

INSTRUCTIONS FOR USE AND MAINTENANCE INSTRUCTIONS; TERMS AND CONDITIONS OF THE WARRANTY

Steel profile doors, flush steel doors, glazed façades

For safe use and/or maintenance of the product, please read these instructions carefully.

INSTRUCTIONS FOR USE

1. Observe generally acknowledged safety precautions when using the product.
2. As a rule, the doors can be opened by using the door handle to release the latch bolt of the lock. If the lock has been locked with a key, it must also be opened with the key.
3. The doors should never be opened by using mechanical objects, which may damage the door sheet or the frame. A damaged surface layer will facilitate the corrosion of the door.
4. A special door stopper designed for this purpose must be used to keep a door in the opened position. Never place any objects which prevent the closing of the door between the door sheet and the frame (wooden beams, metal bars, bricks, cables, etc.). Such objects may damage the structure, hinges, closer, surface coating, etc. of the door. Prevent the accumulation of snow or debris between the door sheet and the frame.
5. Close the doors carefully to avoid your fingers getting caught between the door sheet and the frame.
6. As a rule, fire rated doors must be in the closed position. Any fire rated doors which are kept in the opened position must be equipped with an automatic closer.
7. The proper use of a lock means that neither the entire lock nor any single part of it are subjected to excessive force. Keep the moving parts of the lock frame free of debris and metal dust. Also avoid contacts of the lock frame with water.
8. Only use original keys; the manufacturer will not be held liable for any damage caused by using extra keys which have been made by unauthorised persons. Order any extra keys from the authorised representative of the lock manufacturer.
9. Never paint the lock frame or any other parts of the lock.
10. Fire rated door closers are equipped with closer arms which cannot be detached from the hinge of the closer – this prevents the door being left open. The arm may only be removed for performing maintenance works.
11. Prevent the sudden closing or opening of the doors due to draught (especially in the case of glazed doors). If necessary, adjust the back check of the door closer. See Maintenance instructions, point 17.
12. Point loads on the door sill may cause deformation. Use a bridge in the event of transporting loads over the sill.
13. Avoid the contamination of the surface of the product with salt or other chemicals used for removing snow.
14. In order to prevent accumulation of concentrate, follow the following instructions: *06 /29 Annex to the instructions for use and maintenance instructions; Condensate*

MAINTENANCE INSTRUCTIONS

1. The doors must be checked and maintained at least twice per year. In the case of intensive use (approx. 50,000 cycles) or in active environmental conditions, doors must be checked and maintained once in every three months or after 50,000 cycles.
2. The client must keep a maintenance journal at least until the end of the agreed warranty period. The maintenance journal may be kept by using the journal provided by Doordec OÜ or any free-format document with fixed dates. The maintenance journal provided by Doordec OÜ can be found at the end of this document.
3. Check the condition of the hinges of the door and lubricate the shafts and bearings of the hinges. In order to lubricate the hinges, open the door at the angle of 90 degrees, lift the door up to 25 mm off the hinges, and lubricate the shafts and bearings of the hinges. For best results, we advise to lift the door sheet off the hinges completely and lubricate the entire shafts of the hinges. Use a universal or bearing lubrication which is not acidic and does not damage rubber surfaces (e.g. SKF LGMT 2).
4. Check whether the seals have been installed, are intact and functional. If necessary, replace the seals. Clean all seals and lubricate the rubber seals on the door sheet and the frame with silicon oil only (e.g. Würth Silikoonspray). Do not lubricate the glazing seals or the expanding fire-resistant seals. Damaged or broken seals are not replaced under the warranty. Order any replacement seals required from the manufacturer of the door.
5. Check and clean automatic door sealing systems, linear strip brush, and rubber seals. Damaged or broken seals are not replaced under the warranty.
6. Make sure that the paint coating is undamaged. If the coating is damaged, the door may be repainted or a liquid paint may be used to fix the paint coating. For this purpose, clean the surface of dirt, rust, and oils and roughen the surface. Use paints designed for metal surfaces and techniques suggested by the manufacturer of the paint. Please contact Doordec OÜ to have damaged paint coating fixed during the warranty period.
7. Clean the painted surface of the door with soft cloth and use water and a general detergent, if necessary. Do not use solvents, petrol, acetone, acidic detergents, etc.
8. Clean the surfaces of non-corrosive products with a special detergent for cleaning non-corrosive surfaces. Never use acidic or abrasive detergents.
9. Residues of paint, cement, concrete mixtures, etc. must be removed from the surface of the door before they have dried. Do not rub those materials off, as this will scratch the product. Always cover the surfaces of the door when performing façade or interior finishing works. When covering glazed surfaces, make sure that air exchange is preserved around the glass to prevent breaking the glass due to thermal stresses.
10. Do not tape over the seals when covering the doors, as removing the tapes may cause the breakage of the seals. Never cover a door in a manner which would interfere with or prevent closing the door. When covering a door, make sure that no abrasive substances are left or can find their way between the door and the plastic sheet or other such material, as those substances may deform the paint coating of the door.
11. The protective film of stainless steel or timber pattern steel doors must be removed within 21 calendar days after installation. The packing film used by the manufacturer must be removed as soon as possible; it is not suitable for protecting the doors during construction works.

