

Bifold Operation

Whilst every care is taken in the production of your bifolding doors, unless it is installed and operated correctly then problems will arise.

Firstly, when a traffic door is present it is necessary to fold this all the way back so that the magnetic catches engage before attempting to slide/fold the doors. If you merely open the traffic door slightly, or even 90 degrees, then attempt to slide/fold the doors then that is an incorrect operation. The hinges, wheels and rollers are designed to operate with the weight in a certain direction. Not folding the traffic door back fully causes undue stress and strain on these components resulting in premature failure. It can also damage the gaskets and brush seals resulting in draught issues.

Secondly: the gearboxes used in our intermediate doors are all tested under normal usage conditions. However, misuse and forced locking will cause the gearbox to fail and/or the handle to shear. For this reason AWS do not warrant against this. Please read the following advise as to why our customers are having to force the handle

- A, customers not shown how to operate the doors correctly
- B, customers trying to lock the door when it is not in the fully closed position
- C, sashes set too low therefore the brush seal gets trapped causing doors to 'sit out'
- D, frame twisted meaning the doors lean out
- E, frame bowing meaning the locking rods interfere with the frame
- F, doors toe & heeled incorrectly meaning sagging sashes at the locking rod points
- G, customers trying to unlock the doors when the cylinder is in the locked position
- H, attempted forced entry
- I, abuse from site workers

Whilst we cannot stop any of the above from happening we hope that this advise will help to alleviate any future issues.

Final recommendations

Ensure end user is advised on these points. By taking time to explain the correct operation of the doors will save time in the future trying to resolve any issues caused by the above.