

1. PRE-INSTALLATION PREPARATION

All doors must be inspected upon arrival for freight damage and visible defects. Hallmark Group must be notified within four days if damage has occurred. Any claims outside of this time frame cannot be recognised. Note:

- Doors must be stored flat in a clean, dry area away from direct sunlight. A flat MDF cover sheet must be placed on the top door at all times should it be exposed.
- Warp on doors up to 2400 x 1200 shall not exceed +/- 5mm, then up to 2600 x 1600 shall not exceed +/- 7mm. Exceeding tolerances shall be considered a defect.
- Doors exceeding this size carry no guarantee against warp. Hallmark will accept no responsibility for defective doors when the moisture content of the timber exceeds 18%.
- Variations in colour are not considered a defect.
- See Pre-Installation Instructions in Installation section of this document, below.

Frame Openings

Accurate preparation of the door opening is critical. Hallmark always advises overall door frame size for fire doors either on the worksheet or the master door schedule. The framed opening must not exceed 10mm in height and 20mm in width of the door frame.

This means a 10mm clearance on all sides is maximum. Example:

Overall door frame 2028x876

Max. frame opening 2038x896

Moisture Content

Timber doors are manufactured with a moisture content of 10 - 12%. It is not recommended to bring doors to site or to install them until relative humidity levels are acceptable and any forced drying has been completed.

Storage Area

The storage area must be clean, level, suitable for stacking doors and provide sufficient space for doors to be moved around, sorted and re-stacked as installation proceeds.



Priming and Sealing

Doors must be primed and sealed faces and all 4 edges immediately following delivery. All apertures and cut out preparations for hardware must also be sealed. It is advisable to avoid getting paint on intumescent seals but in the event this does happen, the performance of the seal is not compromised.

Stacking

Do not store doors standing upright or leaning as this causes bowing. Stack doors horizontally on level supports that extend across the full width of the bottom door frame. Provide support at the centre and at 300mm from each end. If over 2150mm in height, provide a middle intermediate support. Always cover the supports with cardboard or similar to prevent marking. Stack with the largest door at the bottom with size reducing up the stack. When doors have projections such as glazing beads or pre-fitted hardware, provide intermediate battens between doors to allow clearance.

Covering

Exposure to light will fade timber. Cover stacks with opaque sheeting to prevent fading and to keep doors clean. This is very important for veneered doors.

2. INSTALLATION

Overview

Install doors only when conditions are suitable. Operating gaps around door frames must not exceed 10mm and can vary due to conditions and affect door performance if the door is installed in wet framing as an example.

Installation

- All interior doors must be installed in dry buildings only. Doors installed in situations with excessive air movement (i.e. buildings not at 'lock up' stage) void the warranty.
- Interior doors must not be installed within the direct air movement of an air temperature controller.
- Fire Doors must be installed in accordance with Fire Door Installation Instructions below.

Packing

We recommend fibre cement, non-combustible, or hardwood packers (650 kg/m3 minimum density) between the jamb and stud in all cases.

Gaps may need backfilling, please contact your Hallmark Group representative to confirm specific requirements for your wall and jamb type.

Steel frames can be installed with plastic packers, please contact your Hallmark Group representative to confirm specific requirements for your wall and jamb type.



Ensure the studs are secure before positioning the doorset. Pack between the doorframe and the prepared opening immediately above each fixing position.

When in position, ensure that the door assembly is plumb and square. Jambs must be straight with even operating gaps (3mm between door leaf and frame, top and side). Fixing screws must not distort the frame when tightened.

Packing must be 10mm (minimum) back from the frame face to allow for the mastic bead.

Fixing

When the door frame has been packed into the prepared opening, remove door leaves if necessary to facilitate fixing. Refer to appropriate door installation detail from Hallmark to ensure compliant fixing methods dependent on specification of wall and doorset. If door leaves have been removed, re-hang ensuring correct gaps and operation of seals. (It is important not to fix the door stop at this point.) If gaps need adjustment, do this by packing out behind hinges or recess them further.

