

# Manual for use and maintenance

## Introduction

03

## Delivery of the door

05

## Changing the combinations

08

## Opening and closing the door

09

## Adjustments

11

## Lubrication

12

## Cleaning and maintenance

14

## Troubleshooting

17

## Duplication of keys

19

# Introduction

1) Thank you for choosing SYNUA for your home, office or shop. SYNUA is the most innovative contemporary furnishing trend applied to the armored door.

By choosing SYNUA you have purchased a product with the highest levels of quality, technology and design that are characteristic of “Made in Italy” products, made with non-toxic and completely recyclable materials, manufactured by OIKOS in compliance with its certifications in accordance with international standards ISO 9001 “Certified Quality System” and ISO 14001 “Certified Environmental Management System”.

With this manual, which is an integral part of the product, we wish to provide you with some useful information for correct use of a SYNUA armored door and on how to carry out normal maintenance operations.

This manual was produced by OIKOS to provide all the necessary information for correct use of SYNUA.

A little time spent reading this information will enable you to avoid unnecessary risks and damage.

Keep this manual for the entire lifetime of the product in an easy-to-access place, so it is always to hand if you need to consult it.

To highlight particularly important parts of the text, some symbols have been used whose meaning is described below.



**Important:**  
Indicates particularly important technical information that should not be ignored



**Warning:**  
Indicates the operations that can be carried out only by an expert installation technician

If you have any problems or particular cases not covered in this manual, please call your local dealer or skilled personnel.

## 1.1) Intended use

Armored pedestrian door for residential and commercial building entrances.

- Avoid illegitimate uses or uses that are not suitable for the product
- Do not on any account remove the door from the frame
- Every operation not described on this manual including the removal of the door or parts of it should be carried out by skilled personnel



**Important:**  
Replacing components with non-original spare parts will nullify the safety characteristics and the guarantee

## 1.2) Disposal

To dispose of the product, use the local systems of waste collection and send the parts of the product for disposal according to the instructions given and the composition of the product described below.

Structure: sheet metal, steel profiles, metal components

Coverings: aluminium

Facings: wood, stainless steel, glass, ceramic

Sealing strips: PVC

## Delivery of the door

2) The door is delivered to the user after it has been installed, in accordance with special assembly specifications defined by OIKOS, complete with all accessories and perfectly operational. Delivery consists of handing over to the user the sealed box containing the owner's keys, and the box containing the maintenance kit.



**Important:**  
Make sure the OWNER'S KEYS box is handed over to you intact and correctly sealed

During all the production and testing stages and during installation an installation site key with round Green handles was used on your SYNUA door. At the end of the installation, the installation site key must be disabled through a special operation described in point 3.1. In this way you guarantee the maximum control of the keys by starting to use the Owner's Keys contained in the special sealed box.



### 2.1) Owner's keys box supply

The owner's keys box contains the complete supply of the owner's keys as described below.



**Important:**  
Before using the Owner's keys carefully read the instructions contained in this manual

### 4 Grey Keys

The Grey keys are the user's utilization keys for use during normal use of the product.



### 1 Security Card for the Grey Keys

This is the key ownership card. It is important to keep the Security Card carefully in a safe place since it is the only document that demonstrates the legitimate ownership of the keys and is essential for requesting duplicates of the owner's utilization keys (see point 9 for how to request duplicate keys).



### 1 Red Key

This is for disabling the user's utilization keys, which will no longer be operational (see point 3.2 for key changing instructions).  
(Vedi Punto 3.2 per "istruzioni di cambio chiavi").



### 1 Security Card for the Red key

This is the key ownership card. It is important to keep the Security Card carefully in a safe place since it is the only document that demonstrates the legitimate ownership of the keys and is essential for requesting duplicates of the owner's utilization keys (see point 9 for how to request duplicate keys).



## 2.2) Maintenance kit box supply

With the purpose of maintaining the best aesthetic and functional qualities of your SYNUA door over time, we have produced a special maintenance kit containing all that is necessary for routine cleaning and surface maintenance operations.

