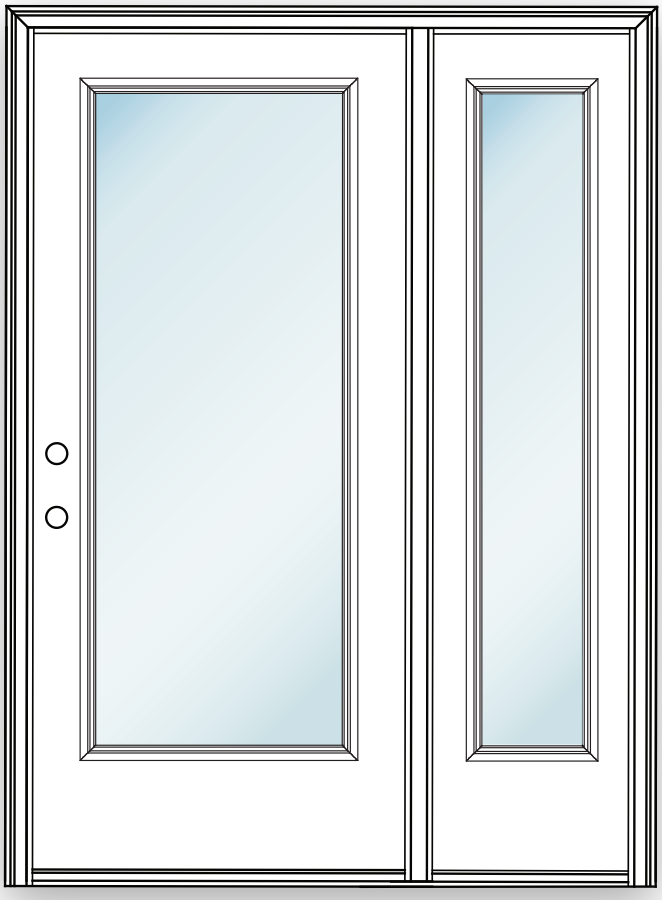
INSTALLATION INSTRUCTION MANUAL

SINGLE ENTRY DOOR WITH SIDELITE(S)

PERMATECH™



**** 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
- High Quality Silicone Caulking in accordance with ASTM C920, Class 25 & Caulking Gun
- Shims
- AAMA approved Low-Expanding Window Insulation Foam in accordance with ASTM C1620

PROVIA COMPOSITE INSTALLATION KIT AVAILABLE FOR ORDER

Installation Kit for Composite Jambs (P-HW-ACCS00-82)

(26) #8 x 3" Galvanized Drywall Screws
(26) 9/16" Fastcap™
(22) 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.

PermaTech™ Composite Frame System: Available in smooth white finish from our factory and can be field painted. Please see Section G of this manual for painting recommendations.

DO NOT INSTALL A STORM DOOR ON A PERMATECH FRAME. DOING SO WILL VOID THE PRODUCT WARRANTY.

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.

