

SILENTDOOR

Open the doors to endless possibilities



Operational & Maintenance Manual

O&M Manual - SilentDoor Timber

Delivery, unloading, storage, installation, moisture protection, maintenance, care of finishes and contact details.

1. Delivery inspection and unloading requirements
2. Correct pallet movement at top and bottom of door end
3. Storage and installation guidance
4. Moisture protection and environmental conditions
5. Maintenance checks for timber, fire, acoustic, automatic and emergency doors
6. Care of finishes and support details

Delivery and unloading

Inspect all doors and components on delivery, record any discrepancy immediately, and handle every door with care from the first movement on site.

Delivery checks...

- Inspect all doors, loose items and components on receipt.
- Check visible damage, quantity, sizes and specification against the order.
- If there is an issue, tell the driver so it is noted on the delivery paperwork.
- Take photographs and email SilentDoor within 24 hours with the project name and delivery address.

Unloading rules...

- Unload by hand only for small quantities and **never slide door leaf's across each other.**
- Lift carefully upwards and follow Manual Handling Regulations.
- Mechanical unloading is recommended wherever possible.
- All doors must be handled by at least two people at all times.

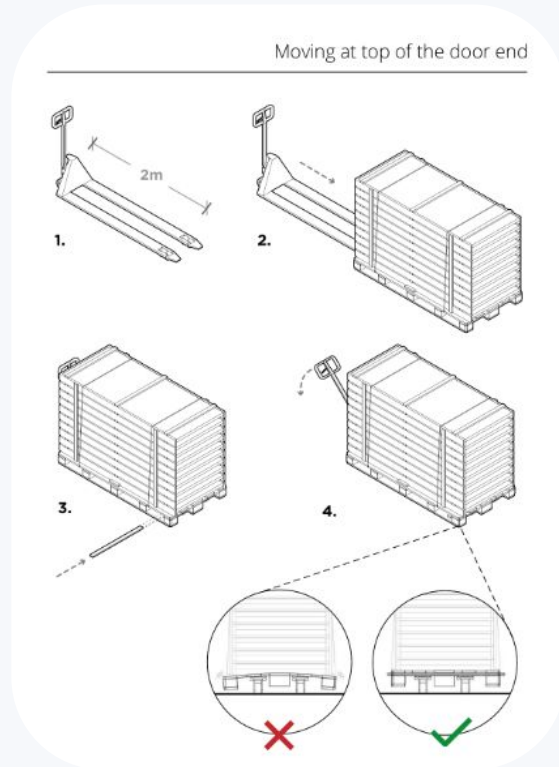
Site storage reminder...

Doorsets are a second-fix item and should be delivered at the latest possible date in the build schedule. Store doors flat ... **never on their edges** ... using at least three bearers, with bearers longer than the width of the door, and do not stack more than 25 doors high. Cover stacks with opaque sheeting to keep them clean and prevent fading.

Do not store upright

Moving at top of the door end

Use the pallet truck at the top end exactly as illustrated in the original manual, with the correct support arrangement beneath the load.

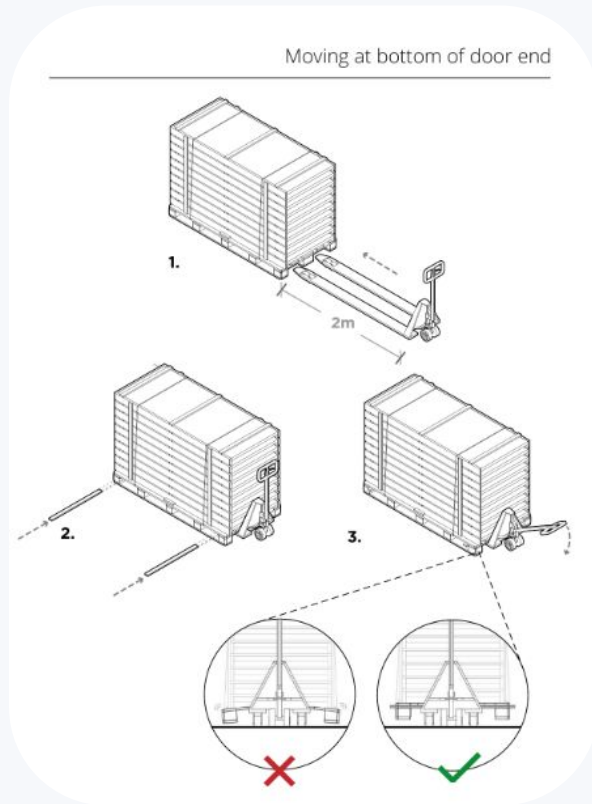


What the diagram shows...

