

Guidelines for complaints

Practical solutions for questions regarding Hörmann residential internal doors



HÖRMANN

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Your assistant for complaints

Our objective is the continuous improvement of our products. Unfortunately, complaints cannot always be completely ruled out. In order to be able to react quickly and competently to complaints, we have prepared this guide with useful tips and information for you.

Notice: The following explanations represent a summary of the typical types of complaints about door sets that we are aware of and merely constitute a neutral collection of information. No claims can be asserted from this.

We will be happy to help you personally with any further questions. Please contact your respective Hörmann regional sales office.



Please note

Determine intended use

The doors must be adapted to fit the respective location as early as the planning stage. You should therefore check whether the door set is suitable for the intended use. We cannot accept complaints resulting from planning deficiencies.

Please observe the application recommendations of the RAL quality guideline for timber internal doors.

Check delivery

Check the goods upon delivery for visible damage, such as damaged cardboard boxes, etc., and for completeness. Subsequent complaints of this nature will unfortunately have to be rejected. Indicate any damages and missing parts on the delivery note and send your corresponding images of the damages in advance to your respective Hörmann regional sales office.

Check goods

Check the goods for completeness, defects and dimensions of the door sets, as well as the position of the fittings on the frame and door leaf as well as special parts before delivery to the construction site.

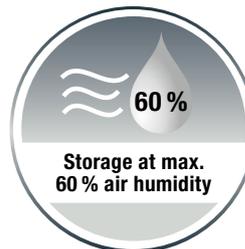
During fitting

Always fit the door sets in accordance with our fitting instructions. These are included with the product. The instructions can also be found at www.hoermann-haendlerforum.de. If defects occur during fitting, please always document these with corresponding images. Report the complaint immediately in writing to your respective regional sales office. In such cases, please use the complaints form, which you can find at www.hoermann-haendlerforum.de.

If goods subject to complaint are further processed or fitted without consultation, the complaint can no longer be accepted.

Storage tips

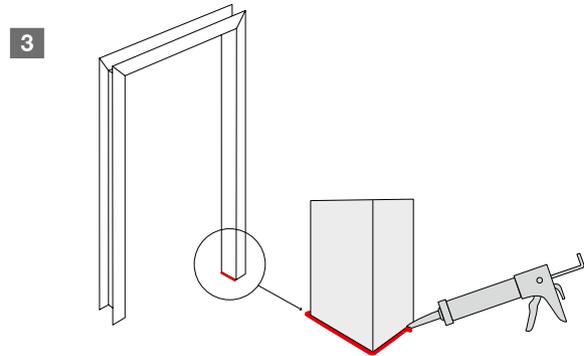
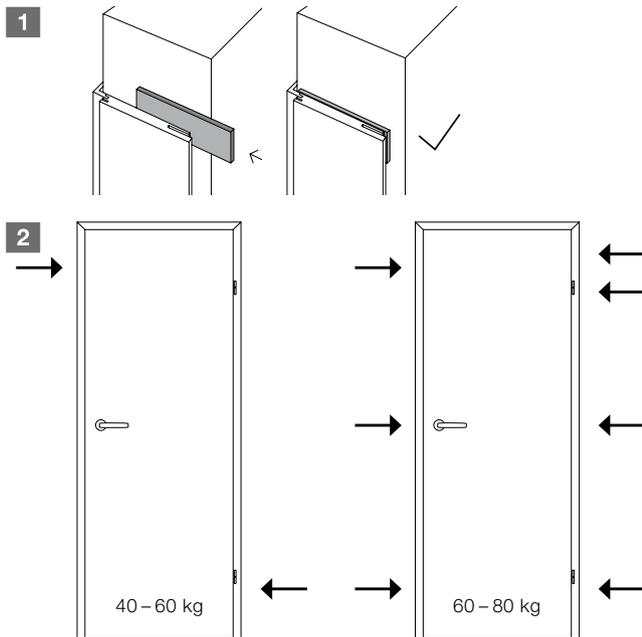
Doors and frames made of timber material are able to absorb and release moisture. The raw material for producing doors and frames is sourced with a target timber moisture of 8 %. Production takes place in air-conditioned buildings with approx. 45 % air humidity and a temperature of approx. 20 °C. This results in a timber equilibrium moisture content of approx. 8 %. Storage at above 60 % air humidity and below 10 °C must be strictly avoided. Only unpack the doors shortly before fitting and fit according to the fitting instructions. Please note the cleaning and care instructions at www.hoermann.de/mediacenter.



Fitting heavy doors Frame sealing

For heavy doors, a pressure-resistant backfill **1** is required at key points **2** to ensure the stability of the door set. The location of the backfill points on the frame depends on the weight of the door. For heavy doors, the hinge pocket must have a pressure-resistant backfill to the brickwork.

