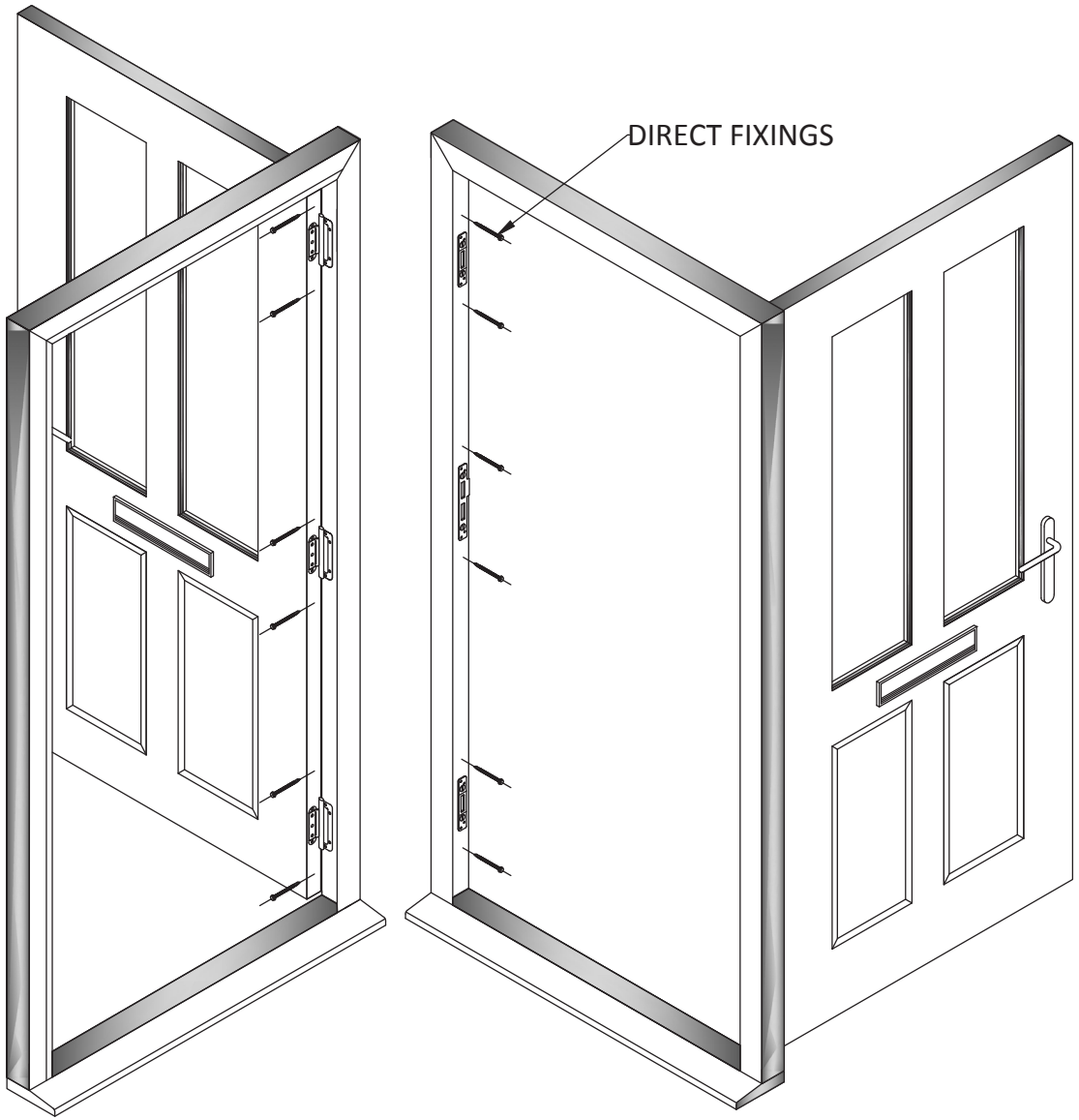
BOWATER DOORS

ENGINEERS REPORT SUPPORTING EVIDENCE

Assessment of the frame
Please supply the following photos to support claims



There are steps that need to be followed when identifying if an operation issue is the result of a bowed slab.

The first step must be to check the frame has been fitted in line with our installation and warranty document that is attached to every door that leaves the factory.