- A 2m spread is shown for the truck position at the top of the pallet.
- The pallet is approached, lifted and supported before movement begins.
- The lower detail compares an incorrect support position with the correct position.
- Use the supported arrangement shown with the green tick - not the unsupported arrangement shown with the red cross.

Moving at bottom of door end

The manual also shows the alternative movement sequence from the bottom of the door end, again with a correct and incorrect support example.



Operator guidance...

- Position the truck with the 2 m spacing shown in the manual.
- Insert the forks fully and keep the pallet stable before moving.
- Use the supported arrangement illustrated with the green tick.
- Avoid the unsupported set-up shown with the red cross.

Use this slide with slide 3 as the site handling reference pair.

Storage requirements

Storage on site should be kept to a minimum and must allow the doorsets to settle gradually to the environmental conditions they will experience in use.

Strict advice...

- Store in a **dry, well-ventilated area** and protect doorsets from dirt and damage without restricting air flow.
- Keep doors on the supplied pallet or on at least 3 equally spaced flat bearers on a flat surface.
- Do not store where there is weather exposure, standing water, damp conditions or direct sunlight.
- Do not store in areas where wet trades are working.

Environmental point....

Doors, frame components and complete doorsets can swell or contract with changes in humidity and temperature, altering the gaps allowed during manufacturing. Condition internal doors slowly before and after installation and **protect them** from abnormal heat, extreme dryness and sudden climatic changes.



Installation - organise and preserve

Installation should follow best practice, reduce unnecessary handling, and **protect the door leaves and hardware** before the doors are hung.

Organise...

- It is recommended that the installer belongs to a third-party accreditation and recognised quality assurance scheme.
- Store doors in chronological installation order to reduce handling.
- Keep doors flat and stack from the largest leaf at the bottom upward.
- If leaves include glazing beads or pre-fitted ironmongery, use level battens for clearance and protection.

Preserve...

- Keep the protective wrapping in place for as long as possible, ensuring the product is kept out of direct sunlight at all times.
- Do not apply self-adhesive tape to the face or edge of the door.
- Prime or unfinished doors must be painted promptly after delivery.
- Fit ironmongery before hanging the doors and use CE-marked architectural ironmongery.



In accordance with EN 15269-3, certified fire doors **must not** be clad with more than 1.5mm per face after manufacture, as this may invalidate the achieved fire classification.

Manual handling - lifting a door leaf safely from a stack

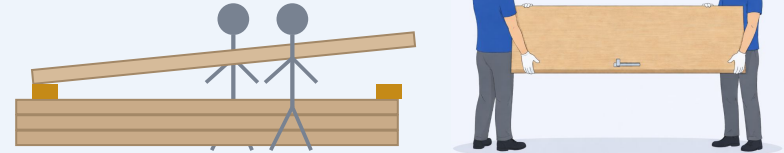
Recommended site method for protecting operatives and the product. Always complete a site-specific manual handling assessment / RAMS before lifting.

Priority order: avoid manual lifting where possible, use a mechanical aid where practicable, and use a coordinated team lift only where the task cannot reasonably be mechanised.

A. Protect people - lifting sequence

- 1. Assess the leaf weight, size, route and final landing point before touching the stack.
- 2. Use a trolley, door lifter, vacuum / suction aid or other mechanical assistance where available.
- 3. If manual handling is still required, use a suitable team lift with one person leading the commands.
- 4. Stand close to the leaf, feet apart, one foot slightly forward, and keep the load close to the body.
- 5. Raise the top leaf cleanly, **man either side** - do not twist, snatch or drag it sideways across the leaf below.
- 6. Move in unison, rotate by moving the feet, and place the leaf immediately onto padded bearers or a trolley.

Recommended movement...



Top leaf lifted clear **WITHOUT** sliding across the leaf below.

