

DOORDEC OÜ

USER AND MAINTENANCE MANUAL, WARRANTY TERMS

Date: 18.09.2026 / VERSION 5.0

1. Purpose

This document is the User and Maintenance Manual of **Doordec OÜ** together with the applicable warranty terms. It provides instructions for the proper use and maintenance of flush steel doors and profile products (profile doors/windows) to ensure product reliability, safety, and compliance with warranty conditions.

IMPORTANT: Failure to perform maintenance and use of the products for purposes other than intended may render the product unusable. Failure to follow this document will void the product warranty provided by Doordec OÜ.

To ensure long-term product performance, we recommend using the professional maintenance service provided by Doordec OÜ. Contact: hooldus@doordec.ee.

2. Instructions for Use (Safe and Correct Operation)

- Additional information about the product can be obtained by scanning the QR code located on the door frame (product properties, certificates, manuals, etc.). All Doordec OÜ doors are unique and have a serial number.
- When covering doors during construction or renovation work, seals must not be taped over, as they may be damaged when the tape is removed. If the door surface is covered, the door must still be able to close freely.
- Remove cement and paint residues from product surfaces before they dry. Do not use abrasive products or strong solvents.
- Protective films on stainless steel or wood-effect doors must be removed no later than 21 days after installation.
- Informational stickers and transport spacers on glazing should preferably be removed immediately after glazing installation.
- Doors are generally opened by operating the handle and releasing the latch. If the lock has been locked with a key, it must first be unlocked using the key.
- Mechanical objects that may damage the surface of the door leaf or frame must not be used when opening or closing the door. Surface damage may lead to corrosion.
- **To keep a door open, use a door stop or a device specifically intended for holding the door open. Objects must not be placed between the door leaf and frame to prevent closing (for example timber blocks, metal bars, bricks, cables, etc.).**
- **Before installing any additional accessories on the door, consult the manufacturer. Unauthorised or incorrectly installed accessories may void the manufacturer's warranty (for example door hooks, additional cladding materials, etc.).**

- Fire-rated doors must generally remain in the closed position. Fire-rated doors/openings held open must be equipped with an automatic closing device.
- Avoid sudden opening or closing of doors, especially glazed doors, caused by wind pressure. If necessary, adjust the backcheck function of the door closer.
- High point loads applied to the threshold may cause deformation or damage. When crossing the threshold with heavy loads, use a bridge plate or spacer.
- Prevent snow and debris from accumulating between the door leaf and frame. Avoid contact of road salt and snow-removal chemicals with product surfaces due to the risk of corrosion.
- To avoid condensation, follow the guidance provided in document “06 J29 User and Maintenance Manual Appendix – Condensation” available on the Doordec website.

3. Maintenance Instructions

3.1 Maintenance Interval and Maintenance Log

- Doors must be inspected and maintained at least every 6 months.
- In cases of intensive use (approximately 50,000 cycles) or unusual environmental conditions (for example large temperature fluctuations, marine climate, high humidity, chemicals, etc.), doors must be inspected and maintained at least every 3 months.
- The owner/facility manager is required to maintain a maintenance log and/or photographic record of completed maintenance work for at least the agreed warranty period (Appendix A or Appendix B).

3.2 Standard Maintenance Inspection (During Every Maintenance Service)

- **Be aware whether the door is fire-rated or not. Additional attention is required during maintenance inspections to preserve the fire rating.**
- Assess the condition of the door surface for dirt, paint damage, and dents. It is recommended to wash doors with clean water during maintenance and repair coating damage. Failure to repair paint damage may lead to corrosion.
- Stainless steel surfaces require cleaning and treatment with a suitable specialist product (e.g. CRC Inox Kleen) to maintain corrosion resistance.
- **Check that the door closes smoothly. The door leaf must not rub against the frame or threshold, and the clearances between the door leaf and frame must remain parallel (± 2 mm). Door leaf tolerances relative to the frame must not exceed ± 2 mm per running meter in both horizontal and vertical directions. Adjust frame fixings and installation if necessary.**
- **The permitted door leaf warp is 2 mm per running meter.**
- Check the operation of locks, latches, door closers, and handles. Clean strike plate openings and ensure that the lock latches correctly.
- Lubricate locks and latches with lock grease. Lubricate hinge pins and bearings with a suitable non-acidic grease that does not damage rubber components. SKF LGMT2 is an example of a suitable lubricant. Unsuitable lubricants or oils may damage locking components.
- Lock cylinders, handles, and thumb turns must be cleaned using a dedicated cleaning agent and lubricated with lock oil:
- Spray cleaning agent into the cylinder until some of it flows out.
- Insert and remove the key. Clean the key and repeat until the key remains clean. Do not turn the key during this process, as dirt may spread inside the cylinder.

