

Installation of the doors in situ

1. Who fitted the doors in the flats?
 - a. Was it Masterdor?
 - b. Were third party accredited installers used? If so, who?
 - c. If not, do you know who fitted the doors?

Don't know

Masterdor processes (most of the questions for former employees are in this section)

2. Did Manse Masterdor glaze all of their (standard, security and fire) doors, or did they ever buy stock in with glazing already fitted to them? *We glazed.*
 - a. If yes, who were they buying this product from (distributor (i.e. Distinction Doors))? *Doors from Distinction.*
 - b. Do they know who was doing the glazing for them?
 - c. How many have they bought in?

(This is across ALL door styles that Manse Masterdor supplied, not just the 5 types that have been identified.)

3. Did Manse Masterdor ever use another company/companies to process doors for them (fit glass, frame, lock, letterplate, hinges, resizing, fit metal edges), then bring the product back into MD and sell under the MD brand to the end customer? This might have happened when MD factory was up to capacity, or if they had significant labour supply issues or machinery breakdown.

No

4. Did Manse Masterdor buy in standard door slabs and then glaze them in bulk (common door styles?) and keep them in stock, then pull these doors from stock for making into a 'fire door' with resizing, letterplate, frame and ironmongery fitting up to suit the specific customer specifications?

No

5. Did Manse Masterdor have a double glazed unit manufacturing department in the factory?

Yes

6. When did Manse Masterdor / Masterdor change specification of their fire doors? *Changed around 2010*

- a. Why did they change the glazing?
- b. What was the problem(s) they identified with the previous process?

a) we changed from fire silicon in the aperture to strips of intrumescent.

b) Made product cheaper / save cost.

7. Is this label (see attachment to email) from the Masterdor factory or is it from a processor factory? *Masterdor*
 - a. Where on the label is the instruction for a wired glass specification for fire. (Hannah Mansell believes this is the SK&RM bit) – before any ironmongery etc was fitted?
 - b. What year/ what week of production was this door made?
 - c. Ask Masterdor to decipher the label found in the attached image. Specifically we are looking for each part of the code to be broken down. (Hannah Mansel thinks this label got applied at the very end of the chain, but it would be worth covering this off.)
8. Was there separation (space/staff/time) between the production of fire doors and other doors?
No
9. How often were fire door component / component suppliers and/or production methods changed?
ONLY DURING FINANCIAL STRUGGLES.
10. What procedures were followed when such changes were made to fire doors?
VERBAL INSTRUCTIONS
11. What Quality Control / Quality Assurance systems were in place (and how did these address fire protection issues)?
DONT KNOW
12. How often were doors rejected for fire protection related faults (and how does that compare to other faults)?
UNKNOWN
13. What did the production staff understand about the significance of the fire protection components (intumescent, FR components, mastic/beading for through door components - letter box, windows etc)?
what they were shown, became standard practice.

Sales history

14. From what date did Manse Masterdor start making/ selling foam filled fire doors into the market?
Approx 10 years.
15. How many doors have they sold as just 'fire doors'
Can't answer
16. How many doors have they sold as fire and security?
Can't answer

17. How many doors from the entire range did they sell with wired glass specification?

Don't know.

Technical specifications

18. Is there a difference between the internal structure and chemical make up of a foam filled fire door vs. a standard thermal slab? (i.e. Does the fire door specification have more fire retardants added.)

Yes - foam a different colour. Fire door is a red/orange colour.

19. Can Manse MD provide Distinction / Nan Ya door slab technical information and test reports/ manufacturers declarations that they believe they were buying?

I don't know.

20. Can they now provide the same information for the FD60- version of the door that they are currently / have in the past supplied? Is their FD60 version foam filled of timber composite core?

FD60 GRP - foam filled. Should be able to provide test evidence.

Timber Door is a solid 54mm timber door.

21. Can Masterdor provide details of any significant changes in specification/manufacturing approach over time – what changed, when, why and what are the implications of change on performance and aesthetics?

Don't know - Technical Department.

22. More generally, can Masterdor provide records of product specifications for all fire door types/models supplied by Manse Masterdor? (These may give details of materials used for each model/type, construction, fire resistance, Fire doorset vs Fire Door assembly, installation, maintenance etc.)

Technical Department.

23. Can they provide other technical documentation and records such as conformity declarations, historic testing of the products undertaken by Manse Masterdor, complaints received by the Company, evidence of recalls undertaken?

Technical Department.

24. Could we have any further details on the analysis of the content of the glazing itself, and any chemical analysis of the door?

Technical Department.

Fire Door Tests and Supplements

25. Can Masterdor provide a history of Manse Masterdor test report(s) for fire and enhanced security requirements? (Can we ask for test reports and test results for doors that both passed and failed?)

Technical Department .

