

WARRANTY

What is your warranty on hinges and hardware?

The Penrod Company warrants its products against manufacturing defects under normal use for a period of one year after delivery. This warranty does not cover defects or damage due to improper use or handling of material, ordinary wear and tear, or any misuse. The liability shall be limited to replacement or repair of any product supplied by Penrod. Penrod will accept no claims unless given proper notice and an opportunity to examine the claimed material and installation.

Warranty will automatically be considered void for hinges and hardware subjected to any foreign substances or cleaning agents other than a mild warm water and soap solution. This solution must be wiped off the hinge with a dry, clean rag immediately following use.

REPLACEMENT & IDENTIFICATION

Does Penrod sell to the public?

We do not currently sell to the public or have the capability to distribute directly on a retail level. If you are looking for new or replacement products, we recommend that you search for a local door supply manufacturer or door hardware retailer.

What's the best way to identify a hinge I need to replace?

Door hinges are a component of a door that can be manufactured locally, regionally, nationally, or even internationally. Because most doors have hinges produced to meet the specifications of an individual door manufacturer and specifications have changed over the years there is a tremendous variety of hinges on doors still hanging today.

Since it is difficult to determine what hinge you may have, it's best to look for a manufacturer's label on the door to identify who made it, where it was purchased, and how long ago it was purchased before contacting a manufacturer or door hardware retailer.

In many cases, commonly found hinges can be retrofitted on an existing door, but may require drilling or tapping of new holes. Drilling new holes in a wood, fiberglass, or engineered material such as MDF door is typically the easiest. Steel doors and frames are the most difficult since this generally requires a tap and die.

We recommend that you contact a professional for any door re-work as this can alter the doors functionality and can negate any testing certificates or code compliance.

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General

A few of my doors squeak. How do I stop this?

A door may squeak over time for a variety of reasons. Door weight, balance of frame at installation, and even home settling can all be factors. Oiling and greasing is recommended. A low-viscous option such as WD-40 is a short-term solution. We recommend a heavier lubricant such as white lithium, one that's lanolin-based, silicone or other synthetic greases for a longer duration.

Do you offer hinges with steeple or decorative tips?

We do not currently produce or offer to market any hinges with steeple or decorative tips.

How do I remove a hinge pin?

You can remove a hinge pin by taking a pick and hammer and tapping the bottom of the hinge. You cannot do this on a pin with a NRP (non-removable pin feature) *It is not recommended to remove pins on ball bearing hinges. These contain casings with small bearings inside and removing pins can result in damage from the loss of micro bearings.

Can I paint hinges?

Some door hinges can be painted, though it's not recommended. Why? Hinges are moving parts and paint will not adhere to these areas, so their appearance over time will likely not be very attractive. Painting can also change the functionality of a hinge, which can lead to improper opening and closing of the door.

In cases where painting is still desired, take note that US2D Zinc Dichromate and LUS15 Dull Nickel are the two finishes recommended for the best paint adhesion. Also, a high-quality latex paint such as Sherwin Williams Pro Max 200 or higher is recommended. To paint, we recommend the following steps:

- 1 Wipe the surface using only water or a mild soap solution and dry immediately.
- 2 Do not scuff, sand or prep the surface with any agents such as thinner, lacquer remover, or alcohol.
- 3 Use paint at 100% strength; do not thin it.
- 4 Two coats are recommended, allowing two hours between coats.
- 5 Allow the paint to cure for twenty-four hours before hanging or operating the hinge.

How do I prevent black dust from forming on my door hinges?

Black dust is caused by metal grinding on metal. There is no way to prevent this from occurring entirely, but it is recommended to use a ball bearing hinge to prevent most dust, especially on heavier doors.

What is a ball bearing hinge and why choose it?

A ball bearing hinge has a ring casing between these two points of contact with ball bearings inside, which in turn causes less friction when the hinge is opened and closed. This results in a more fluid and quiet motion when opening and closing the door. Ball bearing hinges create far less hinge dust over time that often develops on regular hinges when the steel knuckles ride against each other.

What is a security hinge feature?

The security hinge feature aims to prevent being able to easily remove a hinge pin on a door that swings out from the outside. We offer three main types:

Riveted Outswing Feature – This is a hinge that has a rivet placed at the bottom of the barrel. Tested to not come loose with prying; to remove, drilling is required. This is the most common choice as it is effective for security and is attractive on a door at any position.

Non-Removable Pin (NRP) Feature – This is a hinge that has a hole bored through the barrel with a set pin placed connecting the hinge barrel and hinge pin, which prevents the pin from being easily removed. This feature is visible on a closed and opened door unit.

Security Stud Feature – A security stud is a feature in a hinge that has a hole in one leaf and an offset in the other leaf. These interlock when the door is closed, preventing the removal of a hinge if the pin is removed. This feature is visible on an opened door unit, but not seen when a door is closed.

What is a hinge swage?

A hinge swage is the offset bend of a hinge that makes it parallel upon closing. The most common residential swages are:

#1 Swage is a standard spec. The gap to parallel is 1/16”

#2 Swage is a custom callout specification. The gap to parallel is 1/8”

What grade are spring hinges and are they UL rated?

All spring hinges we manufacture are grade 1 and are UL-listed stamped on the hinge.

PROPER HANDLING & CARE

What's the best way to clean a hinge?

