



# Installation & Warranty Guide



## CONTENTS

	PAGE
DELIVERY	2
STORAGE	2
DOOR INSTALLATION	3
DOOR INSTALLATION WITH SIDELIGHTS	4
STRUCTURAL CAVITY CLOSER	4
HINGE ADJUSTMENT	6
LOCK AND KEEP ADJUSTMENT	6
WARRANTY PERIOD	7
REPORTING A WARRANTY ISSUE	7
WARRANTY CHECKLIST	8
KEY CONTACTS	9

- All discrepancies, damaged or missing items must be identified and reported in writing within 48 hours of the delivery date. Failure to do this could result in your claim being rejected.
- All pre-hung door sets will be delivered with the ironmongery and furniture attached to the frame. It is your responsibility to check all items have been received before signing the delivery sheet. If there are any items missing, this needs to be reported within 48 hours of the delivery date.
- Never slide or drag the pallet or doors as this may damage the doors surface or hardware.
- Take care not to drop the door on a corner, this may warp and distort the door.
- Ensure the pallet is off loaded and placed on flat level ground. Any distortion may twist or bow the door making them unsuitable for installation.
- The offloading of the delivery vehicle on site is the customers' responsibility. Bowater Doors cannot take responsibility for any damage during the offloading process.

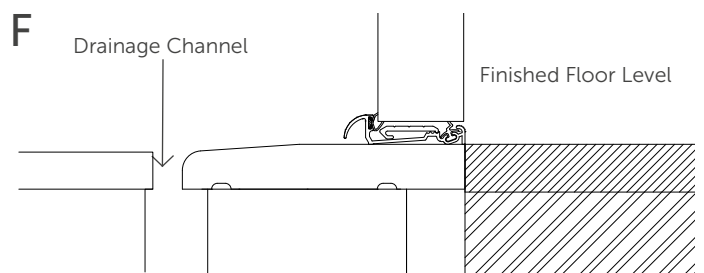
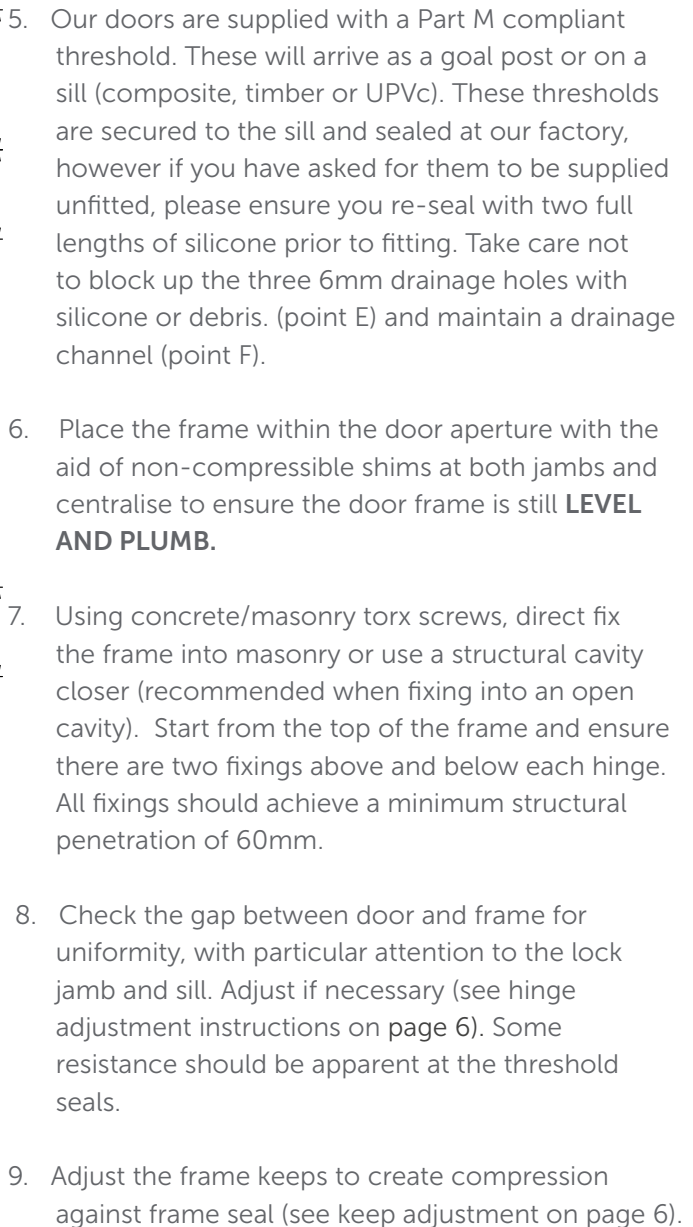
**PLEASE NOTE THE WARRANTY STARTS FROM THE DELIVERY DATE.**

