

Supply Only Prestart Pack



Fully Accredited

Meets ISO 9001 / ISO 14001 / ISO 45001 /
ISO 50001 & Kitemark standards



Secured by Design

Thoroughly tested to meet relevant Police
Preferred Specification



Made in Britain

Designed & manufactured in-house at
our state-of-the-art factory in Wales, UK



Q-Mark Certified

IG Doors doorsets are certified by the
BM TRADA Q-Mark Scheme



IG • DOORS[™]
making an entrance

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A blank form to capture site details and products required.

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Introduction

Welcome to the IG Doors Supply Only Prestart Pack. This booklet contains all the information you need from calling off supply only plots, to adjusting and maintaining the doors and components.



All doors **must** be installed in strict accordance with **IG Doors' official installation instructions** provided.

Ordering

- ☐ Call off information **must be made in writing** by email to **orders@igdoors.co.uk**, using site call off forms issued with this induction pack. Call-offs or orders cannot be accepted verbally.
- ☐ Door handings are always viewed from the **outside** as described in the IG Doors brochure.
- ☐ All call-offs will supersede any bulk orders in the system.
- ☐ If a door only or frame only unit is being ordered, the label found on the top edge of the door slab will be required to ensure the specification is a match to the original.
- ☐ **Replacement standard stock items** – We aim to dispatch all orders on a next day delivery service, the day after the order is placed.
- ☐ **Replacement non-standard items** – IG Doors Customer Care team will contact site to confirm delivery period.

Delivery

- ☐ When receiving deliveries on site, any discrepancies with deliveries or any damaged or missing items must be identified and reported (in writing) to IG Doors Customer Care team **within 5 days of delivery date**. Failure to do so may result in your claim being rejected.
- ☐ With all deliveries of pre-hung doorsets there will be an ironmongery pack attached to the head of the frame. **Please check that all items have been received before signing the delivery sheet.**
- ☐ Offloading of the delivery vehicle on site is the responsibility of the customer.
- ☐ All doorsets will be in **excess of 25kg in weight**. It is the responsibility of site personnel to carry out risk assessments on the handling and movement of the materials. Refer to product weight information sheet within this booklet on page 7, and separate laminated version issued at site induction.

Customer Care Team

Tel: **01495 368 200** – Option 1 twice

Email: **customer.care@igdoors.co.uk**

Supply only call-off form

Company:	Site Address:
Contact number:	
Site Manager:	Site Code:

Please tick where applicable.

[illegible]

Email: orders@igdoors.co.uk

* All handings are viewed from outside the building / ** Installation date must be advised



Deliveries & storage

It is important your IG Door doorsets are handled and stored correctly before installation.

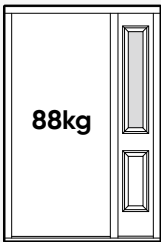
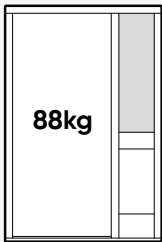
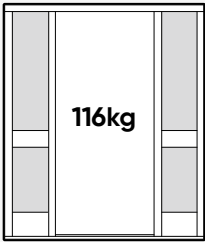
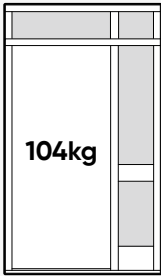
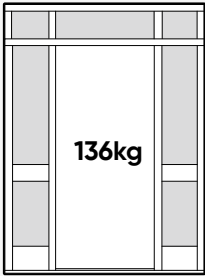
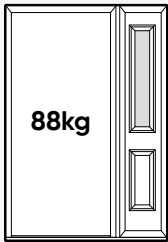
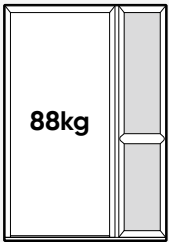
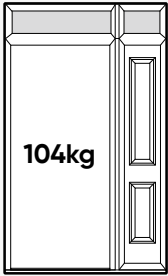
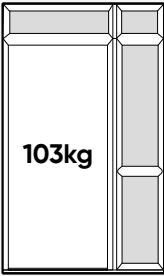
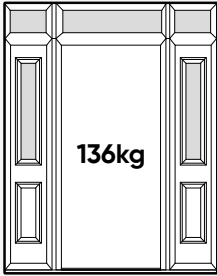
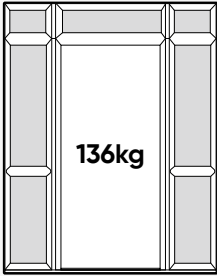
Delivery & offloading

