



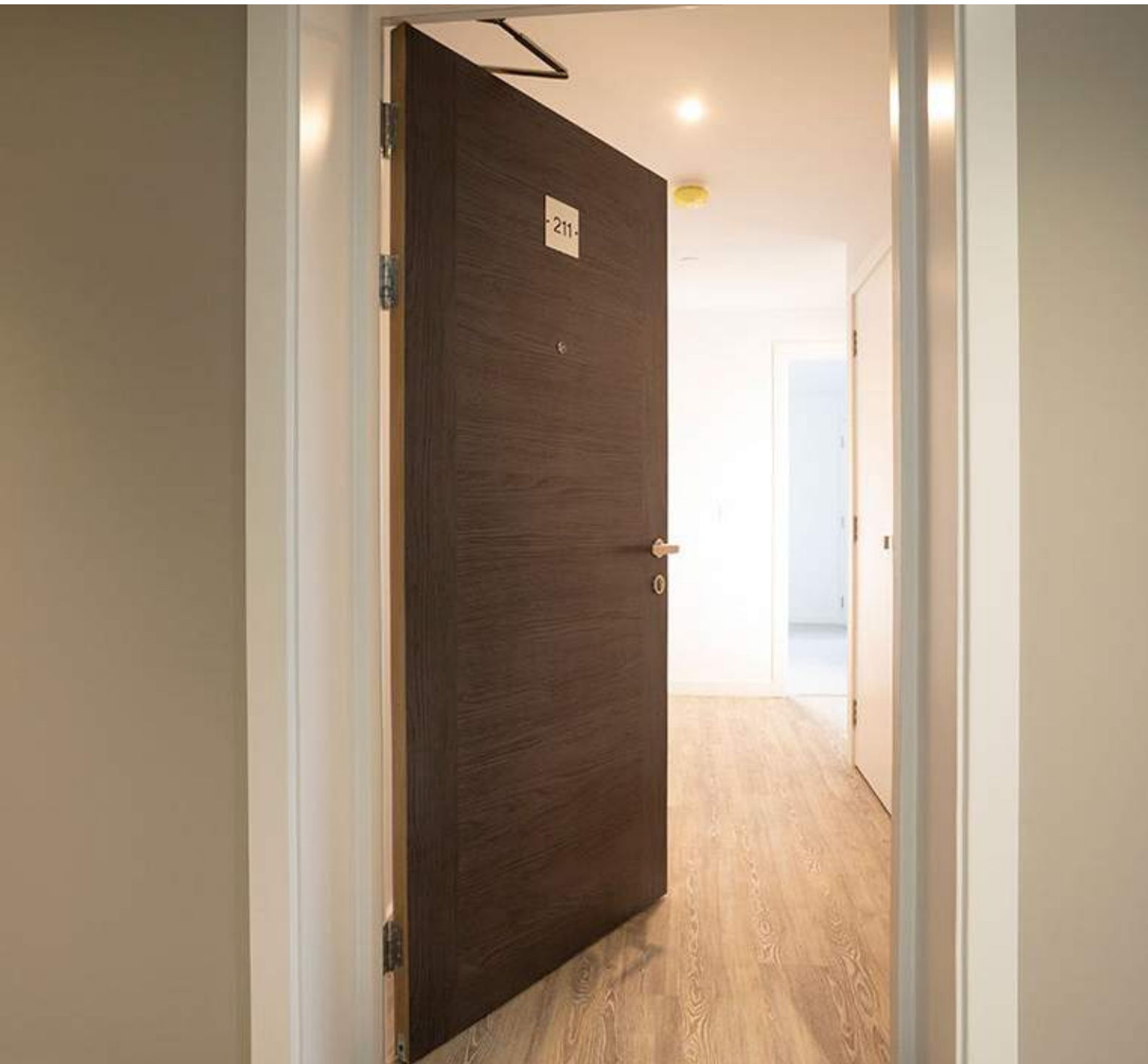
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## Operational & Maintenance Manual.