1. Is the frame fitted using the correct number of direct -fixings? Bowater Doors require six points of fixing on the hinge and lock side

2. Has the frame been fitted directly (for open cavity installations, a cavity closer has to be used.)

If the answer is no to either of these questions it is deemed to be an installation issue and no warranty claim will be processed.

Photo 1 **Direct fix into frame**

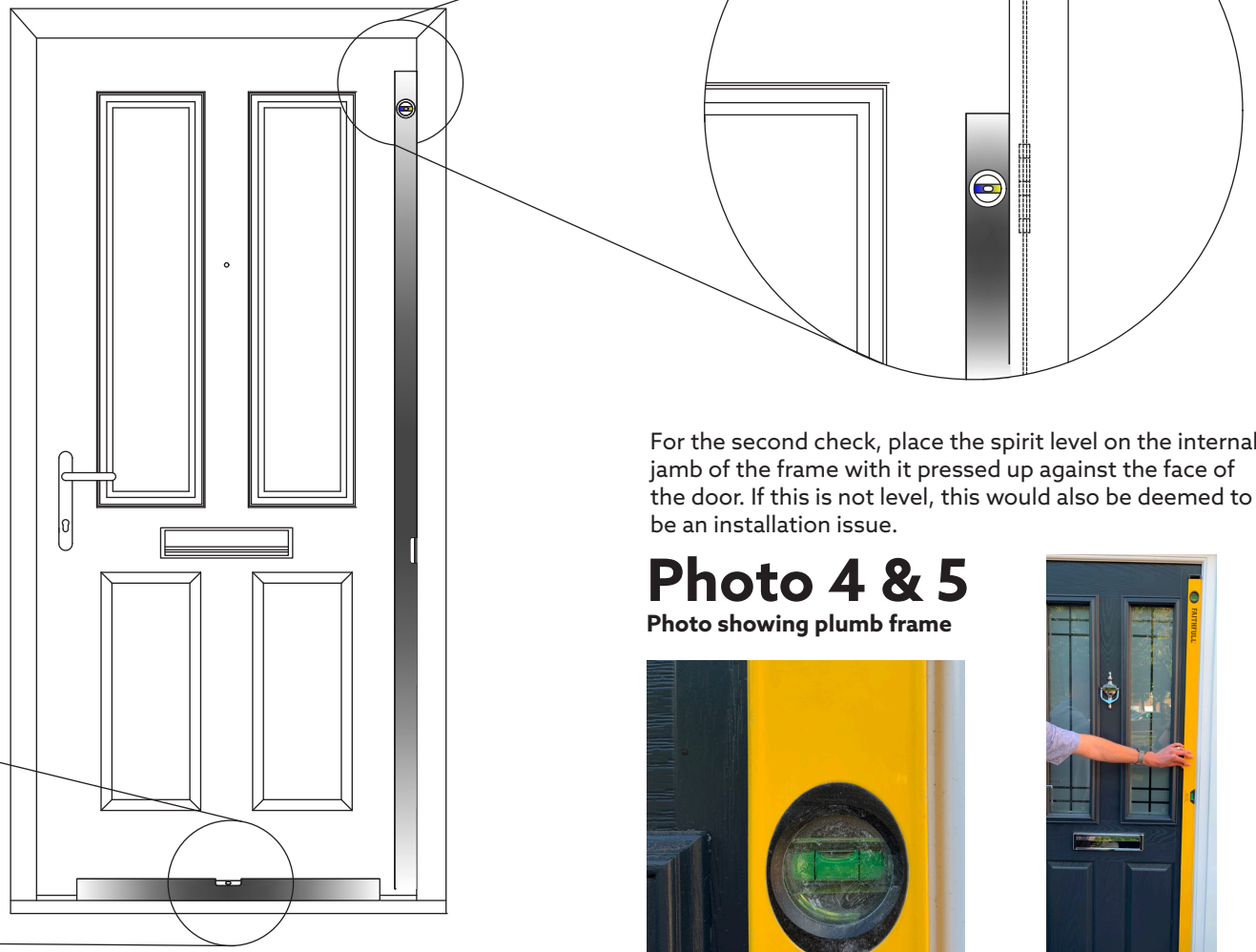
Checking the frame is level and plumb
Please supply the following photos to support claims

BOWATER DOORS

For the door to operate as intended, the frame **MUST** be level and plumb.

