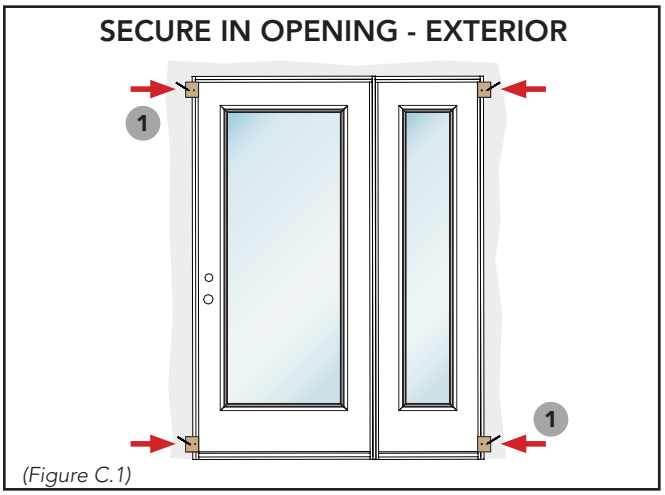
10 Re-check sill for flat. If minor leveling and margin adjustments are needed (⅛" or less), place wood shims between subfloor and threshold. *(Figure B.3)*

11 Apply flashing to sill opening in accordance with local building codes and best practices. *(Figure B.4)*

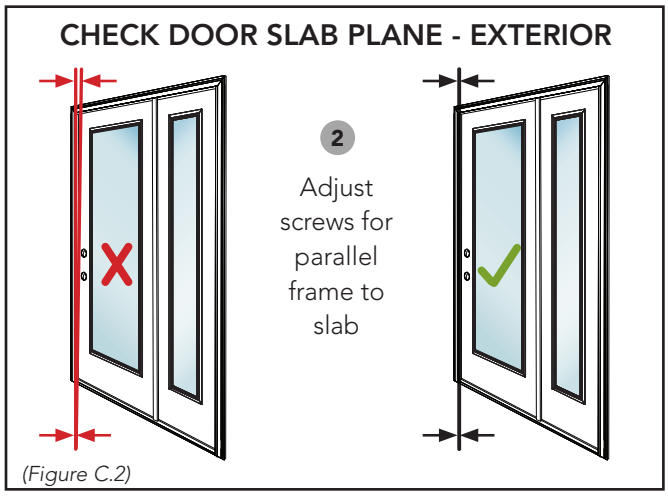
12 Add or replace the drip cap at the top of the opening if necessary.

13 Apply (2) generous beads of premium caulking compound to sill flashing for the full LENGTH of opening. Check the underside of threshold to make sure caulking will contact threshold. Some thresholds have voids. At each end of opening, apply (1) caulking bead along the WIDTH of sill. *(Figure B.4)*

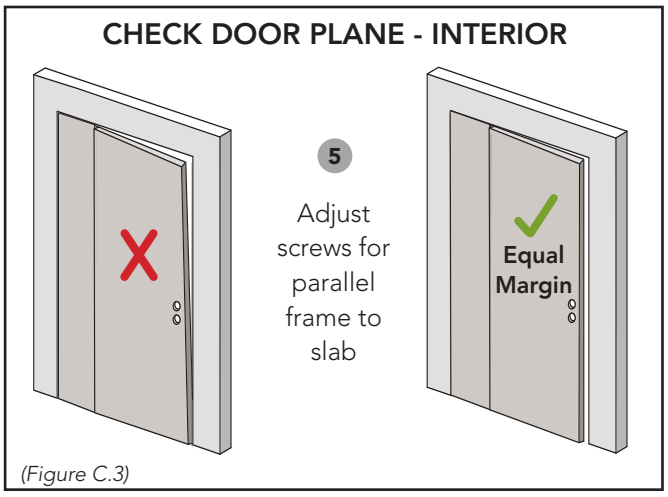
C. INSTALLATION



(Figure C.1)



(Figure C.2)



(Figure C.3)

1. Set unit into the opening, sill first. From the interior side, center door on existing baseboard or paint lines. If there is a shipping bracket screwed to the frame, install a decking screw through each wood block (refer to page 3) to secure unit to the structure. If there is NO SHIPPING BRACKET, first measure corner to corner to square unit, then install the decking screws through the wood blocks to secure. *(Figure C.1)*

2. ADJUST PLANE from the EXTERIOR. Check the plane between closed slab and frame. Use the top and bottom blocking screws to adjust the frame to straight and parallel with the slab. *(Figure C.2)*

⚠ ***IMPORTANT! Be careful with initial opening of door slab. Shipping bracket WILL DAMAGE JAMB if opened without lifting to un-weight.***

3. Remove jamb or mull screws from shipping bracket. **BEFORE** opening door, use handle set holes to lift and un-weight door slab, then open. Remove bracket and discard.

