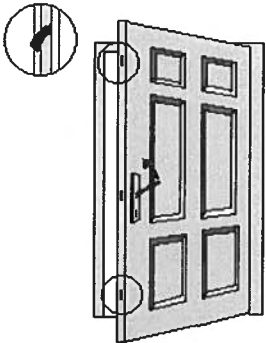


# How to operate and care & maintenance procedure of your timber door.

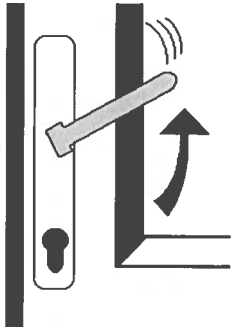
## How to operate:



To close the door, lift the handle. This will automatically engage strong security bolts, which ensure that the door closes firmly against its seals and keeps the door stable in its frame.

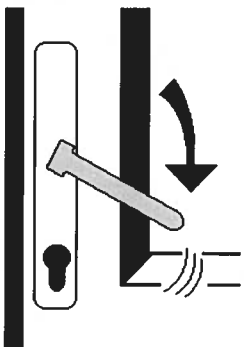
**Your door is only latched NOT deadlocked.**

## To deadlock:



To deadlock the door from the inside, turn the key or thumb turn (as provided) anticlockwise. From the outside, turn the key clockwise. You will be reassured the multipoint hooks are both engaged and deadlocked because the handles cannot be pressed down.

## To unlock



To unlock the door from the outside, turn the key anticlockwise. From the inside, turn the key or thumb turn (as provided) clockwise and depress the handle, as with conventional doors.

**Note:** If your door is fitted with a split-action lock, it can only be opened from the outside by using a key. Some handles incorporate a hold-back device to prevent you from being locked out.

## Remember:

Where fitted put the door chain/restrictor on before answering. Those with young children should be mindful to put the door chain/restrictor on at all times.

## Care & Maintenance:

Timber Doors are designed to be maintained. They will have a long and efficient life rather than be replaced as soon as a problem occurs. Following these guidelines will give you many years of trouble free use.

### Frame:

Keep weather stripping and threshold free from grease, dirt, grit and other obstructions.

### Hardware:

Periodically treat hinges and locking mechanisms with a light lubricant, to maintain the easy operation of your door and keep hardware in sound condition. Wipe away any lubricant that may have strayed onto the frame or painted surface of the door.

### Door:

For maximum durability and quality of appearance, your door has been factory finished using proven micro-porous paint systems.

To ensure the continuing durability of the finish, we recommend the following:

1. Wash down and inspect the door annually. Washing removes the surface pollutants and prevents the formation of bacterial/fungal growth. Use a mild detergent solution and rinse using clean water.

2. Ensure that all gutters or overhead canopies, etc, are not leaking water onto the door surface, as this can cause permanent marks.

3. Ensure painted doors are repainted every 5 years with a suitable micro-porous paint in accordance with the warranty conditions.

### Fire Doors (Annually):

1. a) Door Closer – check door closes fully, ensure all screw fitting are tight
- b) Periodically apply light oil to the arm knuckle joints.
- c) Check adjustments are set correctly by approved technician
- d) Log all details of maintenance

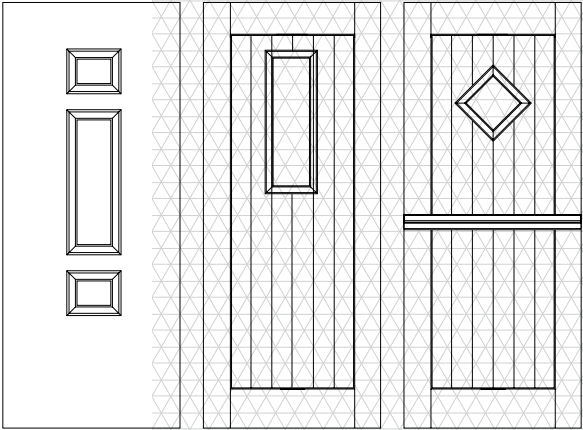
2. Check all intumescent are intact and in place. If replacements are required contact supplier for product code and application guidance.