Failure to ensure this at the installation stage will lead to inferior performance, invalidate any warranty claim and potentially cause long lasting damage to the door.

Photo 2 & 3 photo showing a level cill



The door will be fitted with a DDA threshold (the aluminium element on the cill) The cill **MUST** be fully supported on a bed of mortar.

To check the cill, place a spirit level across the cill. If it is not level this will be deemed an installation issue. Please provide us a photo to demonstrate this. Please note if an engineer attends and it is not level a £150+VAT call out fee will be charged as detailed in our installation and warranty guide.

For the second check, place the spirit level on the internal jamb of the frame with it pressed up against the face of the door. If this is not level, this would also be deemed to be an installation issue.

Photo 4 & 5

Photo showing plumb frame

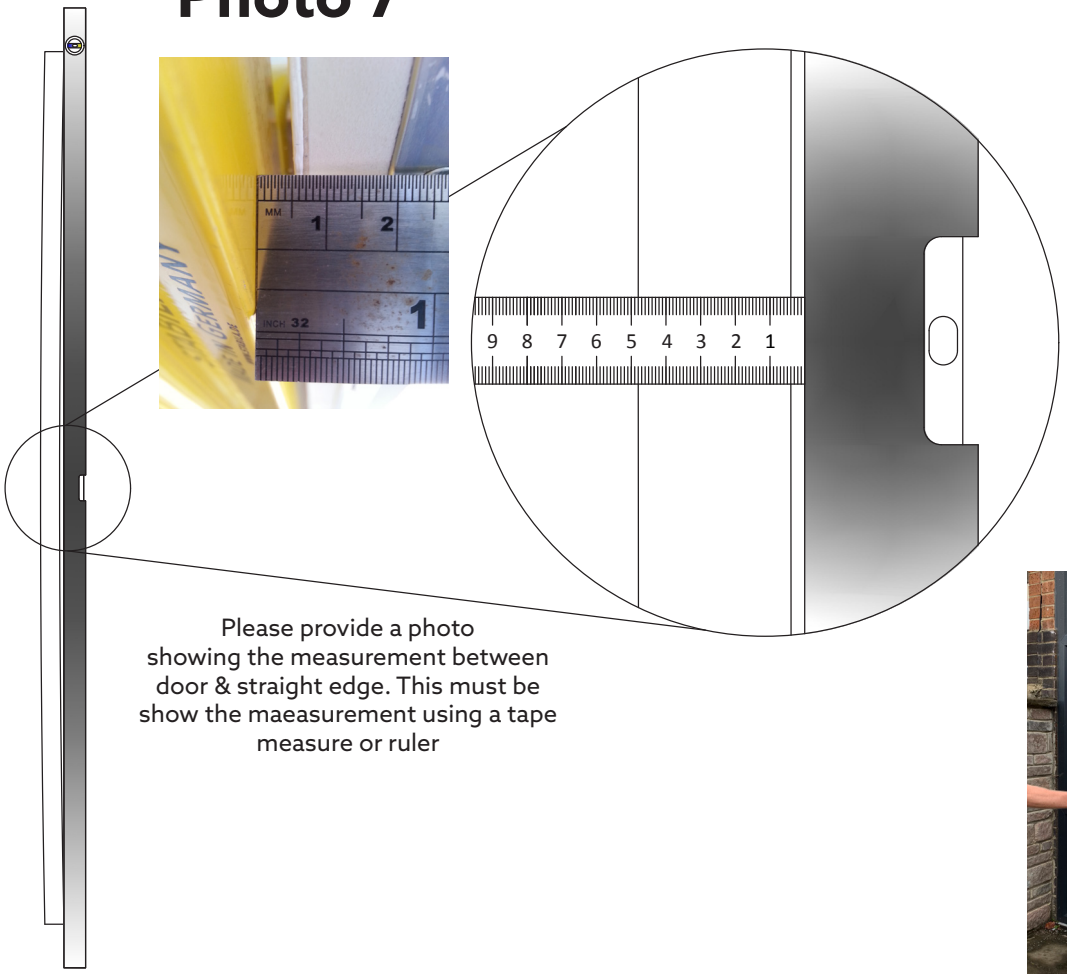
Measuring a Bowed Door
Please supply the following photos to support claims

