

## [OFFICIAL SENSITIVE]

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? ✓

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? *Did door even.*
  - a. If yes, who were they buying this product from (distributor (i.e. Distinction Doors))? ✓
  - 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.

*Honestly don't know.*

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?

*Not as far as I know, if we have made extra doors for an order they would be completed doors. Each door made for order.*

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

*No, I don't fit glass but I believe it's ordered in for each door fitted in the factory.*

6. When did Manse Masterdor / Masterdor change specification of their fire doors?

*Fire door 600 don't believe has changed. FD 30*

- a. Why did they change the glazing? *don't know.*
- b. What was the problem(s) they identified with the previous process?

*Masterdor*

*FD 30 used to be 6 intumescent strips on the lock, and then it went down to two strips. That was when the company was shilled called LB plastics at Amber Gate. Recently it's gone back up to 6 strips (couple of months). Money saving dose to going under. At least 4 years ago.*

7. Is this label (see attachment to email) from the Masterdor factory or is it from a processor factory? *I would say yes from 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? *no idea*

b. What year/ what week of production was this door made? *2011, 12 week*

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.) ✓

*These labels are not on the masterdor doors because most are painted, they only come on the GRP doors. So generally I don't work with them.*

8. Was there separation (space/staff/time) between the production of fire doors and other doors? *not as far as I know.*

9. How often were fire door component / component suppliers and/or production methods changed? *I can only remember the one change I mentioned earlier.*

10. What procedures were followed when such changes were made to fire doors? *Gary Fox just told us to only put two large pads on, that's it.*

11. What Quality Control / Quality Assurance systems were in place (and how did these address fire protection issues)? *no not that I know of. From ironmongery – fitting in frame – windows – packaging etc. GRP to windows before frame.*

12. How often were doors rejected for fire protection related faults (and how does that compare to other faults)? *never, as far as I know. usually scratches or something like that.*

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)? *no one has explained it to me. I know that the loose should work & pads on hinges should still work if on fire for 30/60 what ever the door is.*

Sales history *Anything in between for a fire door is already on, then I just fit the two halves with two or 4 screws.*

14. From what date did Manse Masterdor start making/ selling foam filled fire doors into the market? *no idea.*

15. How many doors have they sold as just 'fire doors' ✓

16. How many doors have they sold as fire and security? /

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

#### 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.) *no idea*

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

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? ✓

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? ✓

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.) ✓

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? ✓

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

#### 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?) ✓

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. ✓

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? ✓

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? ✓

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? ✓

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

#### Supply chain

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

*Probably used to be on the black*

#### 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

## Online Services

The Masterdor website:

[www.masterdor.co.uk](http://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

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Please enter your user name and password (if you do not have a user name and password, please click on the register link below. If you do not know your password, please click on the forgotten password link.)

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Password:

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**Video**



ALL Masterdor products are made from recycled materials. We are committed to being a green company. We are proud to be a Green Star company. We are proud to be a Green Star company.



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

*only on orders or inside the hinge pockets  
door number & date.*

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

Grenfell Tower specific questions

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

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? ✓

*I would think the whole set. 99% door & frame*

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 SPD test? ✓

40. Did the glazing in the door have an identifying stamp with the date and or Standard? ✓

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

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

43. *I would like to ask if masterdoor ever machined door slabs with the holes for ironmongery, and can the ironmongery was supplied directly to / and fitted on site by others. If they did, can they confirm from the production coding or customer specification / invoice that this was the case of GT doors? Sometimes, if it's a fire door then we just have to put the intumescent strip on.*

44.

Metropolitan Police Service			
Exhibit No.	Cust No.	Serial No.	Label Ref. No.
223 22	51E/02	MPSZ08539710	
Ex. Book No.	OCU:	Other Stn. Ref.	
Description of exhibit: <i>Quadrants and caseworks</i>			
From place/person: <i>SIMON ELLIOTT</i>			
Taken by: <i>ANNEAL BATHAMS</i> Date: <i>23.3.18</i> Time: <i>15.05</i>			
Sealed by: <i>ANNEAL BATHAMS</i> Date: <i>23.3.18</i> Time: <i>15.05</i>			
I IDENTIFY THIS EXHIBIT AS THAT REFERRED TO IN MY STATEMENT			
Signature: <i>S G Elliott</i>			
Signature(s) of additional witness(es): <i>[Signature]</i>			
M.P. 350/02 MPSZ08539710 Form 4205			
			