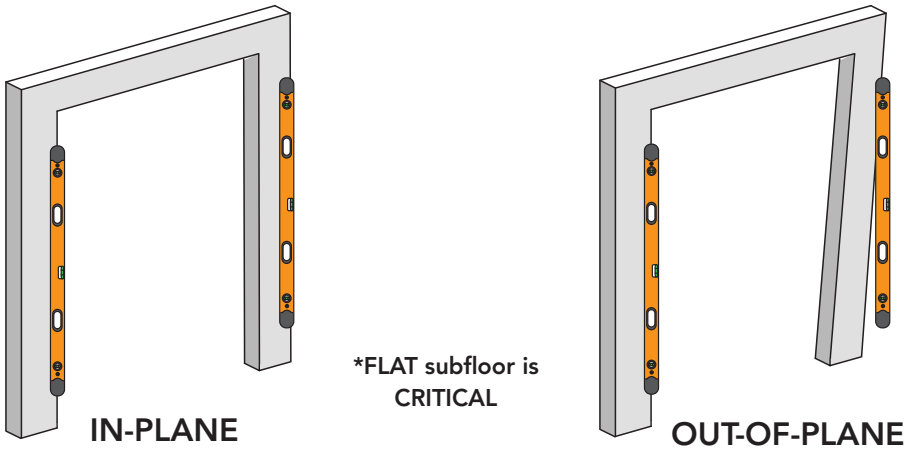
GUIDE VIDEO

⚠ 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. PREPARATION

CHECK WALL PLANE AND SUBFLOOR

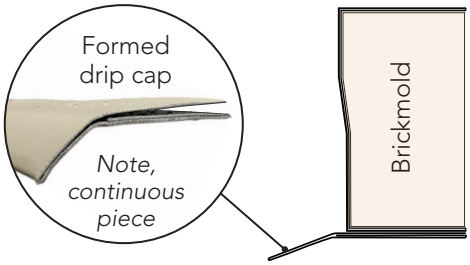


(Figure A.1)

1. Confirm unit size with proposed opening.
2. Leave protective plastic bag on door slab.
3. It is recommended to leave the pre-hang shipping bracket attached at strike location for installation assistance.
4. For units ordered with attached brickmold and cladding, remove the loose brickmold cladding. If unit was specifically ordered with jamb cladding as 'Ship Cladding Loose on Unit', remove all cladding at this time.
5. Remove shipping slats from bottom of threshold.
6. For units ordered NO brickmold or brickmold loose, it is recommended to attach temporary cleats (small blocks of wood) to overlap exterior of frame, substituting for brickmold. This will provide plane adjustment points in Section B.
7. **For replacement applications**, remove existing door unit to expose 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.
8. Check if opposing wall framing is on the same plane. If not, 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 A.1)*
9. Check subfloor for flat. NOW IS THE BEST TIME TO MAKE CORRECTIONS TO SUBFLOOR. Measure and check to be sure new door slab will clear carpet, hardwood, rug, etc. Subfloor may need to be built up.
10. **Dry fit unit to confirm opening clearances, dust cup clearance *(if applicable)*, and plane of door unit.** Remove unit and make any necessary modifications to opening.

A. PREPARATION *(CONTINUED)*

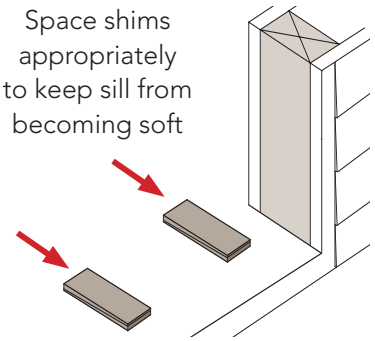
OUTSWING DRIP CAP



(Figure A.2)

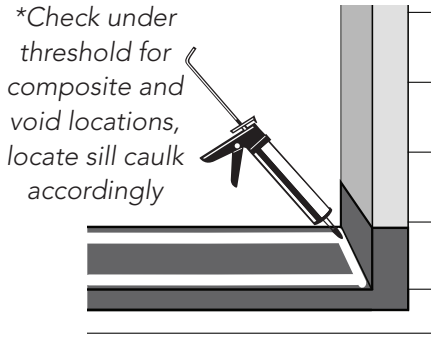
11 Add or replace the drip cap at the top of the opening. For **outswing doors**, a drip cap is recommended to be installed under the header brickmold as shown. *(Figure A.2)*

LEVEL SUBFLOOR



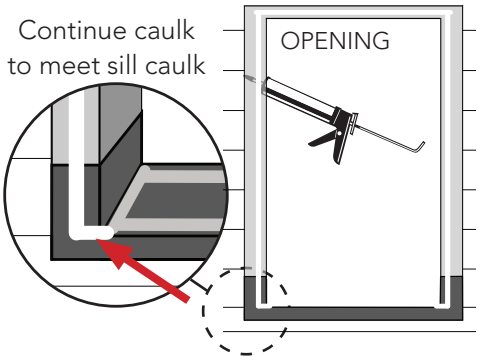
(Figure A.3)

FLASH AND CAULK SILL



(Figure A.4)

CAULK OPENING



(Figure A.5)