- All doors to be offloaded with FLT.
 - Sidelight units are delivered on a stillage, units need to be removed from stillage and returned to driver.
 - Deliveries need to be offloaded promptly as drivers are unable to wait.
 - You will be charged for doors that are not offloaded on delivery for anything other than manufacturing defects.
 - Doors to be checked when delivered, IG Doors have a 5 day reporting policy where any damages discrepancies and missing items all have to be **reported within 5 days of delivery**.
-

Storing doors

- **DOORS MUST** be stored inside immediately and in the upright position.
 - **DOORS MUST** be stored in a well ventilated building/ Container and protected at all times from moisture and extremes of temperature.
 - **DO NOT** store near gas heaters, in unventilated containers, on top of containers or where wet trades are being carried out.
 - **ALWAYS ENSURE** there is adequate protection between each door to avoid surface damage or broken items eg glazing.
-

Door weights

 60kg FT01	 72kg FT02	 88kg FT03	 88kg FT04	 116kg FT07
 116kg FT08	 104kg FT28	 104kg FT29	 136kg FT32	 136kg FT33
 60kg PV01	 72kg PV02	 88kg PV03	 88kg PV04	 116kg PV07
 116kg PV08	 104kg PV28	 103kg PV29	 136kg PV32	 136kg PV33

Important notes

- Figures shown above are for door & frame units/sets, and include the actual door and glazing being fitted in the frame.
- A full site specific risk assessment is recommended before moving any products, all door and/or frame products are greater than 25kg in weight, and some variation in weight may occur with specification changes, for example a change in frame material.
- The above weights are indicative of the heaviest possibility door/frame combination at the time of publishing; this may vary slightly due to variation in raw material weights etc.
- FT = Timber Frame type, PV = PVC frames type - this information will be on your quote and order acknowledgement.

Sill Protectors

Protecting door sills from scratches, scuffs, and wear throughout the construction process.

During housebuilding projects, door sills are exposed to high foot traffic, tools, and materials, often leading to scratches, dents, and general wear. IG Doors Sill Protectors are designed to safeguard door sills from installation through to final handover, preventing unnecessary damage and maintaining a professional finish. They offer durable, hassle-free protection.



- **Built-in protection** – Supplied as standard with every Supply & Fit installation, ensuring no extra costs.
- **Site-ready durability** – Designed to withstand active construction environments, shielding against work boots, tools, and materials.
- **Hassle-free installation** – Fitted by our engineers at the final stage of installation for maximum coverage.

Door Guards

Keeping doors pristine from installation to final handover, ensuring a flawless finish.

Once installed, doors can be vulnerable to scuffs, dirt, and accidental knocks throughout the construction process. IG Doors Corex Guards provide a robust, protective layer that remains in place until project completion, ensuring doors stay in perfect condition. These guards are also 100% recyclable, supporting sustainable construction by reducing plastic waste and promoting reuse in new plastic products.



- **Supplied as standard with Supply & Fit** – Protective sheeting applied after installation for full coverage at no extra cost.
- **Prevents damage** – Shields doors from site-related wear, including scratches, dirt, and impact from tools or materials.
- **Sustainable solution** – Once used, the guards are collected, washed, reprocessed, and fully recycled into new plastic products.