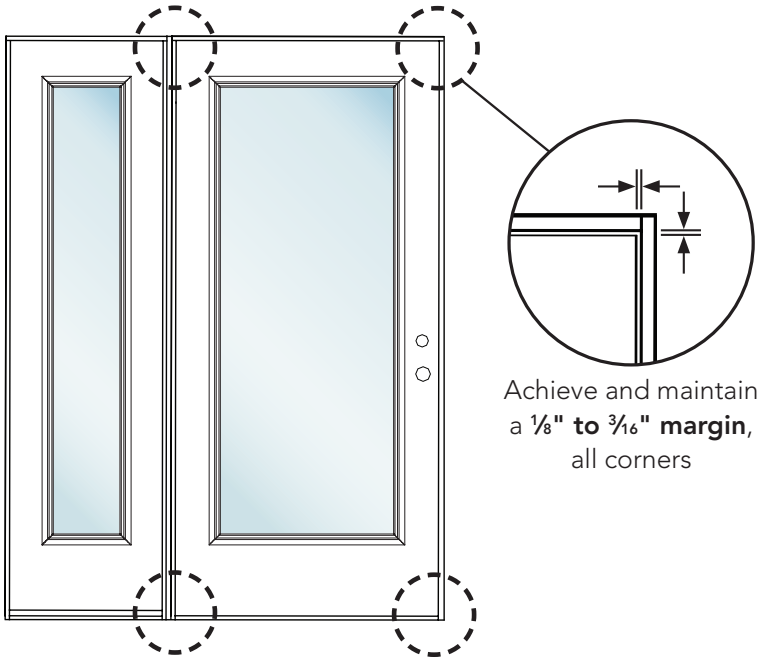
4. Remove bag from the door slab. Start at open end of bag, remove (4) hinge screws on the slab, (1) hinge at a time to slide off.

5. From the INTERIOR, re-check plane between the slab and frame (or mull post). Compare edge of door slab to edge of the strike side jamb. Edges need to be parallel. If door is out of plane *(the slab and jamb edge are not parallel)*, use wood blocking screws to adjust frame as required. *(Figure B.3)*

⚠ ***IMPORTANT! Plane adjustment is critical for operation and sealing. Plane needs to be monitored throughout installation. After all adjustments are made, confirm door is still in plane. Adjustments to plane after completing install may require removal and re-installation.***

C. INSTALLATION *(CONTINUED)*

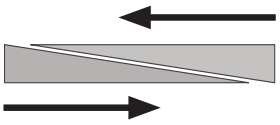
CHECK SLAB TO FRAME MARGINS - INTERIOR



(Figure C.4)

6 Throughout installation, continuously monitor the slab to frame margins. Shims and screws must be installed and adjusted as instructed to achieve a ⅛" - 3⁄16" margin at all corners of the active door slab. *(Figure C.4)*

⚠ ***IMPORTANT!*** ***CORRECT*** *shimming application; stack wedge shaped shims contrasting and plane to plane. See diagram. To avoid twisting the frame,* ***DO NOT*** *use a single wedge shim.*



⚠ ***IMPORTANT! PRE-DRILL FRAME FOR ALL SCREWS TO BE INSTALLED. Use a ⅛" drill bit to protect frame from splitting.***

7 For specific shimming and securing instruction per unit configuration, refer to the following corresponding step:

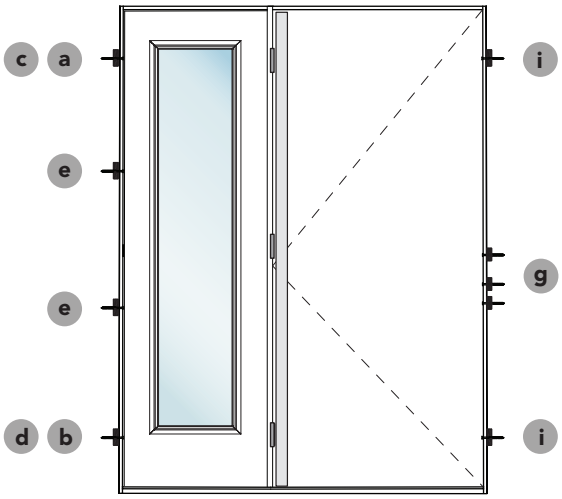
- UNIT with HINGE-SIDE SIDELITE — Refer to **STEP 8**
- UNIT with STRIKE-SIDE SIDELITE — Refer to **STEP 9**
- UNIT with SIDELITE EACH SIDE — Refer to **STEP 10**

FOR ALL CONFIGURATIONS:

**If margin is wide, first add shims to tighten margin.*
**If margin is narrow, add screw first to increase margin.*
**Always install screws and shims together.*

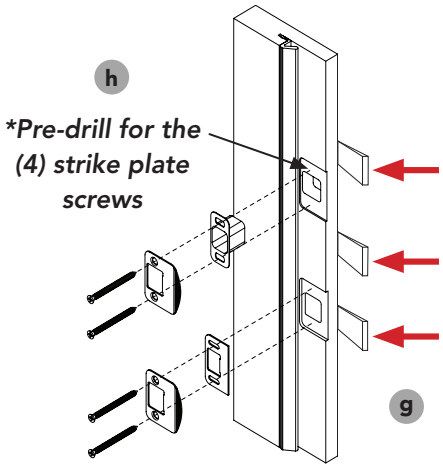
C. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure C.5)

SHIM HANDLE PREP LOCATION AND INSTALL STRIKE PLATES



(Figure C.6)

