



# WARRANTY CARD

Installation, Usage, and Maintenance Manual for  
External Doors: Alu Hybrid, Termo Prestige Lux,  
Optimum, Premium, and Premium Plus+

## ATTENTION!

Before starting the installation, please check the technical compliance of the dimensions and the opening direction with the attached specification.

Please note that the Prima Termo line is not yet included in this manual.

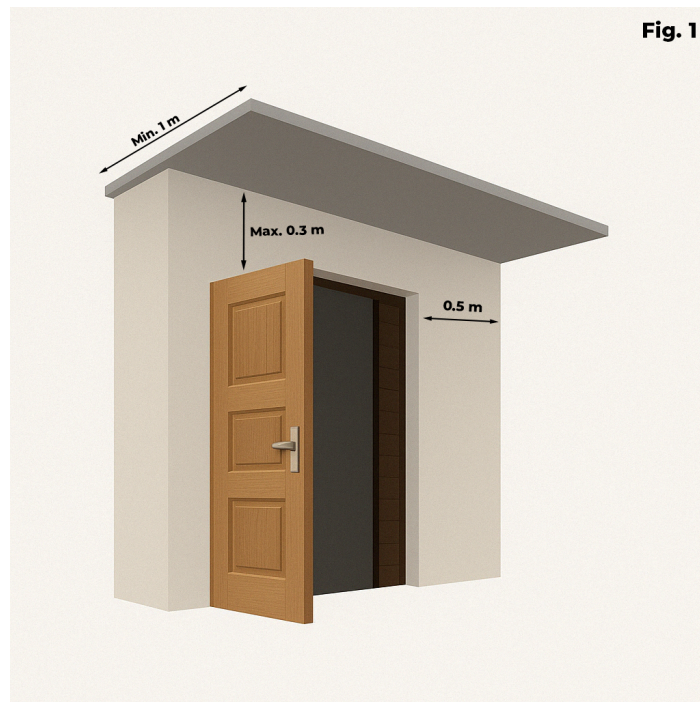
## GENERAL INFORMATION

- The door leaf is made of galvanised steel or aluminium sheet, covered with a laminate or powder-coated.
- Frames 9, 11, and 12 are made of galvanised steel sheet covered with a laminate or a combination of composite material and aluminium.
  - The TERMO frame is made of aluminium with a thermal break.
- Optionally, aluminium and galvanised components can be coated with polyester powder paints.

## FENBRO DOOR QUALITY WARRANTY CONDITIONS

1. FENBRO Sp. z o.o., based in Warsaw, postcode 00-406, ul. Ludna 2/320, registered in the Register of Entrepreneurs of the National Court Register under number 0000947765 by the District Court for the Capital City of Warsaw in Warsaw, phone number: +48 571 412 615 (hereinafter referred to as the "Guarantor"), guarantees the quality of the manufactured doors in accordance with generally applicable legal regulations, subject to the provisions of these warranty conditions.
2. During the warranty period and within the territory of Poland, the Guarantor shall rectify door defects through free-of-charge repair. If such repair is impossible or would incur excessive costs, the defect will be rectified by replacing the faulty component with a new one.
3. The Guarantor shall fulfil its warranty obligations provided that the buyer presents proof of purchase (e.g. receipt, VAT invoice) and the warranty card attached to the product, the doors have been installed in accordance with the installation manual provided, and the doors have been used as intended and according to the user manual.
4. The buyer may exercise warranty rights by submitting a quality complaint either at the point of sale where the Fenbro door was purchased (acting on behalf of the Guarantor) or directly to the Guarantor.
5. The warranty period for doors manufactured by the Guarantor is 24 months from the date of sale or delivery (whichever comes first).
6. The warranty covers only defects caused by internal factors in the sold product.
7. External doors must be protected against direct exposure to precipitation and sunlight. They should be installed in recesses or under a canopy extending no more than 30 cm above the door. Both the recess and the canopy should be at least 0.5 m wider on each side (including sidelights) and deeper than the width of the fully opened door at a 90° angle, by no less than 1 metre. The door should be secured against uncontrolled opening using a door closer or stopper (see fig. 1).
8. Door quality should be assessed in daylight from a distance of at least 2 metres with the naked eye.
9. A door closer or stopper (max. 10 cm from the edge of the door leaf on the lock side) must be installed to prevent damage caused by sudden gusts of wind.
10. During the first 6 months of use, resistance when closing the door may occur due to the natural adjustment of gaskets and other components.
11. Before installation, the door must be checked for compliance with the order and specification.
12. The warranty becomes void in the following cases:
  - a) modifications or repairs made by unauthorised persons,
  - b) structural alterations to the door,
  - c) destruction or removal of the identification label containing the door's serial number.
13. The warranty does not cover:
  - a) natural wear and tear, damage due to improper maintenance by the buyer, adjustment, storage, or transportation carried out by the customer,
  - b) installed goods and accessories, as visible defects are not subject to complaint,
  - c) damage resulting from unauthorised repairs, structural changes, or improper installation,
  - d) mechanical damage or that caused by external factors such as fire or chemicals,
  - e) door installation not arranged by Fenbro,
  - f) minor and invisible defects after installation that do not affect the door's value,
  - g) glass cracks and scratches (especially in installed products) and phenomena such as anisotropy, interference, or condensation on glazing units,
  - h) effects not related to the manufacturing process, particularly:
    - o colour fading during use,
    - o colour differences in laminate or paint between components or between both sides of the door leaf and frame,
    - i) visible structural elements around the edge of the door leaf,
    - j) difficulty in closing the door due to draughts or air cushion effects (e.g. in a vestibule or entrance hall),
    - k) the door opening on its own due to wind/draught/pressure against the leaf, especially when fitted with a latch bolt set to the "day" function.

