

To: ASSA ABLOY Wood Door Customers
RE: Discontinuation of Paint Grade Birch (Primed or Raw)
Date: October 11, 2017

ASSA ABLOY Wood Doors will be discontinuing the use and production of Paint Grade Birch veneered doors (primed or raw). Primed Hardboard and Medium Density Overlay (MDO) will be offered as alternatives.

We have discovered that the moisture present in latex, oil and alkyd finished coatings, applied to veneered wood faces, create surface imperfections and can be prominent in Paint Grade Birch veneer. These imperfections include delamination at the glue joints and veneer splices, as well as bubbles in the faces after application of the finished paint. Since these imperfections present an unacceptable quality level, we decided to discontinue our line of Paint Grade Birch.

Both Primed Hardboard and MDO are the ideal substrates to apply opaque finishes as they do not contain any splice joints and are uniform in surface structure. These two face materials are designed to accept most commercial coatings offered by paint suppliers in the market today.

Transitioning out of Paint Grade Birch will be as follows:

- Purchase Orders currently in house will be given the option to switch to primed hardboard with no additional charges. If this is not acceptable, Graham will provide a written notice of "No Warranty" on Paint Grade Birch aesthetic finish defects.
- Existing quotes for doors with Paint Grade Birch for shipment after 10/11/17 will need to be requoted. Any new order or quote received after 10/11/17 will receive notification and information regarding available options and alternatives.

Standard exclusions will be updated to include notations that Paint Grade Birch (primed or raw) is no longer available if applicable to the submitted quote.

Please contact your ASSA ABLOY Wood Door Sales Representative or Door Security Solutions Sales Professional if you have any questions.

Respectfully,



David Jordan
Director, Sales Support Wood Doors
ASSA ABLOY Door Group