



RKDOORSYSTEMS

Let's make an entrance

Door operation and care manual

Owner

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Dear Customer,

Congratulations on the purchase of your front door from RK Exclusive Doors. We are proud that our door will be a flagship of Your home. RK Exclusive Doors is a reliable, solid and trustworthy manufacturer. Our products are marked not only by state-of-the-art design but also by their top performance quality.

The technology used by us is innovative and responsive to the environmental care and energy saving.

This manual includes recommendations on correct care, maintenance and operation of the RK Exclusive Doors products and it is meant for the door Owner. If you follow our recommendations your door will operate reliably for years



NOTE: Any and all defects and damage resulting from incorrect use and/or negligent care, including resulting from the use of incorrect detergents, shall be excluded from the Manufacturer's guarantee.

PLEASE READ THIS MANUAL BEFORE YOU START TO USE THE DOOR!

Manufacturer:	RK EXCLUSIVE DOORS
Model:	
Profile:	
Seller:	

Product intended use

Aluminium doors from RK Exclusive Doors are meant for closing door openings in external walls of detached residential houses, multi-family residential, and public utility buildings. The product selection and its assembling should be based on the building technical documentation and compliant with the effective legislation.

Information on disallowed use

- Do not block the door leaf operating area. Make sure there are no people, animals or objects in the way of its operation or its catch.
- No people or animals can stay, and no objects can be left in the clearance of an open door.
- Remodelling, modifying and removing structural elements may cause damage to the parts ensuring safe use of the product and/ or result in losing the Manufacturer's guarantee.



Warning! Accident hazard.

It is strictly forbidden to use non-operational products. Should any functional irregularities or damage of the door/ units be identified, the use should be discontinued promptly and an Authorized Service Provider should be consulted.

Conformity

Aluminium RK Exclusive Doors products meet the requirements specified in the European Union directives on the safety of use, health protection and environmental protection. While marking the product the manufacturer declares to meet the requirements of all the applicable directives.



PN-EN 14351-1+A2

Symbol key:



Important information



Important warning!

Visual inspection guidelines of the aluminium surface

The Scope

These guidelines apply to visual inspection of the aluminium surface of doors ready for installation, in order to evaluate its quality and condition. The surface is coated according to the GSB-AL 631 international quality guidelines on coating elements made of aluminium and/ or the Qualicoat regulations.

Conditions for correct evaluation

The inspection should be performed on the following surfaces:

- external - at a distance of 5 metres from the door,
- internal - at a distance 3 metres from the door.

External surfaces should be inspected in dispersed daylight, internal surfaces in normal (diffused) lighting, at the angle of sight vertical to the surface (maximum $\pm 30^\circ$ out of the perpendicular).

The visual inspection needs to be done upon thorough cleaning of the surface- removal of all the traces of use and cleaning.

Incorrect care and cleaning of the product may result in a change of the surface colour and appearance.



Detailed information on the aluminium Surface care can be found here: **SCAN THE CODE**



Visual inspection guidelines for the glazing quality evaluation

The Scope

These guidelines apply to visual inspection valuation of the glazing quality and they summarize the admissibility within the visible scope.

Conditions for correct evaluation of transparency

Position yourself 2 metres from the glass surface to be evaluated and look through the glazing at the angle of actual use.

Lighting conditions

The door skylight function should be evaluated avoiding direct sunlight or artificial lighting exposure onto the glazing.

Irregularities

Irregularities include: blisters, stains, scratches, scrapes, post-production residues, etc.

Depending on the inspection conditions the following irregularities are subject to the guarantee:

- spot defects by means of foreign body inclusions,
- spot defects (such as blisters, etc.),
- linear defects (such as scratches, etc.),



Detailed information on the quality evaluation criteria for glass units can be found here: **SCAN THE CODE**



Colour differences may occur due to the iron oxide contents in the glass, the coating process and the glazing thickness, and they are inevitable.

Interference effects, rims, glass bending (double glazing effect) and anisotropy, as well as condensation on external surfaces are physical and natural effects, and thus may not be a reason for complaints.



