



BI-FOLD DOORS

How to get  
the most  
from your  
new Vufold  
door set



Homeowner manual for all Vufold bi-fold door sets,  
French doors, sliding doors and internal room dividers.

Thank you for making a wise decision and choosing to buy a Vufold door set. This Home-owners’ Manual is designed to help you get the best from your new door set. It has important advice for you at every stage from preparing your room and exterior opening, to installation itself and caring for your door set with regular cleaning and maintenance.

It also sets out the guarantees that will protect you when using our product in your home. Many guarantees and warranties offered to customers are complicated, and full of legal jargon and ‘get out clauses’ which are designed to confuse people. We’ve made ours as simple and straightforward as possible. We hope you find this refreshing and a different approach from the team at Vufold.

### Vufold guarantee

All Vufold external doors are guaranteed for a full 10 years and Vufold Internal doors for a full 15 years against the occurrence of manufacturing faults.

Vufold Ultra aluminium clad, Supreme and Status aluminium sets have a 15-year guarantee on the external powder-coated aluminium finish, provided they are installed at least 800 metres from the sea.

This guarantee covers the original purchaser only and proof of the date of purchase is required to validate it. The guarantee is conditional upon complying with the Vufold instructions and recommendations for installation, care and maintenance set out in this Homeowner’s Manual. This guarantee covers replacement of faulty parts only and does not cover incidental expenses.

Failure to comply with the installation, finishing and maintenance instructions will invalidate this guarantee. We recommend that a competent tradesperson installs this product.

You’ll find full installation instructions in the hardware box of each Vufold door set. They can also be downloaded from our website at [www.vufold.co.uk](http://www.vufold.co.uk)

### Our guarantee means that:

- All timber, aluminium and hardware components will be free of manufacturing defects when they arrive at your home. No manufacturing defect will appear during the period of this guarantee, subject to regular maintenance and cleaning by you on site.
- The double or triple glazed sealed units are guaranteed for a period of 10 years against breakdown of the seals. The glass in our Internal doors is guaranteed for a period of 15 years.
- Handles, locks and our special patio door hardware components are guaranteed for a 10 year period on our external doors and a period of 15 years on our internal doors, against manufacturing faults subject to regular maintenance and care in use.

### What to check when your new Vufold door set arrives at your home

When your delivery arrives and before you accept it, please check all items to confirm there has been no obvious damage to the goods or the packaging by the courier/delivery company. If any damage is found please follow the procedures below:

If any Packaging damage is evident please contact our Customer Service Helpline immediately (01625 442899) while the delivery company is still there. We will then advise you on the best course of action.

If you have taken delivery outside of our normal working hours or if it is not possible to contact our customer service department and there is damage to the packaging please clearly record on the courier/delivery company paperwork that there is damage. Accept delivery of your order and contact our customer service department within 72 hours of receipt of the goods.

**Please note that you should never sign courier documents as “Unchecked” if you do this we cannot then accept claims for damaged or missing items.**

**If any damage is noticed it is important that this is noted down on any courier/delivery company documentation.**

If everything is satisfactory with the delivery, you should fully unpack the door set and check for manufacturing faults, defects or missing parts within 72 hours of receiving delivery. You’ll find a full list of the items you should have received in the assembly instructions included with the hardware pack.

If there are any faults, defects or missing parts, please contact our Customer service Helpline on **01625 442899**.

Please note: we keep a full stock of spare parts for immediate despatch. There is no need to return the full set if a component is found to be defective or missing.

We cannot accept claims for damage, scratched glass or scratched aluminium after 72 hours following delivery or after installation has begun.

### Handling and storage

The doors are heavy and weigh 30kg to 60kg each. They will therefore need two people to carry them. When storing the doors and frame before installation, they should be kept in their packaging, handled with care and stored in a dry, ventilated building. They should be stored flat on a level surface - not on edge or on end.

Doors should not be stored or fitted in your home until any plastering, painting and so on has been finished and the room is dried out.

### Installation

Please follow the installation instructions we have provided. All Vufold door systems are manufactured with virtually all components pre-machined and pre-sized, ready for assembly and fixing into the brick work opening at your home. No trimming or adjustment is needed and the set must be fitted as supplied.

Vufold will not accept any responsibility for products which have been cut down or machined or otherwise changed from the original, standard product specification we supplied to you.

The outer frame head of our external bi-fold door sets (except for the supreme aluminium) needs to be fixed to the building lintel over the opening as the sets are top hung.

The Supreme and Status Aluminium sets also need fixing to the lintel, but are bottom loaders, so are not load bearing from the top.

### Decorative protective coating – before installation

All unfinished door sets must be fully pre-finished before installation. Please read through the finishing instructions which are in our assembly and installation guide, and also included in this Homeowners’ Manual. Alternatively, if you have bought one of our pre-finished sets, or the Ultra or supreme with aluminium outside, they are ready for installation.



## 1. Vufold unfinished door sets

We recommend finishing unfinished External Vufold door sets with a medium or high build microporous wood coating system. This will usually consist of one coat of base stain and two coats of top coat, in a wood or paint colour of your choice.