8 **For unit with a HINGE-SIDE SIDELITE:**

a Pre-drill and install (1) smooth shank screw *(not provided)* into TOP SIDELITE jamb. Use screw to draw top of door slab towards the hinge-side. Continue to use this screw for adjustments. (*Figure C.5)*

b Install stacked shims behind the BOTTOM SIDELITE jamb. Use the top adjustment screw and shims behind bottom jamb to set a ⅛" to 3⁄16" margin between door slab and jamb. *(Figure C.5)*

c Install stacked shims behind the TOP screw until tight to the adjuster screw. *(Figure C.5)*

d Pre-drill and install (1) smooth shank screw through the BOTTOM shims of the SIDELITE jamb.

e In the middle of the SIDELITE door jamb, install (2) screws evenly spaced. Snug up screws, **DO NOT OVER TIGHTEN**. Shim tight to each screw. Monitor margins during adjustment.

f Check corner margins and slab margins for parallel. Refer to the **Troubleshooting** section for more details.

g Shim directly above and below dead bolt prep location and directly behind lock set prep. Be sure to maintain a ⅛" - 3⁄16" margin. *(Figure C.5 & C.6)*

⚠ ***IMPORTANT! PRE-DRILL FRAME FOR ALL STRIKE PLATE SCREWS TO BE INSTALLED. Use a ⅛" drill bit to protect frame from splitting.***

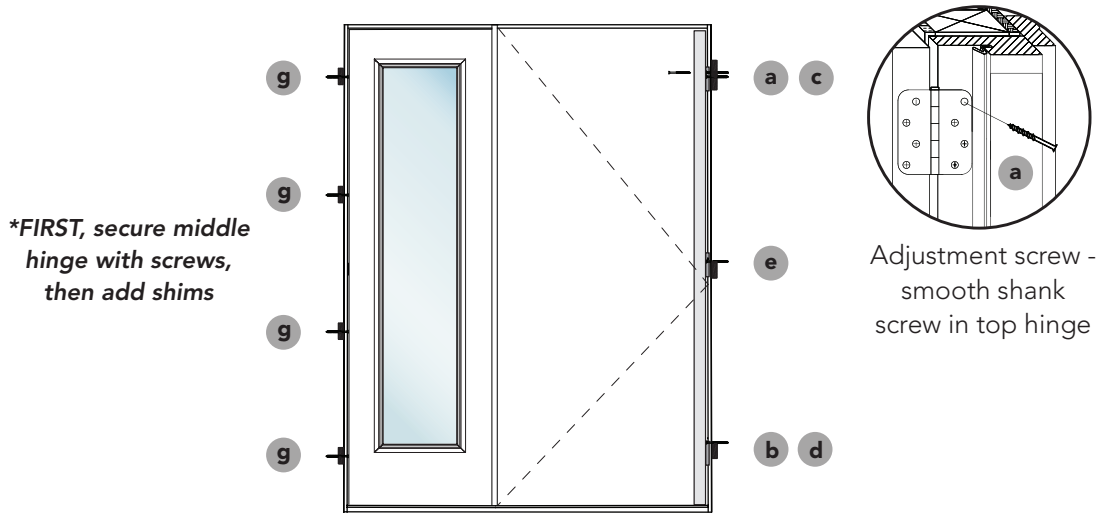
h Insert dust cup then secure deadbolt and lock set strike plates with the #8 x 2½" *(provided)* screws. *All screws are included in the hardware box or stapled to jamb side.* Install door hardware per manufacturer's included instruction. *(Figure C.6)*

i Pre-drill and install smooth shank screws to secure the top and bottom strike-side jamb. Shim tight to each screw. Monitor and maintain margins.

SKIP TO STEP 11

C. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure C.7)

9 **For unit with a STRIKE-SIDE SIDELITE:**

a Install (1) smooth shank screw *(not provided)* into the top hinge. Use screw to draw top of the door slab upwards. Continue to use this screw for adjustments. *(Figure C.7)*

b Install stacked shims behind the bottom hinge. Use the top hinge adjustment screw and shims behind the bottom hinge to set a ⅛" to 3⁄16" margin between the door slab and mull post. *(Figure C.7)*

c Install shims behind top hinge until tight to the adjuster screw. Install (1) #10 x 2½" screw *(provided)* in the remaining open hinge hole then shim tight to screw. Remove the adjustment screw and replace with a #10 x 2½" screw. *(Figure C.7)*

NOTE: The #10 x 2½" hinge screws are included in the hardware box or stapled to the jamb side.
- For a 3-HINGE DOOR, (4) screws provided.
- For a 4-HINGE DOOR, (5) screws provided.

d At bottom hinge, install a #10 x 2½" screw in open hole. *(Figure C.7)*

e At middle hinge(s), install a #10 x 2½" screw in open hole(s). Snug up screw, **DO NOT OVER TIGHTEN**. Shim tight to screw(s). Monitor margins during adjustment. *(Figure C.7)*

f Check corner margins and slab margins for parallel. Refer to the **Troubleshooting** section for more details.