Once the door is installed the Seller shall check the correctness of the installation and train the Owner on the door proper use, maintenance and care, and record it on page 5 of this manual.

Operational notes

Conditions required for ensuring correct and long-lasting usability:

- The product may not be exposed to adverse environmental and weather conditions;
- The product may not be exposed to contact with aggressive chemicals, such as acids, alkali or salts;
- The product should be protected against paint and solvent splashes;
- The product should not be exposed to contact with lime, cement, alkaline or cleaning materials (e.g. bleaches, abrasive pastes);
- Any and all construction and finishing works may be performed only in case of necessity. If the product gets smudged it should be rinsed immediately to avoid drying out;
- In case of the product irregularities observed during its operation (opening/ closing) or excessive resistance, the correctness of the assembling should be reviewed and in case mistakes have been identified, adjustments should be made according to this manual;
- It is recommended to roof the entrance in order to protect the door against adverse weather conditions (atmospheric precipitation and excessive sun exposure), by means of installing a canopy (for doors installed in straight walls) or by installing the door in a recess. The roofing should overreach the width of an open door wing to give shade, especially during midday sunlight;
- In order to protect the door wing against impact damage (door slamming, wind blast, etc.) a door stop should be installed;
- While selecting the door colour its exposure should be considered – darker colours exposed to sunlight may heat up to 80 degrees Centigrade. So high temperature may cause the door leaf bending with adverse effect for its integrity (bimetallic effect) and cause burns due to the intensely heated surface;
- In case of overheating (e.g. by intense sunlight exposure), the door leaf may bend, i.e. the so called bimetallic effect may occur. It impacts the door closing proper functionality and its integrity, especially on hot and very cold days when the difference between the outdoor and indoor temperature is the highest. This process may be minimized by means of proper protection of the entrance, e.g. by installing roofing or the third middle hinge. The bending of the door-leaf up to 4.0mm is allowed according to RAL-GZ and is a natural physical phenomenon;
- Large glazed structures should not be installed near the door, especially in sun exposed locations, as there may be significant indoor and outdoor temperature differences. Direct sunlight exposure causes overheating, thus resulting in the bimetallic effect;
- In rooms of elevated humidity adequate ventilation should be provided in order to avoid the condensation effect;
- It is not recommended to install ventilators or other heating elements in immediate vicinity of the door. They may cause condensation on the inner side of the door, especially in winter;
- Door slamming should be avoided – it may cause damage to the door frame, door leaf or other structural elements.

Aluminium care

- ① Upon cleaning the surface should be wiped dry to avoid smudges and stains.
- ✓ **Allowed agents:** soft cloths, dish detergent with neutral pH.
- ✗ **Forbidden agents:** aggressive materials based on acids or alkali, bleaches, solvents, abstergents, abrasive materials, metallic fibre rugs.



Stainless steel care

- ① Steel care is necessary in order to maintain it in the best possible condition and its corrosion resistance. Potential rust may not be the basis for complaint.
- ✓ **Allowed agents:** clean water with soap or mild detergent, fine microfiber rug. After cleaning the surface should be polished with a dry cloth. In case of rust it should be removed promptly by means of a cloth and the stainless steel cleaning agent from the maintenance kit enclosed.
- ✗ **Forbidden agents:** chloride containing products, bleaches, silver cleaners.



Glazing care

i Before cleaning rinse with water to remove from the surface dirt potentially scratching the surface .

✓ **Allowed agents:** microfiber rug, mild water based detergent (pH 5-8).

✗ **Forbidden agents:** alcohol or solvent based materials causing permanent matting of the glass surface.

Woodwork care

i Wooden elements (e.g. handrails) are subject to natural wear and tear due to the weather conditions. They need regular care and impregnation (oiling/ waxing) to maintain their long-term good appearance and resistance to environmental exposure. Changes to the wood colour may not be the basis for a claim.

✓ **Allowed agents:** oils and wood waxes 2-3 times a year depending on the location, wood polish, fine sanding paper.