12 Check to be sure the 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 margins and jeopardize operation.***

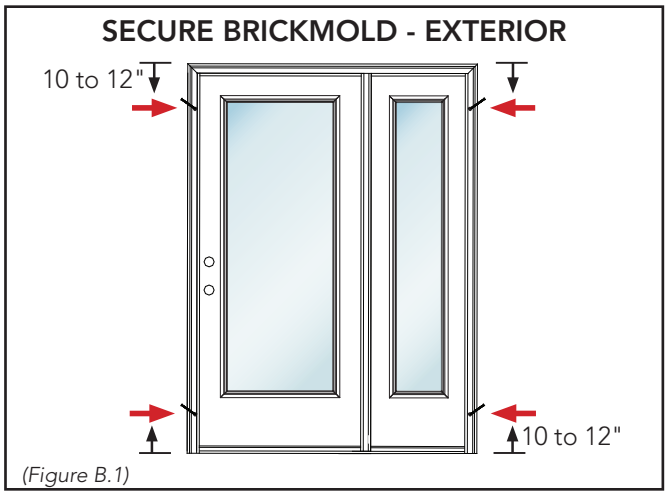
13 Re-check sill for flat. If minor leveling and margin adjustments are needed (⅛" or less), place wood shims between subfloor and threshold. *(Figure A.3)*

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

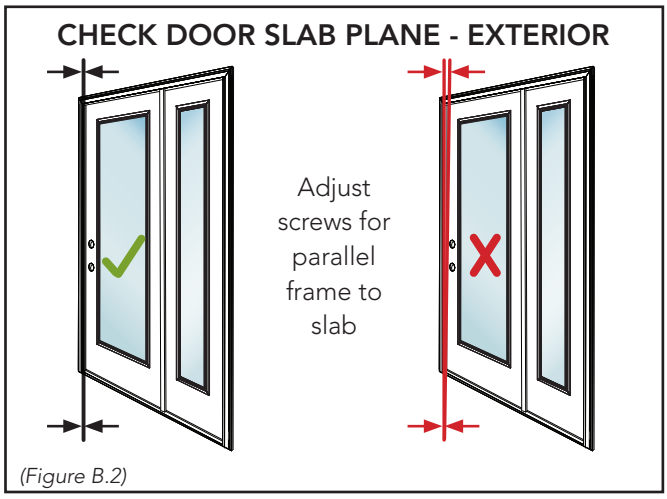
15 Apply (2) generous beads of premium caulking compound to sill flashing for the full LENGTH of opening. Check the underside of threshold to make sure caulking will contact threshold. Some thresholds have voids. At each end of opening, apply (1) caulking bead along the WIDTH of sill. *(Figure A.4)*

16 On the exterior sheathing or weather resistant barrier, apply a bead of caulking around perimeter of opening to seat brickmold (unit will be set in following Section). Continue bottom of each vertical bead to meet sill caulking for a complete seal. Units with brickmold shipped loose, do not apply caulking until ready for brickmold installation. *(Figure A.5)*

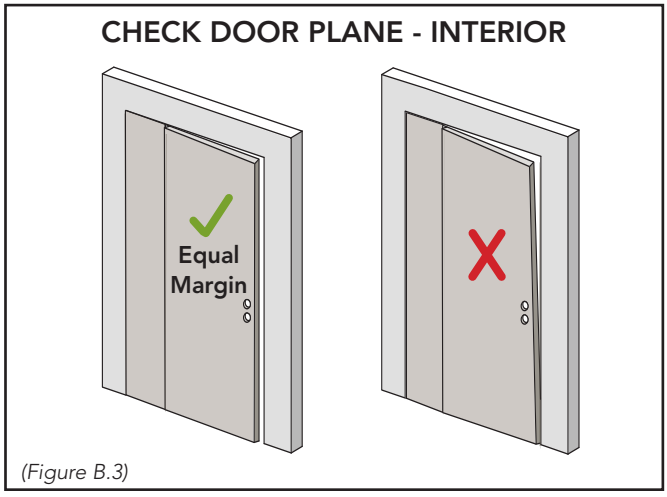
B. INSTALLATION



(Figure B.1)



(Figure B.2)



(Figure B.3)

1. From the exterior, set unit in opening with sill first. From the interior side, center door on existing base board or paint lines.

