

# INSTRUCTION LEAFLET

Doors for public places and sensitive sites



## DESIGNERS, INSTALLERS, USERS...

Well done! By choosing the DOORTAL brand for your door sets, you have made the choice of quality.

However, in order to ensure the safety of people, the security of the premises, as well as the optimal functionality of the door, it is imperative that the instructions on the following pages are followed. Installation and maintenance should only be carried out by qualified professionals.

Please keep this manual for future reference.

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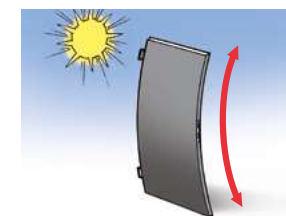
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Appendix

**Important:** the instructions and specifications contained in this manual may evolve in case of changes on our products, in a constant effort to improve quality. The reproduction of this document, even partially, is forbidden without the written permission of DOORTAL.

## 1 Sun exposure

Steel doors exposed to direct UV rays heat up and can expand, which can lead to significant deformation and dysfunctions of locks, whether mechanical or electrical.

This phenomenon particularly affects doors painted in dark colours and exposed on the south side of buildings. To avoid these problems, they should be protected from direct sunlight by creating awnings or installing them further from the facades.



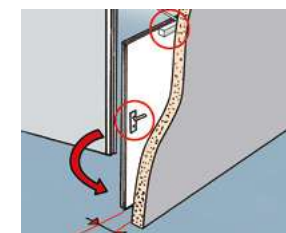
## 2 Unhinging of the leaf

For maintenance operations, it is essential to be able to unhinge the leaves. Therefore, a minimum clearance of 25 mm must be provided above the door leaf.



## 3 Space needed for equipment

If the leaf opens against a 90° wall, check that there is sufficient space for equipment such as the closer body, handle, etc...



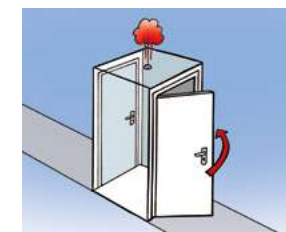
## 4 Decorative finish

In case of decorative paneling added to the door set (metal, wood, stone, etc.), it is advisable to contact DOORTAL to study the compatibility of the installation with the door set's classification on one hand and to check the door set's capacity to withstand the extra load on the other hand. Warning: on fire rated doors in particular, any addition of decorative panels and more generally any modification made to the door set invalidates the classification certificate and may lead to a partial or total loss of performance.



## 5 Airlock installation

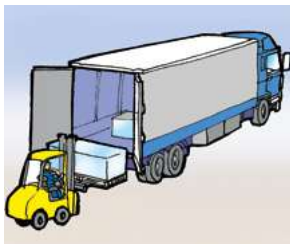
When two doors are fitted in an airlock arrangement with a confined space between them, the air pressure can slow down and severely restrict the closing of the doors. To avoid this, a pressure relief valve should be installed to prevent overpressure between the two doors.



## 3 • ON DELIVERY

### 1 Unloading

DOORTAL doors are packed either on pallets or in individual packaging. For double-leaf doors, the frame is filmed separately. Unload the packages carefully, using a forklift or other handling equipment. Remember to check the number of packages delivered on the label.



### 2 Checking

It is imperative to check the good condition of the packages upon receipt, in particular the absence of knocks, shocks, scratches, likely to have damaged the goods.

Also check for «forklift marks» on the inside of the pallet.

**Warning:** in case of important damages on the packages, it is advisable to refuse the goods by returning them to the sender.



### 3 Signature of the shipping voucher

The carrier presents a shipping receipt.

This document must be dated and signed when the goods are delivered with complaints if there are damages.



Valid complaints ✓	Invalid complaints X
... Missing parcels	Subject to unpacking
Scratched paint / shock on...doors	Faulty packaging
Damaged handles / glazing	In poor condition (not precise enough)

The complaints must then be confirmed within 48 hours to the carrier by registered letter with acknowledgement of receipt.