### Bottle of SYNUA FINISH

This product is to be used periodically for restoring painted wood surfaces (see point 7.5).



### Bottle of SYNUA STEEL

This product is for cleaning stainless steel and aluminium surfaces (see point 7.4).



### SYNUA SOFT cloth

This is to be used for normal dusting and cleaning operations.



## Changing combinations

3) Your SYNUA is fitted with a high security re-codable KABA cylinder, which means the coding of the keys that open and close the door can be changed at any time.

### 3.1) Disabling the green installation site key

At the end of the installation operations, the Green Installation Site key must be disabled. Insert the Orange Key with round handle in the cylinder, turn it through at least 360°, take out the key and check that a small metal pellet has remained on the back of it. Now the Green installation site key can no longer be used and the Orange disabling key can be thrown away.



### 3.2) Disabling the grey owner's utilization keys

If you lose control of the Grey User's Utilization keys because of theft or loss, you can cancel their operation using the special disabling procedure. Insert the Red Key with round handle in the cylinder, turn it through at least 360°, take out the key and check that a small metal pellet has remained on the back of it. Now all the Grey Owner's Utilization keys will no longer be usable and the Red disabling key with round handle can be thrown away.



From now on the door can be used only with the Red Owner's Emergency key, and it will be necessary to request duplicate keys (see point 9 for instructions on how to request duplicate keys) or replace the cylinder.



**Warning:**  
The cylinder must be replaced with an original spare part by skilled technical personnel.  
Call your dealer.

## Opening and closing the door

4) By “closed door” we mean a door that is butted up against the frame to which all the turns have been given (bolts fully inserted in the frame). If the door is butted up against the frame and is held only by the latch, the door is said to be “ajar” (not in secure condition).



### Important:

**The maximum and only condition of security exists only when the door is in the “closed door” condition**

- Avoid slamming the door
- Pay attention to the presence of children as you open and close the door
- Do not use the lock and handle roughly
- Do not leave the door open with the bolts out
- Do not rest your hands on the frame when you close the door

### 4.1) Opening and closing from the outside

To open the door, put the key in the lock and turn it until you have completely withdrawn the bolts and released the latch from the frame. The last half turn, during which the latch is released, could be a little “hard”, but all you need to do is gently pull the door towards you with the long handle at the same time as you turn the key. In doors with exterior handle, after withdrawing the bolts with the key, simply move the handle to release the latch. To close the door, push the door against the frame until the latch is engaged. Now all you need to do is put the key in the lock and turn it until you have fully inserted the bolts in the frame.



### 4.2) Opening and closing from the inside

To open, turn the internal opening-closing control until you have fully withdrawn the bolts and released the latch from the frame. The last half turn, during which the latch is released, could be a little “hard”, but all you need to do is gently push the door at the same time as you turn the opening-closing control. From the inside it is also possible to release the latch by operating the retractable handle. Simply put your hand in the opening on the handle and press the internal control to withdraw the latch. To close, push the leaf against the frame until the



latch is engaged. Now all you have to do is turn the opening-closing control until you have fully inserted the bolts in the frame.



## Adjustments

5) With time and use, the door may need fresh adjustments, some of which can easily be carried out with a few tools following the instructions given below, but others will have to be carried out by skilled personnel.



### Warning:

**All adjustment operations that are not specifically described must be carried out by skilled personnel. Call your dealer**

### 5.1) Adjusting the latch strike plate

To carry out the adjustment of the latch strike plate, remove the screw covering caps and slacken the clamp screws, move the strike plate into the desired position, tighten the screws again and put the screw covering caps back in place.



### 5.2) Adjusting the draught excluders

If necessary, adjust the draught excluders located above and below the SYNUA leaf. Using a 3 mm hex key, turn the piston that can be accessed with the door open from the lock side and pin side rabbets. Screw the piston in or out to increase or decrease the travel of the draught excluder. It is important to verify, with the door closed, the most suitable position for the best closing of the gap above and below the door.



### Important:

**Adjusting the draught excluders more than necessary could cause them to not work properly or even break**

### 5.3) Other adjustments

Any other kind of adjustment must be carried out by skilled personnel. You should call your dealer and ask for the services of a skilled technician.