### Timber Doorsets

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[www.silentdoor.co.uk](http://www.silentdoor.co.uk) | [support@silentdoor.co.uk](mailto:support@silentdoor.co.uk)



## DELIVERY

Careful inspection upon delivery is compulsory

All doors and its components (including loose items) must be inspected upon delivery.

- Checks must include visible damage or discrepancies, ensuring doors match quality, quantity, sizes and specifications ordered.

If there is an issue with the delivery, you must advise the delivery driver so your observation can be noted on the signed delivery paperwork.

- Take pictures capturing the issue(s) and share with the Silentdoor team within 24hrs from receipt of goods – email [support@silentdoor.co.uk](mailto:support@silentdoor.co.uk) quoting your project name and site delivery address.

Doorsets are a second fix item and should be delivered to site at the latest possible date in the build schedule.

## UNLOADING

All door(s) must be handled by at least two people at all times

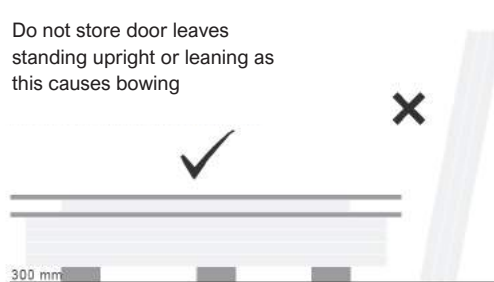
For small quantity delivery, you may unload by hand. When handling doors, you must not slide them across each other.

- You must lift them carefully upwards, with utmost care.
- Make sure you work in align of the Manual Handling Regulations, visit [www.hse.gov.uk](http://www.hse.gov.uk) for details.

We recommend unloading door(s) using mechanical vehicles.

- Doors must be stored flat (NOT on their edges), do not stack more than 25 doors high.
- Store doors upon at least three bearers and the bearers must be longer than the width of the doors.

Do not store door leaves standing upright or leaning as this causes bowing



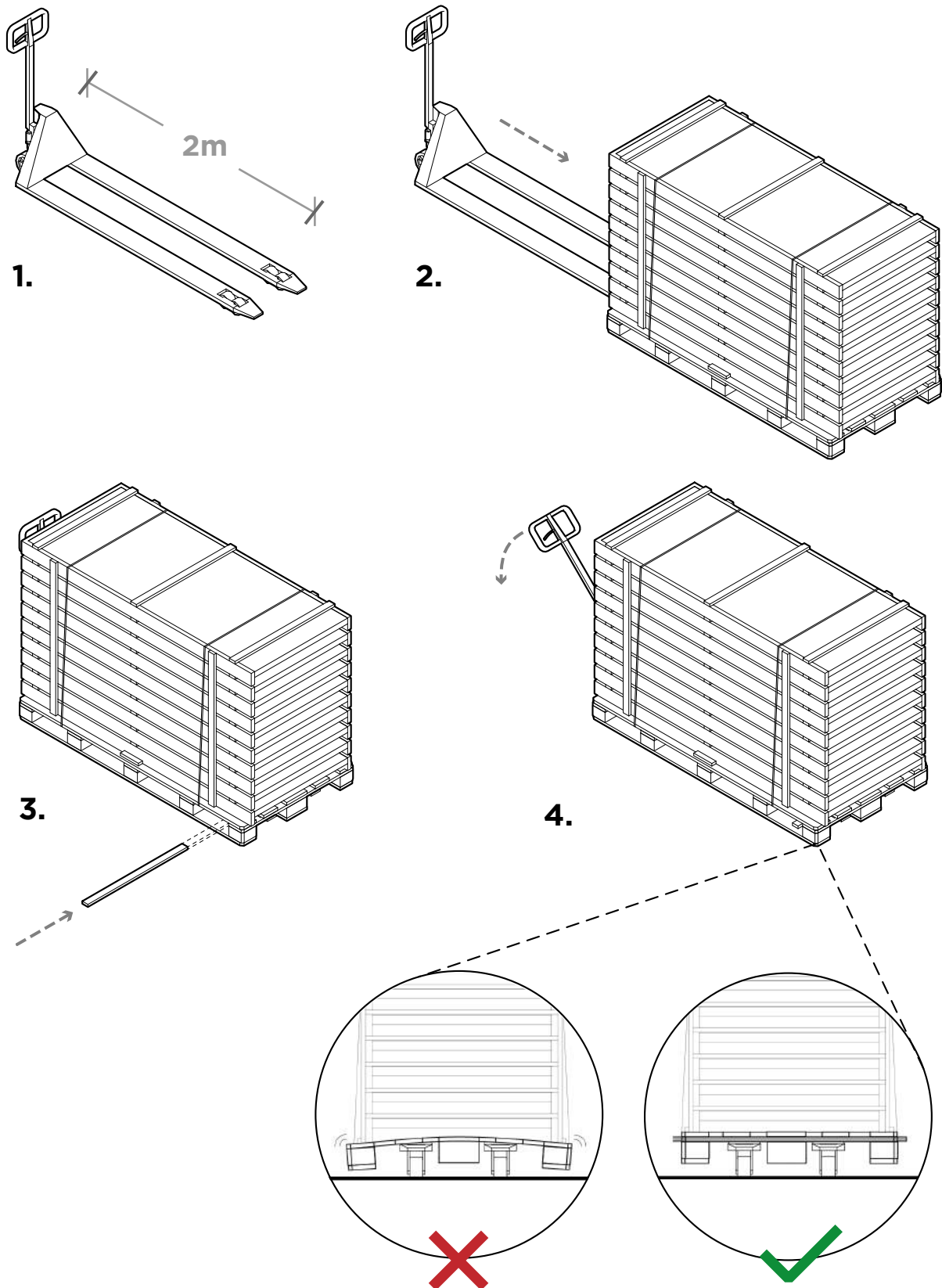
It is important for doors and doorsets to be handled and installed in align with BS Code of Practice, CP 151.