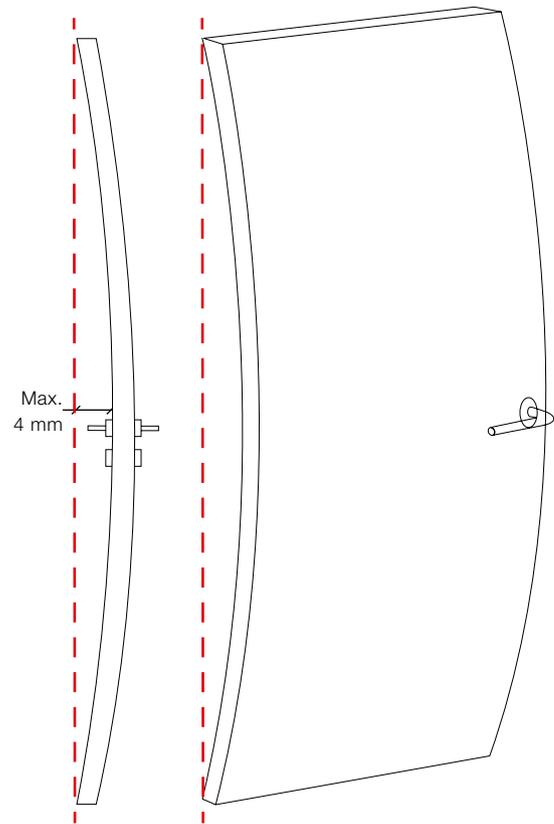
If door frames made of timber or timber materials are fitted to floorings that are wet wiped, moisture can permanently penetrate into the frame and lead to swelling of the material or damage to the surface. This is not a cause for a justified complaint.



Fit the door frames with a gap to the floor and flexible sealing (see fitting instructions).

Door leaf warpage

The dimensions of timber and timber materials change under the influence of moisture. In practice, this means that the timber moisture of the door leaf is directly related to the surrounding air humidity, as it adapts to this humidity. The material is “alive”. This is an unchangeable fundamental physical fact. As a result, different climatic conditions between two rooms, e.g. residential space / hallway, lead to tensions on the door leaf surfaces and thus door leaf warpage. According to RAL quality guideline RAL-GZ 426, a door leaf warpage of up to 4 mm measured at the mean deflection is tolerated, provided that door functions such as acoustic insulation, fire protection, etc., are not impaired.

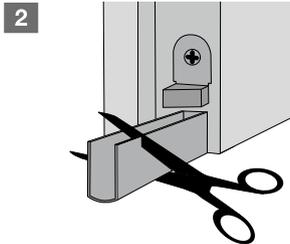


Please make sure to measure the residual humidity in new buildings. High residual humidity can result in warpage of the door leaf. However, if there is warping, it is advisable to wait for a heating period, as experience has shown that distortions are also reduced after the building moisture has decreased.

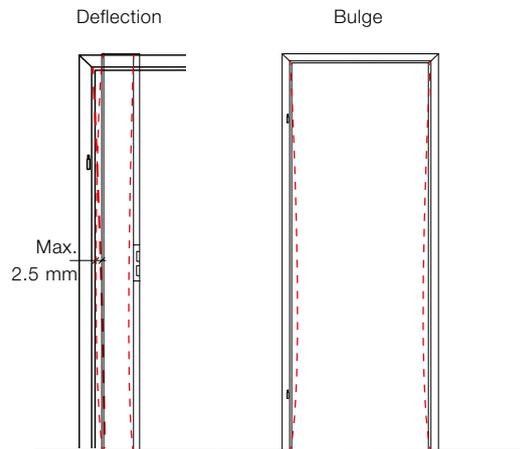
Frame warpage

To measure the mean warpage of the door, the maximum deflection is measured on the concave side of the door leaf. To do this, attach a string to the bulging side of the door leaf and run this once lengthwise around the door and measure the distance between the string and the door leaf on the concave side.

A fitted bottom seal in the door leaf must be shortened accordingly during fitting. If this is not done, this may be one of the reasons why the door leaf warps.



The permitted deflection of a frame is defined according to the RAL quality guideline RAL-GZ 426 in relation to the reference line of the fitting side with 2.5 mm at a wall thickness over 125 mm. For a wall thickness of less than 125 mm, the deflection may also be greater. The permissible tolerance refers to a frame that has not yet been fitted and must be adjusted during fitting.

