

# **Dorgard**

## **Frequently Asked Questions**

### **People in my building keep using fire extinguishers to keep doors open so it is easier to get around. Is Dorgard the right product to stop this happening?**

Absolutely! Dorgard would be the ideal solution to this problem and as Dorgard is completely wireless, installing it is really easy. Just follow the instructions in the fitting and operating guide and use the fitting template which is supplied with every Dorgard.

### **Residents in my care home want to keep their bedroom doors open, is it OK to install Dorgards on these doors?**

Dorgard can definitely be installed on bedroom doors and allows residents to have the door open a little way or fully open as it holds the door open at any angle. Residential care homes may even claim the VAT back on Dorgards that are installed on bedroom doors. Please call us for more information about this.

### **We need to keep our kitchen door open when serving meals in our hotel as the fire door is really heavy and our hands are normally full with plates, can you help?**

We certainly can help you with this problem, as kitchens can sometimes be noisy areas we would recommend you to use Dorgard X. Dorgard X is ideal for use in noisy areas where you need to hold fire doors open and close them when the fire alarm sounds.

### **As Dorgard is acoustic would it close the doors when our school bell rings?**

Dorgard is listening for a continuous sound and will verify the alarm over a 20 second period and then release the fire door. School bells generally last for a couple of seconds so this shouldn't affect your Dorgards.

### **Should I use a particular type of battery and can I use rechargeable ones?**

Rechargeable batteries are not to be used. Duracell Pro-cell LR14 batteries are recommended. Contact your supplier or we can supply batteries for the Dorgards.

## **One of my Dorgards is not releasing to the sound of the fire alarm?**

Check that your fire alarm sounds for at least 30 seconds and that your fire doors are free to close without any obstacles in the way. Also check that the plunger has a minimum of 10mm of down travel before the ferrule contacts the floor.

In order for Dorgard to release the fire door the fire alarm needs to be louder than 65dB where Dorgard is situated. The Dorgard may need to be calibrated, take a look at adjusting the sensitivity of Dorgard in your fitting and operating guide as this will show you how this is done.

## **One of my Dorgards is releasing to no apparent sound?**

As a safety feature, Dorgard has to release to any sound that it hears as being continuous and louder than 65dB as this sound could be obscuring a potential fire alarm. Check that Dorgard is on the side of the door that closes into the door frame and that Dorgard will release if the door is pushed in the direction of opening (see section on operating Dorgard in your fitting and operating guide).

Dorgard does release every 7 days as part of its self-testing routine so this may be why the door closed. The Dorgard may need to be calibrated, take a look at adjusting the sensitivity of Dorgard in your fitting and operating guide.

## **Why is the door creeping closed when the Dorgard plunger is fully depressed?**

Please check that the ferrule is not worn or damaged and replace this if necessary, give us a call if you need some extra ferrules. Dorgard needs to be positioned low enough that the ferrule makes good contact with the floor when the plunger is depressed, a vertical plunger movement of 10 - 15mm is ideal. You may need to reposition the Dorgard on the door or fit the floorplate supplied.

We would recommend that you also check that the overhead door closer does not shut the door with excessive force. If so, fit the floorplate supplied or loosen pressure on the overhead closer.

Your floor may also be a bit slippery and the ferrule is finding it hard to make good contact with the floor, you may need to fit the floorplate supplied to stop this happening.

## **Why is the Dorgard I have installed not holding the fire door in an open position?**

Check that the plunger is depressed while standing side on; please take a look at operating Dorgard in your fitting and operating guide. Also check that the battery compartment is closed and that the batteries are working.

Dorgard also needs to be positioned low enough that the ferrule makes good contact with the floor when the plunger is depressed, a vertical plunger movement of 10 - 15mm is ideal. Check that Dorgard is installed on the side of the door that closes into the door frame.