2. Install smooth shank screws (not included) on each vertical side of brickmold, 10"-12" from top and bottom. *Note, full-thread screws can be used in place of decking screws. (Figure B.1)*

3. ADJUST PLANE from the EXTERIOR. Check the plane between closed slab and frame (or mull post). Use the (4) brickmold screws to adjust the frame to straight and parallel with slab. *(Figure B.2)*

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

4. 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.

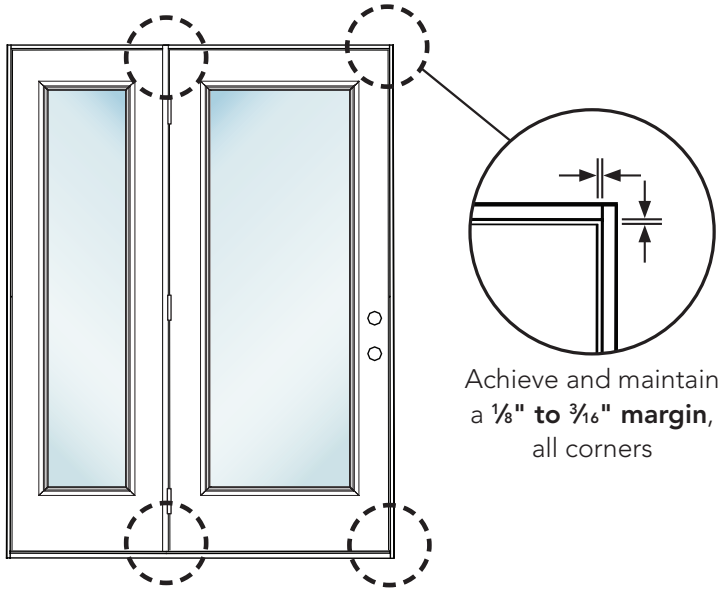
5. Remove bag from the door slab. Start at the open end of the bag, remove (4) hinge screws on the slab, (1) hinge leaf at a time to slide off.

6. 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 brickmold screws to adjust frame as required. ***Door must be in plane before continuing. Plane adjustment steps may need repeated multiple times.*** *(Figure B.3)*

⚠ ***IMPORTANT! Plane adjustment is critical for operation and sealing. Plane needs to be monitored throughout installation. Adjustments to plane after completing install may require removal and re-installation.***

B. INSTALLATION *(CONTINUED)*

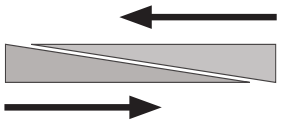
CHECK SLAB TO FRAME MARGINS - INTERIOR



(Figure B.4)

7 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 B.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.***

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

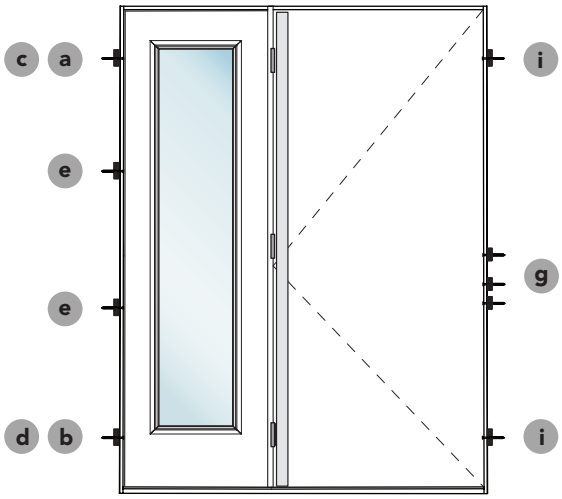
- UNIT with HINGE-SIDE SIDELITE Refer to **STEP 9**
- UNIT with STRIKE-SIDE SIDELITE Refer to **STEP 10**
- UNIT with SIDELITE EACH SIDE Refer to **STEP 11**