26. Can Masterdor provide their current test report / supplements and full specifications as to what they consider to be a fire and security glazed door.

Technical Department .

27. Has Masterdor undertaken any testing or research into the lifetime of their products and how they may degrade over time?

a. What would their assumptions be?

Technical Department

28. Could we have other technical documentation and records such as conformity declarations, historic testing of the products undertaken by Manse Masterdor, complaints received by the Company, evidence of recalls undertaken?

Technical Department .

29. Can we have all information available on the specific points of failure on the tests carried out by the Metropolitan Police?

Company ownership

30. Is the previous owner of Manse Masterdor linked financially / commercially / personally to Distinction doors?

No

31. Is the previous owner of Manse Masterdor linked financially / commercially / personally to Nan Ya Plastics Corp?

No

Supply chain

32. Who was Manse Masterdor buying in their double glazed units from?

LB Plastics

Now it's Global Glass .

Tracing the doors

33. In the image below from Manse Masterdor brochure, they say that they ran a traceable system for every door – do they still have access to this and can they give the contact details of customer to further enable traceability as part of the TS investigation? (This would include end user clients like K&C but would also include smaller processors / suppliers who would be drip feeding end product into the market.)

manse masterdor ltd

Manufacturers of masterdor[®] and suredor[®]



The Litchfield Group
of Companies

Technical Department.

Online Services

The Masterdor website:

www.masterdor.co.uk

Our clients can obtain password-controlled access to the records in our books to detailed information of every door set that they have ever ordered from us. They can also trace every door set from the date of supply of full manufacturing information through to the date of delivery to site and (if we are installing) the date of installation.

masterdor

Call us on [REDACTED]

[Clients log in here](#)

[Products](#) [Book](#) [Certificates](#) [Contact us](#) [About](#) [Cellular products](#) [Decking, steps & verandahs](#) [Ramps & screens](#)

Home page

About us

Product range

The Masterdor

What's new

2010-11-11

Client area

Client area

Request a brochure

Case studies

Accreditation & quality

Corporate responsibility

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Masterdor

Breaking News



Client area login

Enter your email address and password to log in to the client area.

[Forgot your password?](#)

[Register your account](#)

[Terms & Conditions](#)

[Privacy Policy](#)

[Contact Us](#)

[Feedback](#)

[Help](#)

[About Us](#)

[Our Products](#)

[Our Services](#)

[Our Partners](#)

[Our History](#)

[Our Future](#)

[Our Values](#)

[Our Mission](#)

[Our Vision](#)

[Our Goals](#)

[Our Objectives](#)

[Our Strategy](#)

[Our Approach](#)

[Our Methodology](#)

[Our Framework](#)

[Our Process](#)

[Our System](#)

[Our Tools](#)

[Our Resources](#)

[Our Knowledge](#)

[Our Expertise](#)

[Our Experience](#)

[Our Track Record](#)

[Our Testimonials](#)

[Our References](#)

SHEDNEWS

Sign up to receive our regular news updates

34. How can doors which have been installed be identified and traced?

Label inside / Reference bottom of the door.

35. Can Masterdor supply records relating to details of all fire door types and/or models supplied by Manse Masterdor?

Technical Department.

Grenfell Tower specific questions

36. Which types of fire door were supplied to Grenfell Tower?

Don't know.

37. When the doors were replaced in 2012 was it with the whole door set or only the door? Therefore, have the tests been carried out on whole original door sets – or could it be a door within an original door set?

Don't know.

The fire door taken from Grenfell Tower which failed EN1634

38. Can the Technical Group inspect the door frame from the door tested?

39. Had the door set passed the SBD test? *wouldn't know.*

40. Did the glazing in the door have an identifying stamp with the date and or Standard? *Don't know -> but should be a kyle mark.*

41. Was the glazing installed in the door blank fitted under manufacturing factory conditions? What was the glass system that was installed?

Should be glazed in factory.

42. Was there an original specification for the doors when ordered? Can we have access to this information?

Technical Department.

George Peter Whifton
Masterdor Ltd.
Questionnaire.

Metropolitan Police Station			
Exhibit No.	Cust No.	Serial No.	
GPW/2		MPSZ13185245	
Ex. Book No.	OCU:	Other Stn. Ref.	Lab Ref. No.
223/13			

Description of exhibit: QUESTIONNAIRE FOR
MASTERDOR LTD

From place/person: GEORGE PETER WHITTON

Taken by: P. HENDERMAN Date: 29/3/18 Time: 14.50
Sealed by: P. HENDERMAN Date: _____ Time: 14.55

I IDENTIFY THIS EXHIBIT AS THAT REFERRED TO IN
MY STATEMENT

Signature: [Signature]

Signature(s) of additional witness(es)
P. Henderman 2693 CO

MP 1404/04 MPSZ13185245 Form 420B