✗ **Forbidden agents:** coarse sanding paper, aggressive detergents. chloride, acid based agents, solvents, bleaches.

Ceramics care

i Ceramic elements are easy to keep clean. For effortless removal of dirt they should be cleaned shortly after they get dirty. Once the proper cleaning is done they should be rinsed with clean warm water and wiped dry to avoid smudges.

✓ **Allowed agents:** neutral pH detergents, sponge.

✗ **Forbidden agents:** abrasive materials, acid and alkali detergents.

Liquid metal care

i The doors coated with liquid metal are extremely functional, therefore keeping them clean is easy and hassle-free. For everyday cleaning of standard dirt, a neutral washing detergent (e.g. dishwashing liquid) and a soft sponge will be the most appropriate. When there is a need to clean more pronounced dirt, remove the contamination (such as dust, mud, sand) from the surface. Perform a pre-wash as indicated above and use basic alcohol-based household detergents, if necessary. After washing, rinse the surface and wipe it with a dry cloth.

✓ **Allowed agents:** neutral pH detergents, sponge.

✗ **Forbidden agents:** abrasive materials, acid and alkali detergents.



More information on the glazing care: **SCAN THE CODE**



More information on the woodwork care: **SCAN THE CODE**



More information on the ceramics care: **SCAN THE CODE**




Care

For the care of the door RK Exclusive Doors, the manufacturer recommends a cosmetics line, included in the Pflege-SET set, attached to the door.

Additional sets can be purchased by the Dealer.

Scheduled maintenance possible to be executed by the Owner of a door from RK Exclusive Doors

Element	Care required	Frequency	Care agent	Method
Door lock	Maintenance	every 6 months	Product from the maintenance kit: "Beschägeöl"	Spray into the key slot according to the instructions on page 15 Wipe off the excess material with a soft cloth.
Door lock housing	<ol style="list-style-type: none"> Oiling and checking the latch condition Checking the lock fixing screws. 	Every 12 months	Product from the maintenance kit: "Beschägeöl"	Oil the lock as indicated on the strip and check if it operates smoothly without stuttering.
Hinges	Checking the smoothness and correctness of their operation.	every 12 months	None. Hinges should not be oiled.	Hinges should be kept clean. If needed they should be wiped with a damp cloth. They do not need additional maintenance.
Gaskets	<ol style="list-style-type: none"> Checking the wear and tear level. Maintenance. Replacement if needed. 	every 6 months / before and after the winter	Product from the maintenance kit "Aluminium- Pflegereinger"	Apply the product on the gaskets with a clean cloth. Rub it in without rinsing.
Door closer	Checking the fixing to the door leaf and frame.	every 12 months	Product from the maintenance kit: "Beschägeöl"	Lubricate the parts of the door closer arm. Check if the door operates smoothly and if the closing speed is adequate. If needed make adjustments (instructions: page 26-27)

 Regular maintenance inspections will ensure failure-free operation and preserving such properties as: integrity, water tightness and insulation.

Activities requiring involvement of an Authorized Service Provider

Periodic inspection should be performed every 24 months by an Authorized Service Provider. If the device is subject to intense operation (multi-family residential or utility buildings) the period inspection should be performed at least every 12 months). Inspections performed should be recorded in the table on page 12 of this manual.

The scope of a periodic inspection to be performed by an Authorized Service Provider:

- product identification,
- checking the marking and filling any gaps,
- checking the tightness and completeness of the connected elements,
- checking the condition of all the units applied and their repair if necessary,
- rectifying any potential defects according to the Manufacturer's instructions,
- evaluation of the product operating conditions and in case of identifying any irregularities sending a written notice to the Owner of the potential consequences of continued incorrect operation,
- any and all modifications of the product.



Environmental protection



Aluminium doors from RK Exclusive Doors are marked according to the European Directive 2012/19/EU on waste electrical and electronic equipment.

This means that an end-of-life product may not be disposed together with household waste.

End-of-life equipment should be transferred to an electrical and electronic waste collection service.

Appropriate management of electrical and electronic waste contributes to the environmental protection.