BOWATER DOORS

Photo 6

Please provide a photo of the external face of the door as shown above

Photo 7



Please provide a photo showing the measurement between door & straight edge. This must be show the maeasurement using a tape measure or ruler

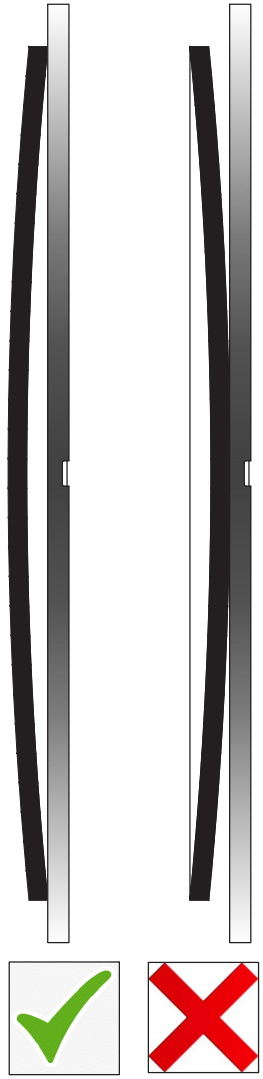


Photo 8

A long spirit level must be used on the concave face. Ensure you use a long spirit level, short spirit levels will not identify a bowed door.

If the door blank is fitted, you must ensure the frame is plumb and square. Replacing a door blank will not resolve a poor installation, frame checks must be completed prior to measuring for a bowed door.

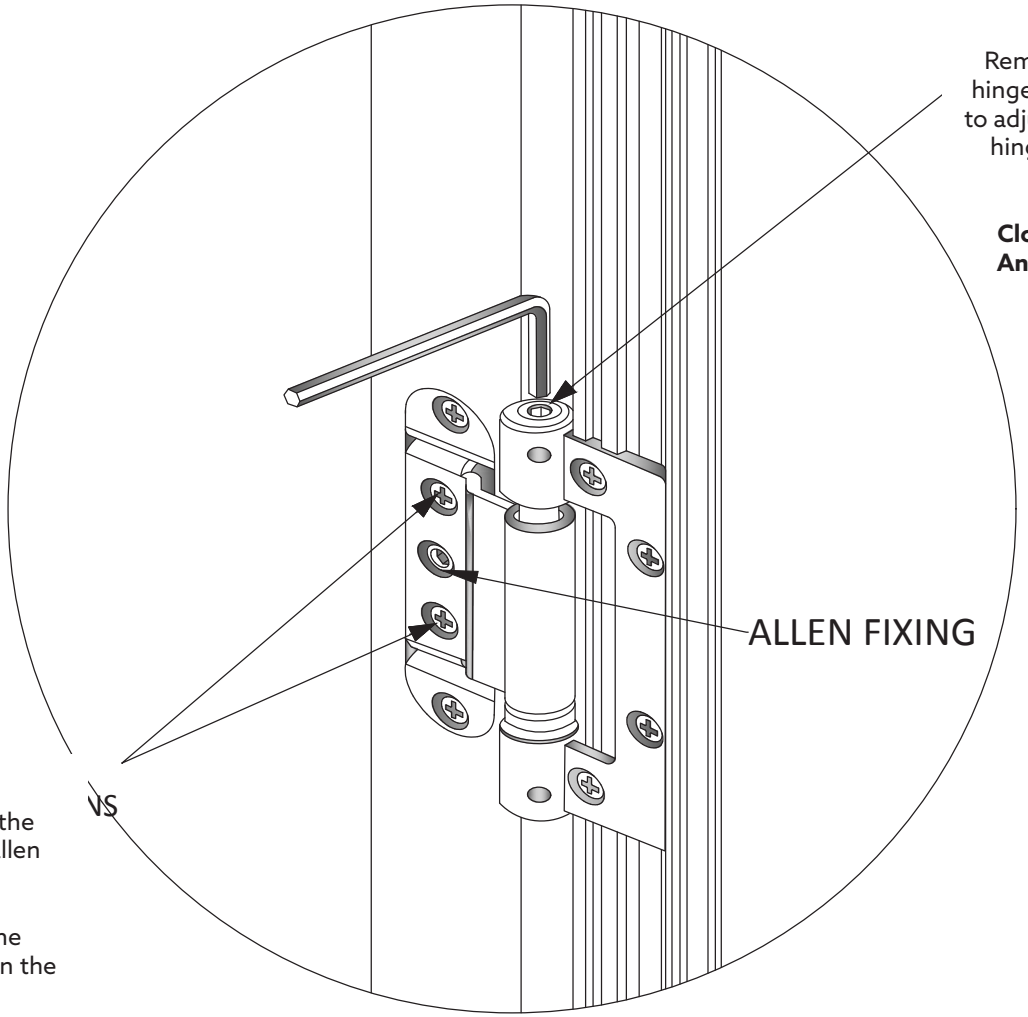
Keep adjustments for compression
Please supply the following photos to support claims