Due to the weight and meticulous care required, all doors must be handled and installed by at least two people at all times.

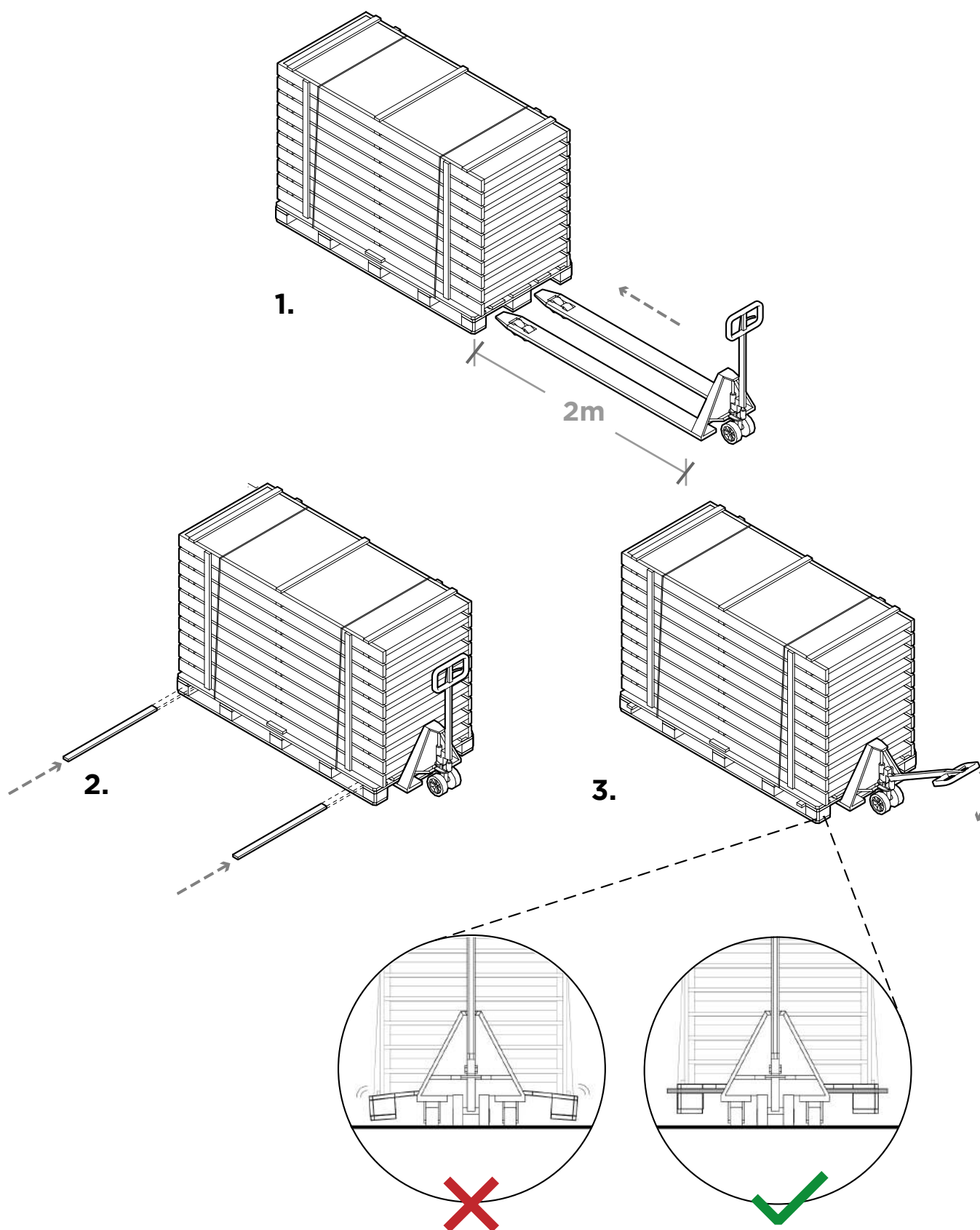
Doors must be stored flat, not on their edges, at all times. The floor should be suitable to allow the use of pallet moving equipment.

