

Quoting Door Repair and Hardware

There are a number of things to look for when diagnosing hardware issues on refrigerated doors. The following questions are listed more-or-less in the order they should be asked, although there will always be some back and forth between parts of the door.

1. CHECK HARDWARE

1.1. Are hinges broken?

- Open the door and pull up and down on the handle – the door should not shake or move. If the door moves:
- Check for loose or missing screws – they will need to be replaced
- Look for across screw holes or where the wing joins the butt. Check for broken or worn cams and bushings. Quote replacements for all broken hinges.

1.1.1. If you cannot identify the hinge, get the following info and call 800-449-3687 for part number and pricing:

- Is it non-moving, cam-lift, and/or spring-assist?
- Style, dimensions inc. hole pattern
- Offset measurement

1.1.2. Sometimes more labor is required than simply unscrewing the old hinge and replacing it with a new one.

If the door frame is damaged/rotted, or the new hinge is a different size/shape, the new hinge will require additional labor to install. Expect to add ½ hour of labor to account for this.

1.1. If the door has a latch and/or snugger, does it function appropriately?

- A latch should be installed on doors with no-move hinges and compression gaskets. Slamming should not be required to force the latch past the strike (a small woman should be able to close and latch the door with one hand).
- If the door has a latch, is there a functional push-rod on the inside? Building Code requires a safety release on door with a positive latch.
- Like hinges, latches may require extra labor to install if they need to be mounted in a different location or if the footprint is different. Add 1 hr of labor to account for this.
- Snuggers should grab the door when it gets within several inches of the frame, and have enough spring strength to ensure the gasket seals. If the door doesn't close but the snugger is still in good condition, either the door is rubbing (see below) or the snugger needs to be mounted closer to the latch side of the door. Moving the snugger takes about the same time as installing one – ½ hour.

1.2. REMEMBER: Look for thermometers – all refers are required to have thermometers in them.

- Look for a functional, easy to read thermometer next to walk-in doors.
- Reach in units may also have readouts on the outside face. If not, look for “analog” thermometers on the shelves inside.

2. CHECK FUNCTION

2.1. Does the door close easily/smoothly?

- If the door has cam-lift hinges or a closer, the door should close of its own accord (Note – there is normally a hold-open position close to 90 degrees on cam-lift hinges).
- For doors with no-rise hinges, a small woman should be able to close and latch the door without a struggle (one hand).

The vast majority of the time, doors don't close right because they are rubbing against the frame and/or the floor. Look at the sides of the door and frame, check for places where the finish is worn through or the surface has been scuffed and scratched – these are signs the door is rubbing.

- Is something blocking the door?
 - Some clients overload their units and the product will keep the door from closing. Make sure all product is on shelves and away from the door.
 - Sheet metal, heater wire covers, and breaker strips can all come loose and keep the door from closing. This stuff needs to get tacked back down.
- Is the door square in its frame (gap between edge or door and jamb is same all around)?
 - Is the door square? Measure across the door corner to corner – the diagonals should be the same length. .
 - Are hinges properly installed? They should be mounted identical distances away from the jamb.

Both issues require mucking with the hinges; charge at least an additional hour of labor.

- Is the inner panel of the door swollen? If you see rub marks, but the door is square in its frame, the door may be swollen. Stand inside and shine your light along the reveal – make sure there is space between the door pan and the. Ice sometimes accumulates inside the door and/or jamb and pushes the sheet metal outwards until it scrapes. Look for corroded/missing/protruding staples and/or screws, misaligned gasket, ice on the surface, and bowing of the surfaces.
 - This is an ugly scenario. Doors like this really should be entirely replaced. Any other solution needs to be quoted on a time and material basis. Phone home for guidance.

2.2. ADVICE

- If the door does not have spring-assist on the hinges, suggest it.

3. For Walk-Ins. Are strip curtains present and intact?

3.1. If fewer than half the strips are missing, replacement just the strips. Make note of exactly what is present in terms of strip width, thickness, style, and overlap.

3.2. If strip curtains are absent, determine if standard strips are best, or a clear swing doors, which behave like strip curtains, but has hinges like a traffic door (good for florists and bakers)

- Note the inside dimensions of door

- Is there anything in the way (within six inches of the opening on all sides)? For some smaller coolers, electrical conduit and room lighting is sometimes installed in this space.
 - Determine what type of traffic uses the door (only people, people and pallet jacks, forklifts, etc) and then spec material accordingly (use chart*)
- 3.3. CROSS SELL
- Some sites that do not like the strip curtains because they drape across people and/or product as it moves through should be introduced to swing-doors (also called impact doors)
4. Are the anti-sweat door heaters working? For freezers, feel the jamb (and the door frame, if there is a wire) – it should be perceptibly warmer than the rest of the metal, but will not necessarily feel warm. If a new heater or heater repair is desired, call a certified technician.
5. Does the door seal well when closed?
- 5.1. Is Gasket intact? Check for a sweep as well, and make sure the threshold is intact.
- If the gasket is broken, quote a new Gasket or sweep.
 - If the gasket appears to be in good condition, go back through this list again and check the fit of the door to the frame and the condition of the frame.