## Lubrication

6) In normal conditions of use, the door does not require special lubrication. In any case, if it is necessary to carry out lubrication, strictly follow the instructions given below.

### 6.1) Lubricating the bolts

With the door open, make the bolts come out completely. Spray a small amount of spray oil (such as WD40 or similar) on the bolts so that it penetrates inside the door and then swing the door open and closed a few times. Clean off excess lubricant.



### 6.2) Lubricating the latch

With the door open, spray a small amount of spray oil (such as WD40 or similar) so that it penetrates inside the door and carry out a few latch withdrawal cycles. Clean off excess lubricant.



### 6.3) Lubricating the rotating plate of the defender

Spray a small amount of spray oil (such as WD40 or similar) so that it penetrates inside the rotation seat of the plate and carry out a few rotation cycles.





**Important:**

**Except for the cases described above, the locks and cylinders must never be lubricated on any account. Lubrication should never be too frequent and large amounts of lubricant must not be used**

## Cleaning and maintenance

### 7.1) General cleaning

Always keep the frame, rabbets, bolts and panels clean and dusted, paying particular attention to the more hidden parts. Always keep the door dry.

### 7.2) Important information on the facings

Your SYNUA is faced with two panels, one interior and one exterior, that are subjected to two different types of stress, mainly due to atmospheric agents, which could cause their deterioration. In particular, the exterior facings are continuously stressed by the sun's rays (UV) and by humidity, which are the two main factors causing deterioration of the panels. Some of the materials with which the shades of colour of the facings are made, have by nature excellent characteristics of resistance to the exterior such as stainless steel and Laminam while for the painted wood shades of colour, maintenance over time is linked to simple but

careful periodic maintenance aimed at reviving and regenerating the protective film of paint. If correctly carried out at the indicated frequency, the operations described below will allow you to always keep your SYNUA in excellent condition. "Aging" of the materials is however inevitable, and therefore, according to the type, a slight loss of brilliance and a slight change in colour, especially for the painted wood shades of colour, are to be considered normal over time. Wood is a living material that changes when conditions change, and each type of wood changes according to its characteristics. The change in brilliance and colour is natural and does not compromise the characteristics of the wood or the protective action of the paint or the duration of the material. This is in fact the strong point wood that reacts in a natural way to natural causes.



**Important:**

**The better your SYNUA is sheltered from direct exposure to UV rays and rain, the better it will maintain its original aesthetic characteristics and the longer it will last with less need for maintenance work to be carried out on it**




### 7.3) Periodic cleaning of the facings

At least every three months, clean the facings as indicated.


- a) Dust the surfaces with the cloth provided
- b) Clean all the facings with a soft cloth soaked in a solution of water and neutral detergent (1 spoon in 5 litres of water) and well rung out
- c) Wipe over again with a soft cloth dampened with water to remove all the residues of detergent and dirt. Rinse the cloth often during this last step

 **Important:**  
Do not use aggressive detergents containing alcohol, ammonia or abrasives

 **Important:**  
During the first cleaning it is normal (especially in lacquered panels) for the film of paint to leave pigmentation on the cloth it is cleaned with

### 7.4) Cleaning the stainless steel and aluminium parts

Stainless steel and aluminium surfaces must be cleaned regularly to preserve their beauty. They should be cleaned using a soft cloth dampened with hot water and a small amount of neutral detergent, taking care to carry out the operation following the satin finish lines. In the event of more resistant dirt or the presence of fingerprints (e.g.: knobs and handles) use the specific product provided, SYNUA STEEL, as indicated in the instructions on the label. This guarantees deep cleaning and duration over time by creating a fingerprint resistant effect on the treated surfaces.