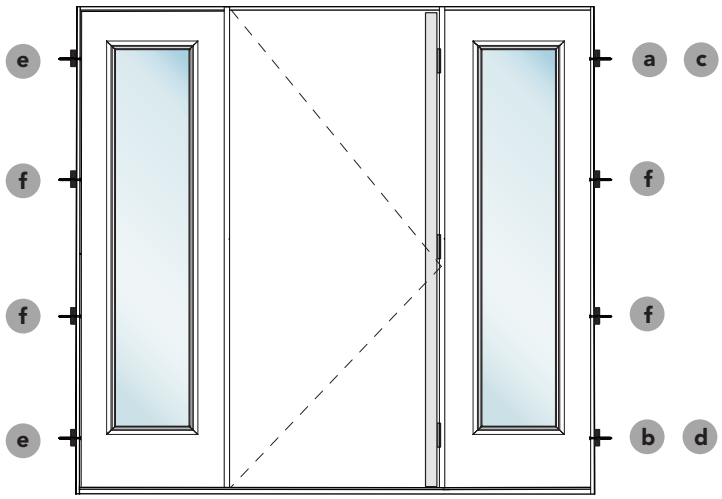
g Pre-drill and install smooth shank screws to secure the top, bottom, and (2) middle locations of the SIDELITE jamb. Shim tight to each screw. Monitor margins during adjustment. *(Figure C.7)*

h Install door hardware per manufacturer's included instruction.

SKIP TO STEP 11

C. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure C.8)

10 **For UNIT WITH (2) SIDELITES:**

a Pre-drill and install (1) smooth shank screw *(not provided)* into the TOP HINGE-SIDE jamb. Use screw to draw top of door slab towards the hinge-side. Continue to use this screw for adjustments. (*Figure C.8)*

b Install stacked shims behind the BOTTOM HINGE-SIDE jamb. Use the top adjustment screw and shims behind bottom jamb to set a ⅛" - 3⁄16" margin between door slab and jamb. *(Figure C.8)*

c Install stacked shims behind the TOP HINGE-SIDE screw until tight to the adjuster screw. *(Figure C.8)*

d Pre-drill and install (1) smooth shank screw through the BOTTOM shims of the HINGE-SIDE jamb.

e Pre-drill and install smooth shank screws to secure the top and bottom of the door's STRIKE-SIDE jamb. Shim tight to each screw. Monitor margins during adjustment. *(Figure C.8)*

f In the middle of each jamb, install (2) screws evenly spaced. Snug up screws, **DO NOT OVER TIGHTEN**. Shim tight to each screw. Monitor margins during adjustment. *(Figure C.8)*

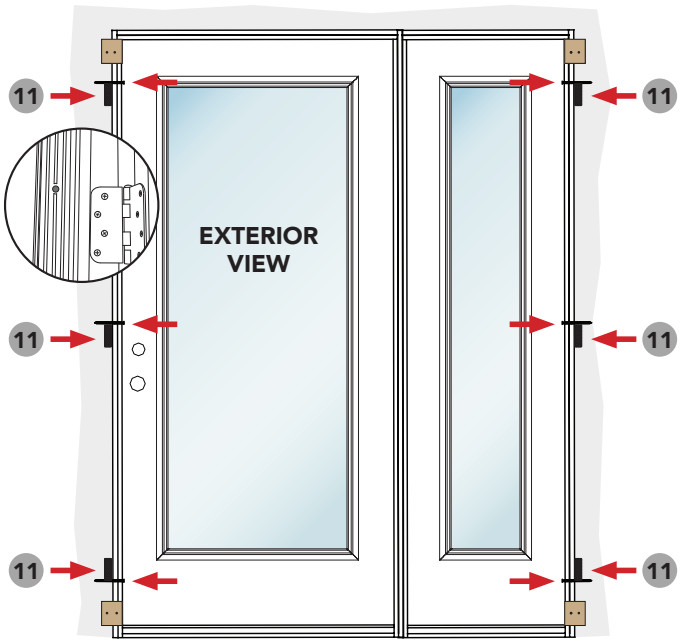
g Adjust slab to frame margins if needed. If the slab needs to shift towards the strike-side, tighten the center shims. If the slab needs pulled towards the hinge-side, install and tighten center screws before shimming. Margins can be slightly adjusted with the middle shims and screws even with the sidelites. If a margin is wide and further adjustment is needed, shims can be added to the mull. Refer to the **Troubleshooting** section for more details.

h Install door hardware per manufacturer's included instruction.

CONTINUE TO STEP 11

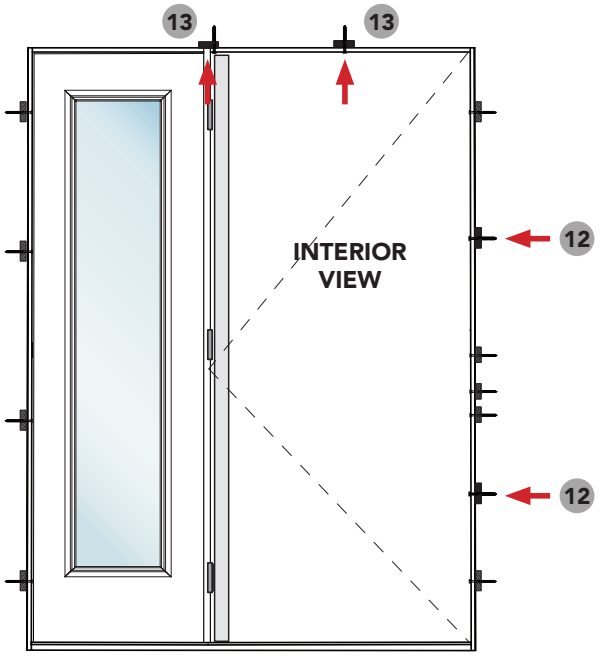
C. INSTALLATION *(CONTINUED)*

SECURE AND SHIM - EXTERIOR



(Figure C.9)

SECURE AND SHIM ADDITIONAL - INTERIOR



(Figure C.10)

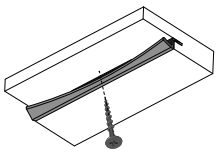
11 On the EXTERIOR, install a decking screw in the top, middle, and bottom jamb factory prepped screw hole. Place stacked shims at each screw location. Pre-drill and secure additional areas if needed. *(Figure C.9)*

NOTE: For wider jamb depths and units with extended brickmold, also install jamb screws and shims towards the outer edge of the frame.