- DOORS MUST** be stored flat and level and on a minimum of three bearers the full width of the stack. Doors not stored flat may become twisted and bowed and unsuitable for use.
- DOORS MUST** be immediately stored inside prior to installation in the conditions outlined above. Doors stored outside will not be covered by the Bowater Doors warranty.
- DOORS MUST** be stored in a well ventilated building / container and protected at all times from moisture and extremes of temperature.
- DO NOT** store doors near where gas heaters are used.
- DO NOT** store in unventilated containers.
- DO NOT** store on top of containers.
- DO NOT** store where wet trades are being carried out, doors exposed to moisture may swell, split or become twisted and distorted
- DO NOT** store doors higher than a stack of 10 or 4 combination as this may crush the lower doors in the stack.
- ALWAYS** ensure adequate protection between each door. It is vital to ensure no contact is made between each door that may result in surface damage or broken glass on glazed doors.



## DOOR INSTALLATION

- If you are fixing to a timber frame building/construction you must email [door.technical@birtleygroup.co.uk](mailto:door.technical@birtleygroup.co.uk) for guidance.

03  BOWATER  
DOORS

## INSTALLATION WITH SIDELIGHTS

Follow the standard door fitting installation instructions to point 5 (page 2) and finish with the points below. Un-coupled side lights are delivered as a complete unit. Coupled sidelights need to be fixed together on site.

1. We recommend that the sidelight and frame should be temporarily clamped when fixing. Using self-drilling screws (not supplied by Bowater Doors), fix the door frame to the coupled sidelight at six points through the aluminium bar attached to the glazed section. The fixings should be approximately 50mm above and below each keep and latch (**see point A**). This is to ensure that the multipoint lock performs to its tested tolerance for security.
2. Secure the frame using non compressible shims. Once in place, use concrete/masonry torx screws (not supplied by Bowater Doors) to direct fix the **straight and plumb** frame at **points marked B & D**. Start fixing from the top to the bottom at 40-50mm above and below the middle and top hinges.
3. De-glaze the side light frame prior to fixing:
  - Gently remove the two vertical beads followed by the horizontal beads with a glazing or putty knife, take extra care not to damage the bead.
  - Carefully remove the glazing, identify and take note of the external laminated side, you will need to know this for re-fitting the glass
  - Once the side light is fully de-glazed, ensure the frame is plumb and level by packing evenly at the jambs and each fixing point using non-compressible shims
4. For double side light frames, direct fixings should be applied at the head of the door 100mm from jambs "where possible" to provide central rigidity (**Point G**)

Continue to follow the standard door fitting instructions (page 2) from point 6 to complete the installation.

Bowater Doors recommend de-glazing all side lights prior to installation. We do not endorse fitting our doors using straps.

## STRUCTURAL CAVITY CLOSERS

Bowater Doors recommend the use of a Structural Cavity Closer in all open cavity installations to allow a solid fix of the frame.

