

External GRP Doorset Troubleshooting Guide

v3

Regional Office:	Development Name:	Doorset Location:	Inspection by:
		Front <input type="checkbox"/>	
		Rear <input type="checkbox"/>	
	Plot No.	Garage Personnel <input type="checkbox"/>	Date:

Reported Issue:

<input type="checkbox"/> 1. Door will not lock / unlock*	<input type="checkbox"/> 4. Door is draughty around frame	<input type="checkbox"/> 7. Glass is broken/cracked
<input type="checkbox"/> 2. Door is stiff to operate	<input type="checkbox"/> 5. Door leaks at the sill area	<input type="checkbox"/> 8. Glass has misted inside**
<input type="checkbox"/> 3. Door is bowed/swelled or delaminated	<input type="checkbox"/> 6. Letterplate leaks/draughty	<input type="checkbox"/> 9. Leaking around the glazing cassette**

*If an Emergency Security Issue (1) refer to separate procedure for immediate resolution then carry out follow-up inspection if locksmith report sights root cause as due to installation or other issue not related to faulty lock.

**If issue 8 or 9 skip straight to Step 3

10. Other Issue – give brief description

NB This guide is for residential doorsets in standard housing therefore may not be suitable for FD30 Apartment Entrance Doorsets or Communal/Common Entrances to Apartment Blocks.

Step 1 Check installation against Builder's Construction Details

Traditional Masonry Construction? ☐ Timber Frame Construction? ☐

Ref	Check List Point	✓	✗
1	Check for evidence of fixings installed 150mm up from the bottom of the frame and another 150mm down from the top of the frame.		Refer to installer
2	Check for evidence of a minimum of 5 fixings either side on frames 2100mm tall		Refer to installer
3	Check for evidence of a minimum 6 fixings either side on frames 2325mm tall		Refer to installer
4	Check the fixings are correct specification depending on construction and that they are fitted square and in the correct position on the frame section		Refer to installer
5	Check frame legs fitted square and plumb, head & sill are horizontal		Refer to installer, R1 & R2
6	Check gaps between door and frame are equal top/hinge/lock sides and consistent (refer to manufacturers recommendations for sizes) and the door face sits flush internally with face of frame.		Refer to installer R3 & R4
7	Check the frame is fully sealed with mastic externally to the masonry, all four sides, including under sill and also between sill and threshold ensuring drainage holes are free.		Refer to installer

If NO then the installer should rectify/re-fit the doorset (see Recommended Remedial Actions for guidance)

Step 2 Doorset Checks and Examination

Section 1 – Door operation is stiff / locking issues / door looks to be bowed and/or twisted

Ref	Check List Point	✓	✗
1.1	Check seals and brush pile are free from signs of damage, wear, ill-fitting, and they are not obstructing the door from closing properly		Refer to householder or installer (R6)
1.2	Check threshold is fitted in correct position, seals are intact, trough is clear of debris		Refer to installer (R8 & 10)
1.3	Check for any obstruction such as debris, wires for alarms/doorbells		Refer to householder or building owner
1.4	Check locking mechanism works smoothly when in open position		Refer to installer (R12)
1.5	Check if door latches and locks smoothly, then unlocks and opens easily		Refer to installer (R13)
1.6	Check lock operates using all the keys used by household		Refer to householder or installer (R14)
1.7	Check that the rain deflector does not catch on sill when opening/closing		Refer to installer (R15)
1.8	Check all screws on hardware are present and not loose. Check grub screws and cover caps are all present.		Refer to installer (R16)

1.9	Check door leaf itself is not damaged or split and there are no swelling at bottom corners or around locks		Refer to householder or installer (R20)
1.10	Fully lubricate all mechanical parts, hinges, handle, cylinder, lock bolts		Refer to installer (R11)
	If door is still stiff to operate or the lock still does not work correctly:		Contact Doorset Manufacturer - Step 3
	If door still looks bowed/twisted in excess of 7mm, refer to R20 below and if site storage is adequate :		Contact Doorset Manufacturer – Step 3

Section 2 – Door is leaking and/or draughty

Check Points 1.1 to 1.3 of Section 1 above then:

Ref	Check List Point	✓	✗
2.1	Check seals are a good snug fit when door is closed and fully locked		Refer to installer (R7)
2.2	Check the threshold is fully sealed at the joint with the frame.		Refer to installer (R9)
2.3	Check the threshold is screwed down securely to the sill or floor construction and sealed, ensuring drainage holes are free. Pour water into trough of threshold and check it drains out freely and quickly.		Refer to installer (R10)
2.4	Check rain deflector is fitted in correct position and sealed to the door		Refer to installer (R15)
2.5	Check letterplate is fitted correctly and fully sealed to external door face		Refer to installer (R17)
2.6	Check glazing cassettes are fully sealed on outside both cassette to door and cassette to glass. Check all screws and plugs are present.		Check if site have replaced glass: If so refer to installer (R18), if not Contact Doorset Manufacturer
2.7	Check glass units are not broken/cracked		Refer to householder or installer (R19)
2.8	Check internally for signs of condensation build up on cold surfaces		Refer to householder or building owner
	If door still leaks or is draughty:		Contact Doorset Manufacturer – Step 3

