



## *Commonly Asked Questions In The Field (and the answers)*

### **All Fiberglass and Fiberglass/Composite Line Questions**

**“If I modify a prep would the warranty still be in place?”**

**Special-Lite Answer:** We will usually allow you to modify the prep. But if it fails due to the work it does affect the warranty.

**“If I ordered primed, what paint do I use?”**

**Special-Lite Answer:** If the Special- Lite two part polyurethane is not used, most any off the shelf paint can be used such as Latex, Acrylics, and enamels. They can be applied using conventional methods such as brush, roll and spray.

**“How do I bondo and fill the corner?”**

**Special-Lite Answer:** When you bondo the corners of frame: First sand the corners lightly. Second, wipe dust away. Third, use bondo putty/ filler let dry and sand lightly. Fourth: paint.

**“What’s the difference between a tuck frame and a wrap frame?”**

**Special-Lite Answer:**

- Tuck is generally steel stud construction. The frame is set with base anchors, plumbed and squared and braced off before the wall is constructed. **They can be**

**KD or welded.** The steel studs are constructed around the frame and fastened into the frame throat. Sheet rock is then tucked into the frame throat while finishing the wall.

- Wrap is generally wood stud construction. The stud construction is completely sheet rocked and rough door openings are in place. The frame head and jambs are then wrapped around the stud sheetrock opening and fastened into place. **These frames are always KD.**

### **“Why do you not prep for mounting holes for hardware?”**

**Special-Lite Answer:** It is an industry standard by hardware manufactures' that mounting holes are to be field prepped. Most templates state this.

### **“What are the 3 types of mounting the frame into rough opening.”**

**Special-Lite Answer:**

- Type 1: Existing wall
- Type 2: Drywall tuck
- Type 3: Wrap condition

### **“How much can I cut a door down?”**

**Special-Lite Answer:**

- Mortise bottom door - 1 1/8”
- Flush bottom door - Not recommended to be field trimmed.

### **“Should I thru bolt hardware?”**

**Special-Lite Answer:**

- AF-Composites are always thru bolted.
- AF-100 can be surface mounted.

### **“With Aluminum reinforcements do you supply screws?”**

#### **Special-Lite Answer:**

We do not at this time, nor do we drill and tap mounting holes.

### **“Can I order Vision Kit/ louver separately and install it with a warranty?”**

#### **Special-Lite Answer:**

- AF-100 lite kits must be factory installed. Louvers can be field installed.
- AF- Composite lite kits can be field installed.

### **“What Electric strikes work the best in your frames?”**

#### **Special-Lite Answer:**

Any surface mount. Most concealed strikes are problematic for fiberglass due to the fact that they are engineered for 16-18 gauge hollow metal steel. Fiberglass frames with 3/16”-1/4” wall construction reduce the amount of clearance to accommodate most models. Von Duprin 6211 and 6112 fit our frames the best with adequate solenoid clearance. All others that we have prepped for result in solenoid clearance issues. The list includes Adams Rite and Hes.

### **“What’s the difference between GRP and FRP?”**

**Special-Lite Answer:** Basically both are terms for composites (any two dissimilar materials combined) meaning FRP (Fiber Reinforced Plastic) or GRP (Glass Reinforced Plastic). Simply put FRP can be reinforced with any fiber and GRP is reinforced with a glass fiber. GRP is FRP, FRP is not necessarily GRP. All the materials Special-lite uses are

glass reinforced so can be called GRP. GRP is a newer term, at least in the US (becoming popular in the last 10 years or so), for what used to be and is still regularly called Fiberglass. Simply put, "I bought a fiberglass boat." could be "I bought a GRP boat."

### **"What custom aspects can be done with the AF Line of doors?"**

**Special-Lite Answer:** We can do squares and rectangles, anything made from lineal profiles with mitered corners to create those shapes. We should note customization is time-intensive, so will incur additional cost and lead time. Requests for these types of projects will be processed through our non-standard review.

### **"Can we get rectangular panels on each door in the AF line?"**

**Special-Lite Answer:** It can only be offered on smooth surface doors. (i.e. AF-100 or AF-200, not doable on 217, 219, 219-1, or 220)

### **"Can we offer aluminum reinforcements in our AF-100 doors?"**

**Special-Lite Answer:** We do not as the pultrusion process is not conducive to adding aluminum in the door panel.

### **"Can we offer hardware blocking such as lock blocks in our AF Line? "**

**Special-Lite Answer:**

AF-Composite doors already have blocking

AF-100, same answer as above referring to aluminum (the pultrusion process does not lend itself to this feature).

***“Can we do special shapes, such as angled tops or curves? “***

**Special-Lite Answer:** No. The pultrusion process is a lineal flow process, it produces lengths of straight profiles. We can make a 45 degree miter on each piece to produce a 90 degree corner.

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## **Ballistic Door Questions**

**“Can we do Complicated AF-150BR3 Frames?”**

**Special-Lite Answer:** We can do side lites and/or transoms as well as borrowed lites. BR3 frames are currently offered in 5 ¾” jamb depth only.

**“Can we provide AF-150BR3 Fixed Transaction Windows with Voice Devices, Deal Trays, and Countertops?”**

**Special-Lite Answer:** We can provide frames that you can install whatever window you would like, but we do not install such items.

**“What is the Current Lead Time for the Ballistic Doors & Frames?”**

**Special-Lite Answer:** BR3 fall into our current lead time schedule. Standard BR3 products are at 6 week lead time and non-standard BR3 fall into the non-standard lead time of 14 weeks.

# Hardware Questions

**“Do we prep for strikes on the SL-60 Mullion?”**

**Special-Lite Answer:** Special-Lite does NOT prep for any strikes on our SL-60 Mullions. All strikes are field prepped and applied. We recommend using a surface electric strike for ease of field installation.