Cover stacks with opaque sheeting to prevent fading and keep doors clean. This is important for veneered doors, in particular.

## Moving at top of the door end



## Moving at bottom of door end



# doorsets

## OPERATION & MAINTENANCE MANUAL

### STORAGE

Strictly store doorsets & frames in dry, well-ventilated areas

Storage on site should be kept to a minimum, this should take into account the environmental conditions within the building to ensure they are settled to the future conditions.

Doors, frame components and complete doorsets can be affected by changes in humidity and temperature. This may cause the timber to swell or contract altering the gaps that have been allowed for during the manufacturing process.

Internal doors should be conditioned slowly to the temperature and humidity of the building once operational, this applies before and after installation. They must be protected from abnormal heat, extreme dryness, humid conditions or sudden changes of temperature or humidity.

#### STRICT ADVICE

- Store in a dry, well-ventilated area
- Protect doorsets at all times from dirt and damage but do not restrict air flow.
- Store on the supplied pallet/bearers or using a minimum of 3 equally spaced flat bearers on a flat surface. Additional bearers will be required for larger doors, frame components and complete doorsets.
- Do not store in any areas exposed to weather, near standing water or in damp conditions.
- Do not store in direct sunlight as ultra violet light can cause discoloration to timber products.
- Do not store doors in areas where wet trades are working.



## INSTALLATION

Installer must be member of a third-party accreditation scheme

It is recommended the installer is a member of a third-party accreditation scheme and a recognised quality assurance scheme to make sure of best practice adherence.

### ORGANISE

It is recommended to store doors in the chronological installation order, this avoids unnecessary frequency of handling

Doors must be stored flat, not on their edges, at all times. The floor should be suitable to allow the use of pallet moving equipment.

