

HERRERO®

Handcrafted Steel Doors & Windows



HERRERO FAQ

1. How do you protect the product against corrosion?

All steel doors and windows are subjected to a galvanizing process in which all steel is covered with several layers of zinc that will protect and prevent rusting and/or corrosion.

2. Why are steel doors and windows expensive?

The initial cost of purchasing these doors and windows is more expensive than aluminum. However, since they have a longer service life than aluminum or wood, they will ultimately reduce their cost. This means that you will not worry about replacing it for a long time. Taking these benefits into account will ensure that homeowners have more attractive and better houses. HERRERO is a well-known company dedicated to processing high-quality steel doors and windows. The company also operates other steel products to make your house more attractive.

3. Our steel doors and windows better than wood?

Steel doors are better than wooden ones and some of the reasons are:

- Steel doors have a higher return on investment (ROI) average than wood ones.
- Steel doors are more affordable.
- Steel doors are very cost-effective.
- Steel doors are one of the most energy-efficient options around.
- Steel doors look as great as wood, if not better.
- Steel doors are unmatched in terms of security.

4. Our steel doors and windows better than aluminum?

Steel has many advantages over the weaker material aluminum. Here are 5 benefits that will help you understand your options with steel windows and doors:

Steel is a better choice than aluminum for thermally-broken fenestration

Structurally, steel is 3x stronger than aluminum.

Have you heard of the term "shelf life?" In construction, we use the term "sustainability."

It's hard to put a price tag on the aesthetic value of steel windows. Let's just say that steel windows have an enduring quality that the most discernible architects, builders, and homeowners recognize.

5. How long do steel doors and windows last?

When choosing a durable door, you really can't beat steel. Not only can they resist fire damage, but they are also very safe and can last for 100 years or more.

6. How do you clean steel doors and windows?

It is easy to clean steel windows or doors because they are usually coated. This means that dust can be easily removed by wiping. You can request the cleaning and maintenance manual for more information.

7. Our steel doors more secure?

Steel entry doors provide more protection than aluminum because they are made of a thicker, more protective material. It is harder to break into because of the stronghold that they provide in the frame of the house. On the other hand, aluminum is easier to manipulate, making it a less secure option.

8. What is the most energy-efficient exterior door?

Steel windows are very energy-efficient and have better thermal efficiency than aluminum. Combined with high-performance glass, the U value of steel windows is the lowest.

9. What is the warranty on Herrero door and window products?

HERRERO warrants the stability and rigidity of the Custom Steel Door and Window Unit by the contract, drawings, specifications, alterations, and additions thereto for 10 years on the steel structure/mechanics, 5 years on the finish, and 5 years on the glass, from date of delivery. This warranty does not include normal wear and tear and/or product abuse. Hardware that is added to or included with the units is under warranty by the manufacturer of said hardware.

10. What is the warranty on the glasses?

As stated above the HERRERO products carry a 5-year warranty on all glass associated with our products, except in the case of some custom glass that may carry a different warranty as specified by the manufacturer.

11. What is the production lead time?

Our current lead time is between 16 and 20 weeks and is subject to change based on conditions that are outside our control. Leads times can be longer due to external factors such as Covid-19, holidays, and/or other unforeseen circumstances or they can be shortened if these factors are not affecting production times and/or shipping of the product. We work with the buyer to communicate all expected lead times and keep the buyer up to date regarding any changes to the expected lead times.

12. Do you offer CAD drawings?

Yes, after receiving the initial deposit, you will receive formal Shop Drawings for approval. Production does not start until the final CAD Drawings are approved by the customer. It is strongly recommended that all customers carefully review the Shop Drawings with their architects and contractors.

13. How long do the shop drawings take to be produced?

The CAD drawings are sent to the client between 2 and 4 business days after the initial payment has been received.

14. Once CAD drawings are approved and signed by the customer how long before the order will arrive?

The order takes between 15 and 20 weeks.

15. Are our custom-designed products available?

Yes, we offer a wide range of custom options for your product design. You will have a fully dedicated team of architects and engineers to help you create your custom door and/or window design!

16. Can I make a change to the drawings after they are approved?

Yes, but this change will incur an extra charge and may delay the estimated time of delivery of your product. Changes cannot be made once the product has been placed in the manufacturing process.

17. Can I choose any color to finish?

Yes, you have three different types of finishes to choose from, METALIZED HAND PATINA FINISH, FLUOROCARBON PAINT, and POWDER COATING. FLUOROCARBON PAINT and POWDER COATING allow you to choose any from any RAL color. In contrast, METALIZED HAND PATINA FINISH only allows for a limited color selection.

18. Do I have physical color samples to select from and to sign and approve?

Yes, you can come to our showroom in Anaheim, California to select your preferred color, or you can have samples sent to you directly for selection and approval.