You can purchase the Vufold-sigma High Build microporous Wood Coating system to finish your Vufold set, from Vufold or alternatively use any other proprietary brand.

For Internal sets we recommend finishing with three coats of proprietary brand high quality varnish or paint.

All surfaces and edges of the doors and frames (even the back) must be coated with these three coats to adequately protect the timber and stop moisture getting in. The finish must be regularly maintained, to ensure moisture does not penetrate into the timber during the life of the product.

### **IMPORTANT**

Unfinished sets must be finished according to our guidelines BEFORE the door set is installed. Failure to do so will invalidate the guarantee. We do not recommend finishing with Danish oil, wax or any finish other than a medium to high microporous wood finishing system for the external sets and pu varnish or paint for the internal sets.

*Please note that the use of steel wool, or allowing steel or iron fragments to come into contact with the untreated oak timber or veneers may cause oxidation resulting in black stain.*



## 2. Vufold factory pre-finished door sets

### **IMPORTANT**

All pre-finished Vufold door sets must be well maintained and re-coated as and when necessary before the coating breaks down. Moisture must not be allowed to penetrate the timber during the life of the product.

### **Vufold natural oak translucent coating**

\*The light oak door set has been pre-finished with a light oak translucent high build microporous wood coating system. This finish offers good UV protection.

### **Vufold white opaque wood coating**

\*The white door set has been pre-finished with a white high build microporous opaque wood finish. This finish offers good UV protection.

### **Maintenance of the finish**

**\*It is very important that the finish on your Vufold door set is checked every six months for deterioration, and re-coated if necessary\*\*. This will maintain the decorative finish and ensure that no moisture enters the timber of the doors and frames during the life of the product.**

Vufold now offer maintenance kits, under the Vufold-sigma brand, which contains everything you need to maintain your light oak or white factory pre-finished, bi-fold door or French door set.

Alternatively you can purchase 1 litre tins of top coat and 250ml bottles of wood care milk separately. Full details in the Accessory section of the website.

Vufold now supply wood care milk which is a wax enriched finish enhancer.

Wood care milk, when applied 2 or 3 times a year, to the external faces of your timber Vufold bi-fold door set, will protect the original finish thus extending the period before re-coating is required. see the Accessories section of the website for more information.

### **Refinishing**

We recommend that your external, timber Vufold bi-fold door set is maintained and finished using the Vufold High Build microporous Wood Coating system under the Vufold-sigma brand.

\*\*The length of time between re-coating depends greatly on exposure to weather and the direction the bi-fold doors face. The coating will last longer in a sheltered or north facing site. However, if the site is south facing, or in a heavy weather exposure area, we recommend checking for break down every six months and re-coating if necessary. The regular use of Vufold-sigma Wood care milk 3 to 4 times a year will prolong the period before re-coating is necessary.

This range of finishes has been matched to the colour of the original Vufold factory pre-finish. see the Accessory section of the website for details. It's better to refinish as soon as you see any breakdown of the finish. Don't wait until it's too late and the finish has completely broken down allowing moisture into the wood.

South and south west facing locations may also see deterioration of the finish taking place more quickly because the site faces the sun all day. These sites will require more frequent maintenance.

We do not recommend the use of waxes or oil applications to pre-finish our door sets for external or internal use.

Please note that the use of steel wool, or allowing steel or iron fragments to come into contact with the untreated oak timber or veneers may cause oxidation resulting in black stain.

## **Vufold Status and Supreme aluminium door sets**

To maintain the external aluminium powder-coated finish, wash regularly with soapy water and then dry off with a soft lint-free cloth. As a minimum, the external surfaces must be washed at least every three months, and monthly if within five miles of the sea or in an industrial area. Our general recommendation would be to wash the external aluminium every time you clean your windows, which should normally be more regularly than the minimum requirement.

### **Vufold Ultra aluminium clad door sets**

The Ultra door sets have been finished with a resilient PU (polyurethane) coating system to all oak faces and edges of the doors and frames.

It is very important that the PU finish is checked every six months for deterioration and re coated if necessary.

Areas exposed to UV rays and high traffic areas such as the bottom cill may require more regular maintenance depending on how often you use the doors and their environment. This will maintain the decorative finish and ensure that no moisture enters the timber of the doors and frame during the life of the product.

We recommend all oak faces and edges of the doors and frame are recoated using a polyurethane finish from a proprietary brand.

To maintain the external aluminium powder-coated finish, wash regularly with soapy water and then dry off with a soft lint-free cloth. As a minimum, the external surfaces must be washed at least every three months, and monthly if within five miles of the sea or in an industrial area. Our general recommendation would be to wash the external aluminium every time you clean your windows, which should normally be more regularly than the minimum requirement.

### **Preparing your room for installation**

Timber components will not perform well in new rooms that are full of moisture, especially when combined with central heating or other heating systems. For example, it is standard practice within the timber industry to ensure that all wet trades like plastering, painting, floor installation and finishing, are completed and the room fully dried out before installation.

We do recognise that this is not always practical, especially with extensions or new build installations.