Bowater Doors with a 44mm slab are supplied with a hinge that can be adjusted horizontally and vertically.

Vertical Adjustment

Remove the cap from the head of the hinge (see below). Use a 4mm allen key to adjust the height. Ensure that all three hinges are bearing the weight of the door equally.

Clockwise - to heighten the hinges
Anti-clockwise to lower the hinges

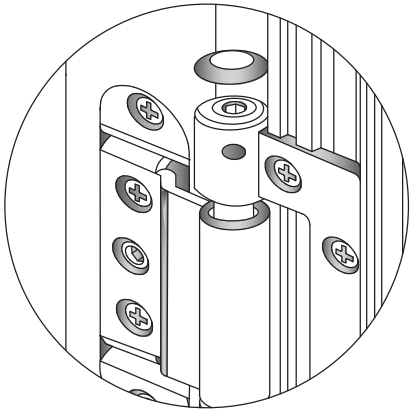


Horizontal Adjustment

1. To loosen, using a screwdriver turn the screws located above and below the allen fixing 1-3 turns anti-clockwise.

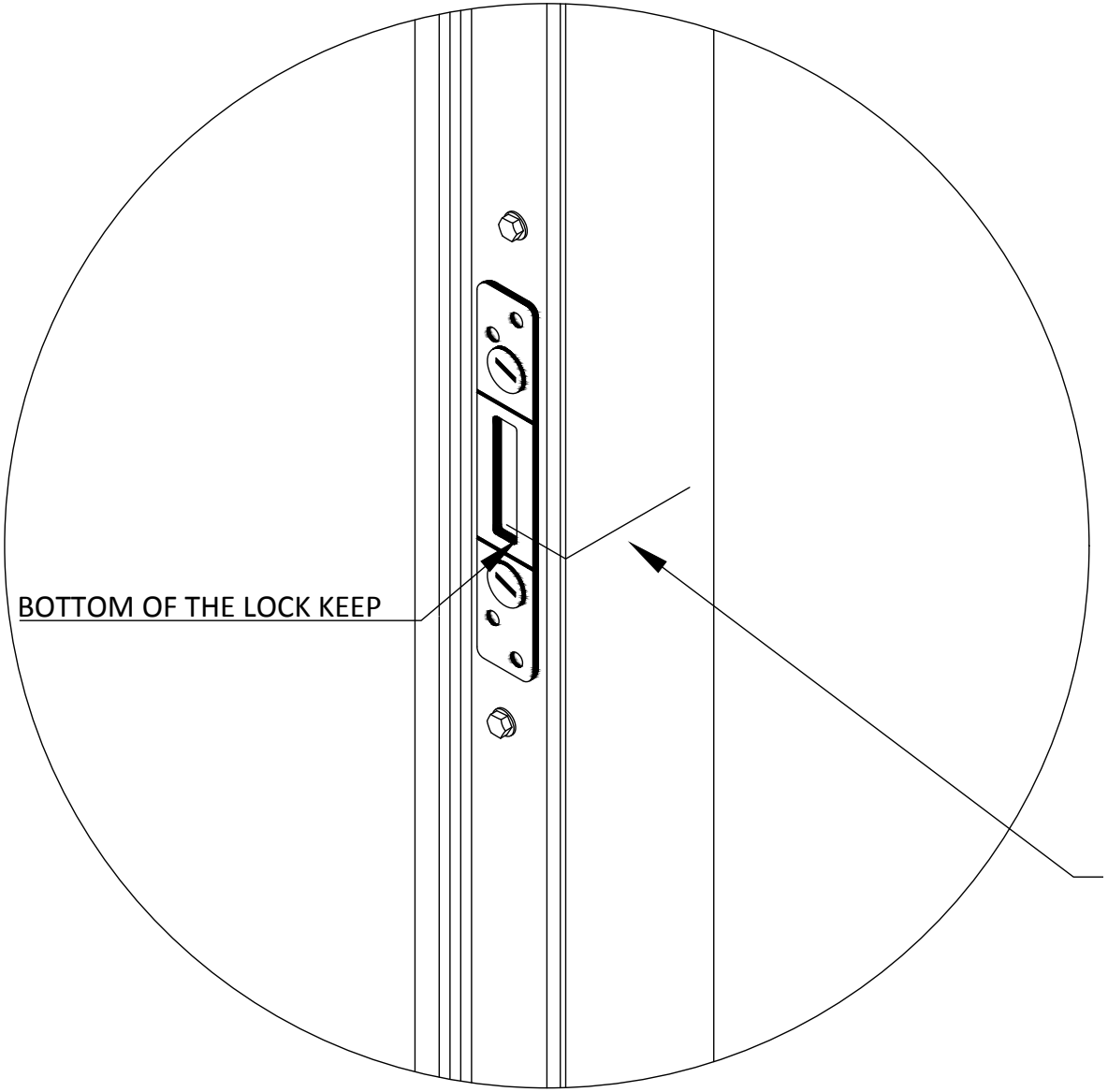
2.Loosen the allen fixing to release the tension and achieve the correct air gap in the frame.

