

TRUFOLD

SLIDING, FOLDING PATIO DOORS

How to get
the most
from your
new Trufold
door set



Homeowner Manual for Trufold 54 and 46 sliding, folding patio door sets, French door pairs and Trufold 35 internal sliding, folding room divider sets

Thank you for making a wise decision and choosing to buy a Trufold door set. This Homeowners' Manual is designed to help you get the best from your new door set. It has important advice for you at every stage from preparing your room and exterior opening, to installation itself and caring for your door set with regular cleaning and maintenance.

It also sets out the guarantees that will protect you when using our product in your home. Many guarantees and warranties offered to customers are complicated, and full of legal jargon and 'get out clauses' which are designed to confuse people. We've made ours as simple and straightforward as possible. We hope you find this refreshing and a different approach from the team at Trufold.



Trufold ten year guarantee against manufacturing defects

Trufold sliding, folding patio door sets and Trufold French/Patio door sets are guaranteed for a full ten years against the occurrence of manufacturing faults, apart from the glass units which are guaranteed for a five year period.

Trufold Internal sliding, folding room divider sets are guaranteed for a full ten years against the occurrence of manufacturing faults.

This guarantee covers the original purchaser only and proof of the date of purchase is required to validate it. The guarantee is conditional upon complying with the Trufold instructions and recommendations for installation, care and maintenance set out in this Homeowner's Manual. This guarantee covers replacement of faulty parts only and does not cover incidental expenses.

Failure to comply with the installation and finishing instructions will invalidate this guarantee. We recommend that a competent tradesperson installs this product.

You'll find full installation instructions in the hardware box of each Trufold door set.

Our guarantee means that:

- All timber and hardware components will be free of manufacturing defects when they arrive at your home. No manufacturing defect will appear during the ten-year period of this guarantee, subject to regular maintenance and cleaning by you on site
- The double glazed sealed units are guaranteed for a period of five years against breakdown of the seals
- Handles, locks and our special patio door hardware components are guaranteed for a ten-year period against manufacturing faults subject to regular maintenance and care in use.

What to check when your new Trufold door set arrives at your home

When your Trufold door set arrives and **before you unpack it**, please check that there has been no obvious damage to the goods or the packing by the courier or delivery company. If any damage is found please follow the following procedures:

- **If the goods are clearly damaged** - please refuse delivery and ask for replacements
- **If the packaging is damaged** - please accept the goods and mark the delivery note 'packaging damaged'

If everything is satisfactory, you should unpack the door set and check for manufacturing faults, defects or missing parts within 72 hours of delivery. You'll find a full list of the items you should have received in the assembly instructions included with the hardware pack.

If there are any faults, defects or missing parts, please contact our Customer Service Helpline on **01625 442893**.

Please note: we keep a full stock of spare parts for immediate despatch. There is no need to return the full set if a component is found to be defective or missing.

We cannot accept claims for damage or scratched glass after 72 hours following delivery or after installation has begun.

Handling and storage

The doors are heavy and weigh 30kg to 40kg each. They will therefore need two people to carry them. When storing the doors and frame before installation, they should be kept in their packaging, handled with care and stored in a dry, ventilated building. They should be stored flat on a level surface - not on edge or on end.

Doors should not be stored or fitted in your home until any plastering, painting and so on has been finished and the room is dried out.

Installation

Please follow the installation instructions we have provided. All Trufold door systems are manufactured with virtually all components pre-machined and pre-sized, ready for assembly and fixing into the brick work opening at your home. No trimming or adjustment is needed and the set must be fitted as supplied.

Trufold will not accept any responsibility for products which have been cut down or machined or otherwise changed from the original, standard product specification we supplied to you.

The outer frame head of our external sliding, folding door sets needs to be fixed to the building lintel over the opening. The lintel must be capable of carrying the load of the doors in all conditions. If you're in any doubt, please consult a structural engineer.

Decorative protective coating – before installation

All unfinished door sets must be fully pre-finished before installation. Please read through the finishing instructions which are in our assembly and installation guide, and also included in this Homeowners' Manual. Alternatively, if you have bought one of our pre-finished sets it is ready for installation.



1. Trufold unfinished door sets

We recommend finishing unfinished External Trufold door sets with a medium or high build microporous wood coating system. This will consist of one coat of base stain and two coats of top coat, in a wood or paint colour of your choice.

For Internal sets we recommend finishing with 3 coats of proprietary brand high quality varnish or paint.

All surfaces and edges of the doors and frames (even the back) must be coated with these three coats to adequately protect the timber and stop moisture getting in. The finish must be regularly maintained, to ensure moisture does not penetrate into the timber during the life of the product.

IMPORTANT

Unfinished sets must be finished according to our guidelines **BEFORE** the door set is installed. Failure to do so will invalidate the guarantee. We do not recommend finishing with Danish oil, wax or any finish other than a medium to high build microporous wood finishing system.