Often, the patio door set is installed before these jobs are completed or dried out. Then it can act as a barrier to the weather outside – and make the home secure – so that work can carry on inside the room.

The deterioration that can be caused in a wet environment may be reduced by either buying one of our pre-finished sets which will have received substantial finishing within our factory, or ensuring that the set is fully finished correctly before installation.

Unfortunately, we cannot change the properties or performance of the timber components which are natural products. We cannot therefore accept claims for any variation in the components, or cracks or splits that may appear due to moisture going into the timber in these conditions.

### **Need technical help with installation?**

If you have any technical questions or need advice on installation or finishing, please call our Customer service Helpline on **01625 442899**.

## Timber doors and frame components

All of our timber components, apart from our solid Oak Prestige bi-fold sets, are manufactured using the latest technology to reduce warping or twisting - this is referred to in the trade as 'engineered construction'. This means we use finger jointed or laminated hardwood or solid wood sections in the core and over veneer these with timber, for example, oak. This method has proven to be stronger and less likely to cause movement of the timber than using solid sections.

Timber or wood veneers are natural products and prone to deterioration if not adequately protected with good quality finish. If water penetrates the finish this may cause cracks to appear or splits. In heavy moisture areas or during heavy rain periods, this may cause oak to become darker in colour or have black marks.

Please be careful not to get lubricants or other liquids on the timber components as this can cause staining of the timber.

## The properties of timber

No two trees produce identical grains or colour of wood and this adds to the beauty of a natural product. We therefore can't guarantee that all door and frame components will look exactly the same in grain and colour. What's more, warping of wood is not a defect if it's not more than ¼ inch (6mm) when it's in its installed position.

## Special hardware

Regular maintenance is needed to validate our guarantee as these components are made of aluminium or stainless steel, and some have moving parts. Please follow the maintenance guidance given in the assembly instructions.

For our bi-fold door sets (except the Status Aluminium) please use the special hardware adjusters to properly adjust the sets squarely into the opening. If the correct spaces are not incorporated at the top and bottom and both sides of the set, this may result in the locks not working properly or the sets not opening and closing easily.

## Maintenance

The exterior hardware in your Vufold bi-fold door set can deteriorate from everyday use, and also because of the weather and the local environment.

That's why regular maintenance of your door hardware is even more important if you live in severe environments like coastal marine areas and some industrial locations. Even stainless steel products require maintenance to prevent deterioration in these environments. We require that the following minimum maintenance is carried out otherwise your guarantee will not be valid.

## Track and bearings

Using a spatula or something similar (but not your fingers), apply a small amount (about half a teaspoon) of Vaseline or a similar lubricant to the inner lip of each side of the track. Make sure that the wheels pass through the lubricant and that it spreads evenly along the track. Put extra lubricant around the bearings. Adding lubricant in this way reduces wear, improves smoothness and gives additional protection against corrosion of track and bearings.

In addition, remove all surface contamination by wiping all visible track surfaces with a soft, damp cloth and mild detergent, then wipe with a clean cloth. In severe environments, apply a thin film of corrosive preventative such as WD40, and wipe with a clean cloth.

Stainless steel bearings are made from hardening grade stainless steel, and although this material performs much better than plated steel, it can corrode unless it's maintained as shown above.

## Hangers, pivots and brackets

Give a light spray of a corrosion preventative like WD40 and then wipe with a dry cloth to remove any excess. Exposed surfaces should first be wiped with warm soapy water and a soft rag, and then rinsed clean before you apply the WD40.



## Hinges

Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean, damp rag. Applying a thin film of light machine oil or WD40 will help to maintain the original lustre of the metal finish. Be careful not to get these liquids on the timber as this can cause staining.

## Drop bolts

Spray a suitable lubricant such as WD40 to the sliding pin inside the bolt and the lock cylinder. The tube can be attached to the nozzle of the can and will help you to direct the spray where you want it to go. There are access holes or slots on all drop bolts, so this lubrication can be done without taking the locks from the doors.



## How often?

This maintenance programme needs to be carried out as often as necessary to prevent deterioration. However, as a guideline we recommend that this maintenance is done every three months if you live in a marine environment, or every six months if you live in a more general location.

## Automatic closures and operators

Our hardware systems are designed to be operated manually. If you fit an automatic door closer and it's poorly adjusted, this can have a destructive effect on tracks, bearings and stops. Using any devices like these is definitely excluded under our guarantee.

## Locks and handles

These are guaranteed by the manufacturer provided they are fitted properly and maintained regularly as shown in the guidelines below. The guarantee does not extend to surface finishes or to faults caused by wilful or neglectful damage, or excessive wear and tear.



To maintain these components please follow these instructions:

## Multi-point door locks

Any swarf must be cleared out. The bars must be fixed but not over tightened, as this can hamper the smooth operation of the lock. Final adjustment should be made after installation to ensure positive engagement of hooks and bolt into the keep bar. All moving parts should be lubricated twice a year and surfaces wiped with a clean cloth.

## Door handles (external sets only)

These should not be over tightened as this may impair the operation of the espagnolette, shoot bolt or lock mechanism. The handles should be lightly lubricated twice a year and cleaned with a

soft damp cloth to remove any dust or grime, taking care not to scratch the surface. All hardware should be adjusted every so often to ensure a satisfactory operation.

