



Complaint and Resolution Form

Note: To be used in conjunction with the NAMI Procedural Guide, Section 2.11 and the NAMI Quality Assurance Manual, Section(s) 9.H, 13.D and 13.E. Reference must be made to the appropriate sections for guidance.

Date received: November 11, 2015

Received by: Sharon Durand

COMPLAINANT:

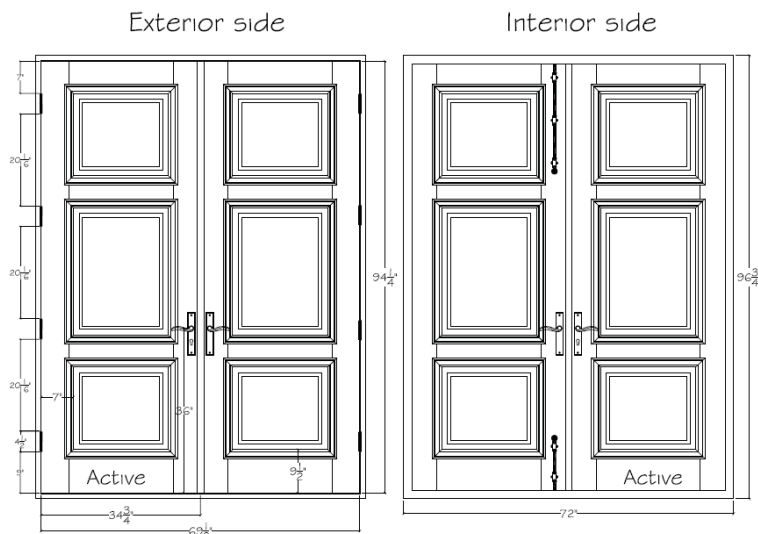
Name: Mo Madani
Company: Florida Department of Business and Professional Regulation, Building Codes and Standards
Address: 1940 North Monroe Street
City: Tallahassee State: Florida
Zip: 32399
Telephone: 850.717.1825 Email: Mo.Madani@myfloridalicense.com

OPPOSITE PARTY (if other than NAMI):

Mfg Code: 1969-1
Company: Borano, Inc.
Address: 222 NE 27th Street
City: Miami State: Florida
Zip: 33137
Telephone: 561.939.3368 Email: sam@borano.com

PRODUCT INFORMATION:

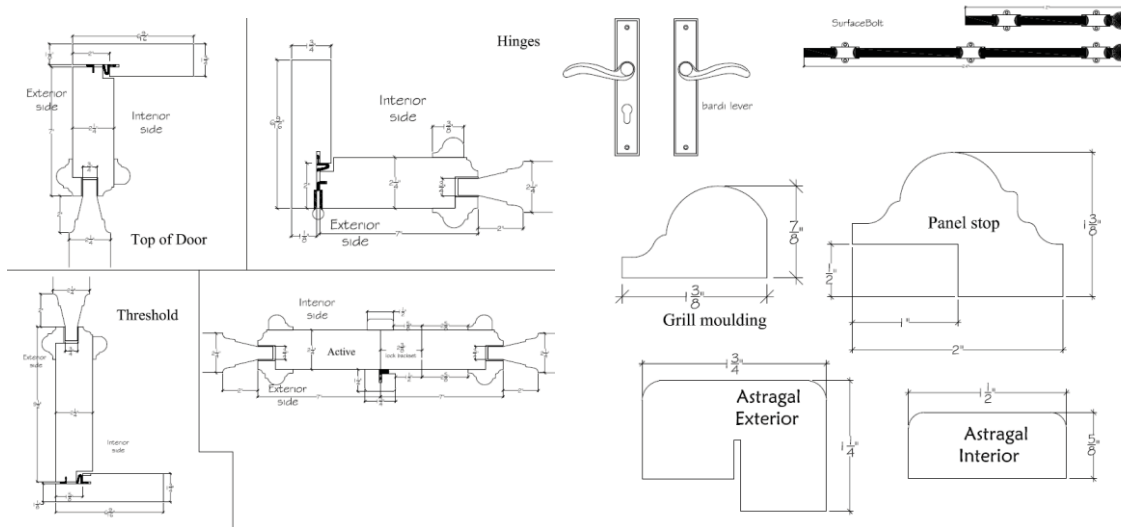
Florida Product Approval #: 16326-R1
Product Name: Borano Door Series, Outswing Wood Doors
Engineering Evaluation #: ENGCO, Inc. 15-141, Dated 04/30/2015
ENGCO, Inc. Drawings 15-141, Dated 04/27/2015
Method of Approval: FBC 2014: Method 1, Option D
Certification #: **Not Certified**
Reference Standard: TAS 201/202/203-94
Submitting Engineer: Pedro M. De Figueiredo, P.E.
Validating Engineer: Jesus Gonzalez, P.E.





