



Installation Operation and Maintenance

Hallmark Group Doors are manufactured to the highest standards. Installed as per our installation requirements and used and maintained as per this document will ensure longevity of our quality product.

Hallmark Fire Doors require maintenance in accordance with this document to assist with meeting the provisions of Acceptable Solution for Buildings for New Zealand Building Code Clauses C1-C6 Protection from Fire and NZS 4520:2010 - Fire-Resistant doorsets.

Failure to do so may invalidate the warranty on the doorsets.

We encourage you to familiarise yourself with this standard.

<https://www.standards.govt.nz/shop/nzs-45202010/>

Fire Tags

All installed fire rated doorsets must display Hallmark certified fire tag, issued upon receipt and our approval of the Installer Declaration, which must be completed by the installer, verifying correct installation and use of approved hardware to meet NZS4520:2010 and NZBC compliance.

Use and care

To ensure correct operation and ongoing integrity, check regularly that the door leaf swings freely and the hardware is well maintained. Tampering with, or damage to, door seals will void their integrity and may result in them becoming non-compliant. Wedging fire doors open is against the law as this prevents them from functioning as a fire stop door. Fire doors must only be held open on approved magnetic hold open devices.

Ongoing Care & Maintenance

Hallmark interior doors are designed for interior use only and should never be used in a situation subject to exterior conditions, high moisture or high temperature fluctuations.

New Zealand Standards 4520 section 7 is dedicated to the inspection, maintenance and reporting on fire doors. We encourage you to familiarise yourself with this standard by visiting the link above.

Any repair work to the door leaf must be carried out under the oversight and guidance of the manufacturer, Hallmark Group Ltd.

Vision panel care

Generally, glass can be washed with clean water and a neutral detergent. A squeegee should be used to remove excess water, taking care to ensure water does not get into the glass rebate.

The glass may be at its dirtiest at the end of the project. We recommend that construction labelling, grease, mastic stains, etc. are removed using solvents such as methanol, isopropanol, and acetone. Care is needed to ensure rebates and seals etc. are not affected.

Door and frame care

- Carefully remove surface deposits with a damp non-abrasive cloth or sponge
- Use a mild household detergent solution to remove dust or other deposits,
- Rinse with clean water.
- Ensure water used does not contact the door core or any unpainted/ untreated areas.

Increase cleaning frequency in harsh environments (coastal, industrial, or high-moisture).

For powder coated frames:

- Clean when the surface is cool (<25°C).
- Avoid solvents such as turpentine, thinners, or citrus-based cleaners.
- Remove paint, sealant, or sunscreen residue immediately.
- Inspect regularly so the coating continues to perform as intended.
- Prevent water entrapment to joints and seams to prevent corrosion beneath the coating. Keeping moisture out significantly extends coating life. Seal all joints/seams once installed to prevent the water ingress - reseal if cracks appear

Seals

Ensure any seals are fitted correctly with the appropriate gaps as doors will drop with usage.

Exterior Door Care

The frequency of cleaning will vary depending upon the environment (e.g., dry, high moisture, coastal, city, rural, or industrial) and the conditions. Typical factors that impact the condition include sun UV, atmospheric pollution, dirt, and grime that accumulate over time.

- Mild / interior environments - clean every 12 months.
 - Moderate / severe environments (light industrial, coastal, geothermal) - clean every 6 months.
 - Very severe environments (surf beaches, heavy industry, offshore islands) - clean every 3 months.
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- Gently remove loose deposits. Use a wet sponge to softly wipe away surface dust and debris.
 - Wash with mild detergent. Use a soft, non-abrasive brush and a warm mixture of pH-neutral dish or handwashing detergent to remove dirt, dust, and salt.
 - For stubborn stains, treat locally using Isopropyl alcohol (IPA) or methylated spirits, then rinse thoroughly with clean water. Avoid using aggressive solvents.
 - Rinse completely. Wash off all cleaning agents with fresh water to prevent residue buildup

Door Finish

Paint Quality and Veneered must be painted to seal the timber. Follow the selected coating system maintenance requirements to prevent deterioration of the door.

Use mild dishwashing detergent to remove general dirt, greasy spots, marks etc. Heavier stains may require the use of domestic all-purpose cleaning sprays.

Avoid using abrasive cleaners of anodised aluminium surfaces. Mild soap solutions and warm water is recommended.

Hardware Maintenance

Check hinges for wear and tear every three months. Replace as required, for example, if showing signs of stress or failure.

Ensure hinges are lubricated. All doors should be opened and closed every three months to ensure the hinges are not seized or stiff to operate.

Bifold and Cavity Sliders

Keep tracks clean and clear of debris. Apply lubricant to roller bearings as required. Clean hinges regularly.

Door and Fire Door Care and Maintenance Checklist

Frequency	Inspect	Criteria
Monthly	General condition	Any wear or damage does not affect the functionality of the door. Doors open & close freely without clashing or scraping.
Monthly	Door swing	Swing area is free of foreign material & obstructions.
Monthly	Gap between door leaf and jamb	Gaps not to exceed 3 to 4mm at meeting styles and between leaf at head and Jamb. Compliance requires the gap between door leaf and top of floor coverings to be no greater than 10mm.
Monthly	Fire, smoke and acoustic door seals	Seals to each edge of door leaf and frame are not damaged or missing (Replace if missing).
Monthly	Latch & Lock	Check the self-latch works when the door self-closes. Ensure lock operates correctly.
Monthly	Vision Panel	Glass not damaged and beading secure.
Monthly	Hardware	All fittings tight and function freely. Has additional non-compliant hardware been added or complying hardware been removed or altered in any way post installation declaration sign-off.
Quarterly	Hinges	Check hinges operate smoothly. Check for wear and tear. Ensure protective coating is not damaged.
Quarterly	Cleaning/ condition – Exterior Doors	Assess requirements. Clean as required.
Monthly	Signage	Are signs visible and correctly placed. Are Fire Tags visible & correctly installed.
Weekly	NZ 4520: 2010 (or amendments) section 7.2	Inspection routine as documented and recorded as required.
Monthly	NZ 4520: 2010 (or amendments) section 7.3	Inspection routine as documented and recorded as required.
Six Monthly	NZ 4520: 2010 (or amendments) section 7.4	Inspection routine as documented and recorded as required.
Annually	NZ 4520: 2010 (or amendments) section 7.5	Inspection routine as documented and recorded as required.