Please note that the use of steel wool, or allowing steel or iron fragments to come into contact with the untreated oak timber or veneers may cause oxidisation resulting in black stain.

2. Trufold factory pre-finished door sets

IMPORTANT

All pre-finished Trufold door sets must be well maintained and re-coated as and when necessary before the coating breaks down. Moisture must not be allowed to penetrate the timber during the life of the product.

Trufold natural oak translucent coating

The natural oak door set has been pre-finished with a light oak translucent high build microporous wood coating system. This finish offers good UV protection.

It is very important that the finish on your Trufold door set is checked every six months for deterioration, and re-coated if necessary*. This will maintain the decorative finish and ensure that no moisture enters the timber of the doors and frames during the life of the product.

Trufold white opaque wood coating

The white door set has been pre-finished with a white high build microporous opaque wood finish. This finish offers good UV protection.

It is very important that the finish on your Trufold door set is checked every six months for deterioration, and re-coated if necessary*. This will maintain the decorative finish and ensure that no moisture enters the timber of the doors and frames during the life of the product.

Trufold hardwood translucent coating

The hardwood door set has been pre-finished with a warm brown colour using a translucent high build microporous wood coating system. This finish offers good UV protection.

It is very important that the finish on your Trufold door set is checked every six months for deterioration,



*The length of time between re-coating depends greatly on exposure to weather and the direction the sliding, folding doors face. The coating will last longer in a sheltered or north facing site. However, if the site is south facing, or in a heavy weather exposure area, we recommend checking for break down every six months and re-coating if necessary.

and re-coated if necessary*. This will maintain the decorative finish and ensure that no moisture enters the timber of the doors and frames during the life of the product.

Refinishing

We recommend that your External Trifold door set is maintained and refinished using medium or high build microporous wood finishes like Sadolin, Sikkens, Dulux and so on. In addition, it's better to refinish as soon as you see any breakdown of the finish. Don't wait until it's too late and the finish has completely broken down allowing moisture into the wood.

South and south west facing locations may also see deterioration of the finish taking place more quickly because the site faces the sun all day. These sites will require more frequent maintenance.

We do not recommend the use of waxes or oil applications to pre-finish our door sets for external or internal use.

Please note that the use of steel wool, or allowing steel or iron fragments to come into contact with the untreated oak timber or veneers may cause oxidation resulting in black stain.

Preparing your room for installation

Timber components will not perform well in new rooms that are full of moisture, especially when combined with central heating or other heating systems. For example, it is standard practice within the timber industry to ensure that all wet trades like plastering, painting, floor installation and finishing, are completed and the room fully dried out before installation.

We do recognise that this is not always practical, especially with extensions or new build installations. Often, the patio door set is installed before these jobs are completed or dried out. Then it can act as a barrier to the weather outside so that work can carry on inside the room.

The deterioration that can be caused in a wet environment may be reduced by either buying one of our pre-finished sets which will have received substantial finishing within our factory, or ensuring that the set is fully finished correctly before installation.

Unfortunately, we cannot change the properties or performance of the timber components which are natural products. We cannot therefore accept claims for any variation in the components, or cracks or splits that may appear due to moisture going into the timber in these conditions.

Need technical help with installation?

If you have any technical questions or need advice on installation or finishing, please call our Customer Service Helpline on **01625 442893**.

Timber doors and frame components

All of our timber components are manufactured using the latest technology to reduce warping or twisting - this is referred to in the trade as 'engineered construction'. This means we use finger jointed or laminated hardwood or solid wood sections in the core and over veneer these with timber, for example, oak. This method has proven to be stronger and less likely to cause movement of the timber than using solid sections.

Timber or wood veneers are natural products and prone to deterioration if not adequately protected with good quality finish. If water penetrates the finish this may cause cracks to appear or splits. In heavy moisture areas or during heavy rain periods, this may cause oak to become darker in colour or have black marks.

Please be careful not to get lubricants or other liquids on the timber components as this can cause staining of the timber.

The properties of timber

No two trees produce identical grains or colour of wood and this adds to the beauty of a natural product. We therefore can't guarantee that all door and frame components will look exactly the same in grain and colour. What's more, warping of wood is not a defect if it's not more than ¼ inch (6mm) when it's in its installed position.

Special hardware

Regular maintenance is needed to validate our guarantee as these components are made of aluminium or stainless steel, and some have moving parts. Please follow the maintenance guidance given in the assembly instructions.

For our sliding, folding sets please use the special hardware adjusters to properly adjust the sets squarely into the opening. If the correct spaces are not incorporated at the top and bottom and both sides of the set, this may result in the locks not working properly or the sets not opening and closing easily.

Maintenance

The exterior hardware in your Trufold door set can deteriorate from everyday use, and also because of the weather and the local environment. That's why regular maintenance of your door hardware is even more important if you live in severe environments like coastal marine areas and some industrial locations. Even stainless steel products require maintenance to prevent deterioration in these environments. We require that the following minimum maintenance is carried out otherwise your guarantee will not be valid.