- ⓘ The Manufacturer is not obliged to notify of any and all construction changes resulting from the technological advance, unless they impact the product functionality.



Care

Care products from the Pflege-SET enclosed with the door constitute the maintenance kit recommended by the manufacturer for doors from RK Exclusive Doors.

Additional sets may be purchased from the door Manufacturer or Seller.

Technical documentation, including the „Operating manual” and the “Use and care manual”, constitutes property of RK Door Systems and its contents and graphics may be copied, in full or partially, only upon the Owner's consent.













Recommended inspections

Recommended inspections to be performed by an Authorized Service Provider	
School and hotel buildings	every 12 months
Public utility buildings	every 18 months
Private buildings	every 24 months

Recommended safety inspections	
School and hotel buildings	every 6 months
Public utility buildings	every 12 months
Private buildings	every 14 months

Date	Owner's Signature	Signature of an Authorized Serviceman
1		
2		
3		
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10		



Additional instructions (QR codes)

Instructions	Apply	Link / QR Code
Battery replacement in the door-viewer	ES 4030	 
Battery replacement in the door-viewer	ES 4035	 
Battery replacement in the door-viewer	ES 4032	 
Maintenance of door cylinder	All models	 
Daytime function for the ES 1150 lock	ES 1150	 
Electric door opener with daytime opening	ES 2100	 

FAQ - Frequently asked questions

Issue	Cause	Solution	To be solved by the Owner	SUPPORT
Impossible to open electronically closed door	No power supply (power supply failure, lightning strike, reader failure, finger damage).	Always remember to have access to a key outside the building as this is the only possibility of opening the door in such a case.	YES	ekey Support Centre T: +43 732 890 500 - 0 E: support@ekey.net
LED lighting does not work	Incorrect connection of LED lighting.	Check the power supply and the connection correctness.	YES	 QR code for LED replacement 
	Dead LED lighting.	LED replacement according to the manual in page.	YES	
Fingerprint reader does not react	Wet or dirty sensor.	Clean and dry the sensor.	YES	ekey Support Centre T: +43 732 890 500 - 0 E: support@ekey.net
	Mechanical damage of the sensor.	Replace the sensor.	YES	
	Soiled fingers / skin damage.	Clean and dry your fingers / program another finger.	YES	
	The sensor has been set incorrectly.	Check the sensor settings according to the supplier's manual.	YES	
Problem with closing the door properly	Incorrect assembling.	Contact the Seller or a professional installer.	NO	Phone your Dealer:
	Leaf deformation – external/ internal bulge (Bimetal).	Wait until the weather conditions stabilize (temperature, excessive sunlight exposure) or provide shadow.	YES	
	Obstacle / a foreign body stuck between the leaf and the frame.	Check the gasket, clean it, and remove dirt or any impediment to proper operation.	YES	
Water condensation on the inner glass pane	High humidity or too low temperature in the building.	Air the room to equalize the temperature.	YES	 QR code for room airing advice 

FAQ - Frequently asked questions

Issue	Cause	Solution	To be solved by the Owner	SUPPORT
Remote control for ROTO lock does not work/ the lock does not react.	Programming error.	Repeat programming / integration of the remote control with the lock following the manual.	YES	 <p>QR code for ROTO manual</p> 
	The remote control batteries are empty.	Replace the batteries.	YES	
	Remote control damaged.	Replace remote control for the ROTO lock and re-integrate it with the lock, following the manual.	YES	
Slit between the door leaf and frame is uneven.	Incorrect assembly.	Contact the Seller or a professional installer.	NO	Phone your Dealer:
	Incorrect leaf adjustment after the assembly.	Contact the Seller or a professional installer	NO	

Contact us

Should you have additional questions concerning this manual do not hesitate to contact the Seller or the Manufacturer:

RK Door Systems Ltd

Lower Marston
St Clement
Truro
TR1 1SZ

Phone: +44 1872 222300
E-mail: info@rkdoorsystems.co.uk
Website: rkdoorsystems.co.uk

Notes

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Notes

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Authorised Service Provider