- Apply lock oil into the cylinder, then move the key in and out several times and rotate it to distribute the oil throughout the mechanism.
- Lubricate handle and thumb turn connection points with a few drops of lock oil. Other oils may attract dirt and impair functionality.
- To lubricate hinges, open the door approximately 90 degrees and lift the door leaf from the hinges by up to 25 mm. Apply lubricant to the hinge pin or bearing.
- Check the tightness of fixing screws (handles, closers, latches, hinges) and tighten or replace them if required.
- **The functionality of seals is essential for maintaining the thermal performance of the door.**
- Check seals for presence, integrity, and elasticity. Glazing seals and intumescent fire seals must not be lubricated. Damaged seals are not covered under warranty.
- Lubricate door seals only with silicone oil (e.g. Würth Silicone Spray).
- Inspect and clean drop seals, brush seals, and rubber seals.
- On glazed doors, inspect glazing beads and glazing seals. Contact Doordec OÜ if any beads or seals are loose.
- Check electrically operated locks, electric strikes, and hold-open mechanisms manually and via their control switches.
- Clean all surfaces using a soft slightly damp cloth and a diluted general-purpose cleaner. Abrasive cleaners and solvents (acetone, nitro thinner, petrol, etc.) are prohibited.
- Inspect the paint coating for damage. Touch-up painting may be carried out with liquid paint following standard painting practices. During the warranty period, contact Doordec OÜ regarding coating repairs.
- For replacement of seals or other components on fire-rated doors, contact Doordec OÜ to maintain the fire rating.
- Damaged or broken components (seals, hardware, etc.) are not covered under warranty replacement.

4. Product-Specific Instructions

4.1 Profile Products and Glazed Surfaces

- Products with large glass surfaces should be cleaned according to the level of contamination, but not less than twice per year.
- Glass surfaces that have been scratched or contaminated by foreign particles (e.g. welding spatter, grinding sparks, etc.) are not covered by warranty.
- In the event of glass breakage, contact Doordec OÜ or the glass supplier. During the warranty period, glass replacement without Doordec OÜ approval is not permitted. Written notification from Doordec OÜ is required before a third party replaces the glass.
- Remember that fire-rated doors require specific fire-rated glazing.
- Lubrication of profile door mechanisms is necessary and shall be performed according to the instructions in Section 3.

4.2 Door Closers

- Proper operation of a door closer depends on professional installation according to the manufacturer's templates and drawings.
- Disassembly of the closer body is prohibited, as the spring is under tension.

- Adjustment valve screws must not be turned above the surface of the closer body (risk of oil leakage) nor fully closed (oil circulation will be blocked).
- The door closer must be inspected and maintained at least twice a year. For exterior doors, inspection is recommended when outdoor temperatures remain below -3°C .
- Check that the door closes quietly and latches properly. Adjust closing speed, latching speed, and additional functions (BC/DC) as required according to the closer type.
- In the event of oil leakage or seizure, remove the arm and contact a specialist.

5. Doordec Warranty Terms

5.1 Warranty Period and Coverage

- Doordec OÜ provides a 2-year warranty for its manufactured products unless otherwise agreed. For supplied components (e.g. hardware), the manufacturer's warranty applies.
- The warranty includes post-installation adjustment of doors installed by Doordec OÜ for up to 3 months after installation.
- The basis for warranty coverage is proof of purchase (invoice, contract, or order). The warranty period begins on the date of the purchase document.
- The warranty covers design defects, manufacturing defects, and material defects, as well as the cost of repairing such defects.
- **Installation is covered by warranty only when the installation has been carried out by Doordec OÜ.**

5.2 Conditions and Limitations of Warranty

- The warranty is valid only if the product has been installed, used, and maintained according to the instructions.
- Proof of maintenance shall consist of a properly completed maintenance log or identifiable photographs of the maintained door (door/product ID, overall photographs from both sides of the door). Photography requirements are described in **Appendix B**.
- **Damage occurring during installation or due to incorrect installation is not covered by the warranty. Responsibility lies with the installer.**
- **The warranty does not cover hardware (locks, closers, etc.) that has not been supplied or installed by Doordec OÜ.**
- Normal wear and minor defects that do not affect intended use are excluded from warranty coverage, as are corrosion damages resulting from surface damage.
- The warranty does not apply to products that have not been paid for by the customer.

5.3 Notification of a Warranty Claim

- During the warranty period, any defect shall be reported by completing the form available on the Doordec website: [Warranty Claim Form](#)
- Alternatively, send a written notification as soon as possible (no later than 10 working days after discovery of the defect), together with proof of purchase and the maintenance log, to: reclamations@doordec.ee

- When documenting defects, follow the recommendations provided in the [Photography Guide](#). Photographs must include: The defect or damage; An overall view of the door; The door ID label located on the frame.
- Doordec OÜ shall provide an initial response within 10 working days. Warranty claims shall be processed within a reasonable period, but not later than 60 days.
- If an inspection by the manufacturer is agreed upon, Doordec shall send its representative to inspect the product at the earliest opportunity, but no later than 10 working days.
- During the on-site inspection, the Doordec representative shall assess the nature of the defect and determine its cause. **If the product is found to be compliant and the defect originates from other causes, the party requesting the inspection shall bear the direct inspection costs, provided these costs have been communicated in writing beforehand.**
- Warranty work is normally performed on working days between 08:00 and 16:30. Work outside these hours is subject to a separate agreement, and Doordec OÜ reserves the right to charge additional fees for work performed outside normal working hours.

Appendix A. Maintenance Log

MAINTENANCE SERVICE LOG

Site Address	
Customer /	
Service Provider	

Product / Serial No. / Location	Work Performed	Date	Performed By

Appendix B. Photography Instructions for Maintained Products

Photographs shall be taken during every maintenance service.

Required Photographs

1. **Product Identification Label.** Take a photo of the ID label located on the door leaf or frame. The order number marked on the label must be clearly readable.



2. **Overall Door Views.** Take general photos of the closed door from both the interior and exterior sides.



3. **Storage of Maintenance Records.** Keep all photographs for at least the duration of the warranty period in order to provide evidence of maintenance if required. The warranty is not valid if there is no possibility to verify that maintenance has been carried out.