**In case of damage:** DOORTAL doors are subject to systematic quality control before shipment. The specially designed packaging ensures that damage during transport is avoided as much as possible. However, in case of non-conformity of the products, it is advisable to inform us immediately.

The doors must not be installed in any way. Compensation can only be paid if the above instructions have been followed and complaints have been made in good time.

## 4 • BEFORE INSTALLATION

### 1 Storage

In order to preserve the quality of the door sets and to avoid their deterioration, it is advisable to take all precautions when storing them before installation, on site or in the workshop.

In particular:

- handle packages with care
- do not stack on the pallets
- store away from direct sunlight and humidity

### 2 Handling

Provide all the necessary equipment for unloading and installing the doors, in taking account of their weight.

For especially heavy leaves, the top edge of the door is equipped with screw-in lifting rings.

### 3 Other precaution

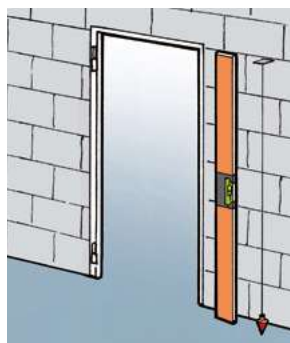
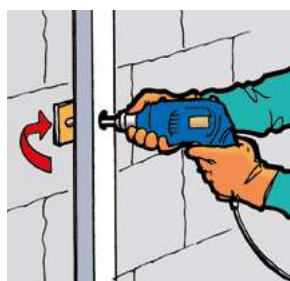
The leaves must not be carried by the lever handle (risk of the lever handle being out of alignment with the lock, which can lead to dysfunctions).



## 5 • ON INSTALLATION

### 1 Fixing method

The choice of fixing method must be made according to the support: concrete wall, hollow concrete blocks, metal framework, drywall, etc. It must be adapted to the weight of the door. Important: in case of fire rated doors and/or other performances covered by certificate, please refer to the fixing method indicated on the technical data sheets or the certificate of the door set.



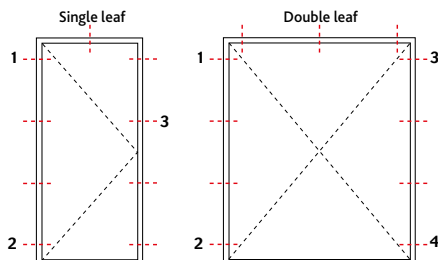
### 2 Presentation of the frame

Assemble the frame if necessary, using the screws provided on the corner sleeves. Present the frame in the opening (without the leaves) and check the clearances between the frame and the main structure (must be between 1 and 5 mm at any point on the periphery of the frame).

**Warning:** make sure that the top rail is horizontal using a level. In case of defect, it will be necessary to wedge under the lowest jamb so that the top lintel is perfectly horizontal.

### 3 Fixing the frame - 1<sup>st</sup> step

Fix the frame starting with the 3 or 4 fixing points in the order shown in the diagrams below. The clearance between the main structure and the frame must be compensated by shims at each fixing point in order not to deform the frame.



**Caution:** make sure the jambs are straight and aligned and the diagonals are equal (maximum difference of 2 mm).

### 4 Hinging of the leaf (or leaves)

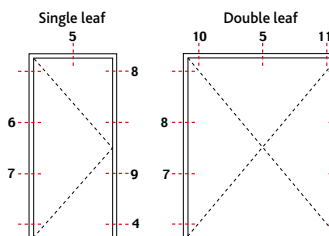
Before completing the fixing of the frame, the leaf (or leaves in the case of a double-leaf door) should be hinged to check the regularity of the clearances and the good alignment of the whole.

Leaves weighing more than approximately 100 kg are equipped with a metal insert on the top edge to allow the use of a lifting ring.