14. The defect must be reported to the Guarantor immediately upon discovery.
15. Warranty rights expire if reported more than two months after the defect has been discovered.
16. The Guarantor shall fulfil warranty obligations within 60 working days of the report. This period may be extended due to the unavailability of spare parts, delivery delays, adverse weather conditions, or the need for inspections or further testing.
17. The Guarantor's obligations are limited to free repair or replacement of the door or its components. The Guarantor is not liable for costs or damages resulting directly or indirectly from door defects, including loss of profit.
18. In case of unavailability or discontinuation of a product, replacement or repair may be carried out using other components of equal or better technical performance.
19. The warranty does not exclude, limit, or suspend the buyer's statutory rights arising from the implied warranty for defects of the sold item.



## **PRE-INSTALLATION CONDITIONS FOR DOORS: ALU HYBRID, TERMO PRESTIGE LUX, OPTIMUM, PREMIUM, PREMIUM Plus+**

### **INSPECTION OF THE COMPLETE SET CONTENTS**

#### **The complete set includes:**

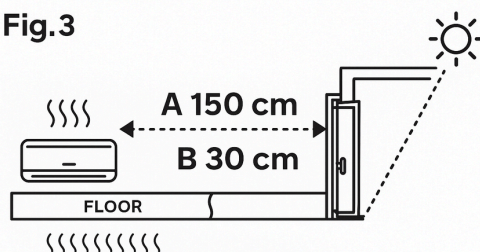
- Door leaf with gasket
- Frame with gasket
- Threshold (with or without gasket, depending on door type)
- Handle set with escutcheon and upper rosettes or, optionally, a pull handle
- Cylinder or cylinder with knob
- Caps for installation holes
- Allen key
- Other accessories ordered as specified in the product specification

Before installation, check whether the delivered door matches the order specification and ensure there are no visible damages or structural defects. Additionally, verify that the frame and door leaf have the correct opening direction and the correct colour.

### **MAINTENANCE AND USAGE OF THE DOOR**

1. Clean the door using a soft cloth and a neutral cleaning agent (door care products are available from the Producer). Several times a year, the surface should be cleaned with warm soapy water or a mild detergent, rinsed with clean cold water, and then wiped dry.
2. It is recommended to perform adjustments and maintenance at least twice a year (in spring and autumn) using products available in the Fenbro range, specifically for the hardware fitted in the door.
3. Lubricate sliding points in hinges and locks with spray lubricant designed for fittings.
4. During maintenance, check whether any mounting screws on the hardware have loosened.
5. Every six months, treat the gaskets with a suitable product (e.g. automotive rubber seal spray) to prevent freezing, dust accumulation, and water retention.
6. Stainless steel INOX applications should be maintained at least four times a year using a dedicated care product (available in the Producer's range).
7. Failure to clean stainless steel surfaces or leaving dirt and residue on them for too long may lead to flash rust, corrosion, or surface dullness.
8. Under no circumstances should the door or INOX stainless steel applications be cleaned with unsuitable agents (e.g. scouring powders, solvents, bleach, alcohols, or acetates).
9. For transport-related reasons, once the door leaf has been installed, the stability of the PVC frames must be checked, and it should be ensured that all screws and caps are correctly tightened. Adjustments should be made if necessary.
10. Due to the manufacturing technology used, outlines of structural components may become visible around the edge of the door leaf—this is especially noticeable with darker colours.
11. Any protective film (if present) applied to door elements must be removed on the day of installation.
12. The door must be installed in accordance with the diagram (fig. 3).