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.*

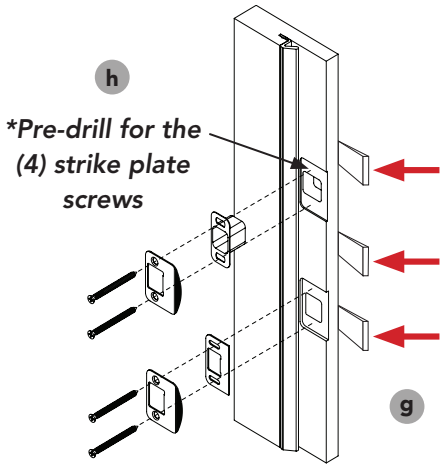
B. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure B.5)

SHIM HANDLE PREP LOCATION AND INSTALL STRIKE PLATES



(Figure B.6)

9 **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 B.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 B.5)*

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

d Pre-drill and install (1) smooth shank 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 B.5 & B.6)*

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

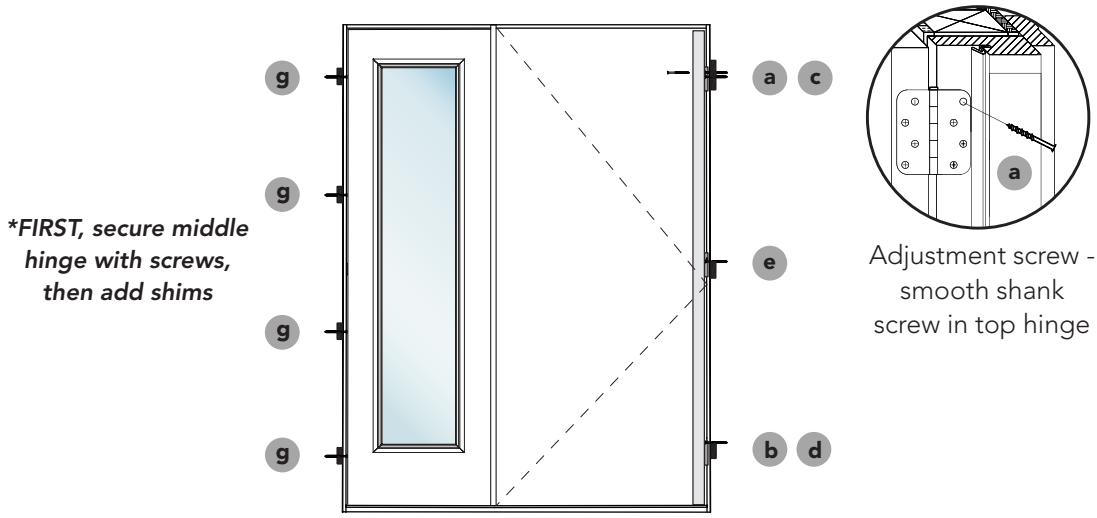
h Insert dust cup then secure deadbolt and lock set strike plates with the #8 x 2½" *(provided)* screws. *All screws are included in the hardware box or stapled to jamb side.* Install door hardware per manufacturer's included instruction. *(Figure B.6)*

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 12

B. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure B.7)

10 **For unit with a STRIKE-SIDE SIDELITE SLAB:**

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 B.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 B.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 B.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 B.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 B.7)*

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

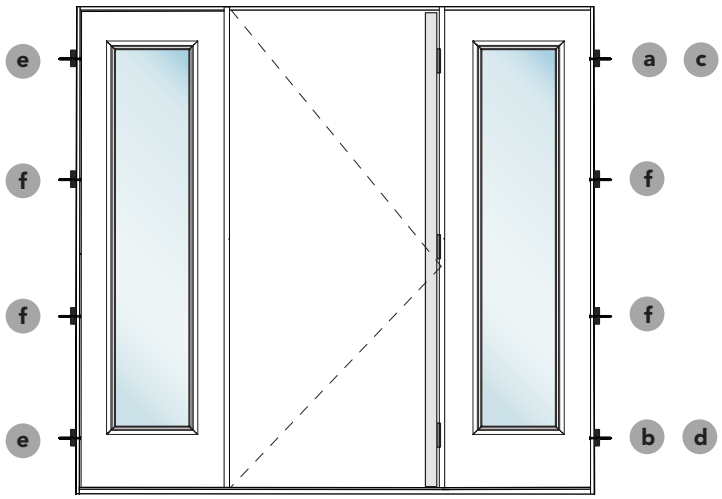
g Pre-drill and install smooth shank screws to secure the top, bottom, and (2) middle locations of the SIDELITE jamb. Shim tight to each screw. Monitor margins during adjustment. *(Figure B.7)*

h Install door hardware per manufacturer's included instruction.