Stack with the largest door leaf at the bottom with size reducing up the stack

When door leaves have glazing beads or pre-fitted ironmongery, provide level immediate battens between door leaves to allow clearance and optimum protection

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### PRESERVE

Protective wrapping must be kept in place to protect doors, for as long as possible

Self-adhesive tape must not be applied to the door in any manner (face nor edge)

All surfaces of any primed or unfinished doors must be painted as soon as possible after delivery

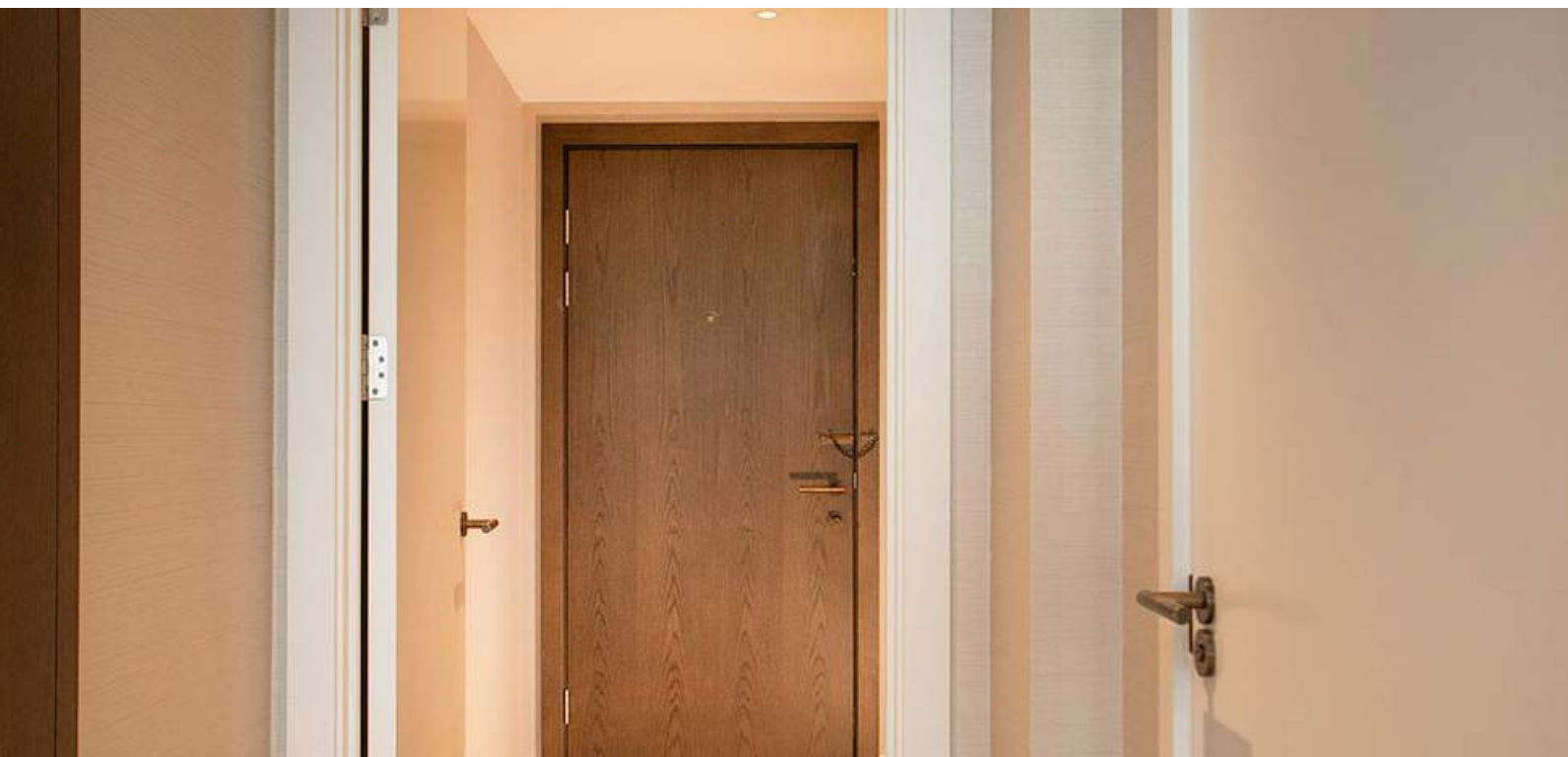
Any unfinished products such as Primed for on-site painting will require de-nibbing by others prior to final decoration