## Low E tempered glass double or triple glazed sealed units

To reduce carbon emissions from the home and to keep heating and cooling bills down, the government has recommended that all manufacturers use special Low E thermal glass within the double glazed sealed unit in order to comply with building regulation Part L.

This glass is coated with a special substance to comply with the above and occasionally, and in certain light conditions, this can sometimes make the glass appear cloudy. This is very infrequent and only affects a minority of door sets. But as a company, we do have to comply with the new regulations which are for the benefit of all, and this is not a defect.

Tempered glass means it has been toughened to be up to five times stronger than normal glass. It is unusual to break such strong glass, but sharp objects hitting the glass at certain points can cause breakage. Tempered glass is also known as safety glass. This means that if it breaks it will shatter like a car windscreen into smaller fragments which are less likely to cause injury, unlike non-tempered glass which breaks into large, sharp fragments.

Glass must be regularly maintained and cleaned to stop break down of the glass or seals. This can be done using a mild solution such as washing-up liquid diluted in water. Do not use abrasive cleaning solutions as this may cause scratching and break down.





### Adjustment of the bi-fold door set (Ultra, Prestige, Elite, Master, Finesse and Edge)

From time to time, due to changes in the seasons or because of wear and tear in use, or if the lock is difficult to operate, it will be necessary to adjust the doors.

#### Height adjustment

If the doors are catching or scraping the cill, then the doors need to be adjusted up higher. Identify the pivots and intermediate carriers, for Allen key adjustment method (see FIG A), insert the Allen key provided and then turn clockwise to raise the doors and anti-clockwise to lower the doors. For screw driver adjustment method (see FIG B), pull down the safety clip and use a screwdriver to adjust the doors up or down. The default spacings are shown in the drawings.

#### Side to side adjustment

With the doors in the fully open position, access the top and bottom pivots and then using a Philips screwdriver, move the doors left or right, as required (see FIG C). Again, the default spacings are shown in the drawings.

#### Locking difficulties

If you experience problems with locking or unlocking the doors, first eliminate actual lock problems by opening the access door and pulling the handle upwards and then turning the key. If this can be done, the lock is operating normally and the problem is likely to be due to incorrect door adjustment. Check the space between the locked access door and the frame.

Try moving the doors over to the lock jamb side by adjusting the pivots – keep adjusting until the gap is 4mm and if the lock then works, just gradually adjust back the other way to a maximum of 6 or 7mm or until the lock will not work. Then make a small final adjustment back to the lock jamb until the lock works.

This side-to-side adjustment can be combined with the height adjustment. Adjust the height up or down using a screwdriver in the top pivot and intermediate carrier. Adjust to the default spacing in the drawings or until the lock works.

Raise or lower the height of the doors by adjusting the top pivot and intermediate carrier.

FIG A: ALLEN KEY ADJUSTMENT METHOD

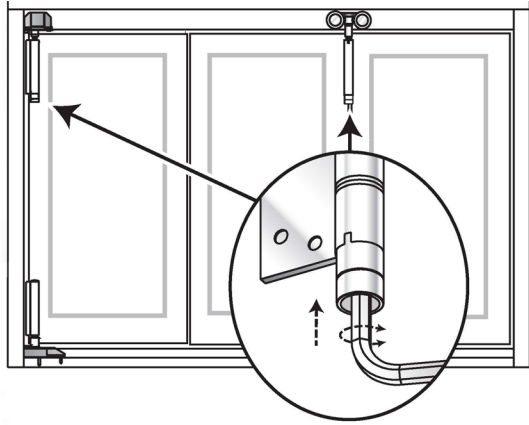


FIG B: SCREWDRIVER ADJUSTMENT METHOD

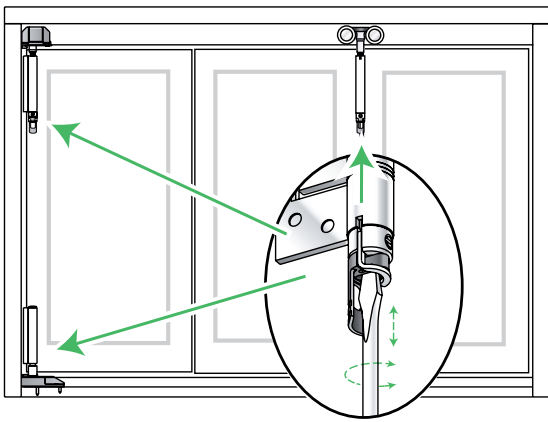
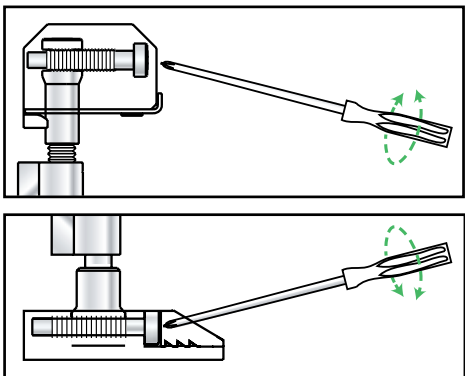


FIG C: Adjust the top and bottom pivots to move the doors from side to side, left or right.

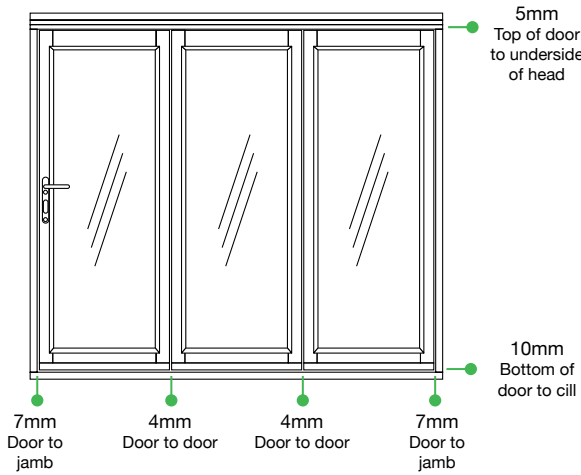


### Vufold default door spacings - External Bifold sets (Ultra, Prestige, Elite & Master).

#### 3 Door Set

6ft 1790MM - 7ft 2090MM - 8ft 2390MM - 9ft 2690MM

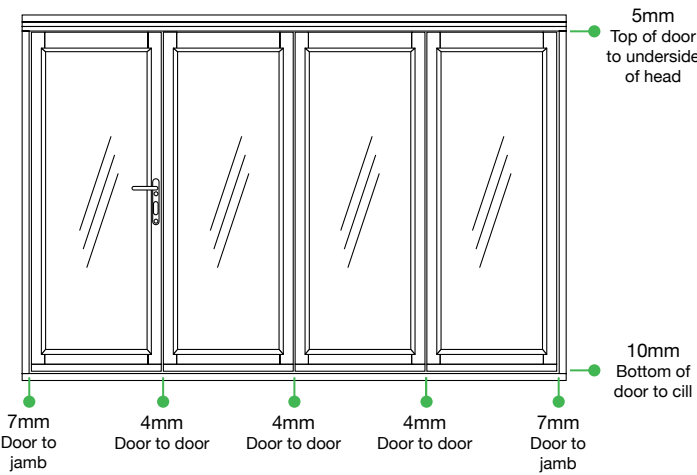
##### Final adjustment, correct spacing



#### 4 Door Set

10ft 2990MM

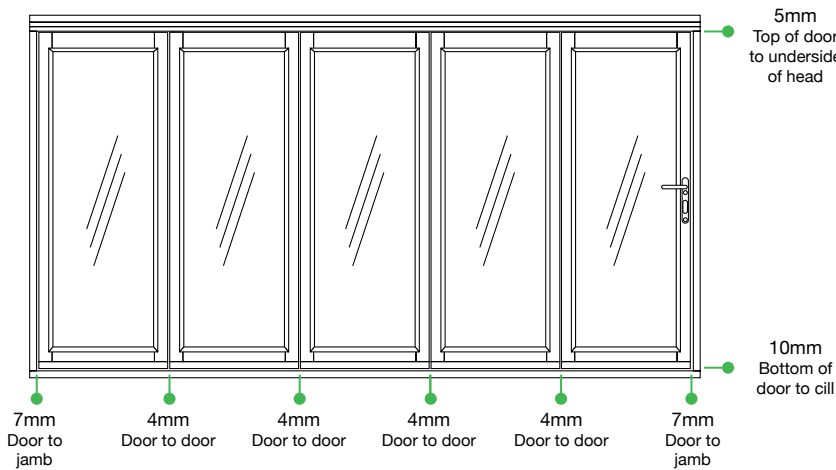
##### Final adjustment, correct spacing



#### 5 Door Set

12ft 3590MM

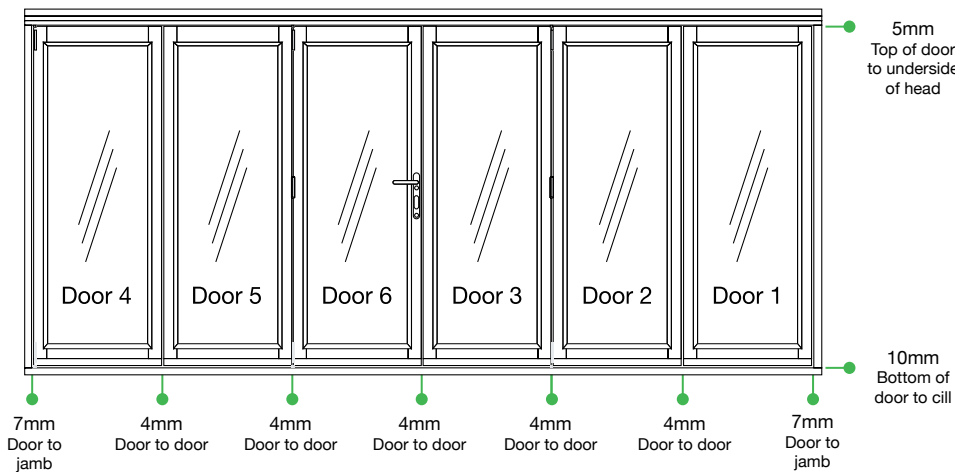
##### Final adjustment, correct spacing



#### 6 Door Set

14ft 4190MM - 16ft 4790MM