SKIP TO STEP 12

B. INSTALLATION *(CONTINUED)*

SHIM AND SECURE JAMBS - INTERIOR



(Figure B.8)

11 **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 B.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 B.8)*

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

d Pre-drill and install (1) smooth shank 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 B.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 B.8)*

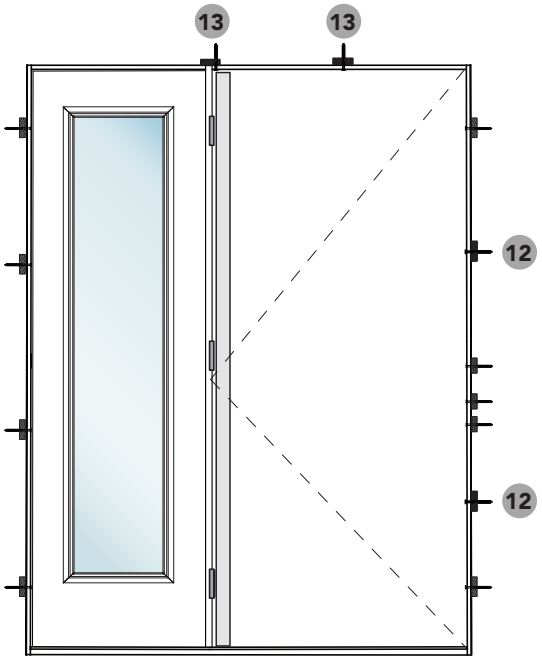
g Adjust slab to frame margins if needed. If the slab needs to shift towards the strike-side, tighten the center shims. If the slab needs pulled towards the hinge-side, install and tighten center screws before shimming. Margins can be slightly adjusted with the middle shims and screws even with the sidelites. 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 12

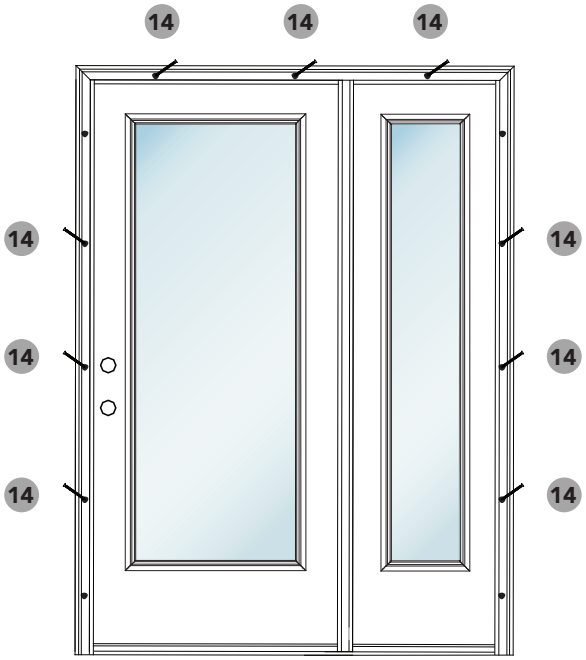
B. INSTALLATION *(CONTINUED)*

SHIM AND SECURE ADDITIONAL - INTERIOR



(Figure B.9)

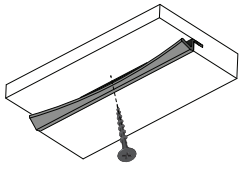
SECURE BRICKMOLD - EXTERIOR



(Figure B.10)

12 Final check on all margins. Adjust shims and screws to achieve and maintain a ⅛" - 3⁄16" margin around entire door. Shim and secure additional areas of jamb as needed to achieve and maintain margins. Refer to Troubleshooting Section if needed. *(Figure B.9)*

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



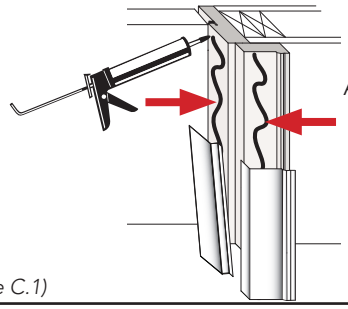
13 Shim and secure header. Center stacked shims over door slab and mull location(s). Pull back weatherstripping, pre-drill and install a screw at all shim locations. *(Figure B.9)*

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 From the exterior, secure unit through the brickmold. Install (3) smooth shank screws through the header and each vertical brickmold. For a unit with (2) sidelites, install (4) screws through the header. *(Figure B.10)*

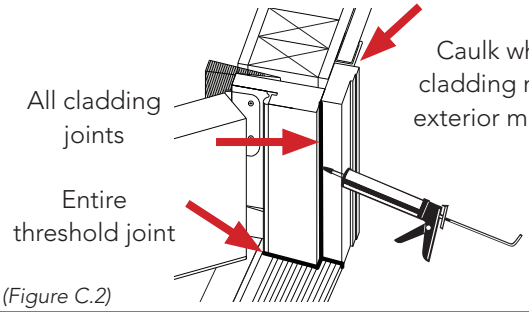
C. INSULATE AND SEAL

INSTALL CLADDING



(Figure C.1)

CAULK AND SEAL CLADDING



(Figure C.2)

1. Apply a bead of caulking to the brickmold face in order to adhere cladding. Repeat for the jamb cladding if shipped loose. Then install all cladding. *(Figure C.1)*

2. Caulk along entire joint of threshold, where the jamb and brickmold meet the threshold. *(Figure C.2)*

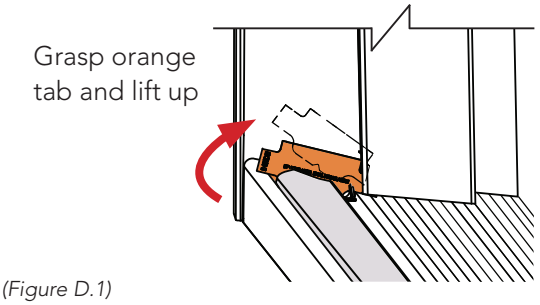
3. Caulk around ALL cladding joints. Be sure to apply caulking around perimeter where cladding meets exterior sheathing/material. *(Figure C.2)*

   NOTE: If the decision is made to not use cladding, all joints MUST still be fully sealed.

4. 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.***

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

REMOVE COVERS

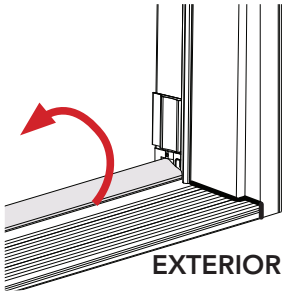


(Figure D.1)

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 D.2)

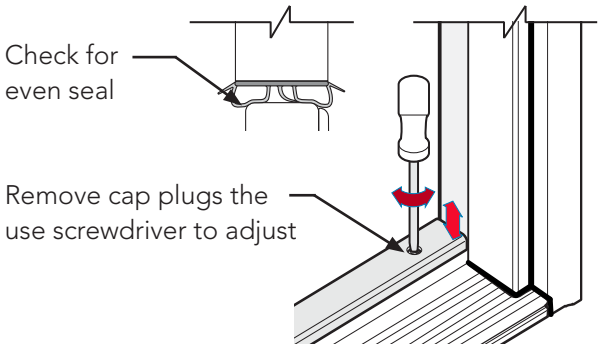
1. Remove the orange protective covers located at each jamb. Grasp tab on the orange protective cover, marked 'Pull-Up'. Gently and slowly, lift up and away from the sill base *(pliers may be required)*. **DO NOT** remove any portion of foam gasket during removal of the orange tab. *Note, a small portion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

2. Remove the cream protective sill cap cover. Grasp cover from the exterior side, lift and roll toward the interior. The cap cover may break, this is typical. *(Figure D.2)*