12. Check whether the locks, closers, latches, etc. are in good order and function properly when opening and closing the door. If necessary, clean, lubricate, and/or adjust. Further instructions can be found below.
13. Check whether the screws of the locking elements (handles, knobs, latches, closers, etc.) are properly tightened and tighten, if necessary. Make sure that the screws are tightened uniformly.
14. Using an unsuitable lubricant or oil may damage the locking elements and render the warranty invalid. Detailed information about suitable lubricants can be found on the website of the lock manufacturer.
15. The sides of the tongues of the lock and the handle must be lubricated with a special lock grease. Do not use lock oils.
16. Lock cores, handles, and thumb turns must be cleaned with a special lock cleaner and lubricated with a special lock oil. For cleaning/lubricating, proceed as follows:
 - a. Spray the lock cleaner into the lock core until some of it flows out.
 - b. Place the key in the core and pull out. Never turn the key in the core – this will result in spreading the dirt in the core.
 - c. Clean the key and repeat the process described under point b until the key comes out clean.
 - d. Spray lock oil into the core and repeat the process described under point b a few times. Only then turn the key in the core.
 - e. Lubricate the connections of the moving parts of handles, thumb turns, and other components with a few drops of lock oil. Always use special lock oil, not regular oil, as using regular oil will cause removal of the special lubricant which the components have been treated with in the factory, as well as the accumulation of dirt, which will damage the smooth functioning of the lock and may result in the jamming of the lock.
17. If necessary, adjust the closer of the door. Most closers must be adjusted seasonally. Instructions for the adjustment of the closer can be found on the website of the manufacturer of the door closer.
18. Moving parts of the latches (bars, tongues, etc.) must be cleaned and lubricated with lock oil.
19. Never use chemically active substances, abrasive substances, or substances which cause other mechanical damage for cleaning door knobs, handles, or lock core covers.
20. Remove any excessive oil or other lubricant which has been left on the surface of the door in the course of maintenance works.
21. Further information about the use and maintenance of the locks can be found on the websites of the manufacturers of the locks.
22. In the case of glazed doors, check the condition and attachment of fixing strips and seals. In the event of finding any loose strips or seals, please contact Doordec OÜ.
23. The interval of cleaning glazed surfaces depends on the environment. Those surfaces must often be cleaned at least twice a year.
24. Cleaning the glass involves washing, rinsing, and drying. A soft towel or neutral glass cleaner may be used for washing, followed by immediately rinsing with clean water. Excessive water should be removed quickly. Detergents may not contain abrasive substances. Never use scrubbers for cleaning glass.
25. Isopropyl alcohol may be used for removing oil or other lubricants from the glass. Avoid spreading the stain. In the case of cleaning with solvents, the glasses must be washed and rinsed with clean water immediately after cleaning.

