

## Storm Door Trouble-Shooting Guide

	SYMPTOM	POSSIBLE CAUSE	SOLUTION
<b>CLOSER</b>	Closer slams	Closer interior defective	Call 800-328-9448
	Door won't open 90 degrees	Door or Jamb Bracket not positioned properly	Jamb bracket reversal instructions
	Door closer not closing properly (slowly or not at all)	Seasonal adjustments	Turn the closer adjusting screw at the end of the cylinder.
Air Pressure between prime door and storm door		Raise expander or leave window open to allow air to escape	
<b>LATCH</b>	Latch doesn't remain tight to door	Shimming extension	Call 800-328-9448 for extra shims
	Thumb button doesn't push in	Inside spring out of position	Remove inside latch mechanism, see parts identification sheet for proper position of spring
<b>Z-Bar</b>	Hinge holes don't line up if 3/32" is allowed to install header z-bar	Manufacturing Punch process	Align Hinge Z-bar allowing 3/32" to install header z-bar and drill new holes to install the hinge.
<b>DOOR SURFACE</b>	Door surface is cloudy or dirty looking	Manufacturing residues	Use Dawn Dish soap or rubbing alcohol to clean the surface
	Yellow material around the edge of the window	Stain is caused by polyurethane foam residue which comes in contact with face of door during the manufacturing process.	Call 800-328-9448 for cleaning agent used to remove residue.
<b>RAIN SWEEP &amp; EXPANDER</b>	Need a second sweep	One sweep is provided for sealing the elements out of your home	If necessary, contact customer service.
	Need sweep positioned closer to the prime door	White expanders have the rain sweep with a single position	Unpunched vinyl white expander with sweep needed call 800-328-9448
	Sweep is twisted	Packaging set	Warm the vinyl sweep in hot water. Carefully remove the sweep and rub smooth.
<b>DOOR FIT</b>	Door isn't square/plumb	Improper foam curing	Call 800-328-9448
<b>SASH</b>	Operating sash won't close/open all the way	Improper foam curing	Measure the window opening if not square contact customer service
	Operating sash installed on the top	The sash in the self-storing storm door models is designed for screen installation in the lower half of the window opening.	<b>See page 6 of the installation instructions.</b> For maximum energy efficiency, it is recommended that the screen be placed in the lower position.
	Mitered corners allowing air/water in	This may occasionally occur during manufacturing	Use clear caulk to fill corners. If clear caulk was not used, touch up paint may be purchased by calling customer service
	Leaking water under operating sash draining to the interior of the door	The shallow track design and no weep holes design allows rain that is blown through the screen to flush the track, flow to the inside of the door and out the sloped sill to prevent staining the door exterior.	A Sash Seal Kit (foam tape) to force rain to drain to the outside of the door. Contact customer service for Sash Seal Kit.