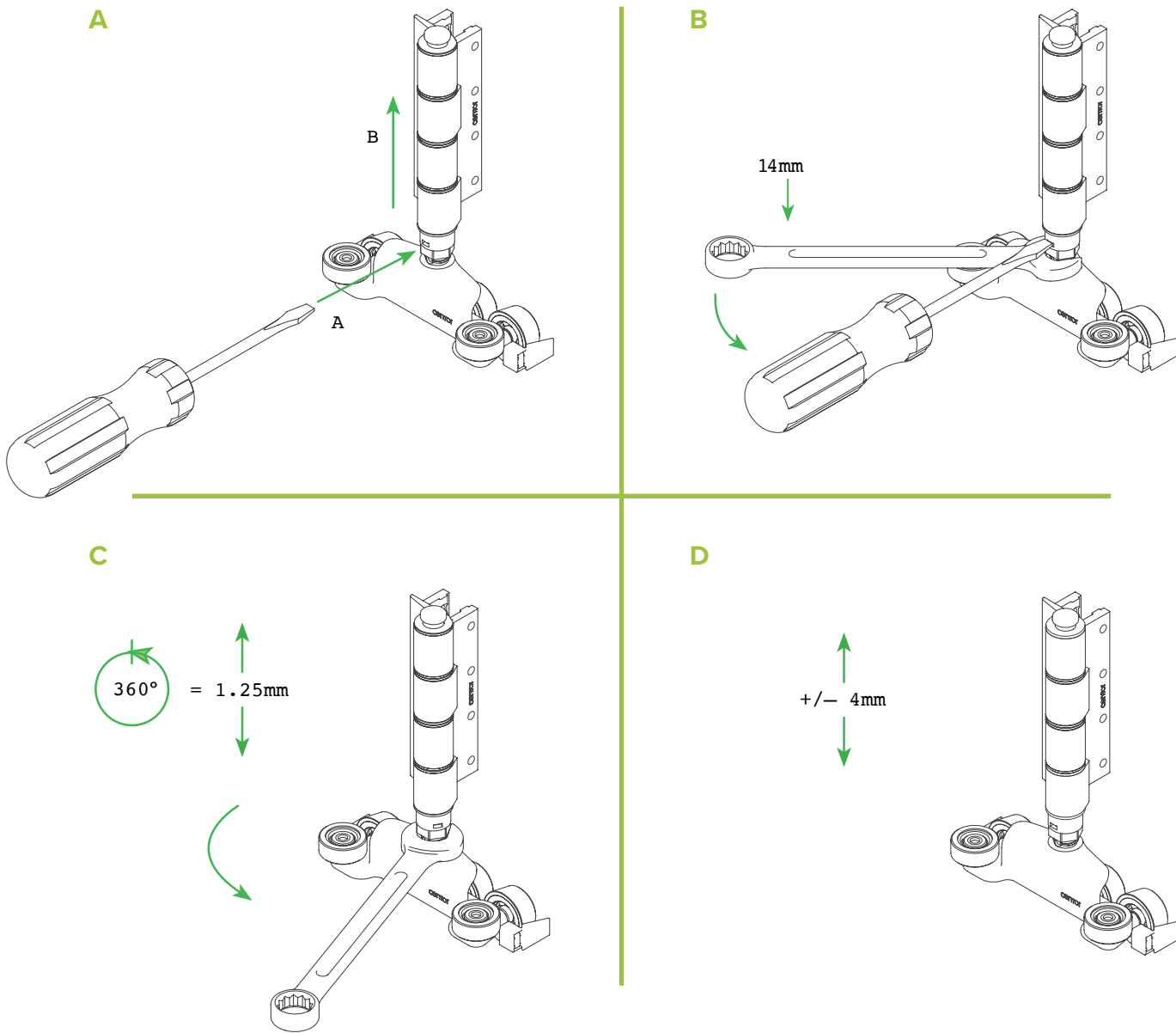
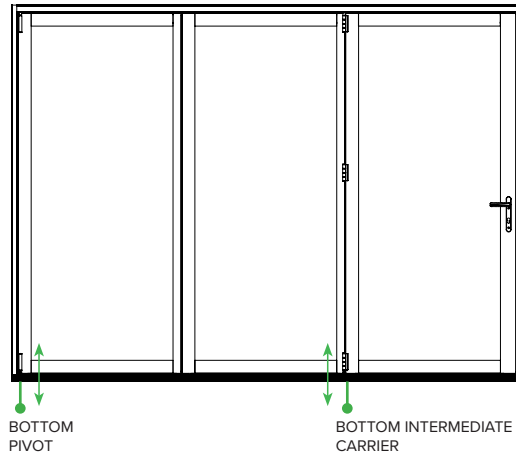
##### Final adjustment, correct spacing



# Adjustment of the door set (Supreme aluminium external and Inspire internal sets only)

## Height adjustment

The door set height can be adjusted up or down by adjusting the bottom pivot and bottom intermediate carrier, as detailed in a) to d) below. Total height adjustment is +/- 8mm. The set height should be adjusted so the doors are operating smoothly and not catching on the cill, and the lock operates correctly.



