

Whisper Core Door Systems

Frequently Asked Questions

STC Testing and Documentation Questions

Q. What is an STC rating?

A. STC stands for Sound Transmission Class. An STC is a single number rating system derived from measured values of sound transmission loss in accordance with ASTM Classification E90 and E413. An STC rating provides a standard industry accepted method for comparing the sound reduction effectiveness of various sound doors and windows.

Q. How is a certification of STC rating obtained?

A. To receive a Sound Transmission Loss test report, a manufacturer must arrange for testing in an acoustical laboratory. The laboratory must be accredited by the United States Department of Commerce, National Institute of Standards and Technology (NIST) under the National Voluntary Laboratory Accreditation Program (NVLAP) for test procedure. A laboratory test assures that the manufacturer's door or window performs to a specified STC rating.

Q. Do you have technical information and laboratory test certification or evaluation that can be viewed? How can I receive one?

A. Whisper Core Door System technical information can be found on the FLEMING Door Products website and test certificates or evaluations can be requested by calling FLEMING Door Products customer service.

Product Configuration Questions

Q. What is the highest acoustical rating available from Whisper Core Door Systems?

A. FLEMING Door Products offers Whisper Core Door Systems with ratings up to STC-55. Products with higher STC ratings are being developed. Please note that the highest STC may not be the right solution for you. Our knowledgeable and experienced sales staff is available to discuss your requirements and help you identify the optimal STC rating for your project.

Q. What does a Whisper Core Door System come with?

A. The complete assembly (less hinges and lock hardware); door, frame, perimeter sound seals, door bottoms and Barrier Free compliant thresholds are supplied as part of the tested assembly. Door bottoms are included on the STC 41 pair plus systems rated STC 46 and higher. Seal sets will be drop shipped directly to you or jobsite as required.

Q. What is the largest door size you can order from Whisper Core Door Systems?

A. The largest door size tested is 4'0" x 8' 0" single (up to STC 55) and 8'0" x 8'0" pairs (up to STC 49).

Q. Are Whisper Core Door Systems fire rated?

A. Most Whisper Core Door Systems are available with 1/3 hour, 1 hour, 1-1/2 hour and 3 hour fire ratings (fire ratings vary per STC rating).

Q. How heavy is a sound door?

A. Sound doors are typically heavy doors as some competitor's doors can weigh up to 22.9 lb/sq. ft. The heaviest Whisper Core single door is only 9.4 lb/sq. ft. (STC 55). Excluding SE series.

Q. What about glass kits and louvers on Whisper Core Door Systems?

A. Whisper Core Door Systems are currently available with glass kits for single doors and paired openings. Currently there are no louver designs that provide optimum sound reduction quality therefore FLEMING Door Products does not recommend them.

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Hardware Questions

Q. Do you recommend sound doors be installed with thresholds?

A. Yes, an appropriately fitted threshold is critical for achieving a good seal and an optimal acoustical barrier. All Whisper Core Door Systems are supplied with Barrier Free compliant thresholds.

Q. What hardware can be used on Whisper Core Door Systems and are there any requirements?

A. Cylindrical (minimum 3 3/4" backset required on most applications), mortise locks, Rim devices and surface vertical rod devices can be used. Military/government spin dial locks can also be used (STC 49 max). Cam lift hinges are not required but can be used with Whisper Core Door Systems.

Standards Requirements and Specifying Whisper Core Door Systems

Q. What are and why should I reference ASTM E90, E413 and E 1332-90 standards?

A. ASTM E90 is a test method for laboratory measurement of airborne sound transmission loss of building partitions. The sound transmission loss is calculated from a basic relationship involving the sound levels, absorption levels, and the test specimen size. The transmission loss data is used in E413 to determine Sound Transmission Class (STC). The ASTM E 1332-90, (Re-approved 2003) is the standard classification for determination of outdoor indoor transmission class. All three specifications are important when specifying sound doors.

Q. Why should I specify that my contractor use Whisper Core Door Systems?

A. FLEMING Door Products Whisper Core Door Systems were developed with the latest patent pending technology utilizing light weight sound absorbing techniques. Lighter doors (7.0 lb/sq. ft. - 10.7 lb/sq. ft.) equals faster install times with less labour. FLEMING Door Products has been making quality door and frame products in Canada for over 50 years and continue to focus on quality, speed to the market and superior customer service.

Leadtime and Quick Ship

Q. What is your delivery time for Whisper Core Door Systems?

A. Our standard lead-time is 5-7 weeks for all Whisper Core Door Systems products (excluding SE series).

Q. Can you quick ship Whisper Core Door Systems?

A. Yes. Whisper Core Door Systems can be ordered on our FExpress 10 -15 day quick ship program (excluding SE series).

Pricing

Q. How do I price Whisper Core Door Systems?

A. Please request a price quote from the FLEMING Door Products estimating department (fax: 905-851-8346) or quotes@flemingbaron.com.

If you have any questions please call FLEMING Door Products customer service at 1-800-263-7515 or go to our website at www.flemingdoor.com.