3. If hardware is replaced ensure where applicable intumescent are repositioned.

4. Check sealant between door frame and building structure.

# Important Information

! For best performance from your new door, please read and adhere to the home owner care guide



# Care and maintenance guide

**VIRTUOSO**  
DOORS

## Door Maintenance Guide

### Cleaning your door

Your Virtuoso door will stay in top condition with just one clean a month. Here's how to care for each part of your door...

| Part of the door             | Cleaning   | Finishing  |
|------------------------------|--|--|
| Door Leaf                    | Keep the grime and grit away with warm, soapy water (not washing up liquid) and wipe with a soft cloth |  |
| Door Frame                   | Wash with warm, soapy water  | Stubborn stains demand a specialised PVCu cleaner. Read the cleaner's guidelines carefully |
| External Glass               | Wash with warm, soapy water using a soft cloth   | Finish with a proprietary glass cleaner  |
| Leaded Glass                 | Wash with warm, soapy water  | Finish with a proprietary glass cleaner (oxidisation will occur naturally over time)       |
| Hardware (handles, knockers) | Take a clean cloth and warm water with mild detergent, then simply wipe clean to a shine               |  |

#### CAUTION DO NOT USE

- Washing up liquid or detergents
- Abrasive cleaners or scouring pads
- High pressure or steam cleaners
- Bleach, solvents (spirits and thinners) or adhesives
- Before cleaning your door, remove all rings, bracelets and watches

### Maintaining your door

Your Virtuoso doors are low maintenance - you'll find a little care every six months goes a very long way...

| Part of the door             | Cleaning  | Finishing   |
|------------------------------|---|---|
| Hinges                       | Keep them at their best by lubricating with a little light engineering oil, e.g. 3 in 1 |   |
| Hardware (handles, knockers) | Just add a touch of light engineering oil on all moving parts                           | Especially important if you live near the coast, by a building or industrial site |

#### IMPORTANT

Protect your door from natural thermal distortion. Make sure the top and bottom locking points are engaged by pulling the handle up every time you shut the door.

**Easy to clean and very low maintenance**

## Thermal Movement Definition and Tolerances

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Doors made of all materials experience thermal movement. The composite door will recover to its flat plane, to a maximum bow of 3mm side to side and 5mm top to bottom, when the installation recommendations are applied (see below).



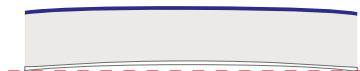
### Vertical

Deflection of the slab inwards and outwards from top to bottom.

Maximum bow permitted is 5mm measured from the middle of the slab.

### Horizontal

Deflection of the slab inwards and outwards from side to side.



Maximum bow permitted is 3mm measured from the middle of the slab.

Slackening off the lock keeps will compensate for the movement of the slab within these tolerances. The hooks of the multipoint lock must be in compression with the inner edge of the pocket keep. If this does not happen the door may move to the inside of the property (towards the cold side) and give the impression the door is bowed. It is important to ensure the centre keep for the latch only allows the door to become flush with the inner face of the outer frame and not any tighter as this could also cause the door to appear bowed.



If the hooks on the multipoint lock are not thrown throughout the day and the centre keep setting is too tight, the top and bottom of the door will be in unsupported tension and will eventually stand proud of the inner face of the profile. This will make the hooks on the lock become stiff, as they cannot draw themselves into the hook keep. **Protect your door from natural thermal distortion. Make sure the top and bottom locking points are engaged by pulling the handle up every time you shut the door.**

If these points are not observed, the warranties on the functionality and operation of the door could be affected. Condensation issues are typically building ventilation related, not product related.

## Send us your snaps...



**Show off your home by sending in a picture of your new Composite Door. We love to see the finished product!**

Send your photos to  
**[marketing@virtuoso-doors.co.uk](mailto:marketing@virtuoso-doors.co.uk)**

**Get in touch**



[www.virtuoso-doors.co.uk](http://www.virtuoso-doors.co.uk)  
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