E. THRESHOLD: ZAI (ADJUSTABLE) THRESHOLD ONLY

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

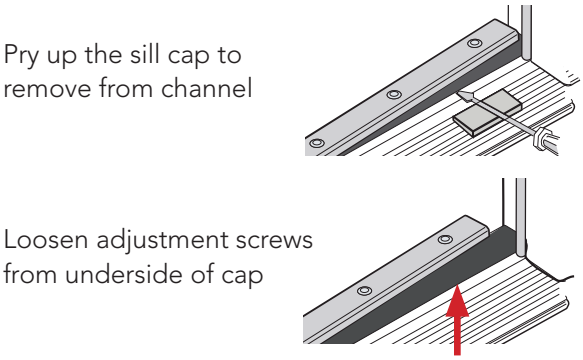
(A) REMOVE THRESHOLD CAP PLUGS



(Figure E.1)

OR

(B) REMOVE THRESHOLD SILL CAP



(Figure E.2)

(A) REMOVE CAP PLUGS ONLY *(FIGURE E.1)*:

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.

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.

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

(B) REMOVE SILL CAP ONLY *(FIGURE E.2)*:

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

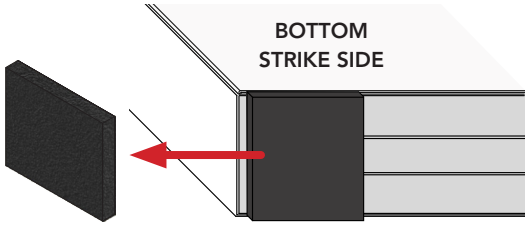
B.2 Access adjustment screws from underside of the sill cap. Using a screwdriver, adjust screws to achieve height needed.

B.3 Snap cap into the channel to re-install. Use a rubber mallet to tap in place if needed. Leg of 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 length of door sweep. Repeat steps above until properly sealed.

F. Z-OB OUTSWING BUMPER THRESHOLD *(ONLY)*



(Figure F.1)

1 Open door to remove the neoprene foam shipping pad located on the bottom strike side of door. Peel pad from the door and discard. *Note, this pad is ONLY found on outswing entry doors with the Z-OB bumper threshold. (Figure F.1)*

G. PAINTING PERMATECH™ COMPOSITE FRAME (OPTIONAL)

IMPORTANT NOTES BEFORE YOU BEGIN

With use of paints, solvents, or other hazardous materials, always read and follow the manufacturer's instructions. ProVia™ does not make any claims or representation as to proper use of paint products from other manufacturers and does not warranty any product that was painted outside of its factory.

With use of paints or solvents:
- Always make sure your working area is properly ventilated.
- Keep paints and solvents away from heat and flame as these materials can be combustible.
- Paints or solvents may cause skin and eye irritation. Avoid contact with skin and eyes.
- Keep out of reach of children.

Recommendation: Use a high-quality, exterior grade bonding primer designed for PVC materials with a compatible high-quality exterior grade paint.

Recommendation for paint selection: Select paint consisting of a LRV of 57 or higher. Please check paint or with manufacturer of the paint to determine the LRV value.

INSTRUCTION FOR PAINTING

1. Remove door slab, all hardware, and weatherstrip from the frame. Mask off all areas not to be painted.

2. Use a scouring pad or 320-400 grit sandpaper to lightly scuff the surface.

3. Use a lint-free cloth to gently clean frame with acetone, removing all dust and residue from surface. Allow acetone to fully dry. ***Note, wear solvent resistant gloves to clean surface.***

IMPORTANT! DO NOT USE *hydro-carbon based solvents to clean the surface. The use of such solvents could leave a residue on frame.*

4. Follow the manufacturer's instruction for applying primer and paint. Be sure paint is completely dry before reassembling the unit.

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 THE QR CODE:

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

VIDEO: ZAC Threshold Prep

How to Fix a Squeaky Sweep (Slider Slicker)

Condensation, Humidity, and Dew Point

Install Instruction Shipped Loose Brickmold Cladding

Version 1.8 · 09.22.2026 · © 2026 ProVia · P-MK-61002

ProVia® THE PROFESSIONAL WAY

2150 State Route 39, Sugarcreek, OH 44681
Phone: 330.852.4711 • Fax: 877.735.2057
provia.com