



TROUBLE SHOOTING GUIDE

ROCKDOOR



Five Star Installation.
A new way of thinking for Rockdoor installations.

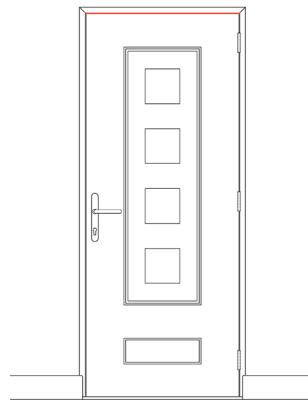


FIVE STAR INSTALLATION CHECKS

If you can tick yes to all the following points below, the Rockdoor will operate correctly and will be trouble free.

ALL CHECKS MUST BE DONE IN SEQUENCE STARTING WITH 1 HEAD GAP.

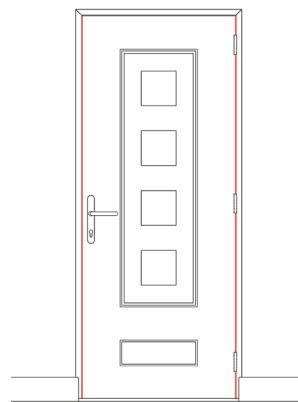
1 HEAD GAP



The **Head Gap** must be parallel.



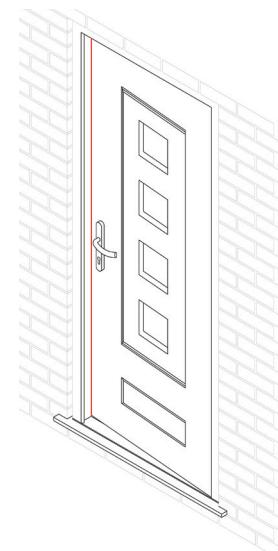
2 SIDE GAP



The **Sides Gaps** on the lock side and the hinge side must be equal and parallel.



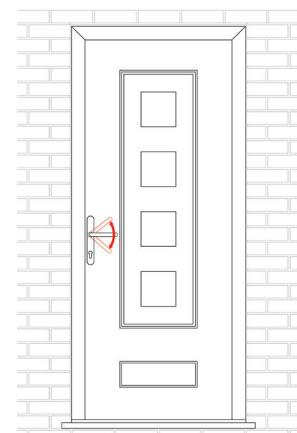
3 VIEWING GAP



The **Viewing Gap** must be parallel.



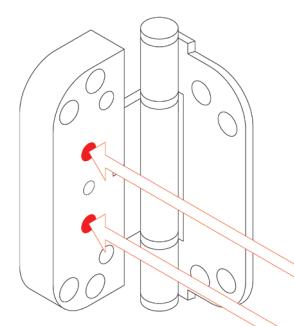
4 OPERATION



The **Operation** of the door should open, close and lock smoothly.



5 HINGE LOCK



All 3 **Hinges** should be locked tight.



Specifications, tolerances and remedial actions for each of the Five Star Installation Checks can be found on the pages listed below.

Specification for the Head Gap if the Side Gaps are parallel.

- The head gap should be 4mm and parallel the full width of the door.
- There is a +/-2mm tolerance on the head gap. (This will effect the door operation)
- The head gap can be tapered up to 2mm. (This will effect the door operation)

Parallel Head Gap

Max head gap 6mm

Min head gap 2mm

(This will effect the door operation)

Slight Tapered Head Gap

Max 6mm tapering down to 4mm

Min 2mm tapering up to 4mm

(This will effect the door operation)

