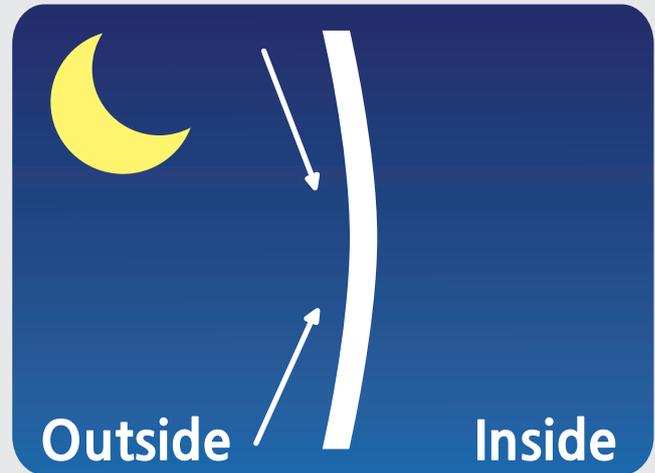
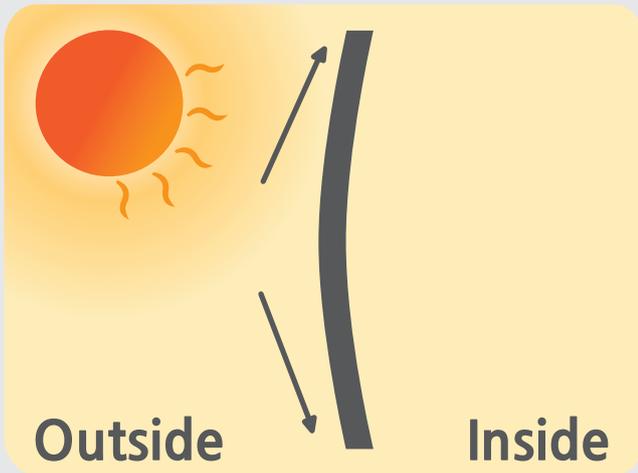




What is thermal movement?

All types of doors experience thermal movement where doors tend to move towards the **warm** side when there is notable temperature difference between inside and outside.

The slab will recover its original status to a maximum of 1.5mm in width and 3mm in length, assuming the installation recommendations are applied.



How to reduce thermal movement?

Always make sure that top and bottom locking points are engaged when the door is closed in order to reduce thermal movement.

Make sure centre keep for the latch is in the correct position and not tightened too much as this may affect the hook keeps - the door should be flush with the frame when observed from inside the house.

Please be aware that the warranty may be affected if above points are not followed accordingly.



Bowed Door

When the door slab has one side concave and the other side convex then this could show a bow in the door.

Measurement Guidelines

Put a straight edge on to the concave side and measure at the central point on the straight edge using an accurate gauge (not packers). Do not measure on the convex side. The door tolerance is 1.5mm in width and 3mm in length is permissible.

How to prevent?

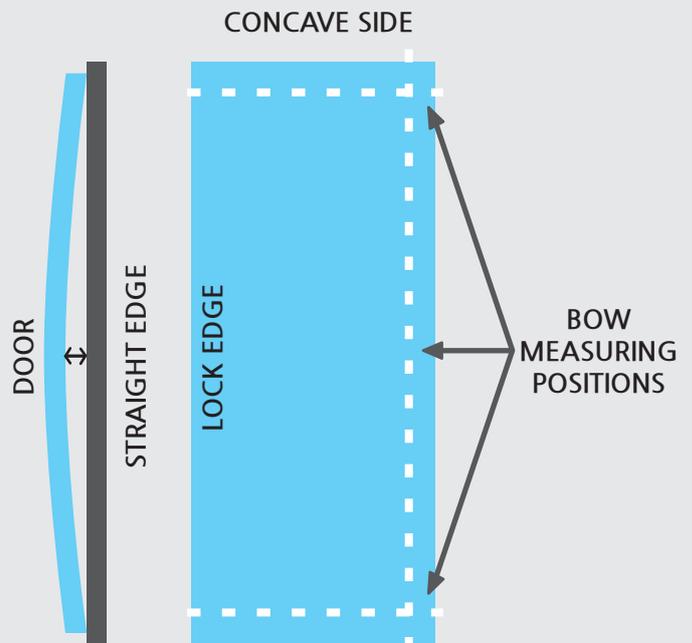
Make sure that top and bottom locking points are engaged when the door is closed in order to prevent bowing by reducing thermal movement.

How to report bowed door?

After door installation, always check if the frame is level, plumb and square.

Issues caused by poor installation will not be covered by warranty.

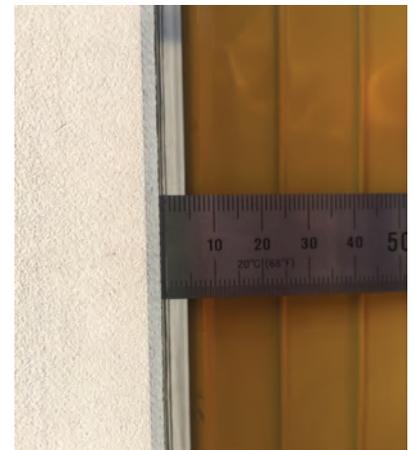
Three images like below must be submitted along with every reported issue of the door slab.



Full external face



Straight edge on concave face



Measurement between door & straight edge

Technical Support Document

Bowed Door



Additional photos

We would also like a photo taken internally so we can see the air gap around the door set which will help us determine the size of the slab to the frame.

A photo showing the hinges is also required so we can see how much of the adjustment was needed when installing.

