

Troubleshooting Guide

| Problem Door will not open or close properly | Cause Door not meeting weatherstrip evenly when closing – hitting the top or bottom first | Solution Realign, reshim, readjust lock side jamb so door meets the weather-stripping evenly from top to bottom |
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| | Adjustable strike not properly aligned | Loosen screws to realign the strike plate |
| | Door sagging out of square in frame, uneven header margin | Make sure the 2 $\frac{1}{2}$ " screws provided are properly installed in the hinges, through the jamb to the stud |
| | Frame out of square, uneven sill/door margin | Usually caused by plumb frames installed on an uneven floor. Free lowest jamb leg and add shims to level the sill. Do not shim under the sill. |
| Problem Water leakage around doorlites | Cause Loose doorlites | Solution Tighten doorlite screws. Do not over torque. Apply sealing tape around inside perimeter of interior frame if required. |
| | Doorlite seal breakdown | Seal with elastomeric and polyurethane sealant around doorlite perimeter and/or paint/repaint the perimeter to form a paint seal |
| | Glass to frame seal breakdown | Replace doorlite |
| Problem Water leakage around or under sill | Cause Door sagging out of square | Solution Make sure the 2 $\frac{1}{2}$ " screws provided are properly installed in the hinges, through the jamb to the stud |
| | Jamb out of alignment | If jamb is twisted along the length, straighten by reshimming, eliminate the twist and maintain an even head margin |
| | Jamb out of square to door | Usually caused by plumb frames installed on an uneven floor. Free lowest jamb leg and add shims to level the sill. Do not shim under the sill. |
| | Door not meeting weatherstrip evenly when closing – hitting the top or bottom first | Realign, reshim, readjust lock side jamb so the door meets the weather-stripping evenly from top to bottom |
| | Damaged or painted weatherstrip | Replace weatherstrip |
| | Improper/insufficient sealant and/or sealant breakdown between sill and subfloor | Reseal with elastomeric and polyurethane sealant |
| | Crowned sill | Remove any shims from underneath the sill. Shim jamb legs up allowing sill to straighten. Reseal with elastomeric and polyurethane sealant. |

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| Problem Water leakage around door perimeters | Cause Door not meeting weatherstrip evenly when closing – hitting the top or bottom first Improper/incomplete seal and/or sealant breakdown on top or around unit Improper incomplete seal and/or breakdown around fixed unit sidelites where they meet the jamb | SolutionRealign, reshim, readjust lock side jamb so door meets the weather-stripping evenly from top to bottomProperly flash and/or seal with elastomeric or polyurethane sealant around brickmouldReseal with elastomeric and polyurethane sealant to restore system integrity |
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| Problem Air and/or light at top or bottom of jamb | Cause Weatherstrip missing Weatherstrip painted Weatherstrip torn, cracked or damaged Dustpads missing/worn Door loose in frame from excessive use Door not meeting weatherstrip evenly when closing – hitting the top or bottom first | SolutionReplace weatherstripReplace weatherstripReplace weatherstripReplace dustpadAdjust strike plate for a tighter fitRealign, reshim, readjust lock side jamb so the door meets the weather-stripping evenly from top to bottom |