



Dealer information for End users.

Maintenance Instructions Fort Side Hinged Doors 2014 >2022.

Steel Door version.

Please discuss the following requirements on door handover to avoid any confusion in the use and maintenance of the product.

Your Fort door will provide many years of trouble-free service provided you adhere to the basic maintenance guide; your new door should be serviced by the installing agent every year who will check all aspects of safety and adjust the operation of the door.

You should also follow the basic instructions left with the product and the label on the back of the door, it is important to call your service agent if the door locking alters in any way to avoid terminal damage if locked out.

Every 3 months check the oiling points,

The oiling points on a Fort Side hinged door are Hinges, Lock, Latches and bolts plus any item that moves excluding the door panel itself.

Painted doors,

On installation check carefully for airborne particles of steel that inevitably settle on the front of doors during post paint manufacturing, they can be prevalent around hinges and to the base of the door panel, they should be wiped off with a clean cloth and any residual marks cleaned with Clf or cream cleaner, G10 or G3 Farecia cream is also perfect before handover, if the panel isn't wiped over your customer may contact you with a paint failure complaint that will be rejected unless the door is past 9 months old and only after an engineer has visited to ensure a paint failure can be shown.

Airborne swarf particles can look unsightly however have no bearing to the length of service the paint finish will enjoy. Pools of what looks like inherent rust areas to the front of the door surface are simply rust dissipation and will actually disappear with time.

The material used under the paint finish is also used as an external untreated door panel for local authority housing projects and as such is designed to not be painted at all, the paint finish is purely for cosmetic enhancement.

Advise the door is cleaned every 3 months with warm soapy water and car shampoo is best,

Painted doors can chip in everyday use and this should be touched in with a colour coded paint stick available from yourself or the customer service department at Fort Doors.

Failure to maintain the paint, clean the door, in particular swarf dissipation (shown as brown marks) in the first 9 months of door life invalidates the warranty.

If you have completed the maintenance schedule as described and still have an issue with your door please contact your original installer for help and advice.

If necessary your dealer will contact the warranty department at Fort Doors for help and advice.

Please note –

To make a claim during the warranty period then proof of purchase is required, we will also require the production number of the item and the service record if over 12 months old.

If you have technical queries contact your account liaison team or warranty department once the advice shown within has been completed .

Please note new rates are in force for 2023 to adjust, clean or finish any installation not related to warranty work, by arranging a call out you agree to the reverse chargeback for non - manufacturing fault engineering visits.