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PRODUCT INFORMATION: (Cont'd)



Description of product complaint: (attach supporting evidence)

A formal complaint was received by the Florida Department of Business and Professional Regulation, Building Codes and Standards from Mr. Keith Meyer of 5925 Suncrest Drive, Pinecrest, Florida 33156, stating that the product in question has cracked and warped within 6 months of installation. Mr. Meyer claimed that the product was not manufactured properly and is becoming a safety issue for him and his family. Mr. Meyer is requesting that Borano, Inc. be removed from the Florida Department of Business and Professional Regulation's Product Approval List.

INSPECTION INFORMATION: (if applicable)

Inspection Date: 12/15/2015
Inspection Location: Borano, Inc.
KM 7 Autoista Al Aeropuerto Calpules Contiaguco
San Pedro Sula, Honduras
Inspector: Mr. Timothy Harris, Jr.
Documentation: NAMI Procedural Guide (PG-07/25/2015), Sections 2.5, 2.13 & Appendix F;
NAMI Quality Assurance Manual (QAM-07/25/2015), Section 7;
NAMI Inspection Packet (07/25/2015)
ENGCO, Inc. 15-141, Dated 04/30/2015;
ENGCO, Inc. Drawings 15-141, Dated 04/27/2015



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(For NAMI use only)

Informal Complaint?	Yes	<u>No</u>
Formal Challenge?	Yes	<u>No</u>

Describe Reason for Complaint: (Attach supporting evidence)

On November 17, 2015, NAMI was contacted by Mr. Robert Benbow of the Florida Department of Business and Professional Regulation, Building Codes and Standards and asked to provide information concerning a formal complaint that was received by them from Mr. Keith Meyer of 5925 Suncrest Drive, Pinecrest, Florida 33156.

On November 16, 2015, Mr. Meyer emailed Mr. Mo Madani and stated the following:

“Dear Mr. Madani-

I wish to place a formal complaint regarding Borano Doors FL16326-R1. This company has been approved by the Department of Business and Professional Regulation to sell "Certified Exterior Doors" in South Florida. I purchased a new wood door from Borano Doors in June of 2014 for a new construction home in Pinecrest Florida. As you are aware, due to new construction codes and permitting in Miami Dade County- my choices are somewhat limited for wood exterior doors because the door requires product approval from the state. Consumers rely on this product approval process.

6 months after the door was installed, it cracked, warped and required replacement. It was replaced with a brand new door in March of 2015. This new door has now also cracked, warped and does not close and latch properly. There is no way this would withstand a storm- it will not even with stand the sun down here. While I am sure this product was passed on the merits of the engineering drawings, it clearly is not being manufactured properly. Additionally- Borano doors will no longer return ANY of my emails and phone calls to resolve this problem. They have WALKED AWAY. This is not acceptable. There are also several similar complaints from customers on BBB website. I am formally requesting this company is removed from your product approval list. As a consumer, I have no recourse to resolve this defective product since the company has walked away.

Attached are pictures showing the doors cracking. Also evident if you look closely is the door will not close since it has warped. This is now also a safety issue for my family.”

Along with Mr. Meyer’s correspondence with Mr. Madani, Mr. Meyer provided pictures showing the cracks and warping, as described in his email:





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Describe Actions Taken: (Attach supporting evidence)

On November 19, 2015, NAMI emailed Mr. Sam Hanna of Borano, Inc. and stated the following:

“We have received a complaint that has been filed with the State of Florida, in regards to FL 16326.1. The complainant claims that the construction or quality of construction of the door is not complaint with the State of Florida’s requirements. Since we are your acting quality assurance entity on file with the State, we have been asked to investigate this matter to determine if your company’s methods of construction and quality assurance practices are in compliant with the State of Florida. I am writing you to inform you of this matter, as required by our licensing documents and ask for your cooperation in resolving this matter.