### 5 Fixing the frame - 2<sup>nd</sup> step

Once the clearances are checked, install the missing fixing points shown in the diagrams below. To do this, open the leaves at 90°, checking that the frame does not move.



Finally, fix the threshold bar if there is one.



### 6 Sealing of the frame

A silicone filling must be applied on all the periphery of the frame, on the inside and outside, at the junction with the main structure. For acoustic doors, this operation must be carried out with utmost care to avoid leaks. Any gap greater than 3 mm must be completely filled with sealant.



### 7 Cleaning, finishes and adjustments

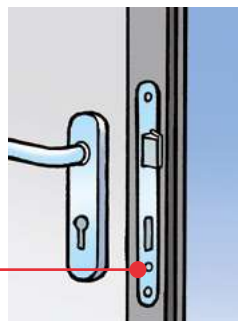
Finally, vacuum all metal filings and dust through the fixing holes and strikes plates of the frame so that they do not settle on the lock bolts. Place the supplied caps plugs if necessary. Adjust the latches and check the correct functioning of the locks and operating elements. Adjust the door closer (speed and latching action) according to the instructions.



## 6 • AFTER INSTALLATION

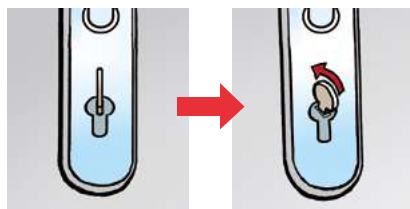
### 1 Cylinder replacement

In order to facilitate the management of the building sites, DOORTAL door sets are delivered with a temporary cylinder. When handing-over to the owner, it is imperative to replace it by a safety cylinder.



#### ● Unscrewing the side screw

Unscrew the screw located on the lock, on the side of the leaf.



#### ● Locking lug alignment

Turn the key approximately 10° (in either direction) to align the locking lug with the cylinder body.



#### ● Cylinder removal

Carefully remove the cylinder. In case of rubbing, slightly loosen the screws of the handle.

#### ● For the implementation of

the new cylinder, repeat the above steps in reverse order.

**Attention:** do not fit a thumb turn cylinder on emergency, electric or motorised locks.

### 2 Important precautions

- Do not paint any part of the locks or other operating elements.
- Do not paint the seals.
- Do not modify the door set, in particular never replace or modify the lock, the locking system or any door hardware or equipment. Any modification will cancel the DOORTAL warranty and the door set's ratings, and may endanger the safety of users.
- Do not expose the door set's protective adhesive to the sun. This may leave permanent marks.
- Install a wall or floor-mounted door stop (unless the door set is fitted with an opening limiter) to protect the leaf and door closer, particularly when exposed to high winds or heavy use. The door stop should be fitted as far away from the hinges as possible, ideally about 50 mm from the edge of the leaf to avoid the risk of leaving marks in the leaf.
- If the door set is installed on the edge of the facade, fix a water drainage profile above the door set so that the water flowing down the facade is diverted about 5 cm.
- Do not add adhesive film to a glazed part of the leaf without first checking with the glazing manufacturer that there is no risk of thermal breakage.
- Do not leave the leaves open or ajar during periods of rain, to prevent any damages on the locks and other equipments.



## 7 • MAINTENANCE

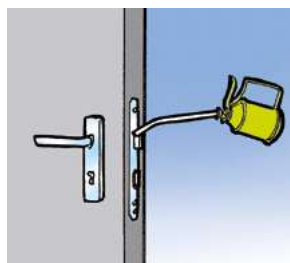
### 1 Operational, hardware and seals checks

Once or twice a year, check that no new objects or devices on the surface of the door leaf, the frame or in the swing area of the leaf interfere with the proper functioning of the door.

Carry out several operational tests (opening/closing of the leaf, or leaves) and make sure that the lock bolts engage correctly, particularly for fire doors.

Check once a year that the locks, panic bars, door closers and all the operating devices of the door set that could compromise the safety of users are working properly.