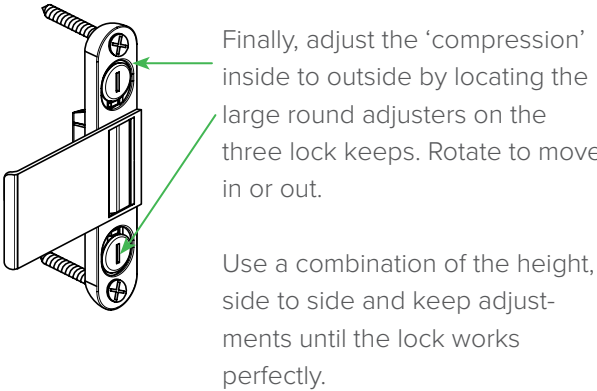
# Side to side adjustment

The doors can be adjusted side to side by up to 10mm. The standard spacing should be +/- 4 to 5mm between the access door and the frame. To move the doors left or right, with the doors in the fully open position adjust the top and bottom pivots, as shown in a).

## Locking difficulties

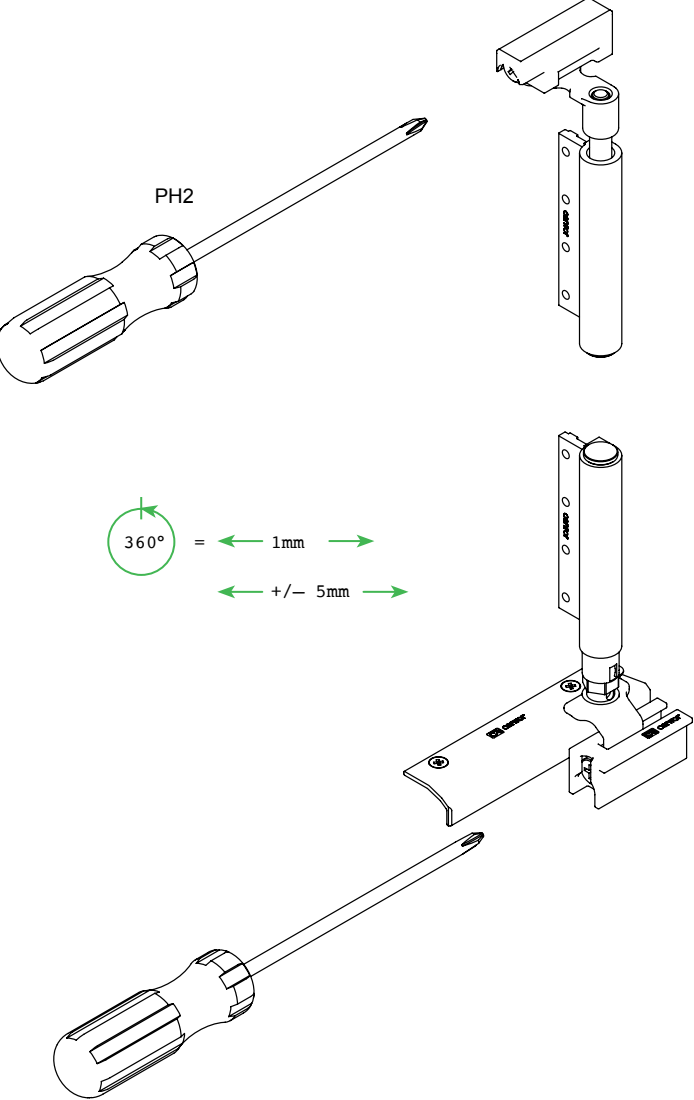
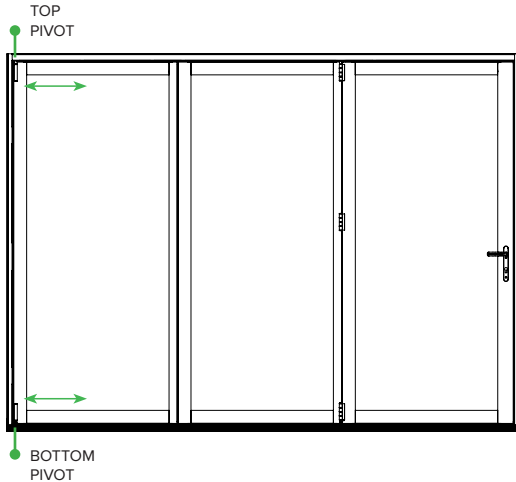
If you experience problems with locking or unlocking the doors, first eliminate actual lock problems by opening the access door and pulling the handle upwards and then turning the key. If this can be done, the lock is operating normally and the problem is likely to be incorrect door adjustment.