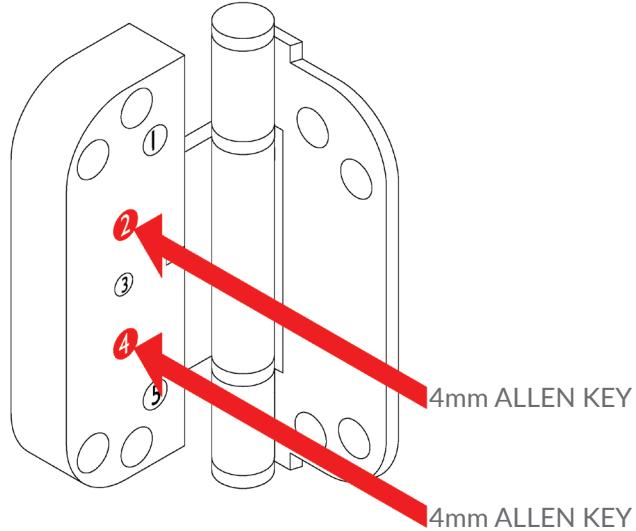
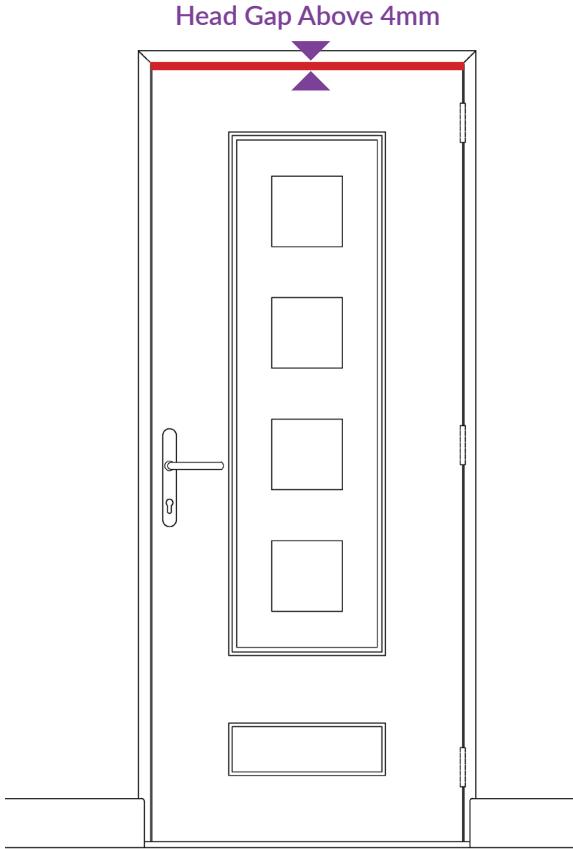
Remedial actions

If the side gaps are parallel and the head gap is larger or smaller than 4mm then the **sash** needs adjusting.

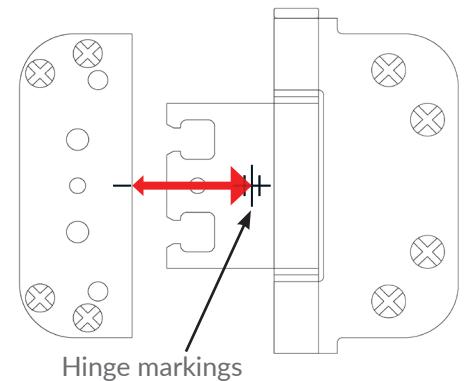
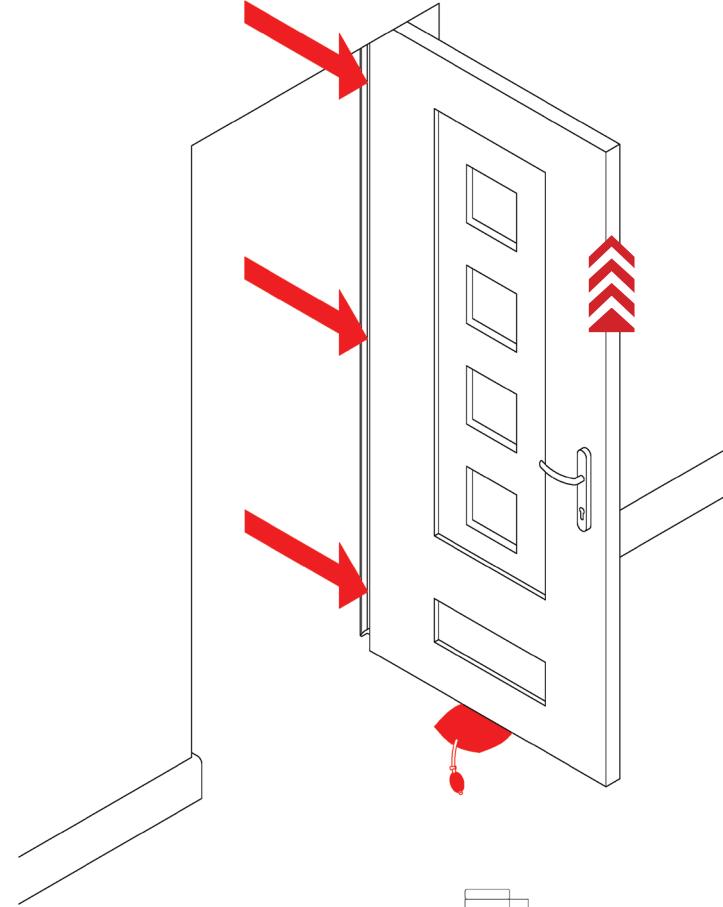
If the side gaps are parallel and the head gap tapers more than the specification then the **frame** needs adjusting.