How to Order

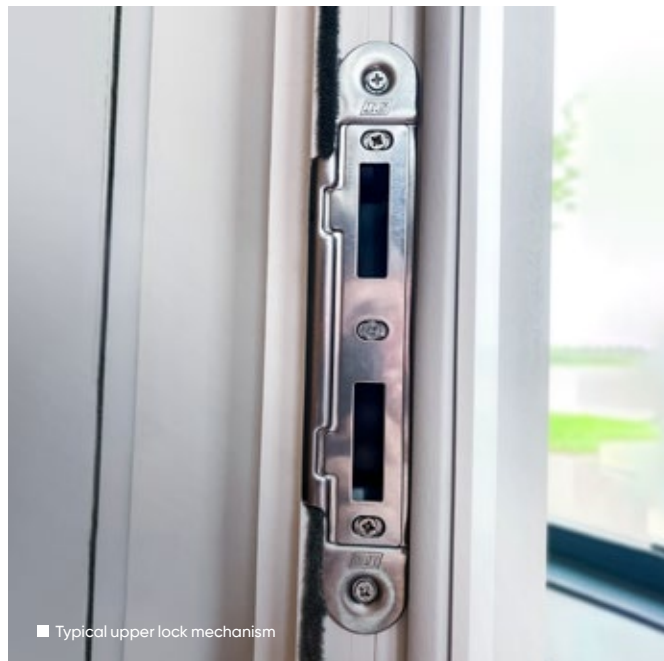
Using Sill and Door Guards ensures that every door reaches the homeowner in flawless condition, preventing unnecessary repairs, warranty claims, and costly replacements. We highly recommend using these protectors as part of your installation process to maintain the professional finish and quality that IG Doors is known for. For **Supply Only** projects, protection products can be ordered using the following part numbers:

- Corex Door Guard – **8893951**
- 82mm Sill Protector (870mm) – **8894722** – PVC frames
- 94mm Sill Base Protector (870mm) – **8894723** – Timber frames & Clima63 Doors

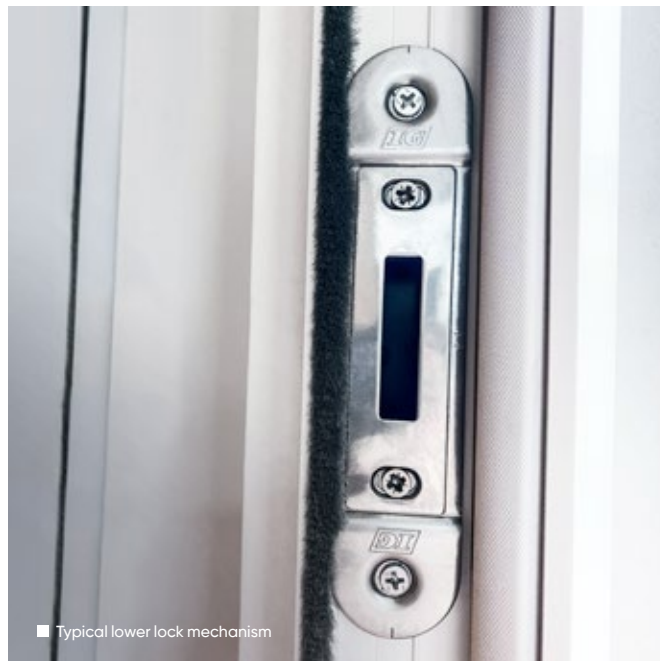
Finish & maintenance

Site adjustment of multipoint lock keeps

After installation of the door, a final check should be made on keep alignment to ensure smooth operation of the lock mechanism and a tight seal against the frame weatherseal.



■ Typical upper lock mechanism



■ Typical lower lock mechanism

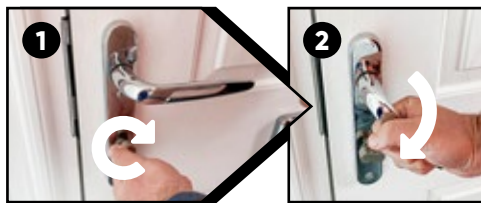
Important

- Close the door until the latch engages within the keeps. With the latch engaged there should be compression against the weatherseal in the frame. The internal face of the door should be flush with the internal face of the frame. (For open-out doors this will be the external faces).
- There are two problems that can arise from poorly adjusted lock keeps:
 - Firstly, keeps that have been adjusted too far into the rebate can make the door difficult to close and possibly lead to premature lock failure.
 - Secondly, keeps that are adjusted too close to the frame edge can result in poor compression on the seals which is likely to result in draughts and rattling doors.
- If you find you have either of these problems then adjust the keeps to the correct positions.