Allow time for on-site finishes to fully cure prior to the doors being closed shut, this may have implications on the door finish and any seals that may be fitted

When fitting locks and latches to doors, make sure the construction/ design of the door is not affected

Essential architectural ironmongery must be CE marked to ensure it complies with the British standards

You must fit ironmongery (latches, letter plates) before hanging doors



Installer must be member of a recognised quality assurance scheme

#### MOISTURE PROTECTION

Doorsets must not be installed until the building envelope is complete and weather-tight, all wet trades work is complete, and heating/air conditioning has been commissioned; failure to do this will compromise the warranty

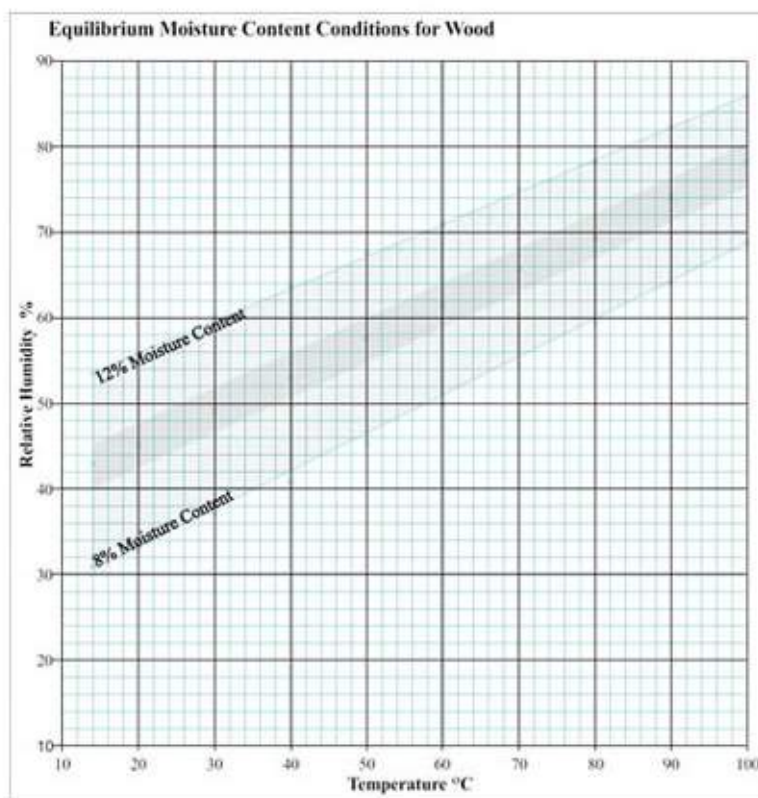
Doors exposed to moisture and humidity may become distorted and lead to shrinkage and unsuitable for use – this is not covered by our warranty agreement

Conditions should be as close as possible to those expected in the occupied building.

Temperature should be in the range 13°C to 21°C and relative humidity in the range 40% to 50% during storage and installation

After installation, doorsets should not be subjected to sudden or extreme changes in temperature or humidity.

If it is unavoidable that heating or air conditioning is brought into operation after installation, this should be done gradually over as long a period as possible.



#### NOTES

1. The moisture content of wood will equalise to the levels indicated in this graph according to local environmental conditions.
2. Optimum conditions for joinery intended for internal use will result in maintenance of a 8 -12% moisture content
3. This graph should be referred to for the purpose of storing wood based products and subsequently for installed finished goods.
4. Wood is naturally hygroscopic and will absorb or lose moisture according to local environmental conditions. Variations in moisture content will result in growth or shrinkage, (particularly across the grain of wood). This graph provides guidance with regard to the environmental conditions that should prevail during storage (and subsequent use) to ensure that wood products remain stable
5. Moisture contents should be checked and recorded at the time of each handover
6. Rapid changes in environmental conditions, (even within indicated tolerances), can give rise to more dramatic effects

### ALL TIMBER DOORS

**Schedule:**

Every 3 months

- ✓ Check door leaf & frame is not bowed, deformed or damaged in any way. Repair or replace as necessary
  - ✓ Check the area surrounding the door is clear allowing the door to open in full swing smoothly
  - ✓ Check doors operate smoothly without clashing or scraping against anything
  - ✓ Check all fitted ironmongery (handles, hinges, door closers, kick plate, push plate etc), including any fixings, are not damaged, loose nor missing. Adjust, repair or replace as necessary
    - Monthly, wipe clean all external and exposed surfaces with a soft cloth
    - Annual maintenance checks should include suitable functional tests inclusive of all fitted accessories and suitable visual inspection
  - ✓ Check any fitted signage (e.g., keep locked, emergency door etc.) is not damaged, lacking readability, loose nor missing. Adjust, repair or replace as necessary
  - ✓ Check the self-latching works when the door self-closes
  - ✓ Check door closer and floor spring is clean, no dust nor dirt; check for leaks and correct adjustment. Do not wedge door open; this will invalidate warranty
  - ✓ Check flush bolt and lock action is operating smoothly. Occasionally lubricate with light oil if required for smooth operation. Adjust, repair or replace as necessary
  - ✓ If glazed, check the glass is not cracked or broken. Repair or replace as necessary
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### TIMBER FIRE DOORS

In addition to Timber Door checks above, you must also check...

**Schedule:**

Every 3 months

- ✓ Check intumescent fire seals or cold smoke seals are not damaged, no wear & tear. Replace immediately, if needed
  - ✓ Check seals to each edge of door leaf and frame are not damaged or missing, replace if missing or damaged
  - ✓ Check drop seal, if fitted, must drop smoothly against the threshold when the door is closed, adjust as necessary
  - ✓ Check gaps between door leaf, frame and finished floor level are 3mm, as per specification and fire compliance, and adjust as necessary
  - ✓ Check compatible hanging devices, self-closing devices and automatic release mechanisms are operating correctly. Adjust as necessary
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### TIMBER ACOUSTIC DOORS

In addition to Timber Door + Fire Door checks above, you must also check...

**Schedule:**

Every 3 months

- ✓ Sound checks should be completed to make sure the doorset is of satisfactory performance, recommended reference regulations include:
  - Building Regulations - (England & Wales) - Approved Document 'E': Rw.29dB. for entrance door to residential units.
  - Building Bulletin 93 - Educational Establishments - Classroom & Lecture areas: Rw.30dB.
  - Building Bulletin 93 - Educational Establishments - Music Rooms: Rw.35dB to Rw60dB
- ✓ Check the seals are well-placed as installed

### AUTOMATIC DOORS

**Schedule:**

Every month

- ✓ Every month, the operation of fail-safe mechanism should be test by 'breaking out' the doorset or by stimulating failure of the mains power supply, as appropriate. Record the results and if any door is faulty then it must be repaired and replaced as soon as possible
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### EMERGENCY DOORS

**Schedule:**

Every month

- ✓ Every month, the operation of emergency doors in particular external doors must be checked. Please note weather conditions can affect the door and frame operation so the escape devices integrated with automated doors must be examined to ensure of correct and safe performance



## CARE OF FINISHES

### VENEERED DOORS

- ✓ Polish occasionally as required using standard furniture polish

Every 5 years refurbish veneered doors and polished frames as follows: Clean with white spirit

Remove surplus wax using a clean knap free cloth

Reduce the gloss level by buffing with clean grade 00 wire wool

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### LAMINATED / PVC

- ✓ Clean as necessary using warm soapy water.

Treat frames and hardwood lippings as described for Veneered Doors (see pt.1)

NOTE: Alternatively lightly sand lippings and re apply clear lacquer

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### PAINT GRADE

- ✓ Clean as necessary with warm soapy water.

Re-paint at approx. 5 year intervals following the paint manufacturer's instructions

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### GLASS / GLAZED

- ✓ Where glass is to be replaced the replacement glass should be of the same type as the original glass

All glazing intumescent and beading should also be replaced to the same detail as the original installation





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V.2.1