3. Once the air gaps are even, tighten up the screws above and below the allen fixing.



To remove the hinge cap use a screwdriver to lift the cap.

Door adjustment against the keep



If the door is difficult to operate, the first check should be to see if the lock is operating correctly.

1. Open the door
2. Lift the handle to engage the lock

If the operation is smooth then the keep may need adjusted.

3. Ensure the door is open and the lock is engaged and the bolts are visible.

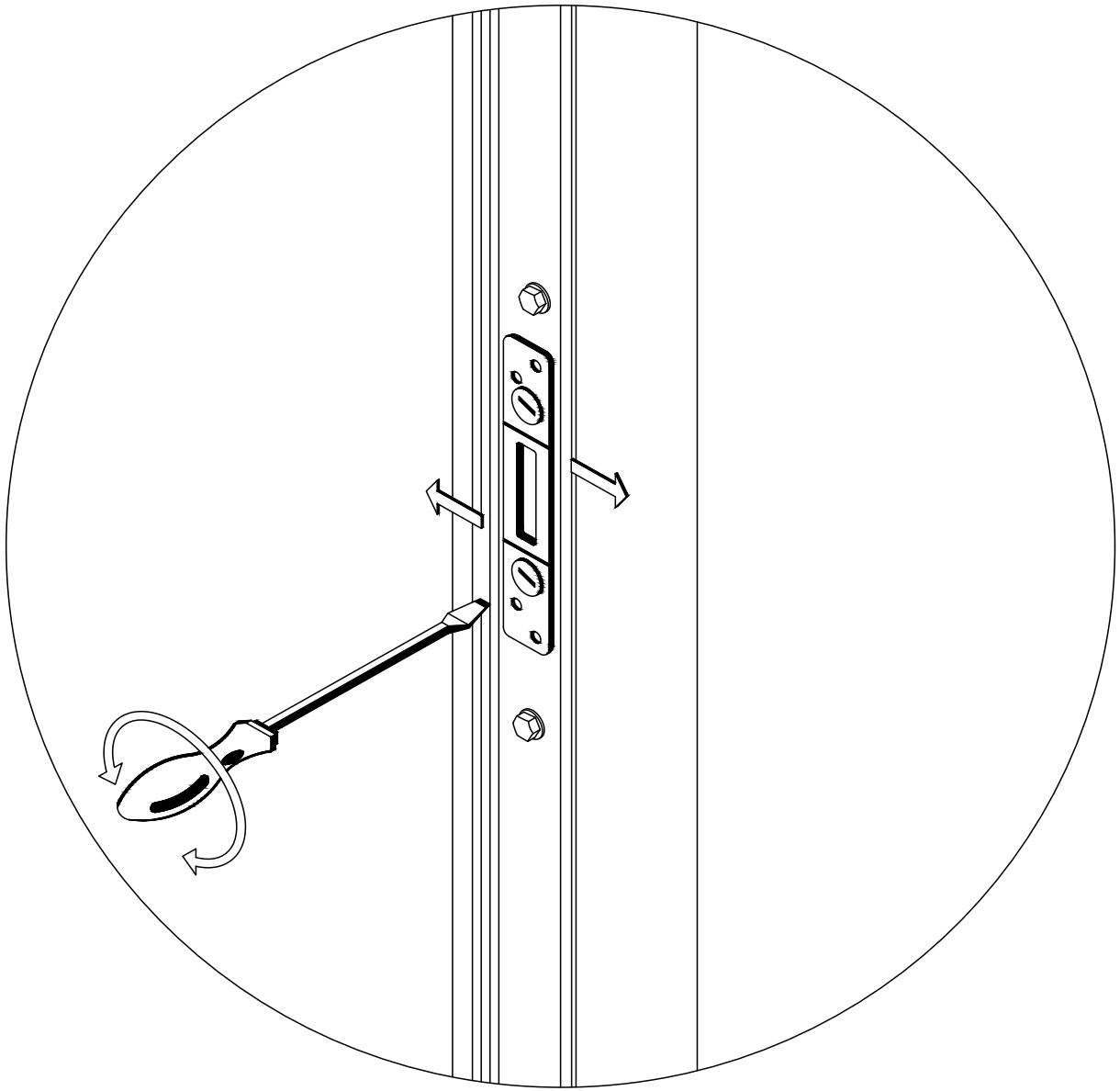
4. Offer the door to the frame until the exposed locking bolts touch the frame.

5. Using a pencil and set square, draw a straight and level line under the locking mechanism

6. Ensure that the line is at least 2mm above the bottom of the locking keep (see diagram)

7. If the locking mechanism does not meet line, adjust the hinges using the instructions supplied with the door.

Keep adjustments for compression



To maintain the performance of your door, you will need to periodically adjust the keeps in the frame. Failure to do this can result in draughts entering the home and impair the operation of the door.

1. To adjust the keep you will require a flat head screwdriver. In small increments, adjust the keep by turning the screws and lifting the handle to operate the lock. When the lock is engaged the hook will be visible.

Once the lock is operating smoothly no further adjustment is needed but this should be checked as part of an ongoing maintenance schedule.