Making adjustments

- 1 Adjustment is made by slackening off the keep adjustment screws. NB: There is no need to completely remove these screws for adjustment.
- 2 Once the screws have been loosened, close the door until the latch locates in the centre keep and lightly push the door to ensure the door face is flush with the frame jamb face.
- 3 Now lift the handle to 'throw' the locking mechanism. This will engage all bolts into the loosened keep plates.
- 4 Carefully push the handle down to disengage the bolts and open the door.
- 5 Re-tighten all adjustment screws. The door locking mechanism should smoothly operate when the bolts are 'thrown' into the keeps. If not, repeat steps 1 - 5..

MPL operating instructions



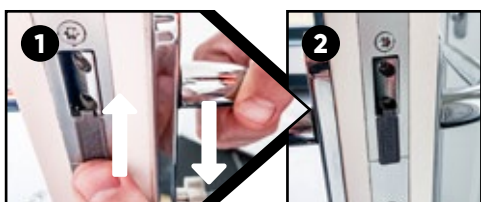
To unlock and open the door from INSIDE:

- Turn thumb turn clockwise
- Pull handle downwards



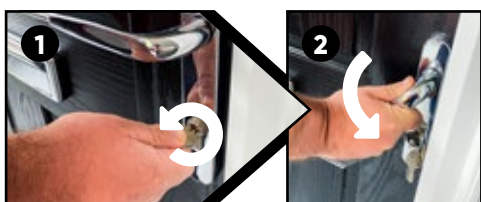
To lock the door from INSIDE:

- Firmly lift handle upwards
- Turn thumb turn anti-clockwise



To hold latch back (SNIB):

- With door in unlocked, open position, pull handle downwards
- Slide the plastic snib up 5mm over latch when retracted
- Gently release handle
- To release latch, slide snib down 5mm and latch will click out



To unlock and open the door from OUTSIDE:

- Insert key into cylinder
- Turn key anti-clockwise
- Pull handle downwards and open the door
- Remove key



To lock the door from OUTSIDE:

- Firmly lift handle upwards
- Turn key one full turn to lock and remove key

Maintenance

- All moving parts (e.g. latch & hooks) should be lightly lubricated using a light non-acidic mineral oil (e.g. "3 in 1") twice per year, and the surface cleaned with a soft damp cloth.
- The MPL fixings may need adjusting to ensure a satisfactory operation.
- NB: The keeps are factory set but can be adjusted for ease of operation and to give a tighter compression against the weatherseal.

How to test lock failure

- Opening the door, lifting the handle and testing the lock.
- If lock works while the door is in the open position then the issue is not with the lock.
- Revert back to installing and check the keeps are adjusted and the frame is square and plumb.