Section 3 – Miscellaneous Issues (applies only to doors under 2 years old)

Ref	Issue Reported?	Suggested Remedy	If not successful
4.1	Door face and/or frame is discoloured	Clean door with warm soapy water	Contact Doorset Manufacturer – Step 3
4.2	Hardware (Handle/Letterplate) have discoloured	Clean door with warm soapy water	Contact Doorset Manufacturer – Step 3
4.3	Door face paint has chipped under/around key cylinder	Clean door with warm soapy water	Not covered by warranty
4.4	Hinges are creaking and/or emitting black dust	Wipe dust away with dry cloth and lubricate	Refer to installer (R1-4)
4.5	Door makes knocking/creaking noises in sunlight/warmth	This is natural, nothing to worry about	Can be helped by lubricating rubber seals and loosening cassette screws slightly.
4.6	Condensation and/or misting inside glass unit	Needs replacing	Contact Doorset Manufacturer – Step 3
4.7	Hardware screws working loose	Re-tighten	Refer to installer (R1-5, 7)

Recommended Remedial Actions – Minor Adjustments Resulting from Step 2

R1	Remove frame fixings and re-fit to ensure frame legs are square and plumb
R2	Remove frame fixings and re-fit to ensure sill and head are level and square in opening
R3	Remove frame fixings and re-fit to ensure frame is fitted square in opening
R4	Adjust hinges as per manufacturer's instructions to correct gaps
R5	Adjust locking keeps and hinges to bring door leaf face flush with frame face. If door leaf will not pull in flush, check door leaf with spirit level for signs of bowing. Refer to manufacturer's guidance for bow tolerances. NB GRP doors do react to changes in temperature and sunlight so are likely to move back when climate changes.

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R6	Re-fit or replace seals with exact specification as original ensuring the seals are fitting continuously, with no gaps around all four sides.
R7	Adjust locking keeps and hinges to bring door leaf snug to weatherstrips. If the legs and head are fine, but just the sill is the issue, remove and refit the threshold sill as per manufacturer's instructions ensuring a snug fit.
R8	Clean out any debris in the threshold trough, use a toothpick or similar to clear the drainage holes. Pour a cup of water into the trough to make sure it drains to the outside quickly. Remove any mastic/sealant from where it should not be.
R9	Reseal the corners with appropriate sealant.
R10	Remove and refit threshold in accordance with manufacturer's instructions
R11	Lubricate all moving parts (hinges, lever handles, lock bolts, keeps, cylinder, key) as per manufacturer's instructions.
R12	If lock operates smoothly when in open position but not in closed position, then adjust lock keeps to ensure smooth operation, possibly need to adjust hinges too. If lock is hard to operate in open position, lubricate all moving parts, loosen screws on cylinder and hardware and check again. If still lock will not operate properly then replace the lock. Contact Doorset Manufacturer for replacement.
R13	Adjust height on hinges to lift door, possibly remove and refit threshold too
R14	Check if the client's key is a cut copy that might not be cut correctly. Check key for burs, sharp points. Key may need filing smooth and lubricating. Check cylinder screw is not fitted too tightly. Loosen a fraction to ensure smoother operation. If correct key is used and the cylinder does not operate correctly with key or turn then replace cylinder. Contact Doorset Manufacturer for replacement.
R15	Remove and re-fit rain deflector in accordance with manufacturer's instructions
R16	Replace missing screws and caps, drive in any loose screws. NB the screw holding the cylinder in place should be screwed in tight then turned back quarter turn. This should never be fully tight. Similarly the screws fixing the handle backplate should be not 100% tight, leaving a little movement. This ensures smoother operation of the door.
R17	Remove and re-fit letterplate and cowl as required ensuring it is square, tight and fully sealed.
R18	Loosen screws on inside of glazing cassette and reseal external cassette to ensure seal in continuous.
R19	Replace glass unit as required.
R20	Investigate site storage and handling. Doorsets should not be left outside exposed to the elements prior to fitting as moisture can penetrate timber rails and cause swelling/delamination. Refer to manufacturer's guidance. Contact Doorset Manufacturer for replacement door. NB replacement may not be under warranty if site storage is not adequate.

Step 3 – Refer to Doorset Manufacturer

Provide copy of full inspection report as above.

WARNING: If the manufacturer visits and deems the problem to be due to installation, care and maintenance issues then you will be charged.

Occupier Name(s):	Postal Address:	Occupier telephone:	Legal Completion Date:
Doorset Handing (from outside): LHH Open in <input type="checkbox"/> RHH Open in <input type="checkbox"/> LHH Open out <input type="checkbox"/> RHH Open out <input type="checkbox"/>	Door Leaf Colour:	Door Style:	Doorframe Colour: Single <input type="checkbox"/> Fanlight <input type="checkbox"/> Sidelight <input type="checkbox"/>

Provide photos of doorset from both inside and outside showing full elevation and details of issue where applicable.

NB it is essential details (photos/etc) of any labels of the doorsets is passed to the manufacturer.

If door leaf is reported bowed and over 7mm over length of door refer to doorset manufacturer's guides for how to measure and report.

Any further information: