

To: All TruStile Dealers and Distributors

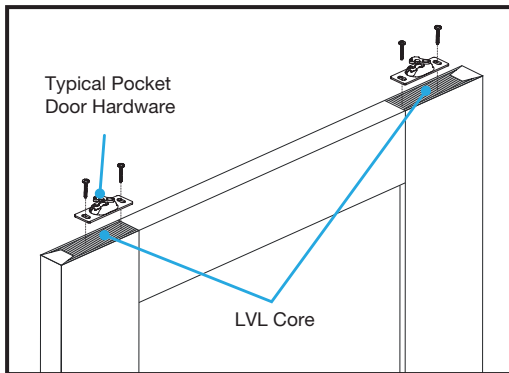
Re: Update to TruStile MDF Sliding Door Guidelines

Dear TruStile Dealers,

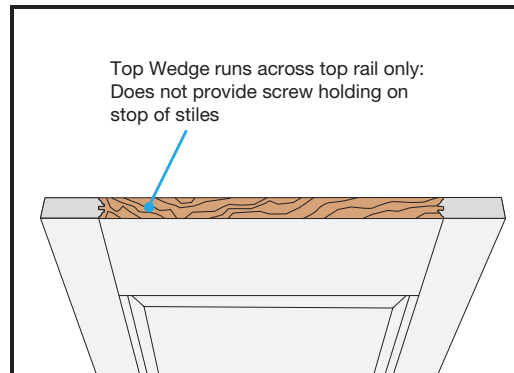
TruStile has offered and recommended a Laminated Veneer Lumber (LVL) Stile option for MDF doors used in sliding door applications since 2010. We introduced this product option after a close examination of how sliding doors, particularly pocket doors, are handled on job sites. As you know, pocket doors and other sliding doors are shipped to the job site without the benefit of being pre-hung in a supporting jamb. They are often set aside and stored in a manner that can cause the door to warp. Top causes of warp include leaning the door up against the wall for long periods of time or storing the door in a manner that allows one side of the door to take on significantly more moisture than the other.

LVL is an extremely stiff and stable material that helps to keep a door straight regardless as to how it is handled on the job site. Since TruStile began offering LVL stiles for sliding doors, we have seen a marked drop in warranty claims from Dealers that have adopted this option. This has benefitted the Dealers, their Builders and TruStile by reducing job site call backs and increasing customer satisfaction.

Based on this experience, TruStile is changing its guidelines on sliding doors. **Starting Monday, March 16th, new orders for MDF doors going into sliding door applications will require LVL stiles in order to retain warranty coverage for warp.** It is important to note that many TruStile customers continue to purchase the Top Wedge option for sliding door applications. As the image below illustrates, **LVL stiles can be purchased in place of the Top Wedge to provide appropriate screw holding on the top of the door for most sliding door hardware.** While the LVL stile option is slightly more expensive than the Top Wedge, it provides the dual benefits of superior screw holding for sliding door hardware and the guarantee that the doors will not warp, regardless as to how it is handled on the job site.



With LVL stiles, door provides superior screw holding where sliding door hardware is typically installed and guarantees against warp regardless of how door is handled on job site



Top Wedge runs across top rail only and is not necessary unless hardware is to be installed into top rail

TruQuote Implementation:

LVL Stiles can easily be added to your TruStile MDF door in TruQuote on both the main quick entry page and also on the Parts tab in advanced options. TruStile will be reminding customers of this product change in TruQuote by automatically defaulting any door that is quoted with the Top Wedge to also include LVL stiles. Dealers will still be able to remove LVL stiles as an option, however, if the door retains the Top Wedge without LVL stiles selected, a disclaimer message will be added to the quote to inform the user that sliding doors without LVL stiles will not retain warranty coverage for warp. In addition, TruStile Account Managers will always add LVL stiles to any door that is identified as a sliding door on a Dealer quote or PO request, unless directed otherwise by the dealer. It will be the responsibility of TruStile Dealers to identify door slabs that are intended for sliding door applications if they want those slabs quoted with LVL stiles.

TruStile's MDF Interior Door warranty that is posted on TruStile's website has been updated to reflect this change. If you have any questions regarding this change, please contact your TruStile Sales Representative or your TruStile Account Manager.

Best Regards,

The TruStile Team