Hinge adjustment instructions



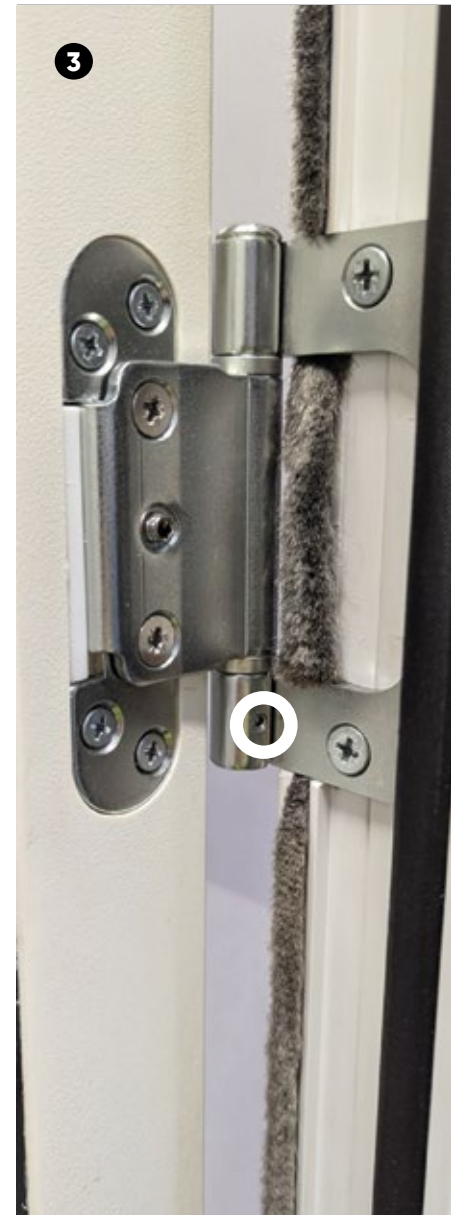
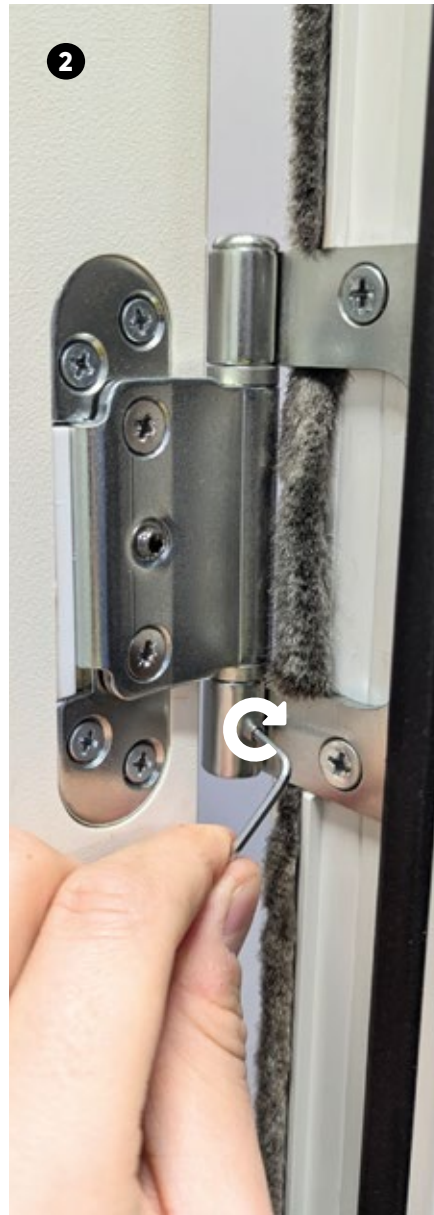
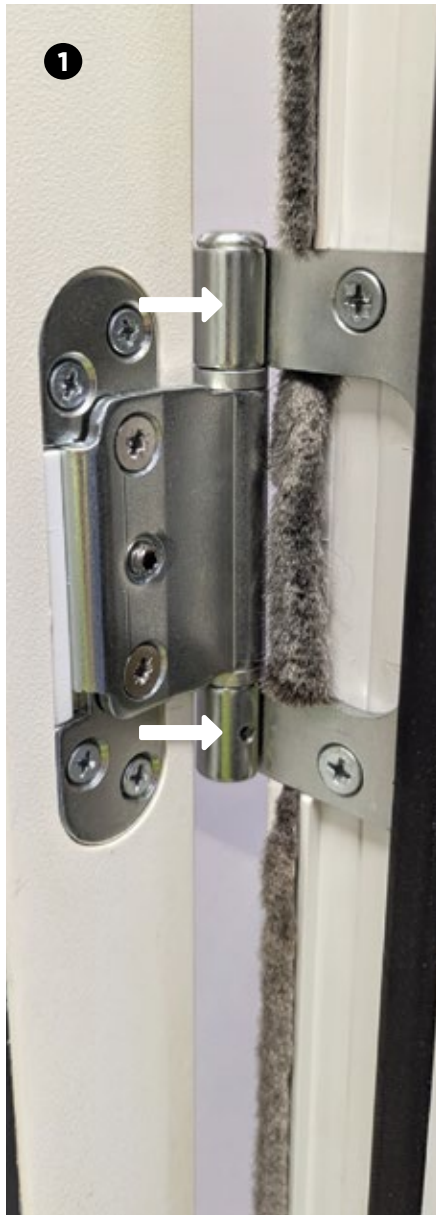
Vertical adjustment