The first piece of information that I need to request from you is the complaint records, construction details and final product inspections for the product(s) installed at:

5925 Suncrest Drive
Pinecrest, FL 33156

I will also need to know the style of door that was installed, referencing the Florida Building Code and the Installation instructions that are on file for FL 16326.1.”

Mr. Hanna acknowledged receipt of the email and pledged cooperation. He stated that it was his understanding that the assembly in question was installed in a location that did not have an overhang, which was causing the panel to split. Mr. Hanna provided CAD drawings of the product in question and construction details, but has not provided complaint records or final product inspection details, as requested.

On November 20, 2015, NAMI contacted Mr. Keith Meyer to obtain additional information regarding his complaint. Mr. Meyer was asked to provide the following:

1. A picture of the entire front of the house, showing the full door installation.
2. Any evidence that you have showing that all of the conditions and procedures stipulated in the warranty and installation instructions have been followed and documented.

Mr. Meyer was informed that NAMI’s efforts would only be centered on his claim that the product was not manufactured in accordance with the State of Florida’s Building Code requirements. Additionally, he was advised that any issues arising with warranty or care of the product is not within NAMI’s scope and would need to be addressed with the manufacturer.

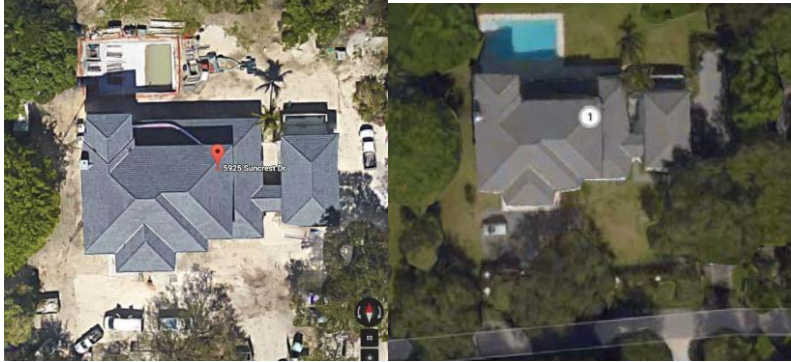
Mr. Meyer called the NAMI offices on November 20, 2015, and discussed the situation with Mr. Thomas Wix, the NAMI Quality Assurance Manager. Mr. Meyer provided additional pictures, as requested, and was asked clarifying questions, concerning installation, orientation and exposure:





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Mr. Meyer stated that the door assembly was installed in a location with full southern exposure. This is validated using Google Maps and Microsoft Maps, with the assumption that this door assembly was installed at the main point of entry to the structure and that the main entry is located at the southern end of the structure adjacent to the driveway.



When asked about maintenance efforts that Mr. Meyer took to ensure preservation of the warranty, Mr. Meyer stated that he relied on Borano, Inc. to advise and conduct any and all maintenance requirements that would be needed to preserve the warranty, as provided by Borano, Inc. NAMI has reviewed, but did not retain a copy of Borano, Inc.'s warranty or maintenance requirements for the product in question. To date, Mr. Meyer has not provided NAMI with any information showing that all of the conditions and procedures stipulated in the warranty and installation instructions were followed and/or documented.

On December 15, 2015, NAMI conducted an inspection at Borano, Inc.'s manufacturing facility located at:

KM 7 Autoista Al Aeropuerto Calpules Contiaguao
San Pedro Sula, Honduras

This inspection was conducted as a normal part of NAMI's annual inspection activities, as required by the NAMI Quality Assurance Manual and the NAMI Procedural Guide. NAMI utilized the following documents during the course of its inspection at Borano Inc.'s manufacturing facility:

1. NAMI Procedural Guide (PG-07/25/2015), Sections 2.5, 2.13 & Appendix F;
2. NAMI Quality Assurance Manual (QAM-07/25/2015), Section 7;
3. NAMI Inspection Packet (07/25/2015)
4. ENGCO, Inc. 15-141, Dated 04/30/2015;
5. ENGCO, Inc. Drawings 15-141, Dated 04/27/2015;
6. Maderas de America Quality Assurance Manual, dated 02/25/2014.

As specified by Appendix F of the NAMI Procedural Guide, Borano Inc.'s manufacturing facility was inspected for compliance to the following:

1. Manufacturer's name, street address, phone number, email address and legal status.
2. Methods for ensuring that quality assurance processes are established, implemented and maintained,



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3. Methods for reporting and resolving quality assurance issues related to third parties on matters related to the quality assurance program.
4. Contact information for the member responsible for oversight of the Quality Assurance Program.
5. Procedures for reviewing and updating the quality assurance manual for suitability, accuracy and effectiveness, at a minimum of once every 12 months.
6. Document control.
7. Procedures or processes to ensure only current documentation are used in processes directly affecting the quality of the product.
8. A production flowchart or a description of the process in which the product is manufactured.
9. Procedures for product identification, detailing the description of the product, tolerances, specifications and schematics.
10. Procedures outlining the quality checks that are conducted to ensure conformity or compliance to the product certification or requirements from Authorities having Jurisdiction.
11. Procedures for labeling, labeling control and application of the label.
12. Procedures detailing the ability to trace a product and its materials to the point of inception.
13. Procedures for the handling, identification, packaging and protection of certified products and/or products approved by Authorities having Jurisdiction.
14. Procedures detailing the actions taken to correct manufacturing defects and/or processes.
15. Procedures for documenting and correcting complaints from the general public, building officials or product control inspectors (IE: NAMI). Documentation shall contain any actions taken to prevent further occurrence.
16. Procedures for verification/inspection of incoming materials and their ability to conform to the requirements established by the product certification or Authorities having Jurisdiction's requirements.
17. Procedures for the handling, segregation and disposition of non-conforming or damaged incoming or in-process material.
18. Procedures for the calibration of critical measurement devices (IE: Tape Measure and/or Calipers), including the time intervals, procedures for documenting and the traceable standards used.
19. Procedures for identification, storage, protection, retrieval, retention time and disposition of records relating to production and quality assurance.

Mr. Timothy Harris Jr. conducted the inspection, accompanied by Mr. Miquel Mejia and Mr. Louis Armada. Mr. Harris conducted the inspection in accordance with NAMI procedures and the information provided by Mr. Mejia and Mr. Armada. Mr. Harris observed that the methods of construction and specific requirements, as required by engineering evaluation & drawings, ENGCO, Inc. 15-141, dated 04/30/2015 were consistent with his observations during his plant walk-through. Mr. Harris observed and documented (4) four minor deficiencies/ concerns during his inspection and informed Mr. Mejia and Mr. Armada that in accordance with the NAMI Procedural Guide, they were required to respond to NAMI within 15 days of receipt.

The inspection report was submitted to NAMI on December 16, 2015 and reviewed by the NAMI Quality Assurance Manager. A formal report was forwarded to Mr. Hanna and Mr. Mejia on December 16, 2015. Mr. Hanna contacted NAMI and expressed concern in being able to meet the stipulated 15-day requirement. He asked for additional time in responding, due to the holiday period and was granted the additional time by the NAMI Administrator. Borano Inc.'s response is expected by January 15, 2016.



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Root Cause Analysis: (Attach supporting evidence)

In accordance with Rule 61G20-3.014 of the Florida Administrative Code, NAMI has conducted the required investigation into the allegations of non-compliance that have been levied against Borano, Inc. NAMI has found no instances of willful misconduct or gross non-compliance. NAMI's opinion is that the complaint filed with Florida Department of Business and Professional Regulation, Building Codes and Standards is a matter of warranty and installation, and not an instance of product non-compliance with the code standards to which Borano, Inc. claims compliance.


Preventive Action:	Yes	<u>No</u>	Preventive Action #:
Corrective Action:	Yes	<u>No</u>	Corrective Action #:

Resolution: (Attach supporting evidence)

NAMI, respectfully, submits this Complaint and Resolution Form to the Florida Building Commission for the commission's review and consideration. NAMI hopes that the Florida Building Commission will accept this report as being thorough and complete. NAMI will take no further action, unless directed by the Florida Building Commission or the Florida Department of Business and Professional Regulation, Building Codes and Standards.

Resolution Accepted: (Attach supporting evidence)	Yes	No
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NAMI Quality Assurance Manager Comments: None.

NAMI Quality Assurance Manager Signature:		Date: 01/11/2016
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NAMI Administrator Comments: None.

NAMI Administrator Signature:		Date: 01/11/2016
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