

TROUBLE SHOOTING FOR FULLY AUTOMATIC Bump Out 10

(Model BO-10

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.
the BO-10 uses same hanging hardware as the 600 series		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.
		REATTACHING CHAIN AND CABLE
		ELECTRIC
Is Power Light Illuminated?		If not - make sure power was ran to unit and the fuse is not popped.
Checking the fuse		Turn power off from Breaker. The fuse is located on the power supply underneath the angled panel on outside of building. 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.
Is Sensor Connected?		Does the window open with the beam test button? If so, check to see if sensor was connected. The connection underneath angled panel on outside of the building
Window keeps Reopening		Striker Plate for the microswitches might need to be adjusted.
		STRIKER PLATE ADJUSTMENT
The window is only opening half way		There is a button that says opening size which will toggle between a 12" service opening and a 18" service opening. Hit that button once and see if the opening size increases.

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