26. If a glazed surface has been scratched or damaged with particles which cannot be removed (welding spatter, sparks from cutting, etc.), the surface will not be replaced under the warranty.
27. It is advisable to remove any informative stickers or spacer caps immediately after glazing.
28. Do not install accessories on or drill holes in the structure or glasses of the door or perform other operations which may lower the quality of the product without the manufacturer's written consent.
29. In the event of breaking of the glasses, contact Doordec OÜ or the glass company directly. It is not permitted to replace the glasses without the manufacturer's consent during the warranty period. The manufacturer must be notified of replacing the glasses in writing.
30. The replacement or addition of any fittings (locks, door closers, latches, flush bolts, etc.) and other accessories (seals, hinges, glass, etc.) is permitted only with the approval of Doordec OÜ. The use of non-approved fittings or accessories, even if similar to the originals, may result in loss of certification or door malfunction.

Failure to perform the maintenance works and improper use of the products may result in the product becoming unusable. This will render invalid the warranty granted by Doordec OÜ. In order to ensure long service life of the product, it is advisable to order the maintenance service from Doordec OÜ. A maintenance contract can also be concluded.

TERMS AND CONDITIONS OF THE WARRANTY

General terms and conditions

1. Unless agreed otherwise, Doordec OÜ grants a 2-year warranty for products which have been manufactured by the company, as well as a 2-year factory warranty for products assembled in the course of manufacturing/installation.
2. The warranty is valid based on a document which proves the purchase (an invoice, contract, order).
3. The warranty period begins from the moment of handing the product over to the buyer (the date of the invoice), unless agreed otherwise.

Substance of the warranty

4. The warranty covers any structural and manufacturing defects and defects of the material. The warranty only covers installation works if the works were performed by Doordec OÜ.
5. The warranty covers the costs of eliminating the afore-mentioned defects and any damage to the product which has been caused by such defects.
6. Elimination of the defects which are covered by the warranty is organised and performed by Doordec OÜ.

Restrictions of the warranty

7. The warranty is valid provided that the product has been installed and is being used and maintained pursuant to the installation instructions and instructions for use and maintenance.
8. A properly kept maintenance journal proves that maintenance works have been performed as required. See Maintenance instructions, point 2.
9. The warranty does not cover natural wear and tear of the product or minor defects which have no impact on the use of the product for the intended purpose (e.g. superficial scratches, wear and tear, etc.).
10. The warranty does not cover any corrosion damage arising from damages to the paint coating or surface of the product.
11. The warranty does not apply to any products which the buyer has not paid for.

The procedure in the event of detecting a defect during the warranty period

12. Make sure that you have followed all the instructions and conditions set out in this document. Make sure that you have the documents that are required to prove the validity of the warranty.
13. Please send a written notification to Doordec OÜ with the proof of purchase and the maintenance log as soon as possible, at the latest within 10 working days of discovering the defect by e-mail to reclamations@doordec.ee.
14. Doordec OÜ must provide you an initial response within 10 working days. The warranty claim will be handled within a reasonable period of time, not later than within 60 days after the Manufacturer has been notified of the warranty claim.

15. If an inspection of the products by the Manufacturer is agreed upon, Doordec OÜ must send a representative to inspect the product as soon as possible, but not later than within 10 working days.
The representative checks whether the defect is present and determines the cause of the defect. If the product is found to be compliant in the course of the inspection, the person who sent the notice must cover the costs of proving that the product is compliant. In the event of any disputes, the case is settled pursuant to the procedure laid down by the law.
16. Warranty works are performed from 8 a.m. to 5 p.m. on working days, unless agreed otherwise. Outside of the afore-mentioned hours, Doordec OÜ may charge an extra fee for performing the works.

Further information about flush steel and steel profile doors can be found at www.doordec.ee.

MAINTENANCE JOURNAL

Address of the site	
Contracting entity of the works	
Performer of the works	
Responsible contact person	

Product/ location	Maintenance works performed	Date	Performed by