Track and bearings

Using a spatula or something similar (but not your fingers), apply a small amount (about half a teaspoon) of Vaseline or a similar lubricant to the inner lip of each side of the track. Make sure that the wheels pass through the lubricant and that it spreads evenly along the track. Put extra lubricant around the bearings. Adding lubricant in this way reduces wear, improves smoothness and gives additional protection against corrosion of track and bearings.

In addition, remove all surface contamination by wiping all visible track surfaces with a soft, damp cloth and mild detergent, then wipe with a clean cloth. In severe environments, apply a thin film of corrosive preventative such as WD40, and wipe with a clean cloth.

Stainless steel bearings are made from hardening grade stainless steel, and although this material performs much better than plated steel, it can corrode unless it's maintained as shown above.

Hangers, pivots and brackets

Give a light spray of a corrosion preventative like WD40 and then wipe with a dry cloth to remove any excess. Exposed surfaces should first be wiped with warm soapy water and a soft rag, and then rinsed clean before you apply the WD40.



Hinges

Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean, damp rag. Applying a thin film of light machine oil or WD40 will help to maintain the original lustre of the metal finish. Be careful not to get these liquids on the timber as this can cause staining.

Drop bolts

Spray a suitable lubricant such as WD40 to the sliding pin inside the bolt and the lock cylinder. The tube can be attached to the nozzle of the can and will help you to direct the spray where you want it to go. There are access holes or slots on all drop bolts, so this lubrication can be done without taking the locks from the doors.



How often?

This maintenance programme needs to be carried out as often as necessary to prevent deterioration. However, as a guideline we recommend that this maintenance is done every three months if you live in a marine environment, or every six months if you live in a more general location.

Automatic closures and operators

Our hardware systems are designed to be operated manually. If you fit an automatic door closer and it's poorly adjusted, this can have a destructive effect on tracks, bearings and stops. Using any devices like these is definitely excluded under our guarantee.

Locks and handles



These are guaranteed by the manufacturer provided they are fitted properly and maintained regularly as shown in the guidelines below. The guarantee does not extend to surface finishes or to faults caused by wilful or neglectful damage, or excessive wear and tear.

To maintain these components please follow these instructions:

Multi-point door locks

Any swarf must be cleared out. The bars must be fixed but not over tightened, as this can hamper the smooth operation of the lock. Final adjustment should be made after installation to ensure positive engagement of hooks and bolt into the keep bar. All moving parts should be lubricated twice a year and surfaces wiped with a clean cloth.

Door handles

These should not be over tightened as this may impair the operation of the espangnolette, shoot bolt or lock mechanism. The handles should be lightly lubricated twice a year and cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface. All hardware should be adjusted every so often to ensure a satisfactory operation.

Low E tempered glass double glazed sealed units

To reduce carbon emissions from the home and to keep heating and cooling bills down, the government has recommended that all manufacturers use special Low E thermal glass within the double glazed sealed unit in order to comply with building regulation Part L.

This glass is coated with a special substance to comply with the above and occasionally, and in certain light conditions, this can sometimes make the glass appear cloudy. This is very infrequent and only affects a minority of door sets. But as a company, we do have to comply with the new regulations which are for the benefit of all, and this is not a defect.

Tempered glass means it has been toughened to be up to five times stronger than normal glass. It is unusual to break such strong glass, but sharp objects hitting the glass at certain points can cause breakage.

Tempered glass is also known as safety glass. This means that if it breaks it will shatter like a car windscreen into smaller fragments which are less likely to cause injury, unlike non-tempered glass which breaks into large, sharp fragments.

Glass must be regularly maintained and cleaned to stop break down of the glass or seals. This can be done using a mild solution such as washing-up liquid diluted in water. Do not use abrasive cleaning solutions as this may cause scratching and break down.



What to do if you have any problems

Our aim is to operate our customer service system as efficiently as possible to reduce any stress involved. So that we can respond quickly to any customer problems, our customer service department is based in the UK as an integral part of our business. What's more, whichever member of our team starts to handle your problem or claim will see it through to completion, wherever possible.

We keep a full stock of spare parts for ease of supply and these are normally despatched by courier to ensure a quick delivery.

If you have a problem or need to make a customer claim, please telephone our Customer Service Department on 01625 442893 or email info@trufold.co.uk

If you send us an email, it would also be helpful if you could attach pictures of the problem area, as well as pictures of the full door set, as this will help us to solve the problem more easily.

From time to time, we may ask to visit your home to inspect the door set and discuss any problems with you in person. Naturally, this will be conducted in a professional and friendly manner, and by appointment with you.

For any agreed claim, our liability will be to replace any component parts in the same condition as originally supplied by us. We will not be liable for any other losses incurred by our customers whether direct, indirect or consequential, arising from any failure in the performance of our products.

This guarantee is non-transferable and is only valid while the purchaser remains in occupation of the installation address.

This guarantee does not exclude any statutory rights of the purchaser.



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