



Steel Dor Newsletter February 2009

In This Issue

[Oh no! It's wrong and I don't know what to do!](#)

[Words from the Shop](#)

[To Thru-bolt Or Not To Thru-Bolt](#)

[Ask Clyde](#)

[TRIVIA](#)

Quick Links

[Hollow Metal Doors and Frames](#)
[Hardware](#)
[Wood Doors](#)
[Timely Pre-finished Doors](#)
[Lead Times](#)
[Curries Product Catalog](#)
[Door Technical Data](#)
[Frame Technical Data](#)
[Panel Door Technical Data](#)
[Fire Label Doors and Frames](#)

Join Our List

[Join our email list](#)

**Oh no!
It's wrong and I don't know
what to do!**

Carrie Cote
Phoenix "go to" Person
[Bio & Photo](#)

There are several details that come with placing an order in the Door & Hardware Industry. First, there is no such thing as a standard anything. Many common mistakes come from the wrong lock function, door and frame swing, wall size and so on. So it is very important to take the time to verify the information on the proposal. This is not only a

To Thru-bolt Or Not To Thru-Bolt

Geoff "Front Counter Man" Sweet
[Bio & Photo](#)

How many times have you come to Steel Dor in need of a replacement lockset? When one of us has brought out the particular lockset, you noticed that sometimes it has post features at 12 and 6 o'clock on the lock body and sometimes it does not. Often times, you may not need thru-bolts on doors. On doors that see very little use, thru-bolts usually are not needed.

You may ask "Why or when would I need thru-bolts?" The most common times one would need the stability of thru-bolts is on high frequency use doors, not properly blocked (wood) or reinforced (steel) doors or retro-fit doors. Thru bolts are there to compensate for the torque applied to the lock body while the lever is rotated to open the door. If enough torsional load is applied to the lever, the lock body can be rotated in the pocket enough to slip it off of the lips that hold the latch to the lock chassis thus compromising the security and rendering the lockset inoperable.

The way I see it, if you've got them, use them. The engineers of the various lock manufacturers took the time and effort to put in place a safeguard that does its best to eliminate the "gorilla wrenching" problem that can plague many workplace stand-alone locksets. Why not take advantage of the option of using them? Some manufacturers provide "optional thru-bolts." They are not rigid mounted posts like many higher-end locks. They most often are moveable posts that can be unscrewed and removed in case you do not want to use them.

Your door may or may not come prepped for thru-bolts. You may even wish to not use them. It has been my experience, however, that doors that come prepped for thru-bolts are usually prepped for a reason. It may take a few extra minutes of your time to mount the lock to the door once in the field but it will provide years of trouble-free use. Isn't that what we all want to see? A

contract but also the shop order for materials that need to be fabricated. If you're unsure about what you need, always be sure to ask your salesperson. They want to make sure you receive the correct material just as much as you do.

If you receive an order that is incorrect whether it's door, frame or hardware issues, there are a few things you will need to know before contacting your salesperson.

- The name the order was placed under
- Sales order number
- The date the order was placed on
- Specifically the nature of the problem

Please refrain from profanity or abusive language and remain patient. We really ARE trying to help you and solve your problem. If all else fails, request to speak with a Manager. It is our policy to return all phone calls before the end of the business day (usually sooner). In the unlikely event a Manager is unable to resolve your problem, please contact Senior Management for resolution. Names, emails and phone numbers are on our [web site](#).

A little patience and sense of humor goes a long way in this process. Remember, we're ALL human and mistakes can happen. Just give us a chance to make it right.

Our customers are our
#1 priority.

Words from the Shop

Jesse Wiley
[Bio & Photo](#)

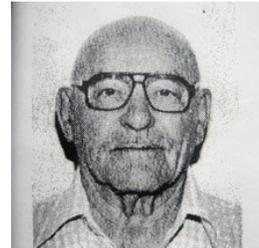
job that we can walk away from knowing that it is done right and worry free?

ASK CLYDE - MY DOOR IS TOO LONG

Dear Clyde,
I purchased a door and frame from you but it seems to be too long and rubs the floor when it opens.
What should I do?

Perplexed

Dear Perplexed,
Several options come to mind. You could start by not opening the door. Secondly, you should be grateful for the additional material supplied at no additional cost. Have you checked the 10# bags of ice at the convenience stores lately? Most are only 7# now.



It would seem that incomplete information was provided at the time of the order to accommodate your floor condition (or, maybe tile or carpet was been added after the order). In any event, *something* must be done to change the physical characteristics of the opening.

One of the easiest fixes (in the case of an interior drywall type frame) is to loosen the anchors and shim the entire frame and door up in the opening. It's amazing what an additional 1/4" will do.

Of course **your** frame will be the one grouted solid (or at least anchored so securely to the studs) which renders it as immovable as a mother-in-law's opinion. This will necessitate cutting the bottom of the door. Most carpenters will be familiar with this operation on a wood door, so I will not bore you with the instructions on the proper use of a circular saw. A hollow metal door is a different kind of beastie and will require some specialized tools and techniques.

First, determine the net amount of material which will need to be removed from the door (you don't want to do this twice). Second, be very sure you're cutting the **bottom** of the door. (Don't laugh, I've seen it happen too many times). Mark the door, and using proper eye and hearing protection, begin your cut with the appropriate saw blade. In most cases, it will be easier to cut only one face, then flip the door and cut the other side. With a little luck, the cut will be made without disturbing the welds holding the bottom channel in place. With **my** kind of luck, the spot welds will be cut

"Your body can achieve what your mind believes."



and the bottom channel will come out. Simply take a cold chisel and remove the "skins" from the bottom channel and re-install it in the door. Welding is the preferred method, but construction adhesive and/or pop-rivets will work as well if you don't have a welder. Many times there will be a door bottom which screws on and hides a multitude of sins.

If all of this seems too daunting, simply call your friendly Sales Rep and schedule a little bit of shop time to have the door cut and re-channeled professionally.

Clyde
[Bio & Photo](#)

TRIVIA

What do you know about doors?

LTAAGSRA	<input type="checkbox"/>
LUNMOLI	<input type="checkbox"/>
TORNMAS	<input type="checkbox"/>
ESDI-LEIT	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> - <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
LUEVOR	<input type="checkbox"/>
LEIT-TIK	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> - <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
DTSELHORH	<input type="checkbox"/>
OTLYPNEYRES	<input type="checkbox"/>
TSWIRHEPTAER	<input type="checkbox"/>
XOBLTSE	<input type="checkbox"/>
TUOQE	<input type="checkbox"/>
BTEBRA	<input type="checkbox"/>
LAGVELNAA	<input type="checkbox"/>
CAOKESML	<input type="checkbox"/>

C

Unscramble each of the clue words. Take the letters that appear in boxes and unscramble them for the final message.

Created by [Puzzlemaker](#) at [DiscoveryEducation.com](#)



[Forward email](#)

✉ [SafeUnsubscribe®](#)

This email was sent to pamela@yourcomputerlady.com by marketing@steeldor.com.
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



Steel Dor | 800-848-3677 | 319 E Pioneer St | Phoenix AZ 85040 | 1050 E 19th St | Tucson | AZ | 85719