***REMINDER: CORRECT** shimming application; use stacked wedge shaped shims contrasting and plane to plane.*

12 On the interior, perform a final check on margins. Adjust interior shims and screws as needed to achieve and maintain a ⅛" - 3⁄16" margin around the entire door. Shim and secure additional areas as needed to achieve and maintain margins. *(Figure C.10)*

⚠ ***IMPORTANT! Locate installation screws behind weatherstrip for a clean, professional appearance.***



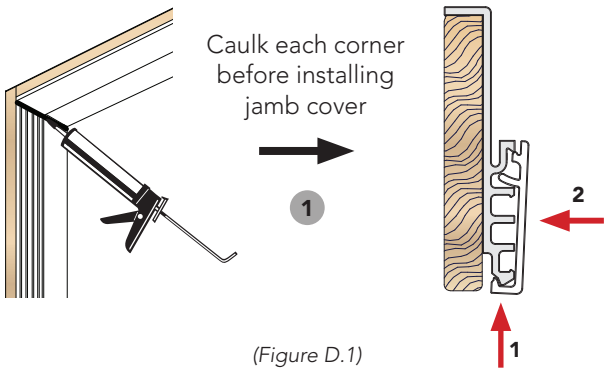
13 On the interior, shim and secure header. Center stacked shims over door slab and mull location(s). Pull back weatherstripping, pre-drill and install a screw at all shim locations. *(Figure C.10)*

***TIP:** The frame header's interior edge is not secured to the vertical jambs at either end, therefore the header margin can be slightly adjusted.*

14 Remove temporary wood blocks from exterior frame.

D. BRICKMOLD AND COVERS

JAMB COVERS



(Figure D.1)

1. Apply color matched or dark caulk to each corner, then install the composite jamb covers. Use a rubber mallet or the heel of your hand to set. Remove excess caulk immediately. *(Figure D.1)*

2. Both the STANDARD 2" and the FLAT 3½" brickmold covers can be field ripped. *Note, standard 2" can be ripped a maximum of ⅝" (DO NOT go past the inner snap leg) and the 3½" can be ripped a maximum of 1½".* Measure from the brickmold groove to the exterior finished surface. Place masking tape on the finished face before cutting to protect surface. *Note, cutting the brickmold will leave an unfinished edge exposed, unless installed in a brick opening.*

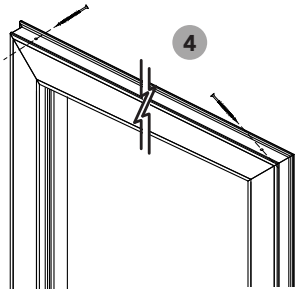
3. Check to be sure all composite brickmold covers have been removed from the loose brickmold base pieces.

BRICKMOLD BASE PIECES

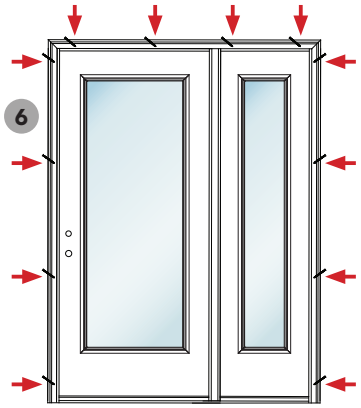
Secure Miters

Standard 2" brickmold base, secure with 1⅝" max. screw

Flat 3½" brickmold base, secure with 2½" max. screw



Attach To Structure



(Figure D.2)

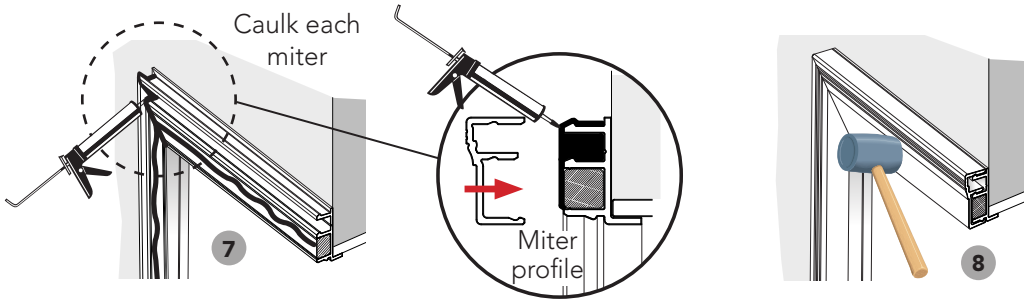
4. Before installing, place and align all brickmold base pieces on a level surface. Install a screw (not provided) through each pre-drilled hole to secure miters. This will keep miters tight and prevent miters from opening after cover is re-installed. ***Gaps in miters will result if not fastened.*** *(Figure D.2)*
   - **For STANDARD 2" brickmold, secure with a 1⅝" maximum screw length.**
   - **For FLAT 3½" brickmold, secure with a 2½" maximum screw length.**

5. On the sheathing face, apply a bead of caulk around door to seal brickmold. Tie each vertical bead of caulk to the sill caulk to create a continuous seal.