1 HEAD GAP

HEAD GAP - TOO BIG



1. Place a Winbag under the door sash and inflate to support the door.
2. Use a 4mm allen key and unlock position 2 and 4 on the top and bottom hinge.
3. Ensure the door sash is supported and unlock positions 2 and 4 on the middle hinge make sure the door does not come off its hinges.
4. Inflate the Winbag to raise the door to the 4mm head gap.
5. Lock tight 2 and 4 on **ALL THREE HINGES**



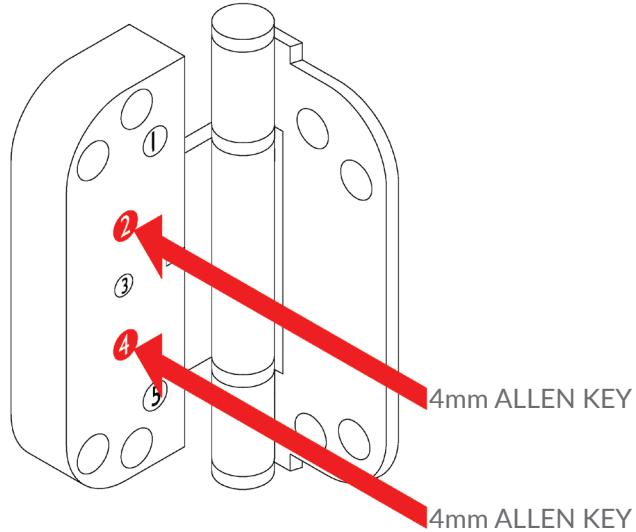
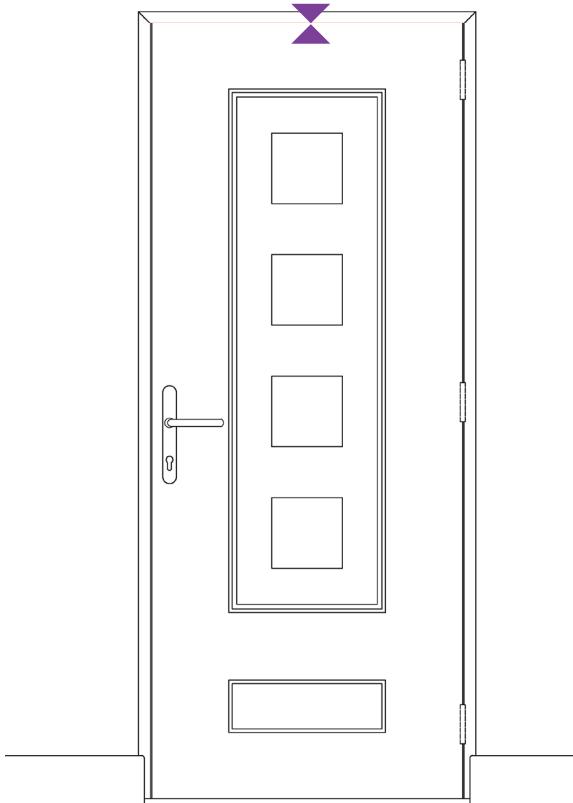
When lifting the sash, it's easier if you tighten the middle hinge first, to hold the sash and then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approx. 2mm increments, to use as a guide.



