

# Roller Doors and Grilles

## Safety & Care Guide

### IMPORTANT – Please Read Before Operating

To avoid damage to the product and prevent injury to yourself or others, follow the instructions below. Incorrect use is the main cause of breakage, and repairs can be costly and time-consuming. Proper use ensures your Roller door will last for many years, with minimal maintenance, and without injury.

### GENERAL SAFETY

- Require that all staff/operators be inducted in safe and correct use of the door.
- Never walk under or stand in the way of a roller door while it is moving, especially when closing.
- Roller door springs are under constant tension and must only be serviced by trained professionals.
- For motorised roller doors, review the UPS battery backup info below to understand emergency operation.



**X** Do Not Walk Under Moving Door

### MANUAL OPERATION SAFETY

- Always use the supplied pole with hook to carefully guide the door open or closed—never force or throw it open.
- Always remove the key before lifting the door to avoid breaking it against overhead structures.
- Before lowering, check the doorway is free of obstacles—such as mats, displays, or cables—so the door closes flat and locks correctly.
- Do not force the lock—ensure the door is fully lowered, channels are clear, and the correct key is used.
- Confirm new duplicate keys work properly in the lock before handing them out.
- Never attempt to climb a roller door—it is unsafe and not designed for this purpose.
- If fitted with a snib lock, rotate the inside dial to unlock for fire exit—keys are only required from the outside.



**✓** Always Use Hook Pole to Reach.

## MOTORISED OPERATION SAFETY

- Always confirm the door is unlocked before operating, forcing it while locked causes damage.
- Before closing, make sure the doorway is clear of people and objects, guides are free, and mullions are correctly fitted.
- Always watch the door as it moves to prevent hazards.
- If a shutter or grille malfunctions, stop using it immediately and call for repair service.
- Do not try to manually lift a motorised door as it may cause injury and must be avoided.
- Only use the emergency hand chain on motors in emergencies.
- Do not drive through until the door is completely open to avoid vehicle and door damage.
- Stop using a shutter immediately if it malfunctions, and request repair service.



**X** Do Not Force a stuck Door

## UPS & EMERGENCY SAFETY

- Install UPS backup on fire-exit doors to ensure safe evacuation during power loss.
- When a UPS nears end of life, it may prevent doors from opening or closing—have it checked if abnormal beeping occurs.
- Never ignore warning beeps from a UPS—take immediate action.

## CARE, MAINTENANCE & WARRANTY

- Regular upkeep of roller doors ensures safe and reliable operation long-term, we recommend professional service every 12 months.
- Scheduled servicing reduces the risk of unsafe failures.
- Service checks identify wear or damage early to maintain safety.
- Cleaning & Lubrication: wipe with a dry chamois cloth for dust, use warm soapy water for heavier dirt, never use solvents, and do not grease guides (dust collects).
- Warranty is void if instructions are not followed.



**✓** Regular Maintenance is good.