



THE RHINO DOOR

RHINO ALUMINIUM

Door operation and Care Manual
Owner



Introduction

Dear Customer,

Thank you for choosing **The Rhino Door**. Your door has been designed and manufactured to combine high security, durability, thermal performance and modern design. When correctly installed, used and maintained, it will provide reliable service and enhance the appearance of your home for many years.

This manual is intended for the **door owner** and provides guidance on:

- Correct use and operation
- Visual inspection and acceptance standards
- Care and cleaning of materials
- Routine maintenance requirements

Please read this manual carefully before using your door and keep it for future reference.

Intended Use

The Rhino Door is designed for use as an **external entrance door** in residential and light commercial buildings. The door must be installed in accordance with relevant building regulations, manufacturer guidance and good industry practice.

Incorrect or Disallowed Use

- Do not obstruct the opening or closing area of the door.
- Do not allow people, animals or objects to remain within the door swing area.
- Do not modify, remove or alter any structural components of the door.
- Do not use the door if it is damaged or not operating correctly.

Incorrect use or unauthorised modification may result in damage and will invalidate any applicable warranty.

Safety Information

⚠ Important Safety Notice

- If the door does not operate smoothly or shows signs of damage, stop using it immediately and contact your installer or a qualified service provider.
- Avoid door slamming, which can damage hinges, locks and the door frame.

Visual Inspection & Acceptance Guidelines

Glazing – Visual Quality Assessment

To assess the quality of glazing:

- View the glass from a distance of 2 metres.
- Look through the glazing at the angle of normal use.
- Avoid direct sunlight or strong artificial lighting during inspection.

Minor visual characteristics such as small inclusions, colour variations, interference effects, anisotropy or external surface condensation are natural physical effects and do not affect performance.

Aluminium Surface – Visual Inspection

- External surfaces should be inspected from 5 metres in daylight.
- Internal surfaces should be inspected from 3 metres under normal indoor lighting.
- Inspection should take place after the surface has been cleaned.

Minor variations in colour, texture or finish are normal within accepted industry standards.

Maintenance Notes

To ensure long-lasting performance:

- Protect the door from aggressive chemicals, solvents, cement, lime and paint splashes.
- Clean off any construction residues immediately with clean water.
- Avoid prolonged exposure to extreme weather where possible.
- A canopy or recessed installation is recommended to reduce exposure to heavy rain and direct sunlight.
- Fit a door stop to prevent impact damage.

Heat & Sun Exposure

Dark coloured doors exposed to strong sunlight may heat significantly. This can cause temporary door leaf movement (bimetallic effect). This is a natural physical phenomenon and can be minimised by shading and correct installation.

Condensation & Ventilation

Condensation on internal glazing is usually caused by high humidity or insufficient ventilation. This is not a fault with the door

Ensure:

- Adequate ventilation
- Consistent internal heating
- Furniture and curtains do not restrict airflow around the door

Final Notes

- Always retain a physical key for emergency access.
- Do not attempt adjustments beyond routine care.

For issues beyond basic maintenance, contact your installer or Rhino Aluminium Ltd.



Cleaning & Care Guide

Aluminium Surfaces



Allowed:

- Soft cloths or microfibre cloths
- Mild detergent with neutral pH



Not allowed:

- Abrasive cleaners
- Solvent-based products
- Acidic or alkaline cleaners
- Metallic scouring pads

After cleaning, wipe the surface dry to prevent streaks.

Stainless Steel Components



Allowed:

- Clean water with mild soap
- Microfibre cloth

Dry and polish after cleaning. Any surface rust should be removed promptly using a suitable stainless steel cleaner.



Not allowed:

- Chloride-based cleaners
- Bleaches or silver cleaners

Glazing

Before cleaning, rinse with clean water to remove dust or debris.



Allowed:

- Microfibre cloth
- Mild water-based detergent (pH 5–8)



Not allowed:

- Alcohol-based or solvent cleaners

Wooden Elements (if fitted)

Wooden components are subject to natural ageing.

Care guidance:

- Oil or wax 2–3 times per year, depending on exposure
- Use wood polish where appropriate

Colour changes over time are normal and not a defect.

Ceramic or Decorative Panels (if fitted)



Allowed:

- Neutral pH detergents
- Soft sponge

Rinse with warm water and wipe dry after cleaning.



Not allowed:

- Abrasive materials
- Acidic or alkaline cleaners

Routine Maintenance Schedule (Owner)

Component	Action	Frequency
Door Lock	Light Lubrication	Every 6 Months
Lock Housing	Check Fixing Operation	Every 12 Months
Hinges	Visual check & cleaning only	Every 12 Months
Gaskets	Clean and Condition	Every 6 Months (before & after winter)

Professional Servicing

It is recommended that the door is inspected by a **qualified service provider** every:

- 24 months for private residential use
- 12–18 months for higher-use environments

Professional inspections should include:

- Hardware condition
- Fixings and seals
- Overall operational performance



Regular maintenance helps preserve weather tightness, insulation and smooth operation.

Frequently Asked Questions (FAQ)



The door will not open electronically

Possible causes:

- Power supply interruption
- Fingerprint reader not recognising input

What to do:

- Always ensure you have access to a physical key as a backup
- Check household power supply if applicable
- Try again once power is restored

If the issue persists, contact your installer or the e-key support provider.



The fingerprint reader does not respond

Possible causes:

- Wet, dirty or damaged finger
- Dirty fingerprint sensor
- Programming issue

What to do:

- Clean and dry your finger
- Gently clean the sensor with a soft, dry cloth
- Try an alternative registered finger

If problems continue, the reader may need reprogramming or inspection.. E-Key can be contacted directly via their consumer support team:
www.ekey.net/en_int/contact-support/



The door does not close or lock smoothly

Possible causes:

- Temporary door movement due to temperature or sunlight (bimetallic effect)
- Dirt or debris in seals or frame
- Incorrect adjustment

What to do:

Ensure the door and seals are clean

Avoid forcing the door

Allow temperatures to stabilise if exposed to strong sunlight

If the issue remains, contact your installer.



There is condensation on the inside of the glass

Possible cause:

High internal humidity or low internal temperatures

What to do:

- Increase ventilation
- Maintain consistent heating

This is not a fault with the door or glazing.



T H E R H I N O D O O R

R H I N O A L U M I N I U M

Contact Details

The Rhino Door

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