Things you should know about your door-stop door

Homeowner Care Guide





Welcome home to added style and safety. Now you have your new Door-Stop door, here's your guide to making the most of it.

Made with the best materials, packed with safety features and thoroughly tried and tested, your door has been built to last. And you can keep it that way by following some simple care tips. Just think of this as your handbook to enjoying many happy years of security and quality. If you want to know more, please contact the people who installed your door.

Thank you for choosing Door-Stop.

door-stop SECURE GUARANTEE





if a burglar snaps the
Ultion cylinder and breaks in





www.door-stop-doors.co.uk/secureguarantee

Ultion.
When turning the key means locked.

It's no secret that burglars can open doors locked with normal cylinder locks in seconds. But your Door-Stop door is fitted with an Ultion cylinder. Ultion's trademark Lockdown Mode activates a hidden lock when it detects an attack. That's why it's accredited with TS007 3 star (grade 6) from BSI, Sold Secure Diamond from the Master Locksmith Association and Secured by Design from the Police.

In the unlikely event that you're burgled and the intruder gains entry by snapping the Ultion cylinder you'll get £5000 compensation and the door repaired or replaced.



How to activate your guarantee

There's three ways to activate your guarantee.
Visit **www.door-stop-doors.co.uk/secureguarantee** or the web address on the **card attached to your keys**, or scan the QR code on this page, within 14 days of installation, and complete the activation form.

How much does the guarantee cost?

Absolutely nothing.
All Door-Stop doors with an Ultion cylinder automatically qualify.

How is the installer involved?

The Door-Stop Secure guarantee is a promise straight to you. The installer does not need to be involved in either the registration or the claims process.

How are claims made?

As with any crime, you need to report it to the Police immediately. Then when they have investigated and provided a crime number download the claim form from the same web site that you registered from.

Your door comes with free Ultion Key Control.

What does this do?

Your Ultion keys are stamped with a unique encrypted code, this code makes getting new keys quick and easy. To make sure that only you can use this code Ultion Key Control ties your code to your email address.

What happens if I order more keys with Key Control activated?

If you use your key code you will get an email as soon as the licensed Ultion Key Centre applies to decrypt the code. To enable the keys to be cut you just press the 'approve' button on the email.

What does this cost?

Because your Door-Stop door is fitted with an Ultion lock it is completely free.

How do I activate it?

Ultion Key Control can be activated at the same time as registering your free £5000 guarantee.

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What about your back door?



Style. It's all about a great match. A great tie for that suit - or the perfect shoes for that bag. You know when the fit is right. Like having a back door which matches your Door-Stop front door. Keeping your home secure and stylish from every angle.



Genuine Door-Stop doors

Reglazable doors, energy and security certificates, colour matched weather bars and thresholds...

You won't get these and many other features and benefits on any other door but a Door-Stop door. With all the high quality features we offer, it's good to know that you've got the real thing.

That's why we provide an easy way to check that your door really is a Door-Stop door. Starting from September 2012, all our doors carry an official stamp on the hinge edge near the bottom of the door.

It's our mark of quality to ensure that your door receives top marks from you.

Police Approved



Your police approved Secured by Design door can be ordered with a certificate as proof

If anyone knows about security, it's the Police. If you opted for our Secured by Design upgrade, your door meets their national standard for safer homes. It's not only Police-approved, with a tailored certificate to prove it - it's recognised by many insurance companies. So as well as enjoying an added sense of safety, you could get a discount on your home insurance cover, too.

Your bespoke, energy rated door

Door-Stop doors can be ordered with a certificate showing you its individual energy rating - based on expert data from the Build Research Establishment and accredited by the British Fenestration Ratings Council (BFRC). This is not a type test or a dubious assurance that gives all our doors the same rating. Your door rating will be tailored for your particular door based on your design choices.



Get the reassurance of knowing your door meets tough government standards as well as proof of how well your door performs at keeping the heat in your home - and saving you money on your energy bills.

Cleaning your door

Your Door-Stop door will stay in top condition with just one clean a month. Here's how to care for each part of your door.



Part of the Door	Cleaning	Finishing
Door Leaf	Keep the grime and grit away with warm water only (**not washing up liquid**) and wipe with a soft cloth.	
Door Frame	Wash with warm water and a soft cloth.	Stubborn stains demand a specialised PVC-U cleaner. Read the cleaner's guidelines carefully.
External Glass	Wash with warm water and a soft cloth.	Finish with a proprietary glass cleaner.
Leaded Glass	Wash with warm water and a soft cloth.	Finish with a proprietary glass cleaner. (Oxidisation will naturally occur over time)
Hardware (handles, knockers)	Take a clean soft cloth and warm water with a mild detergent, then simply wipe clean to a shine.	

Maintaining your door

Door-Stop doors are low maintenance -
you'll find a little care every six months goes a very long way.

Part of the Door	Recommended Maintenance	Notes
Hinges	Spray PTFE lubricant directly onto hinge joints to keep movement smooth and prevent squeaking.	Reapply every 6 months for best performance.
Cylinder Locks	Apply graphite powder to the Ultion cylinder to keep the key turning smoothly.	Reapply every 6 months to maintain performance and protect your guarantee.
Hardware (handles, knockers)	Apply PTFE spray to moving parts of the handle to maintain smooth operation.	Reapply every 6 months for best performance.

IMPORTANT

Protect your door from natural thermal distortion. Make sure the top and bottom locking points are engaged by pulling the handle up every time you shut the door.

Easy to clean,
and very low maintenance

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door-stop INTERNATIONAL

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Our policy is to continually improve products, therefore methods, materials and changes of specification may be made from time to time without prior notice.