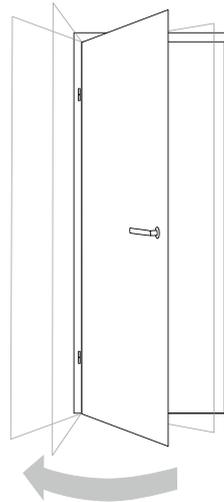


A bulge in the frame can be easily aligned during fitting. Therefore we do not give an exact value for the maximum tolerance.



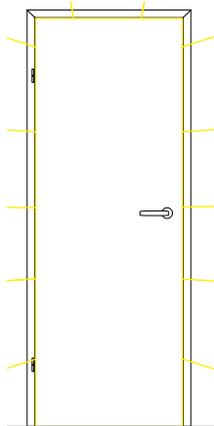
Door leaf “moves”

Due to today's easy to move fittings, the door may not remain in the open position. If the door is fitted correctly, no defect can be derived from this issue. There are no standards or other technical guidelines which state that the door leaf has to remain open at different opening angles.



Frame seal

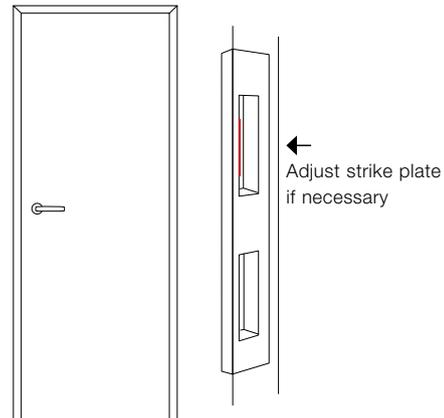
The seals applied in the frames serve as a stop profile to reduce the noise of the door when closing and to ensure the tightness of the door set. White or beige seals in particular may not be completely light-proof. This is not a cause for complaint.



Check the vertical fitting of the frame.

Door is difficult to close

Sometimes the door can be difficult to close directly after fitting. The cause may be that the sealing profile is still too "stiff". Allow the door to remain closed for a certain period of time, so that the sealing profile can adjust.



If necessary, the strike plate on the lock plate can also be filed.

Assessment of timber doors

The basis for visual assessment of internal doors made of timber and timber materials was defined by IFT Rosenheim in a guideline. The inspection must be carried out

- on a fully fitted door leaf in standard use
- in an upright position if the door set is not fitted
- at a distance of at least one metre from the viewing level
- from a viewing height at eye level of approx. 1.7 m, adapting the viewing angle to the standard use of the space
- under lighting conditions similar to daylight. Assessment under side light, bright sunlight, artificial light sources such as construction spotlights, etc., are not relevant.

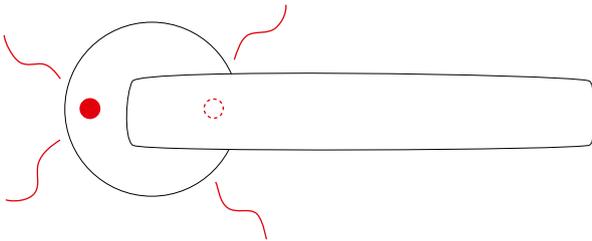
If no optical defect can be detected under these conditions, there is no justified claim. Wood veneer is a natural product. Natural colour deviations or variations in the texture of veneers do not constitute grounds for complaint as they are characteristics of the processed natural material. Therefore, no guarantee for colour and veneer uniformity can be given for industrially produced door sets.

The guidelines for tolerances can be found on the IFT Rosenheim website.

Imperfections due to mechanical impacts, such as scratches, etc., can only be accepted if the goods have not been further processed or fitted.

Cracks resulting from fitting lever handles

Improper fitting of the lever handle can result in surface cracks in the handle area. This is caused by tightening the rose escutcheon screw connection too much and is therefore no cause for complaint with the manufacturer.



The rose escutcheon screw connection should only be hand-tightened, do not use an electric screwdriver.

Assessment of glass doors

The basis for visual assessment of internal doors made of glass was defined by the Federal German Flat Glass Association (Bundesverband Flachglas e.V.) in the “Guidelines to assess the visible quality of glass in buildings” or respectively in the “Guideline for assessing the visual quality of enamelled glass”. The tests shall be carried out, inter alia,

- without marking the defect
- in diffuse daylight without direct sunlight or artificial lighting
- from a distance of at least 1 metre (for enamelled glass 3 metres)
- perpendicular to the surface
- according to the location and size of inclusions, scratches, spots, stains, etc., in the glass.

The relevant guidelines for the visual assessment of glass can be found at www.hoermann-haendlerforum.de.

Our service for you

We support you and your employees with specialised training courses on the subject of door sets. All dates and seminar locations can be found at www.hoermann-akademie.com.