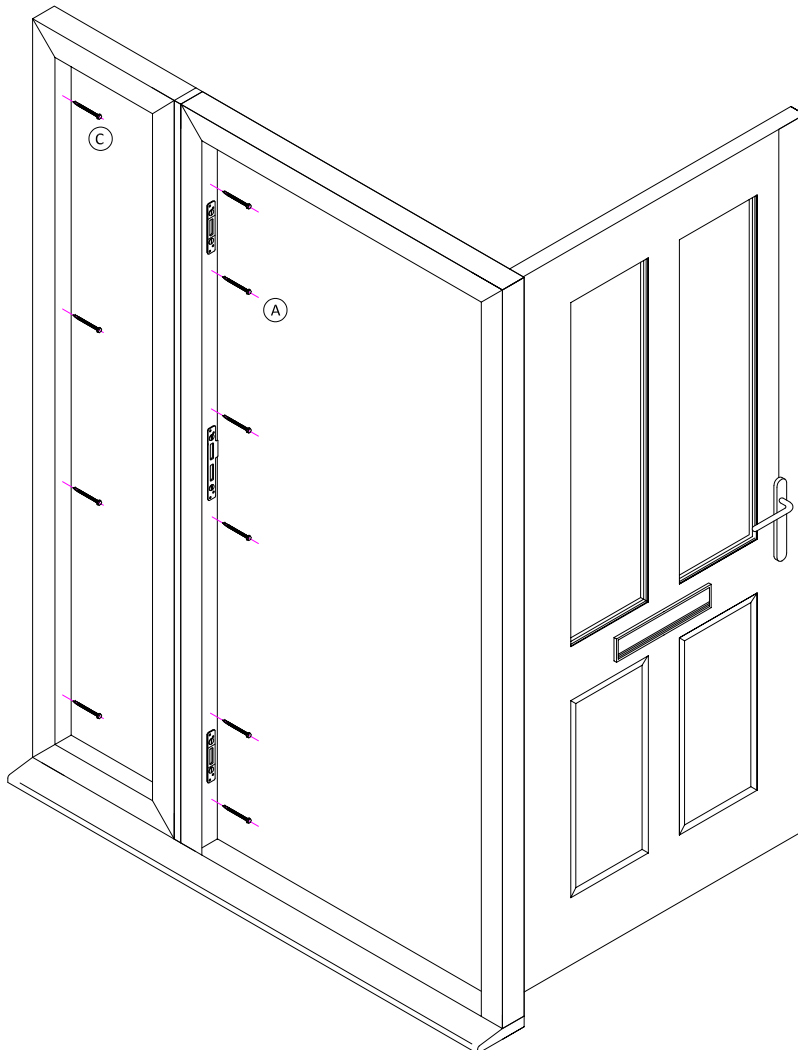
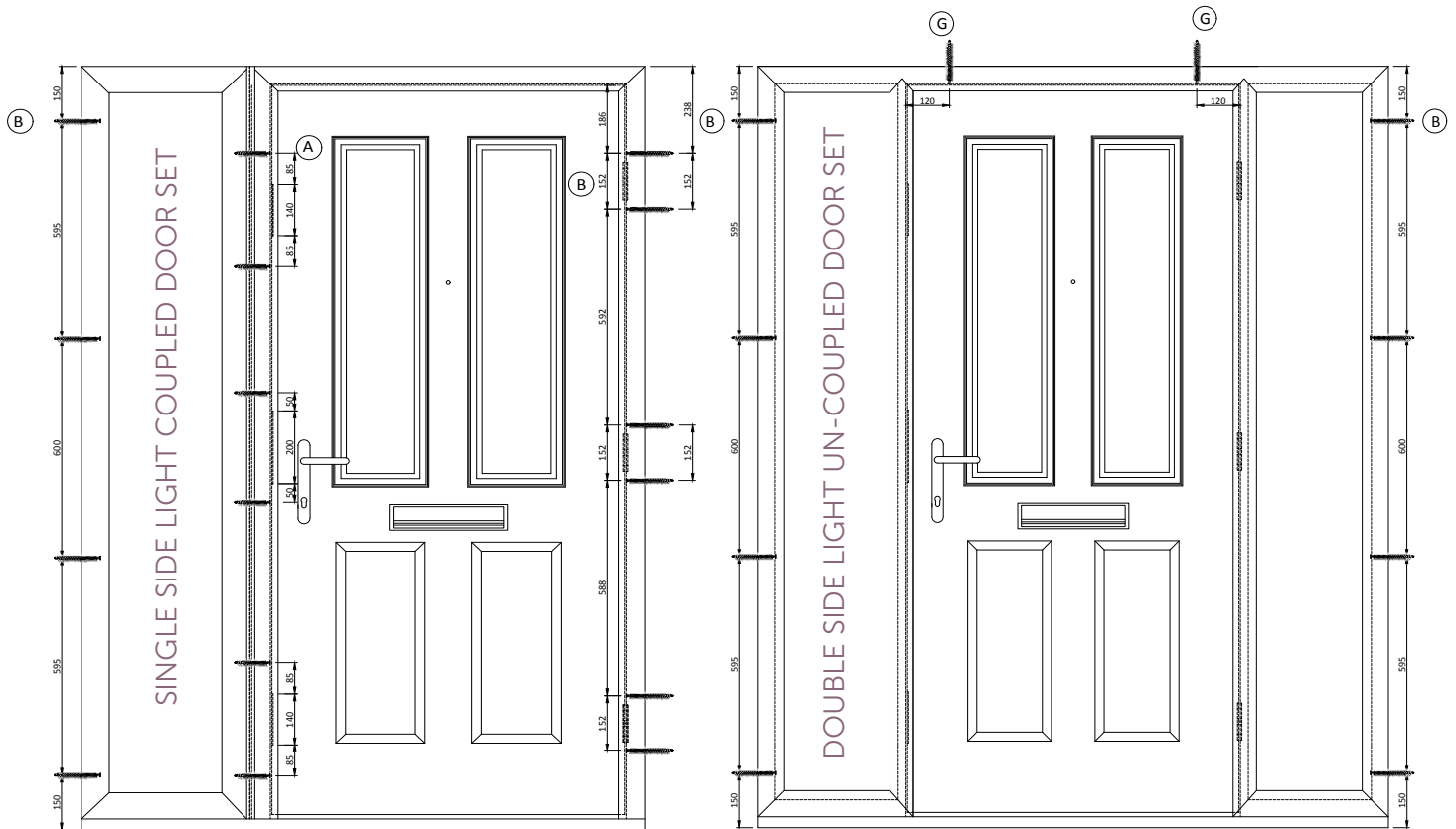
This allows a direct fix through the outer door frame into the cavity closer. As a result, it minimises any movement that may occur once the door has been installed.