The majority of hinges and hardware items found on pre-assembled doors or home packages are electroplated finishes, which can react with and immediately be damaged by most cleaners. It is not recommended to use any cleaner or substance other than a mild soap-and-water solution to wipe clean. It is important to immediately dry all surface areas once they are cleaned to prevent a reaction or damage to the finished surface.

It is also recommended to remove or cover all door hardware, including door hinges, if cleaners are used on a dwelling's exterior. Many of the common whole-house cleaners that attach to a hose or are sprayed with power washers are likely to damage and/or promote oxidation or delamination of many finishes.

How do I adjust the tension on my self-closing door hinges to make my door close slower or faster?

FOR INSTALLATION:

Remove the spring tension from each barrel on the hinge by inserting a tension rod into the tension adjustment hole, and then rotating it in the direction of the arrow, as shown in Figure 2 or Figure 3. Remove the tension pin.

Align the centerline of the door with the centerline of the frame and secure the frame leaf.

For best alignment of self-closing double doors, mount your hinges on one door with the tension adjustment up, and then adjust the tension down on the opposite door as shown in Figure 1. Shims may be necessary under the edges of the frame flanges for door alignment.

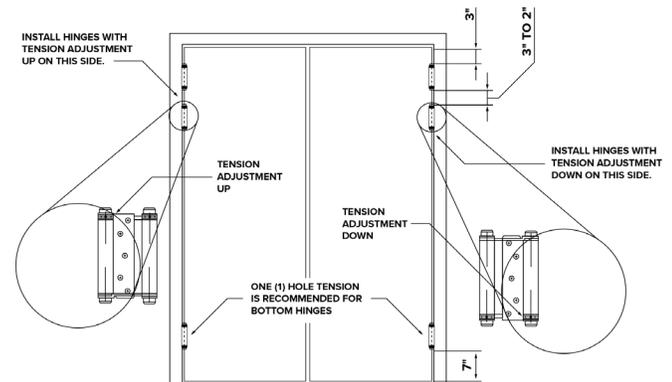


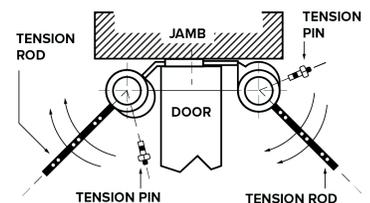
FIGURE (1)

FOR SPRING TENSION ADJUSTMENT:

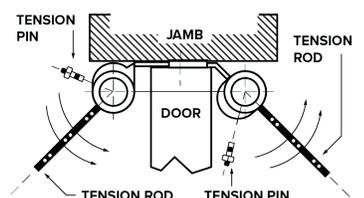
- 1 Place the door in a closed position, then wedge the door up from the floor until it is plumb.
- 2 Insert a tension rod into the tension adjustment hole, rotate the rod in the direction of the arrow, as shown in Figure 2 or Figure 3. (Only one hole of tension is recommended for bottom hinges.)
- 3 Insert a tension pin, and remove the tension rod.
- 4 Increase tension on the top hinges if the door sags or the return action is too slow.

CAUTION: Do not exceed five (5) holes of tension.

TOP VIEW
TENSION HOLES ON TOP
INSERT TENSION ROD AND ROTATE CLOCKWISE AS SHOWN



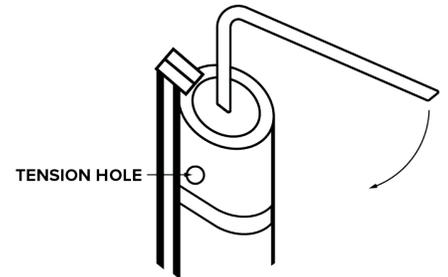
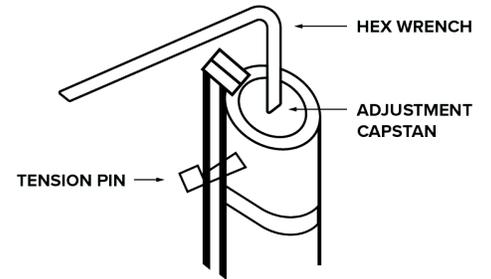
TOP VIEW
TENSION HOLES ON TOP
INSERT TENSION ROD AND ROTATE COUNTER CLOCKWISE AS SHOWN



I have a two-way swinging door with double-barreled hinges. How do I adjust these hinges?

FOR INSTALLATION & ADJUSTMENT:

- 1 Attach the spring hinge to both doors and jambs so the hinge leaf with the UL logo is attached to the jamb. (The hex adjustment may have to face down.)
- 2 Place the door in a closed position.
- 3 If the hex adjustment cylinder is facing up, turn the hex wrench clockwise to the desired tension. If the hex adjustment cylinder is facing down, turn the hex wrench counterclockwise to the desired tension.
- 4 Insert the tension pin into the tension hole when the holes in the center stud and the hinge knuckle line up. Slowly release the tension on the hex wrench.
- 5 Remove the hex wrench and test the closing action of the door.
- 6 Repeat Steps 1 through 5, if necessary, to increase or decrease the tension of the spring hinge.



CAUTION:

- 1 Do not exceed three (3) holes of tension for doors opening 180 degrees, and do not exceed four (4) holes of tension for doors opening 90 degrees.
- 2 Adjust the spring hinge to the minimum tension required to close the door. Over-tensioning will reduce the spring life.