- 1 All hinges adjust together.
 - 2 Support underside of door with lever.
 - 3 Slacken screw B on each hinge.
 - 4 Lift or lower door to desired position.
 - 5 Tighten screw B on each hinge.
 - 6 Check operation of door.
-

Side adjustment

- 1 Hinges adjusted individually.
 - 2 To move door closer to frame slacken screw B & tighten A screws.
 - 3 To move the door away from the frame, slacken A screws & tighten screw B.
 - 4 Check operation of door.
-

IG Doors Hinge Grub Screw Instructions



Firstly:

With the door open wide, locate the grub screw port.

This may be on the lower or upper portion of the hinge knuckle depending on the handing of the door.

Secondly:

Collect an M4x5 grub screw and the included H2 Allen key in the pack, and using the key insert the grub screw into the port.

Rotate the grub screw clockwise to fix into place.

Finally:

The grub screw is completely inserted when it cannot be turned clockwise anymore, and the grub screw is flush with the outer face of the hinge knuckle.

Applying paint finishes to steel & GRP doors



Primed doors & frames should be painted within 3 months of delivery.

- 1** Wipe the door with a pre paint wipe or similar to remove any possible contaminants from the door.
- 2** The sheen of the primer coating must be removed by lightly rubbing with fine abrasive paper or scotch pad.
- 3** Clean off all dust and dirt with water and allow to dry, ensuring the surface is clean before painting. Apply paint (undercoat and gloss) to door. The glazing frame must also be painted following the paint manufacturer's instructions.
- 4** **DO NOT** paint the frame weatherstrip.

Make sure the door is completely dry before closing to avoid marking the face of the door with the weatherstrip.

Cleaning the door ironmongery



Do not use metal polishes, abrasive cleaners, chemicals or solvents.

- Metal polishes, abrasive cleaners, chemicals or cleaning solvents **SHOULD NOT** be used to clean ironmongery on the door. This could deteriorate the item and invalidate the warranty.
 - To prolong the life of the furniture and the paint finish of the door, regular dusting with a soft cloth or camel hair brush, supplemented by regular washing with warm soapy water, is recommended, especially in industrial areas or coastal locations.
 - Lubricate door mechanisms annually.
 - Avoid scratches from rings and keys.
-

Repairing dents & scratches

Accidental dents or scratches may be easily repaired as follows:

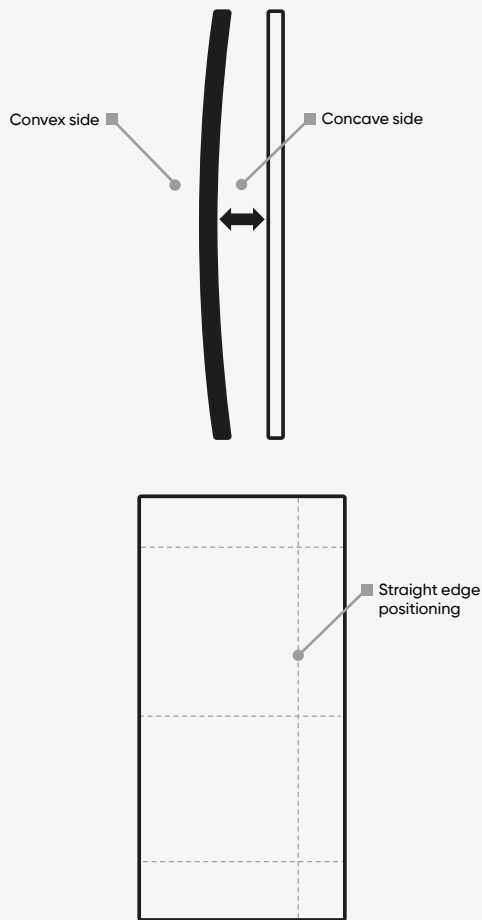
- 1** Sand the damaged area making sure all the paint is removed.
- 2** Apply fibreglass plastic filler (similar to that used for car body repair) and follow the manufacturer's instructions.
- 3** Rub down the repaired area and repaint with undercoat and gloss.