Also check the presence and good condition of the seals and intumescent seals on the fire doors.



**Caution:** never apply chemicals to the lacquered surfaces! Never use a high pressure cleaner. For the cleaning of stainless steel parts, please contact us.

### 2 Lubrication of moving parts

Grease the hinges and lock bolts once a year, or more if necessary, using a suitable silicone grease or oil, either in a spray or pump (rust removers or strippers are not recommended). To grease the hinges, the door leaf must be unhinged.

### 3 Replacing defective parts

Systematically replace any worn or damaged parts.

### 4 Door set cleaning

In case of soiling, the painted areas should be cleaned with liquid household soap and then rinsed with clear water.

### 5 Regular Use

All door sets should be operated at least once a month to prevent the moving parts from seizing up, especially when exposed to the weather. A door set that is not used for a long period of time can become damaged and lose its normal function, especially the lock and hinges.

## 8 • 10 YEAR WARRANTY

### 1 Field of application

The 10-year DOORTAL warranty applies to the INSUPLUS, PYROPLUS, SONIPLUS and SECURIPLUS door ranges.

The warranty covers the mechanical stability of the door and the seals (excluding lock and door equipment).



### 2 Conditions

The warranty is subject to the following conditions:

- product used only for its intended purpose
- product having benefited from the maintenance indicated on the previous page
- serial number that has not been removed or made illegible.

### 3 Included in the warranty

The DOORTAL 10-year warranty applies to all applications including those with intensive use. It is not subject to a traffic limitation.

### 4 Not included in the warranty

Damages are excluded from the warranty if due to:

- shocks or abnormal use
- damage due to corrosion or exposure to high winds
- damage caused by accidents or incidents, including objects hitting the door set.

If the product has been fitted with locks, accessories or other door equipment not supplied by DOORTAL, the warranty will expire.

### 5 Coverage

The DOORTAL warranty covers the replacement of defective parts, excluding labour and excluding compensation for extra costs or costs of operating losses linked with the replacement of the door set. Only one exchange under warranty can be carried out per door set.

DOORTAL reserves the right to replace defective parts with parts of a slightly different design when the warranty is invoked.

## 9 • QUESTIONS AND ANSWERS

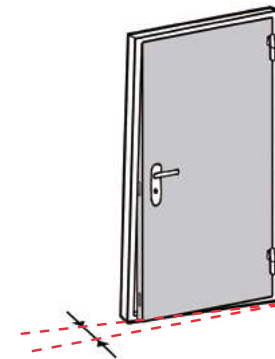
> **Question:** *The leaves do not fit properly in the frame, what can I do?*

> **Answer:** Check that the leaves match the frames by looking at the serial numbers. See the enclosed appendix to find the serial number.



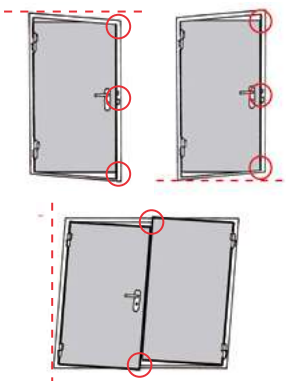
> **Question:** *The multipoint lock forces and does not lock properly. Why is this happening?*

> **Answer:** It is advisable to check that the frame is correctly aligned with the door leaf. In case of misalignment, even of a few millimeters, visible when the door is slightly open, unscrew the frame upright, readjust it according to the leaf, and re-fix it. The alignment between the leaf and the frame must be perfect for the locks to work.



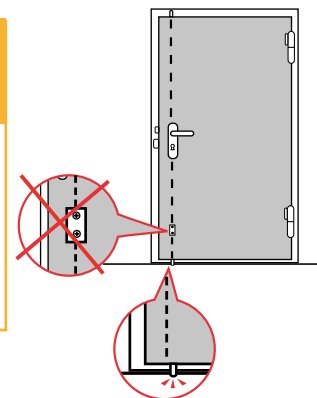
> **Question:** *There is misalignment or rubbing at locks, latches, electrical contacts, etc. level. What is the cause of this?*

> **Answer:** Check the diagonals of the frame and, if necessary, unscrew it, adjust it with a plumb line or a level longer than 1 meter and screw it back.