First check the lock points line up with the keeps and, if they do not, raise or lower the door height until they do. Then check the gap between the access door and frame jamb is +/- 4 to 5mm. If it is not, move the doors over to reduce the gap as per the side-to-side adjustment instructions above.



## Supreme cill maintenance

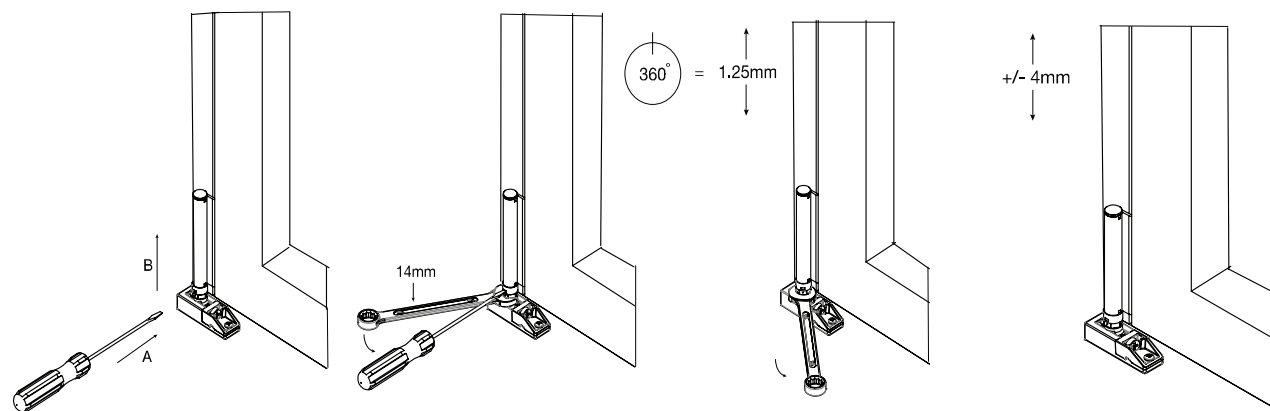
Two or three times a year, remove the cill track covers and brush and vacuum any accumulated dust and debris out of the bottom track.



# Adjustments Internal Fold Flat Room Divider Set

## Height adjustment

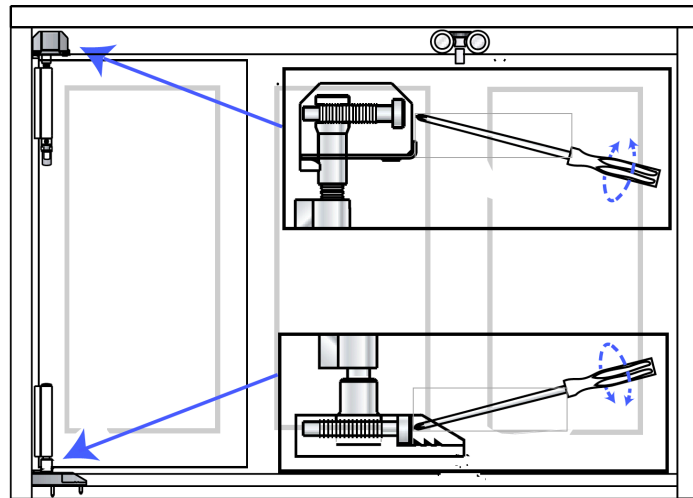
Up and down height adjustment.  
Use the tip of the small screwdriver blade provided (J) inserted into the pivot slot to push the lock pin in to disengage it. At the same time using the 14mm spanner provided (K) turn the nut one complete revolution. Clockwise to lift the doors up and anti-clockwise to lower them. Repeat the process every time you make an up or down adjustment.



## Width adjustment

Side to side adjustment.  
Adjust the spacing between the pivot doors 1, 2 and 3 and the frame jamb, by turning the adjuster screws in the top and bottom pivots.

The spacing gaps should be +/- 5mm and the pivot door and the frame jamb AND 4mm at the centre between the access doors 2 and 4.



# What to do if you have any problems

Our aim is to operate our customer service system as efficiently as possible to reduce any stress involved. So that we can respond quickly to any customer problems, our customer service department is based in the UK as an integral part of our business. What's more, whichever member of our team starts to handle your problem or claim will see it through to completion, wherever possible.

We keep a full stock of spare parts for ease of supply and these are normally despatched by courier to ensure a quick delivery.



If you have a problem or need to make a customer claim, please telephone our Customer Service Department on 01625 442899 or email [aftercare@vufold.co.uk](mailto:aftercare@vufold.co.uk)

If you send us an email, it would also be helpful if you could attach pictures of the problem area, as well as pictures of the full door set, as this will help us to solve the problem more easily.

From time to time, we may ask to visit your home to inspect the door set and discuss any problems with you in person. Naturally, this will be conducted in a professional and friendly manner, and by appointment with you.

For any agreed claim, our liability will be to replace any component parts in the same condition as originally supplied by us. We will not be liable for any other losses incurred by our customers whether direct, indirect or consequential, arising from any failure in the performance or our products.

This guarantee is non-transferable and is only valid while the purchaser remains in occupation of the installation address.

This guarantee does not exclude any statutory rights of the purchaser.



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