- 100mm, 125mm and 150mm versions are available.
- Acts as a damp-proof course (DPC).
- Structural Cavity Closers can be purchased direct from Bowater Doors or from Cavalock.



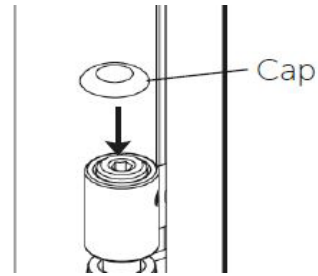
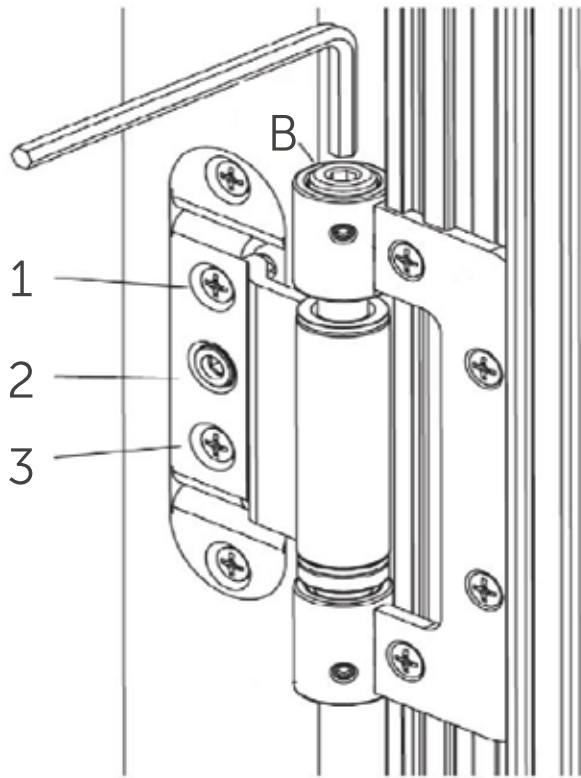
Image shows the use of a Cavalock Cavity Closer