6. Align the brickmold insertion leg with jamb groove. Carefully tap brickmold in place until fully seated. Secure the brickmold to the structure or to the door frame. Install (4) screws in each vertical jamb and (4 to 5) in the header. ***DO NOT roll brickmold miters when installing screws.*** *(Figure D.2)*

D. BRICKMOLD AND COVERS

INSTALL BRICKMOLD COVERS



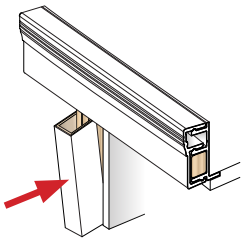
(Figure D.3)

7 Apply a bead of caulking along the top and front face of each brickmold miter BEFORE the covers are installed to provide a complete seal. If desired, apply caulk along the face of each brickmold base piece. *(Figure D.3)*

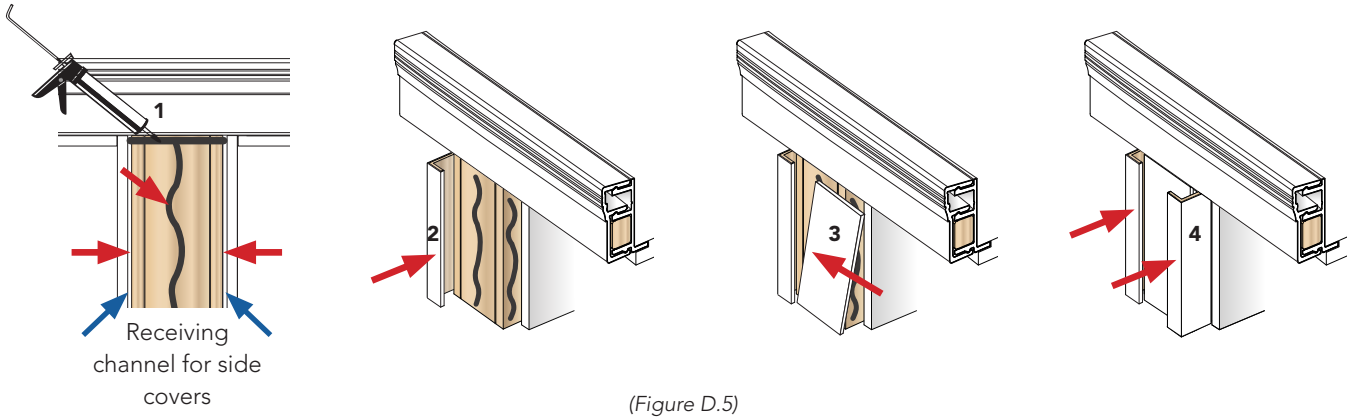
8 Install the brickmold covers. Use a rubber mallet or the heel of your hand to firmly set in place. Immediately remove any excess caulk from miters. Make sure corner miters are tight. *(Figure D.3)*

FOR FUSION FRAME MULL COVERS WHEN SHIPPED LOOSE

9 **For single piece "U" covers**, use a rubber mallet to carefully and fully seat the cover until flush with the brickmold. *(Figure D.4)*



(Figure D.4)

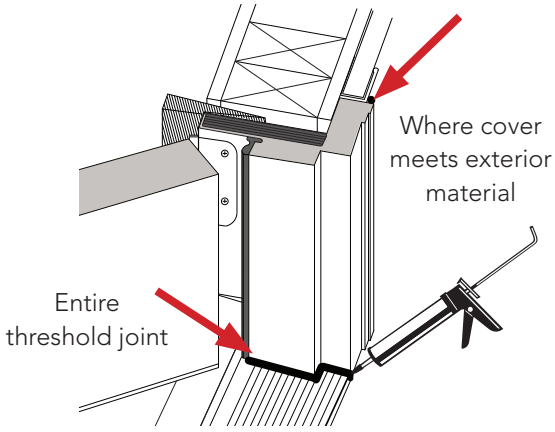


(Figure D.5)

10 **For 3-piece covers**, apply a vertical beading of caulking for the full height of the exposed wood mullion then apply a horizontal bead along the very top, all (3) sides. Partially insert a side cover into the receiving channel between the wood mullion and the jamb cover. Slide the face cover along the mullion face and BEHIND the leg of the side cover. Install the opposite side cover into receiving channel and over the front face cover. Fully seat both side covers. Remove any excess caulking from covers. *(Figure D.5)*

E. INSULATE AND SEAL

CAULK AND SEAL CLADDING



(Figure E.1)

