

8 Essential Questions

Every Buyer Should Ask Before Purchasing Doorsets

Despite their seemingly simple appearance, doorsets are a complex, engineered fire safety component, that play a critical role in a building's performance, safety, and aesthetics. But not all doorsets are created equal — specifications, quality, support and compliance standards can vary significantly from one supplier to another. Selecting the right doorset (and manufacturer) requires careful consideration of multiple factors other than just cost, such as design intent, regulatory compliance, functionality, aesthetic preferences, and installation efficiency. Asking the correct questions during procurement is essential to ensure that every doorset not only fits the intended purpose but also performs reliably throughout its service life.

Are the doorsets suitable for the building environment?

Different building environments place varying demands on doorsets, from exposure to heat, humidity, and light to impact resistance and levels of traffic. It is essential that the selected doorset is designed and tested to perform reliably under the specific environmental conditions and usage requirements of the building.

Does the accompanying ironmongery compliment the doorset certification?

Ironmongery Compatibility and Compliance – A common industry issue arises when non-compliant ironmongery is used, or when compliant components are installed that do not align with the doorset's tested configuration or certification scope. All ironmongery must be specifically referenced within the doorset's certification or fall within its approved field of application, meeting the defined minimum and maximum parameters to maintain full compliance.

Does the supplier provide maintenance records, O&M's or templates for facility management?

Maintenance and longevity play a crucial role in the product's acquisition, performance, and lifecycle value. Access to proper maintenance records or templates ensures compliance, preserves certification, and supports effective facility management. This level of support is something all manufacturers and installers provide to their customers.

What is the doorset warranty period?

A key question that helps assess the product's durability, the quality of materials and manufacturing, and its suitability for the intended building environment – Residential 5-10+ years – Commercial 10-20 years (guides)

How are the doorsets fire rating certified?

There are several ways a doorset can be certified — through a field of application, a global assessment, or ideally, third-party accreditation. The supplier should be able to provide clear evidence of compliance, including a verified link to the relevant test standards such as BS 476 or BS EN 1634, and tested in a UKAS accredited test house.

What additional onsite modifications are required to install the doorset?

It is important to clarify any additional on-site modifications needed to install the doorset. Some manufacturers may omit or downplay these details until after an order is placed, giving a misleading impression of installation efficiency. Tasks such as de-nibbing, fitting fixing brackets, installing intumescent materials, setting under-door gaps, and machining for fixing points can significantly impact installation time and cost. Always ensure that when comparing doorset offers, they are assessed on a like-for-like basis, with all required site work clearly identified.

Which manufacturing accreditations and industry recognized schemes is the manufacturer a member of or certified under?

Despite stricter regulations, some manufacturers still supply non-compliant, low-quality products to the market. By checking for industry recognized credentials, you can ensure quality and compliance. Here are some - ISO 9001 demonstrates strong quality management, BWF or FDA membership shows commitment to industry standards, and third-party accreditation independently verifies that products meet their tested and certified performance.

Does the supplier provide an order tracking system or regular progress updates?

Effective order tracking allows project teams to plan resource allocation, site logistics, and installation schedules with confidence. Clear visibility of manufacturing and delivery timelines helps prevent delays, idle labour, and storage issues, ensuring smoother coordination and on-time project delivery.