## INSTALLATION WITH SIDELIGHTS



## HINGE ADJUSTMENTS

Figure A



### Horizontal Adjustment:

Loosen screws 1 and 3 by three turns.

Tighten or loosen Allen Screw 2 with a 4 mm Allen Key.

Tighten screws 1 and 3.

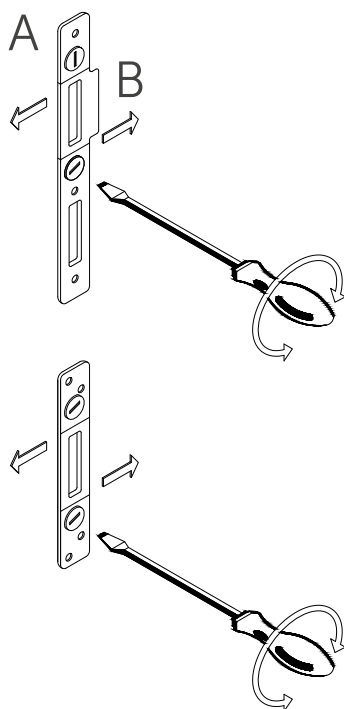
### Height Adjustment:

Turn Allen Screw B with a 4mm key  
Key as shown in Figure A.

Adjustment: -2/+6mm.

If you are adjusting a style of hinge that has been discontinued by Bowater Doors, please contact [door.warranty@birtleygroup.co.uk](mailto:door.warranty@birtleygroup.co.uk) for further assistance

## LOCK AND KEEP ADJUSTMENTS



The central keep should be adjusted first, the top and bottom keeps should be adjusted if required.

To increase compression move the keeps towards 'A'

To reduce compression move the keeps towards 'B'

## WARRANTY PERIOD

The customer\* is granted a limited warranty covering the safe and reliable function of a Bowater Door supplied by Birtley Group.

The warranty period of the component parts is stipulated as:

### **2 years starting from the date of delivery**

All warranty issues are to be reported through our website at [bowaterdoors.co.uk/reporting-a-warranty-issue/](http://bowaterdoors.co.uk/reporting-a-warranty-issue/)  
**Please note, if the requested information and relevant images are not supplied your warranty claim will NOT be processed.**

Bowater Doors guarantees that from the date of delivery and whilst the original occupier remains in the premises of the installation, it will, in accordance with the warranty schedule, repair or replace components or materials that prove to be defective. Bowater Doors do not cover any warranty issues associated with incorrect installation and maintenance.

An engineer's site visit is chargeable at £150 + VAT, **the customer will be required to provide a purchase order number prior to any engineer visit. If the product is found to be defective, this payment will not be collected.**

\* The customer is defined as the direct customer of Bowater Doors, not the end user/consumer.

## REPORTING A WARRANTY ISSUE

If you feel that the product is defective and the issue is not associated with delivery, storage, installation or adjustment as detailed in this document please visit the following URL to submit a claim.

**[www.bowaterdoors.co.uk/reporting-a-warranty-issue/](http://www.bowaterdoors.co.uk/reporting-a-warranty-issue/)**

We need all of the requested information in this form to identify the original order and plot number. If the information is not supplied we will not be able to process your claim.

### **Engineer Site Visits**

When submitting a claim, you will be asked for a purchase order number. If after a site visit, the issue is found to be a result of delivery, storage, installation or adjustment, a charge of £150+ VAT will be collected.

A detailed engineers report will be available after inspection. If the issue is found to be the result of installation, the Bowater Doors Engineer will attempt to make appropriate adjustments. However, the engineer will NOT re-fit the doorset.

