

Section 6: Trouble Shooting

6.3 General Fitting Issues

6.3.1. How does the ABC Key system work?

The keys have a unique ABC system to ensure optimum security. The 2 loose 'fitters' keys (A KEYS) are to be used for the sole purpose of fitting only. The gold key, skeleton key or key with a slot in the end (B KEY) is the master key.

Once used, the master key sets the lock to reject the fitters' keys, and accept the remaining 5 keys (C KEYS) in the packet. Snap the fitters keys (A KEYS) and dispose of these. The master key (B KEY) may also be used alongside the remaining 5 keys (C KEYS), leaving you with 6 usable keys.

In some instances, the (B Key) is not included; the key manufacturer has taken a slot out of the end of a C key – this is now the key to use to reset the cylinder.

6.3.2. The gap below the door, between the door and threshold seems too large

The gap under the door is designed to be between 5-8mm.

If the gap is larger on one side and uneven, the door frame hasn't been fitted horizontally plumb and adjustments need to be made. Loosen off the fixings on the side where the gap is the largest and lift this side of the frame up.

Put packers underneath to stop it falling back too low again, then retighten.

Alternatively you can do the opposite to the opposite side if possible, and lower the side where the gap is the smallest.

If the gap is too large and even across the door, remove the washers from the hinges (these are only in place for adjustments like this to be made).

If the door is now too low, please get in touch and we can post out some medium size washers.

Be sure to check that the gap at the bottom isn't now too high. Please get in touch if extra or larger washers are required and we'll post some out for you.

6.3.3. The gap at the top, between the door and frame is too large

The gap at the top of the door should be similar to the gap at the hinge side and latching side of the door. If it's too large, additional washers can be fitted to the hinge to increase the height of the door in the frame.

6.3.4. The door won't close flush

If when the door closes, it protrudes at the top, bottom, or either side, the frame needs adjusting.

If the door is not flush with the latching side, simply loosen off the fixings on the latching side, push the frame in the direction towards the door and re-tighten the fixings. The same applies to the hinge side, if this isn't sitting flush.

6.3.5. The door won't close

All of our doors are supplied pre-packed; hung in their frame. Therefore, the door leaf will fit inside the frame: the door isn't too large, nor is the frame too small.

Typically, this happens when the frame is too tight in the opening. Loosen off the fixings, remove some of the fitting shims, and re-tighten the fixings until the door closes without force.

The door may not close if the door isn't fitted square, too. Ensure the gaps around the door, between the door and frame are all equal and adjust accordingly.

Section 7: Operation & Maintenance Manual

General Maintenance For Steel Doors

There are a number of components that make up the door assemblies and each raise their own maintenance issues.

We would recommend that the doors and their associated hardware are maintained on a bi-monthly basis.

Detailed below are the guidelines for the care of door identified by component. It is important to remember that the full door assembly will not last as long as planned and function correctly if all of the components are not maintained correctly.

For example, we recommend that when you check that a door leaf is free of dents and opens, that you also check the panic hardware fitted to it works correctly.

Doors

The door alignment should be checked at regular (2 monthly) intervals to ensure that the door and frame have not settled out of true.

The doors should be free of dents and scratches and they should open freely. Openings should be kept clear of obstructions (internally and externally) to ensure that the door operation is not impeded.

The locks and/or panic hardware should be checked to ensure smooth and correct operation and if necessary adjustments should be made (e.g. tightening of screws).

If the ironmongery is inoperable for any reason then please contact us for assistance (please see individual sections on the following pages).

Hinges

Our hinges are fitted accurately to ensure the most efficient operation and all hinge pins are in vertical alignment.

Hinges should be inspected periodically for wear that may inhibit the free movement of the door and also that may cause the door to drop. All screws should be checked for tightness.

Loosening of hinges is usually caused by poor alignment when fitting the door. Loose screws should be tightened and the problem should be eliminated by realigning the hinges.

Hinges should be lubricated periodically with silicone based grease. Whilst squeaking of hinges is a sign of lack of lubrication, if it occurs frequently then the pin misalignment should be investigated.

Whether supplied in satin or polished finish, stainless steel should be dusted regularly, occasionally washed with warm soapy water and dried with a soft clean cloth. Avoid acid or chloride based cleaning products and abrasive materials. Greasing over all exposed stainless steel once cleaned is a necessity.

Overhead Door Closers

Since all internal parts are completely immersed in oil there is little routine maintenance to be carried out. It does no harm in re-greasing all moving parts on the 2 monthly basis, just to ensure smooth operation. Overhead door closers should be inspected for oil leakage, tightness of fixings and correct operation. Light oil lubricant should be applied to exposed pivot points.

Ensure the door closes smoothly and firmly into the frame overcoming the latch and/or seals if fitted. If it does not, make sure the lock and hinges are correctly fitted and operating correctly before adjusting the closer.

To avoid slamming, the latch action should be adjusted. Where backcheck or delayed action functions are incorporated these should also be checked and adjusted. Similarly with adjustable power units the valve should be adjusted to take