**Fig.3**



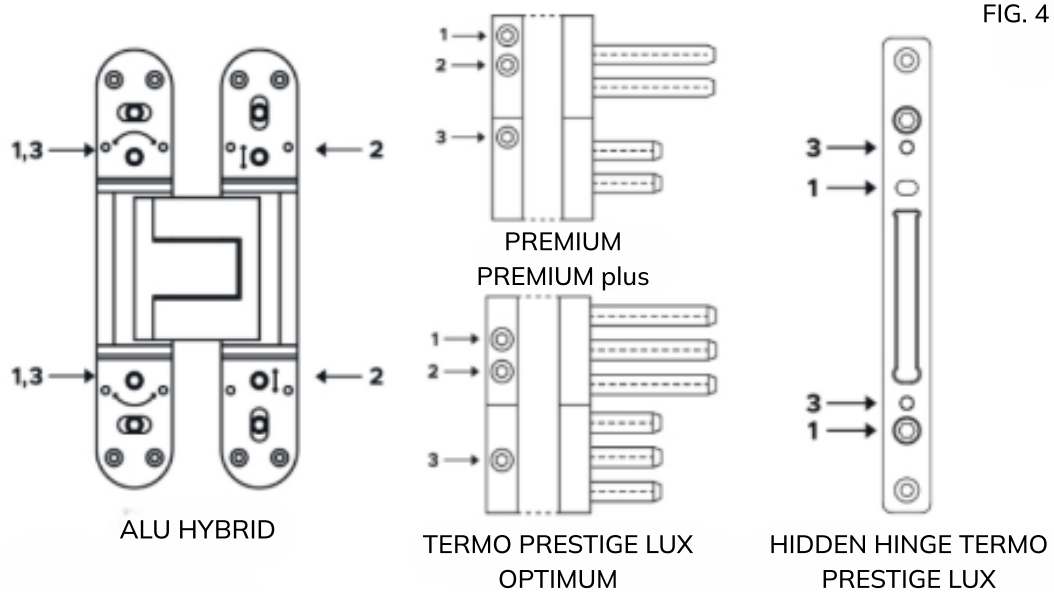
A: Min. safe distance from heat source

B: Min. safe distance from underfloor heating

## DOOR ALIGNMENT ADJUSTMENT

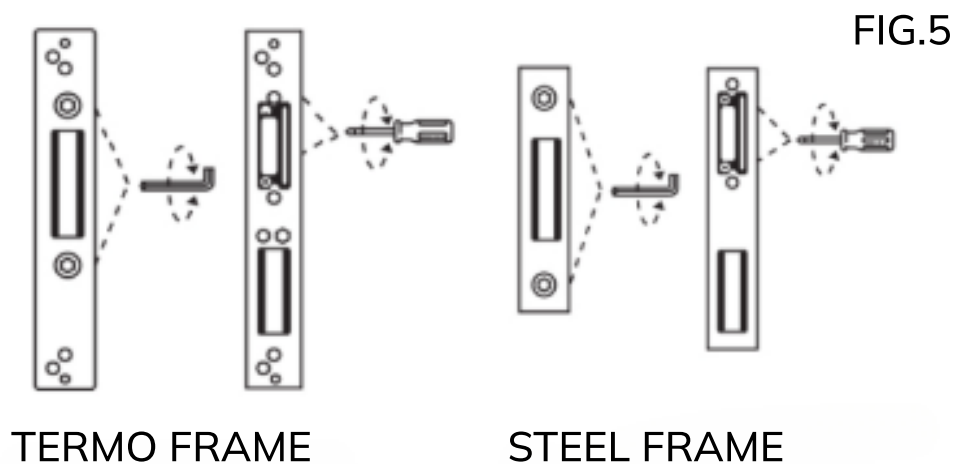
### HINGE ADJUSTMENT (FIG. 4)

1. Horizontal adjustment (shifting the door leaf left/right)
2. Vertical adjustment (shifting the door leaf up/down)
3. Adjustment of the door leaf pressure against the frame
4. In doors with a TERMO frame, the locking screw should be extended to a length of 18 mm.
5. Proper sealing is achieved only when the door is fully closed (by turning the cylinder).