19. Do you provide installation manuals?

Yes, we have installation manuals both online or you can request a copy from your sales or customer support professional.

20. Is there an instruction manual for maintenance?

Yes, there are maintenance manuals available upon request. The proper care and maintenance of your steel doors and windows are important to the life and look of the product.

21. Do you offer touch-up services?

Yes, we offer a touch-up service. You can check with the sales manager about the cost.

22. Can I choose the hardware brand I like for my doors?

Whenever a different brand name is requested other than those used by the HERRERO'S manufacturing process, it is requested that complete detailed information be sent for evaluation and approval before being placed into production.

23. What type of hardware is installed on my steel windows?

The hardware used for the manufacturing of Herrero steel windows has been specially designed for each of our custom-crafted windows. They are installed at the factory and it is not recommended that you use other brand names.

24. What are the different product lines offered by Herrero?

There are currently have 5 lines. The difference is the types of profiles.

TB-SD LINE: Cold rolled steel – Thermal Insulated

SLIM GREEN LINE: Cold rolled steel – Thermal Insulated

VERSATILE LINE HW-20: – HW20: Solid Steel

PURE LINE HW-40: Solid Steel

ECO-SKY LINE HMT-50: Thermal Insulated

25. What is the difference between TB-SD and Slim Green Line?

The difference between TB-SD and SLIM GREEN LINE is the dimension of the profiles. For additional information or documentation see your sales representative.

26. What is the difference between VERSATILE-HW20 and PURE LINE-HW40?

PURE LINE allows making doors and windows of larger dimensions than VERSATILE LINE.

27. How can I have a better sound efficiency with my windows and doors?

We have several options to improve the acoustic efficiency of the units. There two primary ways to achieve enhanced sound efficiency; by choosing the right glass and another is by selecting a thermally broken profile.

28. If I modify or fail to properly maintain my windows could I lose my warranty?

Yes, following the maintenance manual step by step is essential for the proper maintenance of your window and will preserve the warranty, while any modifications to the windows may result in a loss of the warranty.

29. At what height should my locking mechanism be a multi-point system?

Multi-point locking systems are used on heights greater than 96 ".

30. What product do lines use a multi-point locking system?

The multi-point locking systems are used in the following lines: VERSATILE LINE-HW20, PURE LINE-HW40, and ECOSKY-HMT50.

31. Do you offer installation of your products?

Yes, installation is available. A quote for installation will be provided upon request, a Jobsite visit will be set, and a formal determination will be made as to the cost of each installation. Once the cost has been determined a formal quote will be provided along with an installation contract.

32. Do you also offer metal sill pans on your doors?

Yes, you can request metal sill pans for virtually every door we make.

33. Can I have invisible tracks on my sliding doors?

Yes, we have several options for the tracks on sliding doors.

34. Do you offer Automatization on your sliders?

Yes, fully automated are available for your slider doors.

35. What is your installation warranty?

The installation warranty is 10 years.

36. Do you offer screens for your doors and windows?

Yes, if desired, we can provide several screen options.

37. Do you have professional architects on staff to assist with design concepts?

Yes, our team of architects is available to assist you, if necessary, throughout the entire process.

38. What brand of glass do you use?

We use PPG and Guardian Glass Low-E glass coatings. These were developed to minimize the amount of ultraviolet and infrared light that can pass through glass without compromising the amount of visible light that can be transmitted. A microscopically thin clear coating allows the low-emissivity glass to reflect outside heat in warm temperatures and retain heat during cold temperatures, making buildings light, bright, and energy-efficient.

39. What brand are the bi-fold doors mechanism?

The folding doors are flexible in use. They can be used as a room divider or outdoors. For this level of flexibility, we use the Jansen bi-fold door system. The proven system, recently developed for flexible openings, can be opened inwards or outwards. Slim steel profiles and narrow face widths result in robust, strong, and durable folding partitions.

40. What brand is the windows hardware?

The hardware we use must be suitable for traditional and heritage windows, as well as for modern technically advanced systems, such as our Cold Rolled Steel, Solid Steel, and Thermally Broken profiles. That is why we use Steel Windows Fittings made in the United Kingdom.

41. What options do I have to install your product?

You have some options to install. Some of them are:

OPTION #1: INSTALLATION DIRECT ANCHORS

OPTION #2: METAL NAIL FLANGE

OPTION #3: INSTALLATION CLIP ANCHORS

42. What is the difference between TDL and SDL?

When using true divided lite (TDL), each piece of lite is separate, which reduces the square footage of the glass, thus making the glass thinner and ultimately reducing weight.

In addition to these advantages, the extra material contained in lamb or sticks does increase heat conduction, so a higher U factor is generated when calculating the unit value.

The advantage of the simulation mode starts with the improved NFRC U factor value.

Because the glass does not break multiple times, the heat resistance is improved, and the unit value has a better performance value.



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