

TROUBLE SHOOTING FOR FULLY AUTOMATIC SINGLE PANEL SLIDERS

(Model 275 / 600)

Try these adjustments to get your window up and running quickly to avoid downtime or a service call!

Adjustments may need to be made after shipping and installation, and over the life of your window given normal use.

Note: these adjustments are not considered manufacturing defects / warranty issues.

If these steps don't address your issue, please call the number on the window and ask for Tech Service. 800-621-5045

If a tech is not immediately available to help, please leave a message with your name, number and Serial Number of the unit and you will receive a call back.

Go through these steps in order

		PHYSICAL
Level/Plumb?		Window MUST be level and plumb. Use 3 foot level on all uprights / sill. Ensure frame is not twisted in any way.
Door Dragging?		Inspect to make door is not dragging on the bottom sill. If it is - check door adjustment and make sure bottom of door is clean
(most common cause)		Door Adjustment. Adjust the operable panel to ensure leading edge is not dragging. Door should be level at bottom when shut. After ideal adjustment is achieved, consider using blue Loctite on screw threads.
		275 SERIES WINDOW - Click here for DOOR ADJUSTMENT VIDEO
		600 SERIES WINDOW -Click here for DOOR ADJUSTMENT VIDEO
		Is bottom of the door clean? Ensure there is nothing under the operable panel impeding the close (food/construction dust or debris/dried sauce or syrup) Clean the weather stripping under the door with a bottle brush & hot soapy water.
Is Chain Attached to Sprocket?		Remove interior header cover to inspect motor and sprocket. Check to see that chain is on the teeth of the sprocket.
		ELECTRIC
Is Power Light Illuminated?		If not - make sure power was run to unit and the fuse is not popped.
Checking the fuse		Turn power off from Breaker. The fuse is located on the power supply behind the main control board. If the .5 amp Fuse has broken coils or looks burnt it needs to be replaced. Replace the fuse with a .5 AMP slow blow fuse only.
		Does the window open with the beam test button? If so your beam may be disconnected
Is Sensor Connected?		Check to see if there is a small red light on the underside of the beam box presence sensor. If there is no red light, there is no power going to the beam box. Check to make sure power didn't get disconnected to the beam.
		Click here for BEAM BOX CONNECTION VIDEO
		If you have a light on sensor and window is still not opening or staying open check the adjustment of the beam
		BEAM BOX ADJUSTMENT

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