Photo 9

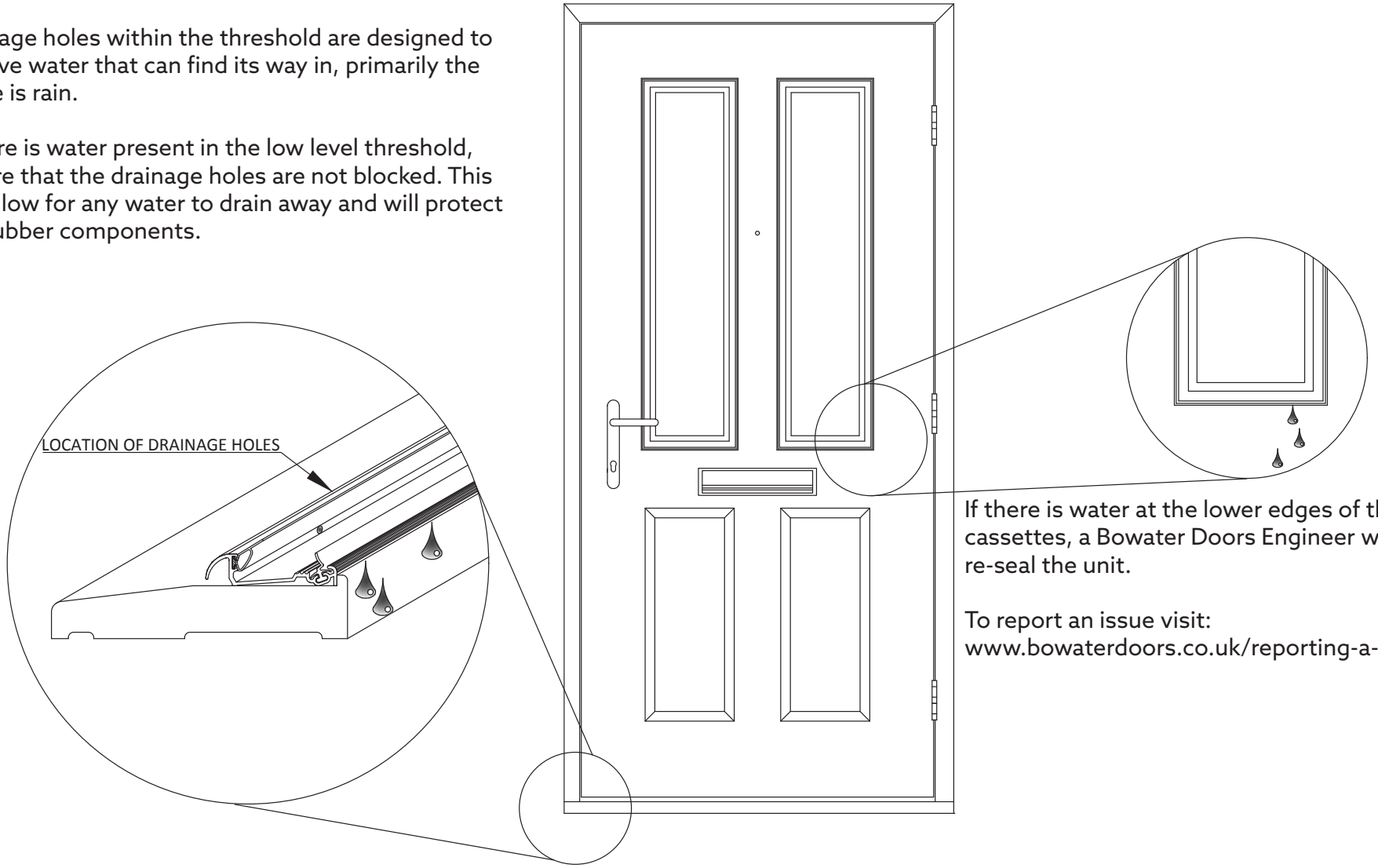
or

Water Ingress complaints

Bowater Doors are subjected to rigorous tests with regards to cycle testing, security and weather tightness.

Drainage holes within the threshold are designed to remove water that can find its way in, primarily the cause is rain.

If there is water present in the low level threshold, ensure that the drainage holes are not blocked. This will allow for any water to drain away and will protect the rubber components.



If there is water at the lower edges of the glazing cassettes, a Bowater Doors Engineer will need to re-seal the unit.

To report an issue visit:
www.bowaterdoors.co.uk/reporting-a-warranty-issue/

Image Glossary

Photo 1

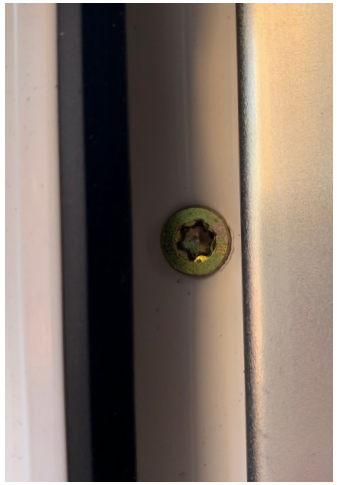


Photo 2 & 3

Photo 4 & 5

Photo 6

Photo 7

Photo 8

Photo 9

or

Photo 1 - Image showing direct fix

Photo 2 & 3 - Showing the cill is level

Photo 4 & 5 - Showing the frame is plumb

Photo 6 - Image of the face of the door

Photo 7 - Measurement taken of bowed slab

Photo 8 - Long spirit level against the concave face to identify bowed slab

Photo 9 - Image showing the hooks and bolts extended

Warranty claims without the requested photographs will not be processed. Please ensure you read this guide and provide the appropriate photographs as shown.

STRENGTH THROUGH QUALITY

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