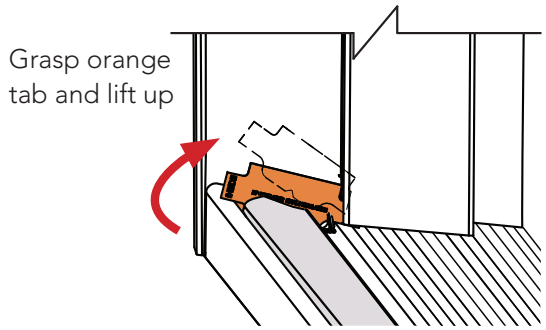
1. Caulk along entire joint of threshold, where the jamb and brickmold meet the threshold. *(Figure E.1)*

2. Caulk around the entire perimeter where the cover meets the exterior sheathing/material. *(Figure E.1)*

3. From the interior, insulate with an AAMA approved ASTM C1620 low-expanding foam to fill cavities between frame and opening. ***Over use of low-expanding foam may cause frame to bow, jeopardizing door operation.***

F. THRESHOLD: Z-AC™ (AUTO-ADJUST) THRESHOLD ONLY

REMOVE COVERS



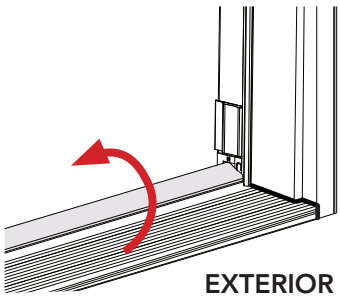
(Figure F.1)

1. Remove the orange protective covers located at each jamb. Grasp tab on the orange protective cover, marked 'Pull-Up'. Gently and slowly, lift up and away from the sill base *(pliers may be required)*. **DO NOT** remove any portion of foam gasket during removal of the orange tab. *Note, a small portion of the outside gasket edge will be removed with protective cover, this is typical. (Figure F.1)*

REMOVE PROTECTIVE CAP

Remove cream protective sill cap

**Refer to QR code at the end of this document for a helpful how-to video*



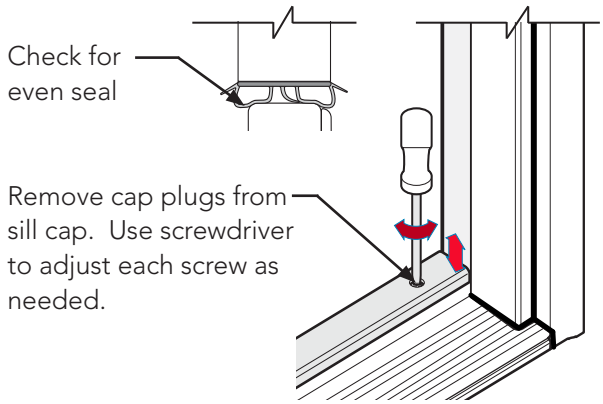
(Figure F.2)

2. Remove the cream protective sill cap cover. For inswing door units, grasp cover from the exterior side, lift and roll toward the interior. The cap cover may break, this is typical. *(Figure F.2)*

G. THRESHOLD: ZAI (ADJUSTABLE) THRESHOLD ONLY

The ZAI (Adjustable) threshold allows for adjustment of the sill height, thus providing a consistent and even seal. To adjust sill cap height, follow one of the two methods shown below:

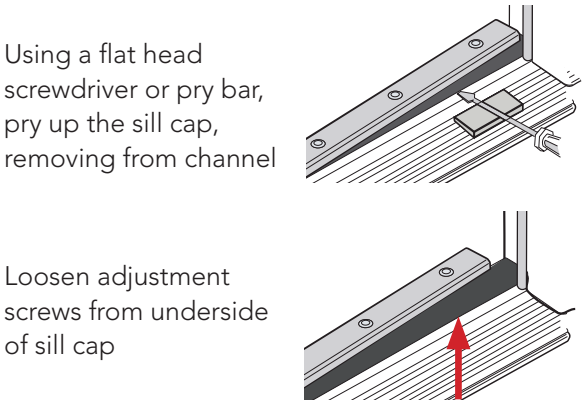
(A) REMOVE THRESHOLD CAP PLUGS



(Figure G.1)

OR

(B) REMOVE THRESHOLD SILL CAP



(Figure G.2)

(A) REMOVE CAP PLUGS ONLY:

A.1 Place tape around the cap plugs to protect finish. Use a flat blade to pry the plugs away from cap.

A.2 Use a screwdriver to adjust each screw as needed to achieve necessary height. *(Figure G.1)*

A.3 Open and close door to check adjustments.

A.4 Check for an even seal along full length of door sweep. Repeat process until proper seal is achieved. *(Figure G.1)*

A.5 Re-install the cap plugs. Use a rubber mallet if needed to secure plugs in place.
If cap plugs are damaged during adjustment, replace with new plugs.

(B) REMOVE SILL CAP ONLY:

B.1 **DO NOT REMOVE CAP PLUGS.**
Place a small piece of wood blocking on sill deck to prevent damage. At one end of the sill, use a flat head screwdriver or pry bar to pry sill cap upward and away from the sill channel. Continue to work for the full length of threshold until fully removed from channel. *(Figure G.2)*

B.2 Access adjustment screws from underside of the sill cap. Using a screwdriver, adjust screws as needed to achieve necessary height. *(Figure G.2)*

B.3 Re-install sill cap by snapping into channel. If needed, use a rubber mallet to tap into place. Leg of sill cap should touch the threshold deck when properly seated.

B.4 Open and close door to check adjustments.