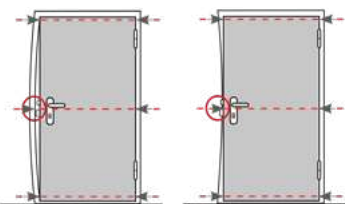
> **Question:** *The multipoint lock does not work (or not properly). Key operation is difficult.*

> **Answer:** Check that there are no parts attached to the leaf that could interfere with the operation of the embedded rods (doorstop latch, etc.) Check that the latches are sufficiently deep and clean (ground latch).



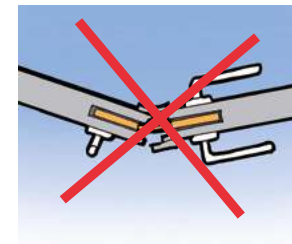
> **Question:** *The bolts of the lock do not engage or only slightly in the latch, or rather the opposite the forend of the lock comes into contact with the frame, where does this come from?*

> **Answer:** Check the inside width of the frame below the top rail, then at mid-height, and finally at the threshold level. This dimension must be identical in the 3 measured points. If it is not the case, unscrew the frame and adjust the wedge between it and the structure.



> **Question:** *The lock is damaged; the deadbolt no longer works?*

> **Answer:** If it is a double leaf door, check that the inactive leaf has not been opened while the active leaf was locked. Replace the defective lock with a new one.



*If you have any other questions, please note the serial number of the door (see attached appendix to find it) and send the request to the relevant department (see contact details on next page).*

> If you have any questions, remarks or suggestions, or if you wish to request a guarantee, please do not hesitate to contact us using the details below:

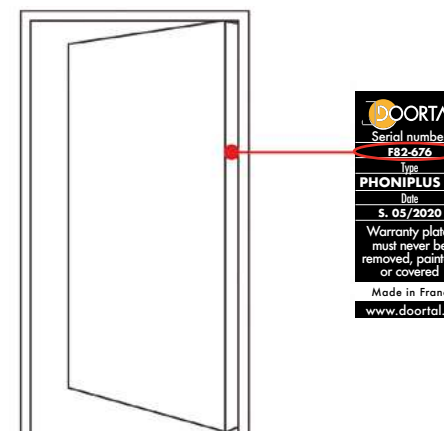
- by phone : 04 72 26 55 00 (from France)  
or : +33(0) 472 26 55 00 (from abroad)

- by email : [sav@doortal.fr](mailto:sav@doortal.fr)

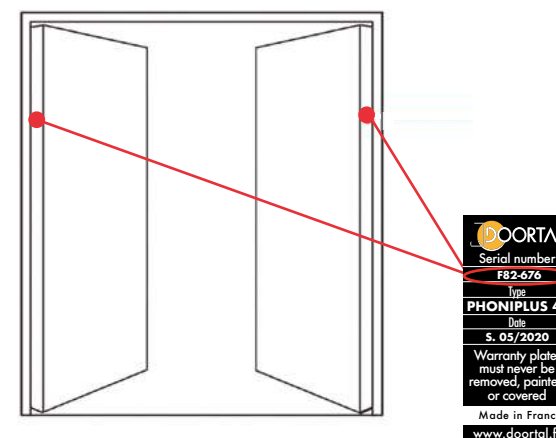
➔ Remember to indicate the serial number of the door set concerned by the request (see location in the appendix).

### Location of the serial number

> For a single leaf door, the number is on the plate located on the hinge side of the leaf.



> For a double leaf door, the number appears on the plates located on the hinge side of each leaf.







DOORS FOR PUBLIC PLACES AND SENSITIVE SITES

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