Doorstops

Doorstops must not be fixed until all hardware is installed and operating. Hallmark fire doors come with approved smoke seals. Doorstops are only tacked in place in the factory and require careful adjustment after the door is securely fixed and to suit the seal.

Rebated stops typically require a wider clearance between the door leaf and the stop is required on hinge side (4–5mm), and a slightly narrower clearance on the closing side (3–4mm).

Flush stops using self-adhesive smoke seals typically require 2–3mm around the perimeter. Set and fix the doorstop accordingly ensuring the door latches freely. Hallmark Group will supply seals once the doors are installed and painted to avoid loss or damage, samples can be sent to position stops correctly, request these if not onsite.

Installed Door Clearances

The maximum allowable clearances and approved for Hallmark Europa fire doors are:

Between head of door leaf and door jamb
Between side of door leaf and door jamb
Bottom of door threshold
10mm

Finishing

When finishing, ensure the door is dry and free from dust and grime. The two faces and all four edges of the door must be sealed and coated (including lock holes and check outs) within four days of arriving on site. Linseed oil or Linseed oil-based products are not to be used on any of Hallmark's interior doors. Staining is at your own risk.

Hallmark Doors do not accept any liability for the finished quality of a stained door. Coating 'slump' on the veneer joins is normal and will not be considered a defect. The manufacturer is not liable for the paint finish.



3. TAGGING & CERTIFYING FIRE DOORS

Background

Tagging and certification of fire doors is a critical component of the fire door industry and building owners and occupiers depend on the veracity of the information provided for their ongoing safety. There are 2 key responsibilities:

- Hallmark is responsible for ensuring the fire doorset is manufactured in accordance with tested specimens.
- The installer/certifier is responsible for ensuring installation is in accordance with the guidelines of this document.

The installer/certifier shall conduct an inspection only after the installation is fully completed, including the fitting and adjusting of all hardware and shall then complete and certify the necessary documentation and forward it to Hallmark Group. Hallmark will then issue 2 specific fire door tags, one to be fitted to the door and the other to the jamb.



The Tagging & Certifying Process

When the fire door installation is complete including all hardware fitted and adjusted, the fire door installer/builder shall submit to Hallmark a Schedule of Evidence confirming:

- The doors have been installed to specification
- The hardware fitted is approved for use on the doorset
- The door number and rating.

Upon receipt of the evidence Hallmark will assign tags to the specific doorset and record tag numbers in a log recording the tag number, the project and the installer (certifier). The installer/builder shall then fix the tags to the door and frame. In the case of side hung doorsets,



one tag shall be fixed to the edge of the hinge stile and one to the door frame at approx. 1.5mtr above floor level. Each leaf of a two-leafed doorset shall be tagged.

Warranty

Hallmark doors carry a five-year warranty provided all storage, handling, finishing and installation instructions are followed.

Hallmark doors are warranted against defects in workmanship and materials, specifically delamination of veneer, or clashings, separation of the skin from the core, veneer splits and excessive distorting from tolerance.

The manufacturer will not be held responsible for additional charges of hanging, painting or other charges arising from the replacement of doors.

Acceptable tolerances for door leaf:

- +/- 2.0 mm for width, height and thickness
- +/- 3.0 mm for squareness across the diagonal of the door
- +/- 5.0 mm for twisting or bowing

Conditions & Limitations

The warranty does not apply if:

- Damage is caused by normal wear and tear or by circumstances outside of Hallmark Doors control.
- Installation, storage, handling, maintenance, uses or repairs are not carried out under the manufacturer's instructions.
- Extra facings such as mirrors, MDF, veneer panelling or similar products are affixed to any face of the door, post manufacture. Other laminate products such as HPL and vinyl will require prior approval from Hallmark.
- Information and specifications may change without notice.
- Timber colours and grain patterns may vary from those illustrated in our brochure

