

## Troubleshooting Guide

Problem Door will not open or close properly	<b>Cause</b> Door not meeting weatherstrip evenly when closing – hitting the top or bottom first	<b>Solution</b> Realign, reshim, readjust lock side jamb so door meets the weather-stripping evenly from top to bottom
	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.
<b>Problem</b> Water leakage around doorlites	<b>Cause</b> Loose doorlites	<b>Solution</b> Tighten doorlite screws. <b>Do not over</b> <b>torque.</b> 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	<b>Cause</b> Door sagging out of square	<b>Solution</b> 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. <b>Do not</b> <b>shim under the sill.</b>
	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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<b>Problem</b> 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
<b>Problem</b> 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