



Customer Door Care

Products can be heavy and difficult to move, to avoid injury to personnel and damage to the product, work in accordance with the sites manual handling policy.

Doors and Doorsets are second fix items and should be fixed after wet trades have finished on site, when the moisture level in the building has returned to a normal level. Ensure all polythene packing is removed from doors and doorsets prior to storage to allow airflow.

Doors should not be stored or fitted in the building until the wet trades are finished and the building has dried out.

Moisture content for internal doors and Doorsets according to BS EN 942:2007 should be between 9% and 13% (room temperature up to 21°C) and external Doorsets between 12% and 19%, doors stored outside of this range may distort.

Heating of new buildings should be introduced slowly over a period of time, which allows air flow and reduces the risk of product movement.

Doors for site finishing require to be fully finished to prevent moisture ingress, both top and bottom edges of the door must be sealed along with any lock, hinge cut outs or exposed surface. For external Doorsets, Pendle Doors recommends products supplied fully factory finished.

Products must be stored in a dry enclosed area, preferably well ventilated close to the installation point.

DO NOT do the following:-

- Store Outside
- Store the door or frame on its edge
- Store near heaters
- Store in areas colder than 3° C
- Store in direct sunlight
- Store in a damp area
- Lean product against a wall
- Install prior to wet trades



Doors and Doorsets should be stacked horizontally with equally spaced bearers of the same height, never place bearers on glass or glazing beads.

Place 4 bearers between each layer, the bearers must be placed in line with the bearers above and below to prevent bowing.

Internal doors must be conditioned to the service conditions before fixing.

External & Flat Entrance doors fitted next a radiator, please note it is advised that the temperature of the radiator should initially be set very low and then gradually raised to room temperature. This greatly reduces the risk of the door bowing.

It should be noted that the use of dark coloured paint or stain finishes on external doors, particularly if located on the south or south west elevations of buildings, will result in high surface temperatures on the door and can increase the risk of distortion.

Pendle Doors general guidance when fitting is to allow a 5mm clearance all around the Doorset frame within the structural opening.

Internal timber frames supplied without a threshold are fitted with a timber brace across the bottom, this will need to be removed prior to fitting.

Prior to installation check the overall dimensions of the Doorset to ensure it will fit the structural opening it is intended for.

Both External & Internal Doorsets are pre-hung ready for site fixing and can be supplied fully factory finished in a range RAL or British Standard paint colours, various stain finishes are also available on request.

If required clean doors using diluted washing up liquid with a clean soft damp cloth, DO NOT use thinners, solvents, bleach or any abrasive cleaners on any part of the Doorsets, as they will damage the finish.

Annually lubricate the hinges using a light oil such a 3 in 1 and ensure any excess oil is removed with a clean cloth.



Doors sets and doors fitted with certification labels which are located at the top edge of the door.

The label indicates the products certification, either Certifire for fire rated or Certisecure for security rated products.

The label also has an individual identification number, telephone number and the manufactures name.

Please note that the removal of the label, which are tamper proof will invalidate the doors certification.