B. Protect the door leaf and the leaf below

Do

Lift the top leaf cleanly, keep edges clear, use gloves with good grip, and land onto padded bearers / an A-frame / trolley.

Don't

Do not drag the top leaf across the stack, lever on corners, drop onto hard surfaces, or rest unprotected edges against masonry.

Warranty activation and conditions.

A concise summary of activation, ongoing inspection requirements and warranty cover.

Warranty activation...

Authorised inspection within 6 months

- First inspection by an SilentDoor/ approved representative. This visit is chargeable.
- Completion and Registration Of Warranty Card
- Visit checks hanging, hardware, alignment, seals and closer settings.
- Warranty certification follows a satisfactory visit, subject to conditions.

Ongoing requirement...

Every 6 months thereafter

- Further inspections every 6 months by SilentDoor or a qualified third party.
- Third-party inspections must be supported by maintenance records.
- Missing or unrecorded inspections may void the warranty.
- Claims remain subject to SilentDoor inspection and validation.

Warranty cover...

Defects in materials and workmanship under normal use.

- Doorset must be installed, maintained and operated to SilentDoor guidance.
- Claims may be rejected where proper records are not provided.
- Warranty period runs from dispatch date.

IMPORTANT: A post-installation form must be completed in accordance with the installation guide, failure to do so may invalidate warranties.

Full warranty conditions are outlined on our website. www.silentdoor.co.uk/silentdoor-rw-t-warranty-conditions

Maintenance inspection requirements.

Detailed inspection scope for first 6-month activation visit and recurring 6-month maintenance.

First inspection - within 6-Month Acoustic & Fire Inspection...

To activate the **SilentDoor warranty**, an authorised SilentDoor representative must carry out a post installation inspection within 6 months of installation, subject to conditions and issue of Warranty Certification. This visit is chargeable.

This service includes

- Inspect and review door hanging and hardware fittings.
- Lubricate fittings and bearing components where necessary.
- Clean and maintain hinges.
- Check frame condition and alignment.
- Verify tolerances are still in accordance with installation guidelines
- Verify and adjust door closer (force and closure).
- Confirm full installation remains in accordance with SilentDoor installation guidelines.
- Issue Warranty Certification.
- 6-month fire compliance review (visual and functional inspection) - If applicable.

Following the inspection, a Warranty Certification will be issued, confirming compliance and continued warranty coverage. Please note: The 6-month inspection visit is chargeable. Pricing will be confirmed at the point of order or upon request.

Every 6 months thereafter...

By SilentDoor or a qualified third party. If carried out by a third party, **maintenance records** must be available for any warranty claim.

- Check door hanging fittings.
- Lubricate hinges, locks, latches and pivots as required.
- Clean hinges and visible hardware.
- Inspect acoustic, smoke and intumescent seals for wear or damage.
- Check for scratches, swelling or warping.
- Confirm leaf-to-frame gaps remain within tolerance (typically 2–4 mm).
- Record all findings in the maintenance log.
- Fire compliance review, where applicable.

Installation continued - care and handling restrictions

To maintain finish quality and long-term performance, the following restrictions must be observed at all times...

Do Not....

- Lean materials or equipment against the doorset or frame that may cause damage.
- Modify, cut, drill or alter the doorset or associated ironmongery.
- Expose the doorset to moisture, weather or unstable environmental conditions.
- Force the door leaf or opening mechanism beyond its intended operation.
- Hang loads, signage or additional weight from the door or ironmongery.
- Subject the doorset to impact, misuse or uncontrolled forces.
- Use abrasive, solvent-based or silicone-based cleaning products. Silicone impedes possibility of subsequent varnish.
- Saturate or wet the timber elements.

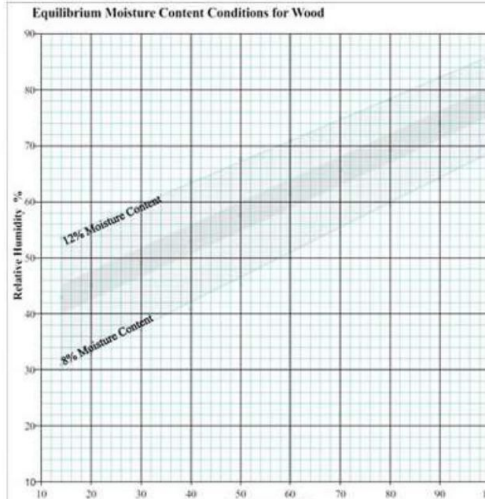
General care guidance....

- Clean using a soft cloth and mild, non-abrasive cleaner only.
- Maintain stable internal environmental conditions in line with building use.
- Any damage or defect should be reported immediately
- Pre-painted beads available.

Failure to follow this guidance may affect fire and acoustic performance and may invalidate warranty.

Installation continued - moisture protection

Doorsets **must not be installed until the building is weather-tight**, wet trades are complete, and the environmental conditions are close to those expected in occupation.



Environmental targets...

- Aim for 13°C to 21°C during storage and installation.
- Aim for 40% to 50% relative humidity.
- Avoid sudden or extreme changes in temperature or humidity after installation.
- If heating or air conditioning must start after installation, introduce it gradually.

Moisture protection notes...

- Doors exposed to moisture and humidity may distort or shrink, which is not covered by warranty.
- The moisture content of wood equalises to local environmental conditions.
- Optimum internal joinery conditions generally maintain 8-12% moisture content.
- Moisture contents should be checked and recorded at each handover.
- Rapid changes in environmental conditions can cause more dramatic effects.

Installation continued - site guidance for painters

Painting glazed acoustic doorsets - avoiding paint ingress at glazing beading..

Do Not

- Flood glazing edge with paint.
- Apply mastic / silicone unless approved.
- Remove beads or disturb seals.

Preparation

- Clean and de-dust surfaces.
- Mask glass 0.5–1.0 mm back.
- Light denib and tack rag.

Preparation

- Use fine brush and thin coats.
- Lay off away from glass line.
- Avoid pooling at mitred corners.
- Apply 2-3 light coats.
- Score edge before masking tape removal.

Additional notes...

- Careful painting of opposite bead required.
- Avoid paint entering glazing pocket.
- Inner bead may remain visible.
- Pre-painted beads available.

Optional finish

- A thin veneer slip may mask minor bleeds (cosmetic only)

Colour advisory

- Dark finishes may reveal inner return.
- Specify pre-painted beads for a uniform finish.

Failure to follow this guidance may affect fire and acoustic performance and may invalidate warranty.

Hinge packers and Dormakaba closer adjustments

Guidance on precise door alignment and controlled closing performance to maintain fire, acoustic and operational compliance.

Hinge packers

Hinge packers can be used to achieve **final alignment** and **maintain specified gaps**. Typically 3 x 2mm packers are used subject to site tolerances. Adjustments must ensure correct alignment and maintain fire and acoustic performance.

Power closer adjustment

Dormakaba **door closers shall be adjusted** in accordance with manufacturer guidance. Spring power **via Allen key**, closing speed via control valve, latch via valve/arm. Avoid over-adjustment and confirm full operation after adjustment



Current maintenance intervals and care

Structured maintenance timetable, beginning with the 6-month warranty activation visit and continuing through the service life of the doorset.

Every 6 months...

- Review hanging fittings and lubricate hinges, locks, latches and pivots as required.
- Clean visible hardware and inspect acoustic, smoke and intumescent seals.
- Check for damage, swelling, warping and out of specification gaps. Record findings.

Every year...

- Grease bearing components and fittings and check hidden hinges where fitted.
- Verify closer, lock, latch, panic hardware, labels and self-closing / latching performance.
- Review continued compliance with SilentDoor installation & maintenance standards.

Long-term finish care...

- **Every 5 years:** re-varnish and / or re-paint doors and check frame condition.
- **Every 10 years:** renew lacquered finishes and repeat anti-insect / anti-fungus treatment.

Use precautions...

- Avoid knocks, humidity, moisture at the bottom of the doorset and prolonged direct sunlight.
- Keep maintenance records available, especially where third-party inspections support a later warranty claim.



Contact details

For support, replacement advice or manual queries, use the SilentDoor contact details shown in the original document.

SilentDoor Rw[®]

13 Brooks Lane
Middlewich
Cheshire
CW10 0JH

PEFC

FSC

support@silentdoor.co.uk
Tel: 0330 043 0134

www.silentdoor.co.uk

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