

# Trouble Shooting Guide for Residential and French Doors

## THE DOOR WILL NOT OPEN OR CLOSE PROPERLY

- Check that the outer frame is installed plumb and square.  
**Refit or adjust as necessary [1]**
- Check that the door is square in the outer frame.  
**Adjust hinges as required (8mm approximate coverage at lock side) [2].**  
**Check that the corner grooves on the frame and the door line up**

## THE DOOR IS CATCHING AT THE LOCK SIDE

- Check that the outer frame is not bowed.  
**Remove frame packers if necessary.**  
**Adjust hinges to suit [2]**
- Ensure that all the screws are installed.

## THE DOOR IS CATCHING AT THE BOTTOM OF THE FRAME

- Check that the door is square in the outer frame.  
**Adjust hinges to suit [2]**

## THE DOOR LOCK IS JAMMING WHEN OPERATED AND THE KEY WILL NOT TURN

With the door is open, check the lock operation to assess if the door needs adjusting.  
**It is important that the handle and key are not operated at the same time as this can cause the lock to jam.**

If this happens the lock can usually be brought back into sequence by lifting the handle fully up to engage deadbolts, then turning the key to lock the door. Unlock the key, then push the handle downwards to release deadbolts.

To ensure trouble free operation of the door, it is advisable to check all aspects of the installation to see if any adjustments are required.

## THE DOOR LOCK IS JAMMING OR IS STIFF TO OPERATE

- Check that the lock works correctly when the door is open.  
**Adjust the lock keep [4] as detailed below**
- Check that that the lock keep is lined up with the lock.  
**Remove screws, line up the line on the keep with the line on the lock and refit all screws [4]**
- Check the door latch - the door should latch easily.  
**Slacken the screws securing the latch and move the latch towards the inside to reduce compression or towards the outside to increase compression. Re-tighten the screws [5]**
- Check that the lock rollers are operating smoothly.  
**The roller cam keeps may need adjusting [6]. Slacken the screws and move the roller keep as necessary. Re-tighten the screws**
- Check that the lock cylinder is fitted the correct way round.  
**Remove and refit correctly and ensure that the retaining screw (A) is tightened sufficiently [3]**

## THE DOOR DOES NOT HOLD ON LATCH

The latch keep will need adjusting.

**Slacken the screws securing the latch and move the latch towards the inside to reduce compression or towards the outside to increase compression. Re-tighten the screws [5]**

## THE DOOR DOES NOT CLOSE IN FRAME CORRECTLY WHEN LOCKED

- The door is not pulling in tight enough when locked.  
**The roller cam keeps may need adjusting towards the outside [6]**
- The door is pulling in too tight and causing stiff operation of the lock.  
**The roller cam keeps may need adjusting towards the inside [6]**

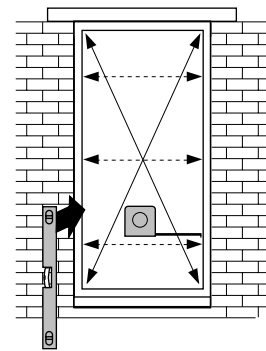
The roller cams (top and bottom only) are adjustable for fine tuning the compression; these are factory set with the mark at 3 o'clock. This cam is fitted on an eccentric centre and can be rotated with a 3mm Allen key (not supplied) [7].

## ADDITIONAL INFORMATION FOR FRENCH DOORS

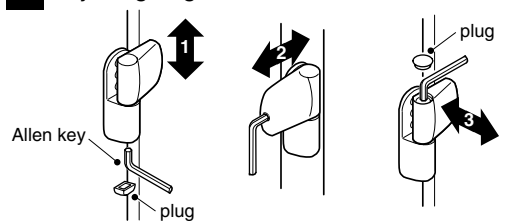
### THE DOOR LOCK IS JAMMING OR IS STIFF TO OPERATE

- If shoot-bolts are fitted, ensure that they are not bottoming out on the outer frame (if they hit the frame then the lock may not fully engage).  
**Adjust door hinges as necessary [2]**
- Check that the shoot-bolts are locating in the top and bottom keeps when the door is locked.  
**Adjust the lock keep to suit with Allen key**
- Ensure that there is a 12mm (approx) gap between the doors when closed and that the gap is equal from top to bottom.  
**Adjust door hinges as necessary [2]**

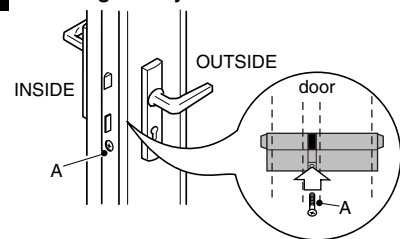
### 1 Checking that frame is plumb and square



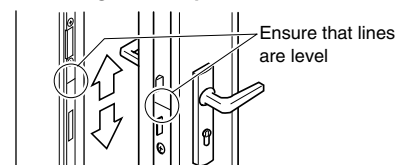
### 2 Adjusting hinges



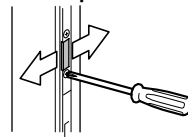
### 3 Checking lock cylinder installation



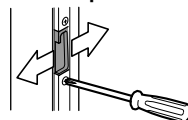
### 4 Positioning lock keep



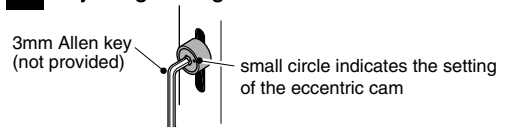
### 5 Adjusting lock keep



### 6 Adjusting roller keeps



### 7 Adjusting locking cams



## IMPORTANT NOTE TO THE INSTALLER

Please leave these instructions with the householder after installation has been satisfactorily completed.