### STRIKE PLATE ADJUSTMENT

To adjust the door leaf pressure against the frame, adjust the latch boxes in the strike plate of the multipoint lock (fig. 5).



## **INSTALLATION OF DOORS WITH ALUMINIUM-COMPOSITE AND ALUMINIUM-WOODEN FRAMES**

1. Unpack the door carefully to avoid any damage.
2. Prepare the installation opening, allowing no more than 10 mm of clearance on each side (refer to the table in the price list).
3. Clean and level the surface of the prepared wall opening.
4. Attach the fixing brackets to the frame using screws. Then install the frame, including the pre-fitted threshold, into the prepared opening.
5. For RC2 frames, the aluminium threshold must be fixed to the floor using 3 screws, no more than 20 cm from the frame.
6. Position the frame loosely in the chosen area of the prepared opening and secure it with wedges. Check the diagonals of the frame (tolerance of +/- 2 mm).
7. Verify the vertical and horizontal alignment of selected frame elements, and ensure the top beam forms a right angle with the sides. It is recommended to install the frame flush with the wall on the side where the door opens. This installation method minimises the risk of the door leaf being forced open uncontrollably.
8. Use spacers at the height of the hinges and strike openings. The frame should be fixed using the 13 anchors included in the set.

## **INSTALLATION OF DOORS WITH TERMO FRAME**

1. The frame should be mounted using installation anchors (at least 5 on the hinge side and 5 on the locking side). The distance from the edge of the frame to the first anchor should not exceed 15 cm.
2. The installation opening should allow no more than 10 mm of clearance on each side (refer to the table in the price list).
3. Fix the frame to the wall using a minimum of 13 anchors: 5 anchors for each vertical section of the frame and 3 for the top section. Anchors should be placed 15 cm from the corners. Start connecting the anchors to the wall from the hinge side.
4. At this stage, it is recommended to hang the door leaf and check its fit with the frame by inspecting the gaps between the frame and the door leaf.
5. If all gaps are even, proceed to fill the gaps with low-expansion installation foam, following the foam manufacturer's instructions.
6. After the frame has been set, the door assembly should be cleaned of any debris or residue from construction work.
7. Once the work is complete, remove the protective film. Then install the handles or other accessories. If necessary, adjust the hinges or the latch pressure.
8. To verify the correct function of concealed components, check whether the drop-down seal properly adheres to the threshold when the door leaf is closed (Termo Prestige Lux). If not, adjust the seal's pressure element on the hinge side of the door leaf.
9. If the door is equipped with electrical accessories, connect the power supply using the appropriate power adapter and check that all functions operate correctly. Follow the door-specific instructions available at Producer's website. These steps must be carried out before any plastering of the door reveal.
10. Plaster finishing around the frame must not overlap the frame by more than 4 mm.

## **INSTALLATION OF DOORS WITH A STEEL FRAME**

1. Unpack the door carefully to avoid any damage.
2. Prepare the installation opening, allowing no more than 10 mm of clearance on each side (refer to the table in the price list).
3. Clean and level the surface of the prepared wall opening.
4. Install the frame, including the pre-fitted threshold, into the prepared opening.
5. Position the frame loosely in the selected area of the opening and secure it with wedges. Check the diagonals of the frame (tolerance of +/- 2 mm).

6. At this stage, it is recommended to hang the door leaf and check its fit with the frame by inspecting the gaps between the frame and the door leaf.
7. Check the vertical and horizontal alignment of selected frame elements, and ensure that the top beam forms a right angle with the sides. It is recommended to install the frame flush with the wall on the side where the door opens. This method minimises the risk of the door leaf being forced open uncontrollably.
8. Dampen the surface of the wall and frame with water, then proceed to fill the gaps using low-expansion installation foam.  
**Note:** While the foam is curing, use vertical and horizontal spacers to prevent deformation within the frame opening.
9. Use spacers at the height of the hinges and strike plate openings.
10. The frame should be fixed using 9 expansion bolts appropriate for the type of substrate in which it is to be anchored.
11. The aluminium threshold must be secured to the floor with at least 3 screws, placed no more than 20 cm from the frame.
12. Once installation is complete, press the rubber gasket into the aluminium threshold, remove the protective film, seal the joints between the vertical and horizontal frame elements with silicone, and install the cylinders, handles, and escutcheons. If necessary, adjust the hinges or the latch pressure.
13. Plaster finishing around the frame must not overlap the frame by more than 4 mm.