B.5 Check for an even seal along full length of door sweep. Repeat above steps until proper seal is achieved.

TROUBLESHOOTING & TIPS

UNIT WITH A HINGE-SIDE SIDELITE

PROBLEM	CAUSE	SOLUTION
Strike-side margin is too small, door slab hits frame on strike-side	Over-shimmed.	Slightly loosen strike-side shims and pull strike-side frame towards stud by tightening screws behind weatherstripping.
Strike-side margin is more than 3⁄16"	Under-shimmed.	1. Increase shim depth behind jamb on strike-side. 2. Use a putty knife to cut corrugated fasteners in location of wide strike-side margin. Loosen or remove sidelite screw(s) in order to shim as needed in this location to achieve proper margin. Re-install sidelite screw(s).
Strike-side margin is too wide only near the strike (center)	Various.	1. Use a putty knife to cut corrugated fasteners in location of wide strike-side margin. Loosen or remove sidelite screw(s) in order to shim as needed in this location to achieve proper margin. Re-install sidelite screw(s). 2. Shim behind the center of the hinge sidelite.
Tapered header margin with margin larger on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under threshold in mullion area and under end sidelite jamb to raise door slab within frame, 1⁄8" max. 2. On the hinge-side sidelite, decrease shim depth at the top and/or increase shim depth at the bottom.
Tapered header margin with margin smaller on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under jamb on the strike-side to raise the jamb, creating proper margin, 1⁄8" maximum. 2. On the hinge-side sidelite, increase shim depth at the top and/or decrease shim depth at the bottom.
Door slab is not sealing against weatherstrip and/or slab on top strike-side protrudes past frame	Door unit is out of plane with frame.	1. Shift the strike-side bottom corner of frame towards exterior. 2. Shift the sidelite side top corner of frame towards exterior.
Door slab is not sealing against weatherstrip and/or slab on bottom strike-side protrudes past frame	Door unit is out of plane with frame.	1. Shift strike-side top corner of frame towards exterior. 2. Shift sidelite side bottom corner of frame towards exterior. **Tip: if ordered with brickmold attached, using full-thread screws will allow the frame to be 'held' out from exterior sheathing in order to adjust plane.*

UNIT WITH A STRIKE-SIDE SIDELITE

PROBLEM	CAUSE	SOLUTION
Tapered header margin with margin larger on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under hinge-side jamb, 1⁄8" maximum. 2. On the hinge-side, decrease shim depth at the top and/or increase shim depth at the bottom.
Tapered header margin with margin smaller on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under threshold in mullion area and under strike-side jamb to raise sidelite, moving frame away from slab a 1⁄8" maximum. 2. On the hinge-side, increase shim depth at the top and/or decrease shim depth at the bottom.
Strike-side margin is too small, door slab hits frame on strike-side	Over-shimmed.	Slightly loosen hinge-side shims and pull hinge-side frame towards stud by tightening screws.
Strike-side margin is more than 3⁄16".	Under-shimmed.	Increase shim depth behind jamb on hinge-side.

TROUBLESHOOTING & TIPS

UNIT WITH SIDELITE ON EACH SIDE

PROBLEM	CAUSE	SOLUTION
Tapered header margin with margin larger on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under hinge-side jamb and mullion to raise door slab within frame. 2. On the hinge-side sidelite, decrease shim depth at the top and/or increase shim depth at the bottom.
Tapered header margin with margin smaller on strike-side	1. Sill is not level. 2. Improperly shimmed.	1. Shim directly under threshold in mullion area and under strike side sidelite jamb to raise sidelite and door header away from door slab a ⅛" maximum. 2. On the hinge-side sidelite, increase shim depth at the top and/or decrease shim depth at the bottom.
Strike-side margin is too wide only near the strike (center)	Various.	1. Shim tighter in the center of the strike sidelite. 2. Use a putty knife to cut corrugated fasteners in location of wide strike-side margin. Loosen or remove sidelite screw(s) in order to shim as needed in this location to achieve proper margin. Re-install sidelite screw(s).
Strike-side margin is wide from top to bottom	Various.	1. Shim behind the center of the hinge sidelite. 2. Use a putty knife to cut corrugated fasteners in location of wide strike-side margin. Loosen or remove sidelite screw(s) in order to shim as needed in this location to achieve proper margin. Re-install sidelite screw(s).
Strike-side margin is tight	Various.	Center of unit is over-shimmed. Remove shims and add screws to pull sidelite(s) and mull(s) to gain margin.

ALL UNITS WITH Z-AC™ (AUTO-ADJUSTING) THRESHOLD

PROBLEM	CAUSE	SOLUTION
Interference of Z-AC cap with door slab.	Sill cap may not be fully seated.	Snap front leg of sill cap into place. Leg of the sill cap should touch the threshold deck when properly seated. If needed, use a rubber mallet to tap into place.

Please call Customer Support for additional installation inquiries at 1-800-669-4711.

FOR ADDITIONAL INFORMATION AND HELPFUL VIDEOS, SCAN OR TAP ON THE QR CODES:

INSTALLATION SUPPORT HOMEPAGE (Access to all our instructions and how to videos)

VIDEO: FusionFrame Installation Tips

VIDEO: ZAC Threshold Prep

Condensation, Humidity, and Dew Point

How to Fix a Squeaky Sweep (Slider Slicker)

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