Please note that the customer is responsible for all arrangements with the end user. If for any reason there is no access to the property upon the engineers' arrival, the call charge will still apply

**Please note, Bowater Doors do not accept any contra charges in any circumstances**



GENERAL CHECKLIST	YES	NO	COMMENTS
Has the door been installed to the Bowater Doors Specification? THROUGH FRAME FIXING			
Is the door fixed on straps?			
Has a structural cavity closer been used?			
Have the correct amount of fixings been used to install the doorset? (see page 2)			
Has the door frame been fitted level and plumb without bowing?			
Has the door frame been packed at each fixing point and foam filled?			
Does the door leaf close into the frame without excessive force?			
Is there a parallel gap between the lock and the side of the door and keep side of the frame? (3-4mm timber frame, 4-5mm PVC frame)			
Is there a parallel gap between the top of the door and the head of the frame? (3-4mm timber frame, 4-5mm PVC frame)			
Have the hinges been adjusted to achieve the correct gap? PVC FRAME ONLY			
<b>GAPS AND DRAUGHTS</b>			
With the door locked, is there any movement backwards and forwards between the door leaf and the frame?			
Have the lock keeps been adjusted to achieve the correct operating force?			
Are the frame gaskets full length (NO GAPS)			
<b>LOCKING ISSUES</b>			
Have the hinges been adjusted to achieve the correct gap? PVC FRAME ONLY			
With the door locked, is there any movement backwards and forwards between the door leaf and the frame?			
Have the lock keeps been adjusted to the correct operating force?			
Are the multipoint lock engaged when the door is closed?			
<b>WATER PENETRATION</b>			
With the door locked, is there any movement backwards and forwards between the door leaf and frame?			
Have the lock keeps been adjusted to the correct operating force?			
Are the frame gaskets full length (NO GAPS)			
Was the threshold supplied loose? If yes, has it been fitted in accordance with the fitting instructions?			
Is the threshold clear of debris?			
Are the drainage holes clear?			
Is the sill fully supported on a bed of mortar?			

## KEY CONTACTS

### Pre- Delivery and General Enquiries

#### Example queries

- Changing the order prior to delivery
- Placing orders
- Site call offs
- U value requests
- Additional copies of fitting instructions



### Department to Contact

#### **Bowater Doors Sales**

door.sales@birtleygroup.co.uk

### Door Delivered - Not Installed

#### Example queries

- Door is damaged
- Item missing from door
- Any other issue with a door that has been delivered to site



### Department to Contact

#### **Bowater Doors Customer Service**

door.customerservice@birtleygroup.co.uk

**Issues must be reported within 48 hours of delivery**

### Post Installation Queries

If the door is already fitted and something fails

#### Example queries

- Bowed door slab
- Water ingress issues
- Locking issues
- Adjustment (please refer to page 6 of the Installation Manual in first instance)



### Department to Contact

#### **Bowater Doors Warranty**

Visit the web address below to report a warranty issue. **Please note, if the requested information and relevant images are not supplied your warranty claim will NOT be processed.**

**[bowaterdoors.co.uk/reporting-a-warranty-issue/](https://bowaterdoors.co.uk/reporting-a-warranty-issue/)**

### Chargeable Spare Parts

If you need to purchase any spare parts for your door.



### Department to Contact

#### **Bowater Doors Customer Service**

door.customerservice@birtleygroup.co.uk

[illegible]





Birtley Group, Mary Avenue, Birtley, County Durham DH3 1JF United Kingdom

T: 0191 410 6631 | F: 0844 815 6592 | [bowater.doors@birtleygroup.co.uk](mailto:bowater.doors@birtleygroup.co.uk) | [www.bowaterdoors.co.uk](http://www.bowaterdoors.co.uk)

*The particulars of this brochure are for guidance only. We operate a policy of continuous improvement and individual features may vary from time to time. Precise information should always be requested from our technical department. Birtley Group cannot be held responsible for any errors or omissions contained in this brochure. Birtley Group 250518. LVL05 November 2021*