

Thank you for choosing a Fortis Aluminium entrance door, proudly manufactured in the UK to the highest standards. With appropriate care and maintenance, your door will remain in excellent condition and perform well for many years to come.

The following guidelines are for general use, and the frequency of maintenance should be adjusted depending on the level of use and the location of your door. Doors installed in coastal areas are more vulnerable to salt corrosion, and therefore regular cleaning and maintenance should be increased, especially for stainless steel components such as bar handles, escutcheons, and appliqués.

Maintenance:

- All factory-applied surfaces on aluminium products are designed for long-term weather resistance.
- Hinges and locking mechanisms are designed to be low maintenance with minimal wear. However, regular checks should be carried out to ensure that all components are functioning correctly. Settlement of the door over time may require adjustment of the hinges to ensure it sits squarely in the frame. Misaligned doors can cause undue stress on the lock and cylinder and may result in gaskets rubbing and detaching from the door and frame, which are not covered under warranty. Instructions for hinge adjustments can be found on our website.
- Lubricate the hinges and locking mechanism twice a year, ideally at the start of spring and autumn.
- Rubber seals on and around the door should be regularly checked and kept lubricated to prevent them from drying out or cracking. This will help maintain a proper seal and prevent drafts. We recommend using a silicone-based lubricant on the rubber seals at least twice a year to ensure they remain flexible and effective. If a seal is accidentally pulled out of the door, it can usually be pressed back into its groove. Should the seal become deformed, it may need to be secured with adhesive glue to ensure it stays in place. Use a suitable adhesive specifically designed for rubber seals to affix it properly.
- The high-security cylinder should also be cleaned twice a year, or more often if resistance is felt when using it. Graphite powder, available from online retailers like Amazon and eBay, is recommended.
- If you need to use protective tape during maintenance, we recommend using tapes such as TESA or equivalent. Ensure that the tape is removed within two weeks to avoid leaving residue or causing staining.

Customer Responsibility: Regular maintenance and adjustments are the responsibility of the customer. If professional assistance is needed, Fortis Aluminium can provide support with door adjustments, seal relocation, and general servicing of the door. This service is available for a one-off fee of £145 + VAT, plus mileage at 40p per mile from our factory at LE4 3EH (subject to the dealer from which the purchase was made).

Cleaning:

- Remove any dirt or debris from the threshold, hinges, or locking mechanism promptly to avoid potential damage to the door. For new builds, it is important to regularly clean the door throughout the construction process to prevent dirt accumulation.
- Clean surfaces with neutral cleaning agents, such as warm soapy water. Allow the solution to soak before wiping with a damp cloth. Avoid using abrasive or harsh cleaning agents, as these may damage the finish. Do not clean the door with a pressure washer.

- Any damage or scratches to the door's finish should be repaired promptly by a professional, such as Plastic Surgeon Ltd or Magic Man or a similar aluminium surface repair company.
- Although stainless steel is designed for durability and corrosion resistance, it is not completely immune to staining or degradation. Regular monthly cleaning of stainless-steel components is advised, particularly for doors in coastal environments. If rust (flight rust) appears due to environmental exposure, it can be cleaned using alkali-neutral or specially formulated stainless steel cleaning solutions. Use a synthetic cloth to remove tough stains—avoid steel wool or metal objects, as these may accelerate rust formation. Regular maintenance is essential to prolong the life and appearance of stainless-steel components.

Stainless Steel cleaning & care:

- Clean stainless-steel hardware monthly using warm soapy water and a general household stainless steel cleaning product.
- For stubborn residue, use a wadding cloth followed by a stainless-steel cleaning product.
- Stainless steel is generally easy to clean. Routine washing with soap or a mild detergent, followed by a clean water rinse, is usually sufficient. In cases where stainless steel has become extremely dirty or discoloured, alternative cleaning methods, as outlined below, can be used.

Requirement	Suggested Method	Comments
Routine cleaning of light soiling	Soap, detergent or dilute (1%) ammonia solution in warm, clean water. Apply with a clean sponge, soft cloth or soft-fibre brush then rinse in clean water and dry	Satisfactory on most surfaces
Fingerprints	Detergent and warm water, alternatively, stainless steel cleaner	Proprietary spray-applied polishes available to clean and minimise remarking
Oil and grease marks	Soapy water first then clean down with stainless steel cleaner.	Alkaline formulations are also available with surfactant additions e.g.'D7' Polish
Stubborn spots, stains, watermarks, light "flight" rust	Mild, non-scratching creams and polishes. Apply with soft cloth or soft sponge and rinse off residues with clean water and dry	Avoid abrasive cleaning pastes. Cream cleansers containing calcium carbonate (e.g. Cif) or citric acid (e.g., Shiny Sinks) are suitable. Do not use chloride-based cleaners.
Localised rust stains	Clean with stainless steel cleaner & synthetic cloth. If stubborn – an alkali or neutral cleaner can be used	Carbon steel wool should not be used.
Hard water scales, mortar/cement splashes	10-15 volume % solution of phosphoric acid. Use warm water, neutralise with dilute ammonia solution, rinse and dry.	Proprietary formulations available with surfactant additions. Take special care when using hydrochloric acid based mortar removers
Neglected surfaces with grime build-up	Warm, soapy water – leave to soak in. A fine, abrasive paste as used for car body refinishing, e.g. 'T-cut' rinsed clean to remove all paste material and dried	May brighten dull finishes. To avoid a patchy appearance, the whole surface may need to be treated.

CAUTION: If any stainless steel cleaning products come into contact with the door, immediately wash the affected area with soapy water.

Enjoy your new door & thank you for buying “British” & supporting the British manufacturing industry.

