

SoundSecure/PAS24 FD30 & FD60 Doorsets supplied by National Hickman

Customer Communication

Dear Customer,

Please note that, in keeping with our security certification updates and product improvement programme, we will be updating our SoundSecure Secured-by-Design Flat Entrance Fire Doorsets, and PAS24 Integral Garage Fire Doorsets, as follows:

- We will be including a range of door closers with SoundSecure & PAS24 Doorsets as standard to our offering. Flat Entrance Doorsets and PAS24 Doorsets will only be supplied with a door closer
- We will be moving from a 1* cylinder & cylinder guard solution to provision of a 3* cylinder with doorsets as standard
- We will be adjusting to an aluminium threshold solution whereby the aluminium threshold is pre-sized in the factory to fit the doorset opening width (with tolerances), removing the need for onsite sizing modification

These adjustments are being undertaken to align our offering to upcoming certification changes relating to the supply of fire doorsets to the market, following consultation with our certification partners.

We anticipate these product adjustments to be introduced from July 2023, and will update further as we launch. For further information on these changes, please contact our technical helpline uktechnical@premdor.com in the first instance.

Your faithfully,

Andrew Holling
Product Manager – Fire Doors
Masonite UK

Frequently Asked Questions

Why are you introducing this change? How does this affect historic fire doorsets/doorsets that have been delivered recently?

We are updating this product to align with recent changes to the Secured by Design Guide for selecting Flat Entrance Doorsets which requires that all essential parts are to be supplied from a single source (this includes a door closer).

There is no issue with regard to historic and recently supplied fire & security doorsets, as these are compliant where they have been fitted with a Certifire approved door closer, as defined within our current certification. However, this update is being progressed following discussion with our certification partner for our security certification.

When did Premdor know about this? – Why such short notice?

We have been discussing this update with our security certification partner over the last quarter (Q2 2023) and working through the changes in depth. We are now able to communicate these changes as we are close to updating our certification.

What door closers are you offering? What finishes will be available?

At the outset we are offering V-arm and slide arm door closers in both silver and stainless steel finish. The silver V-arm door closer presents the best price point to market therefore we feel this is best set as our default option. However, we are equally happy to offer the alternative stainless steel option.

What is the warranty of the door closer?

Our standard warranty relating to ironmongery (currently 1 year) shall apply. Please refer to the Guarantee document on our website for details: [Technical Documents - Masonite](#)

Will you honour existing quotes that are valid for 90 days?

We will be reviewing our existing quote bank to see whether/where there are opportunities to update our quotations. We will be including door closers within our future quotations from 20th July so new quotations from thereon will include the product updates.

I've already purchased closers for the current contract, I don't need these?

We will be including door closers within our future quotations from 20th July. We will review existing open orders after the changeover to assess whether it is beneficial to add a door closer. With regard to individual long-term sales contracts, these should be discussed with your National Hickman sales representative.

Can I use a different door closer and dispose of the one you supply? Can I supply you with the door closer I wish to use?

The intent of the Secured by Design guidance and security certification is to establish fire & security doorsets being supplied with components from a single source. Our expectation is that components will be named within security certification, thereby limiting future opportunity to be flexible with use of Certifire approved door closers.

Do I have to use them, if not will you take them back and credit once delivered?

Where a quotation has been accepted with a door closer included, we would only consider return and replacement as per our standard terms and conditions. We will not credit for alternative door closer installation.