



HLS9000 Multi-Point Swing Door Hardware Troubleshooting Guide

Be certain door is square in frame before adjusting other hardware. With the door in the open position, engage system by lifting handle.

After multi-points have been activated, extend the deadbolt by turning the thumb turn.

If the system operates on the door edge and the deadbolt operates, the hardware system is fully functional.

If system still does not function correctly, follow the troubleshooting items listed below:

1. SYSTEM WILL NOT OPERATE WHEN YOU LIFT THE HANDLE

Probable Cause	Solution
Improper installation of handle set. Escutcheon screws may be too tight, causing the cylinder to bind.	Remove handle set and reinstall. See Handle Set Installation Instructions.
Multi-point mounting screws on the edge of the door are too tight, causing the drive-rail to bind.	Back screws out 1/4 - 1/2 turn until handle moves freely and multi-points engage. (an inward "bowing" of the gear may be visible from the edge of the door - this will correct itself as the screws are loosened).

2. SYSTEM OPERATES IN THE OPEN POSITION WHEN YOU LIFT THE HANDLE BUT NOT IN THE CLOSED POSITION WITH THE DOOR SHUT

Probable Cause	Solution
Relationship of the door in the frame.	<p>Check to make sure the door is square in the frame.</p> <p>Check for debris in all strike plate holes and remove any foreign objects which may obstruct the functioning of the gear. (Examples of foreign objects: foam, staples, trim nails, installation screws, wood shavings, sawdust or dirt)</p>
If it is an automatic version, the auto release pin may not be adjusted properly.	See Hardware Adjustment Sheet for proper adjustment of the auto-release pin.

3. DEADBOLT WILL NOT FULLY ENGAGE

Probable Cause	Solution
<p>Locking points are not fully engaged. (System design does not permit deadbolt operation unless locking points are fully engaged.)</p> <p>Multi-point mounting screws may be too tight. Debris in euro-groove blocking travel of drive-rail.</p>	<p>Back out all multipoint mounting screws on the edge of the door (1/4 - 1/2 turn at a time) until handle moves freely and multi-points engage.</p> <p>It may be necessary to remove gear from door and clean out debris from euro-groove to free travel of drive-rail.</p>

<p>Deadbolt hole may be too shallow or obstructed.</p>	<p>Make sure depth of deadbolt hole is deep enough to accept full length of deadbolt (usually 1 inch).</p> <p>Clear any debris out of the deadbolt hole; i.e., sawdust, staples, insulation, etc. to allow for unobstructed travel.</p>
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4. BOTTOM MULTI-POINT ENGAGES BUT TOP MULTI-POINT DOES NOT

Probable Cause	Solution
<p>Top extension drive-rail is not connected to the lockcase (bottom drive-rail) properly.</p>	<p>Remove mounting screws used to attach top extension to the door and the machine screw that attaches it to the lockcase. Remove top extension. Place the end of the top extension (the "L" shape) into the lockcase above the latchbolt, and slide the top extension into the door. Fasten with the machine screw to the lockcase. Fasten extension to the door with one mounting screw in next hole up from machine screw location. Operate the gear to make sure the top extension is functioning properly. If operational, finish installing with the remaining screws.</p>

5. IF DOOR HAS PLAY OR IS NOT SEALING CORRECTLY (ROLLER CAM VERSION ONLY)

Probable Cause	Solution
<p>Roller cams are not adjusted</p>	<p>Use 4mm allen wrench to adjust rollers (allen wrench hole is located in the center of the face of each roller). The rollers will turn 360°. At 12 o'clock the roller is at the highest position. At 3</p>

properly.	o'clock the roller is at the most right position. At 6 o'clock the roller is at the most left position. At 9 o'clock the roller is at the lowest position. By watching the mark on the top of the roller you can see the roller move from its current position and determine direction. For a tighter seal, adjust the rollers farther away from the weather stripping. When closing the door, this will pull the door closer to the jamb, creating a more efficient weather seal.
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6. HANDLE WILL NOT ATTACH PROPERLY

Probable Cause	Solution
Cladding is interfering with installation holes.	File cladding down even with wood until screw holes and door handle shaft hub have unobstructed path and back plates line up properly.

7. SET SCREWS WILL NOT GO INTO HANDLE COMPLETELY

Probable Cause	Solution
Door handle shaft is not installed properly.	Remove handle to see how shaft is installed. See Handle Set Installation Instructions for proper assembly and position of shaft.

8. THUMBTURN OR KEY WILL NOT TURN

Probable Cause	Solution
Backplates may not be on straight or are too tight.	Confirm that inside and outside holes line up with lockcase. Loosen backplate screws 1/2 turn.

9. KEY DOES NOT WORK IN CYLINDER

Probable Cause	Solution
Cylinder was rekeyed incorrectly.	Check with Builder or Installer to see if cylinder was rekeyed to match other doors in the house. If so, return to locksmith to rekey properly.