Where the damaged surface being repaired lies adjacent to a previously coated surface, the cleaning shall extend to the surrounding coating by a minimum of 25mm. Select the correct touch-up pen. Apply a coat of paint using the pen to the defective area, ensure that a smooth coat, as uniform in thickness as possible, is obtained with no deep or detrimental brush marks.

Glass markings on doors

- !** Please note that any glass under 250 x 250mm in size legally does not require Kite Markings.
-

Suspected bowed leaf



What is a bowed door?

A door can experience two types of bowing; either Thermal Bow or Natural bow. A bowed door would appear to be curved (bowed) when looking at either the face or edge of the door.

Bowing of the door can occur naturally during changes in temperature or within prolonged periods of warm weather, this occurs in all materials that are subjected to heat. A door panel that is experiencing this will revert back to its natural state/plane.

To help reduce the effect of the thermal movement, when the door is closed ensure that the lock is thrown and the locking points are engaged.

How to measure

Firstly you must ensure that the door frame is fitted plumb and square.

Take measurements by placing a 2 metre straight edge against the concave side of the door and note the gap at the central point of the straight edge and the door face.

To illustrate the above method the curve in the diagram has been exaggerated.

Checklist:

- 1 Check frame is plumb and square. Frame may need to be adjusted if not plumb and square.
- 2 Close door and ensure the door locks smoothly within the frame keeps. Some adjustments of keeps may be needed to ensure that the door is pulled in to seal against the frame.
- 3 Open the door and position the straight edge as indicated above on concave side.
- 4 Measure the gap between the door and the straight edge at the central point, make sure the straight edge is in contact with the door face at the top and bottom.
- 5 Position the tape measure at the widest gap and take a photo if possible. If you are concerned about the door, please follow the above instructions and forward your findings via email to customer.care@igdoors.co.uk where your query will be investigated further.



Please note: As long as the door is closing into the frame and the lock operates smoothly then the door will be deemed as acceptable.

Customer Care Team

Reporting a claim

To report product failure under warranty, please email the Customer Care Team with the information detailed below:

- Site name
- Plot number
- Occupier's name & full address (if applicable)
- Occupier or Site contact telephone number(s)
- Brief description of problem being experienced with our product
- Number from label on top of door and not glass
- Photos to be sent if possible to speed process
- Email: customer.care@igdoors.co.uk

Locksmith Service

If you require a locksmith during normal working hours, please call:

Tel: **01495 368 200**

Monday-Thursday: 8:30am - 5:00pm / Friday: 8:30am - 2:00pm



There is a charge if engineer or locksmith attends and no manufacturing or lock fault is found.

Out of hours emergency number

If you require a locksmith outside normal working hours, please call:

Tel: **0844 324 5114**

Monday - Friday: 5:00pm - 8:00pm / Weekends: Until 1:00pm



Only to be used for complete failure of locking mechanisms occurring outside normal working hours.



Notes:

A large rectangular area filled with a fine grid of small squares, typical of graph paper, intended for taking notes or drawing.



IG DOORS™
making an entrance

General Enquiries: **01495 368 200**

Estimating: **01495 368 230**

Technical Support: **01495 368 231**

Email: **customer.care@igdoors.co.uk**



www.igdoors.co.uk