 **Important:**  
Abrasive substances should never be used and also the use of specific products normally on the market for steel is not advisable

### 7.5) Freshening up the painted wood facings

Freshening up, to be carried out at least once a year, is a very important operation because it revives the facings and regenerates the paint film by sealing micro-cracks or porosity that may have formed in the paint film. In particular, when the paint film has become thinner and rougher to the touch and at the same time has lost its original brilliance it is advisable to refresh the facings as described below:

- Thoroughly clean and dry the surfaces of the facings as described in point 7.3
- Apply the specific freshening up product provided, SYNUA FINISH, as indicated in the instructions given on the label

# Troubleshooting

8) This section describes the main problems that can occur during the use of a SYNUA armored door and their solution.

**i Important:**  
The substitution of the elements with not original spares not give the guarantee

## 8.1) The key will not enter the cylinder

- Check that the key is the right one
- Check that the key is in the vertical position
- Check that the key is not deformed or damaged; if it is, the key can no longer be used
- Look through the keyhole to check whether there are any foreign bodies on the cylinder (glue, dirt, wax, etc.); if there are, the cylinder will have to be replaced by a skilled technician
- Check whether there has been an attempt to force the lock: if there has, the cylinder will have to be replaced by a skilled technician



**Important:**  
The keys should always be kept in good condition, clean and protected from possible causes of damage

## 8.2) The key enters the cylinder but turns without doing anything

- It is normal for the key to turn through up to 360° without doing anything, after which it will start to engage the lock
- If the key has a very worn tip, the problem will be due to that and you should therefore follow the instructions below:
  - a) Use another key and throw away the damaged key.
  - b) If you do not have another key, try inserting the worn key and pushing it in forcefully to open the door; if the door opens, throw away the key, otherwise call the technical support service.
- If the key is undamaged it means some of the components inside the cylinder are worn and the cylinder will therefore have to be replaced. To open the door, try inserting the key and turning it while pushing it in forcefully; if the door opens, have the cylinder replaced by a skilled technician, otherwise call the technical support service



**Important:**  
The door works in any case from the inside with the internal opening-closing control. It is normal for the internal opening-closing control of the cylinder to have some play

## 8.3) Key hard to turn, difficulty in opening the door

- Try turning the lock with the door open
- If the door works well, the problem is caused by incorrect leaf-frame alignment due probably to settling of the door. It is necessary to call in a skilled technician to carry out an adjustment
  - If the lock is “hard” to turn even with the door open, you should proceed as follows:
    - Check that the internal opening-closing control of the cylinder has some play
    - Lubricate the rotating plate of the defender as indicated in point 6.3
    - Lubricate the bolts as shown in point 6.1. If the problem still persists, call in a skilled technician to inspect the lock

## 8.4) When the door is opened and closed it is stiff or squeaks

Call in a skilled technician to carry out an adjustment of the SYNUA

## 8.5) The door touches the floor

Call in a skilled technician to carry out an adjustment of the SYNUA

## 8.6) When the door closes it “knocks” on the frame

Call in a skilled technician to carry out an adjustment of the SYNUA

## 8.7) The exterior facings have whitish rings

This is normal on exterior water painted facings during the first months of exposure and after particularly damp periods.

- Clean as indicated in point 7.3 to remove the rings
- Over time, this phenomenon will gradually disappear

## Duplication of keys

9) Your SYNUA is fitted with a high security cylinder for which there is a special procedure for duplication of the user's keys.

The only keys from which it is possible to make duplicates are therefore the user's utilization keys and the user's emergency keys.

The only way that duplicate keys can be obtained is through presentation of the SECURITY CARD following the procedure described below.

**1.** You should contact OIKOS directly at the following addresses:

OIKOS VENEZIA S.r.l.  
Via della Tecnica, 6  
30020 GRUARO (VE) - ITALY  
Tel: +39 0421 767 1  
Fax: +39 0421 767 222  
oikos@oikos.it

Send your request for duplicate keys by fax or e-mail, together with:

- Personal data and delivery address
- A copy of the SECURITY CARD for the key to be duplicated
- Number of duplicates required

OIKOS will send you your duplicate keys by express delivery.

progetto Ikebeo Graphic Link  
PH Ikebeo Graphic Link  
stampa Grafiche Antiga  
- Aprile 2010 -

Ikebeo Graphic Link Project  
PH Ikebeo Graphic Link  
Printing Grafiche Antiga  
- April 2010 -