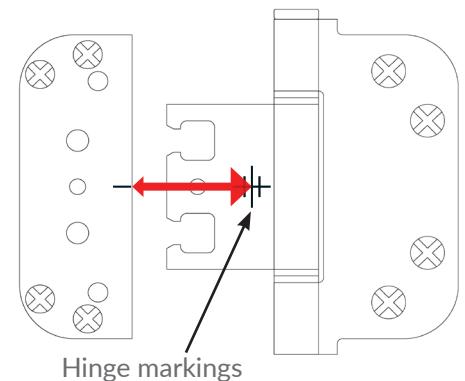
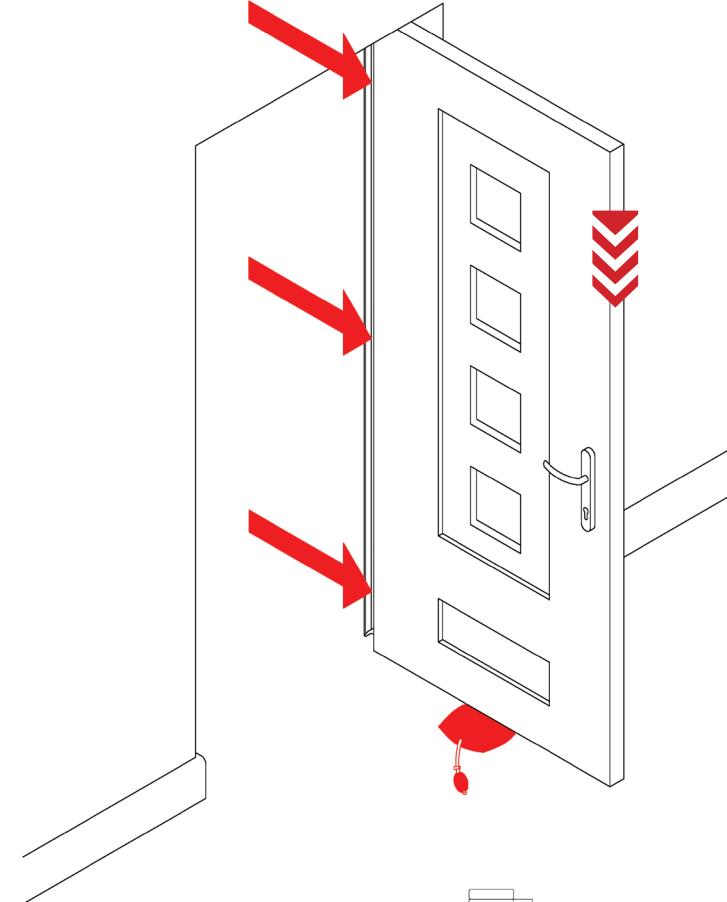
1 HEAD GAP

HEAD GAP - TOO SMALL

Head Gap Below 4mm

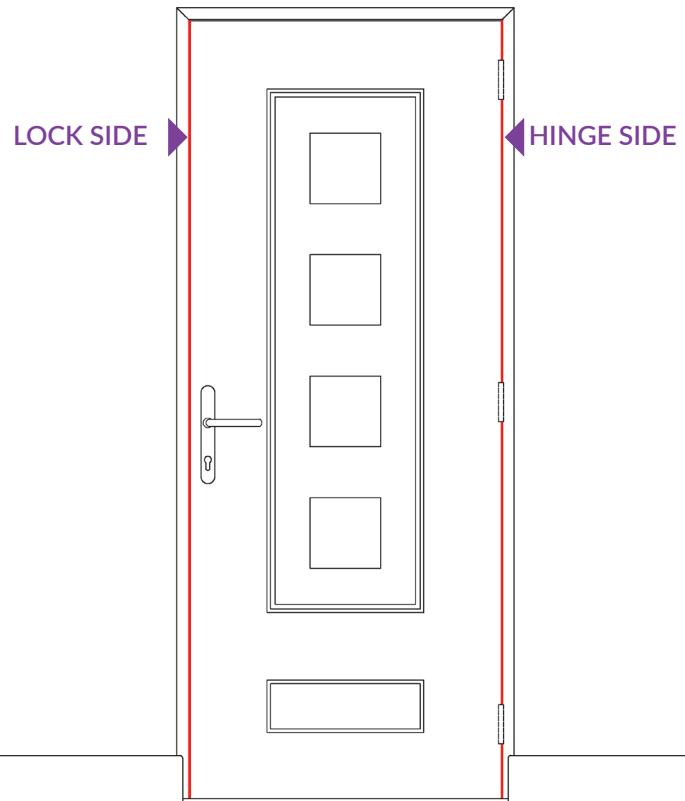


1. Place a Winbag under the door sash and inflate to support the door.
2. Use a 4mm allen key and unlock the allen keys 2 and 4 on the bottom and middle hinge.
3. Ensure the door Sash is supported and then unlock the allen keys 2 and 4 on the top hinge make sure the door does not come off its hinges.
4. Deflate the Winbag to lower the door to the 4mm head gap.
5. Lock tight 2 and 4 on **ALL THREE HINGES**



When lowering the sash, it's easier if you tighten the middle hinge first, to hold the sash and then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approx. 2mm increments, to use as a guide.





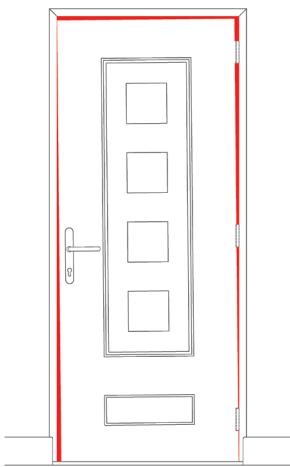
LOCK SIDE and if the Head gap is parallel.

- The lock side gap should be 4mm.
- There is a +/-1mm tolerance on the lock side gap.

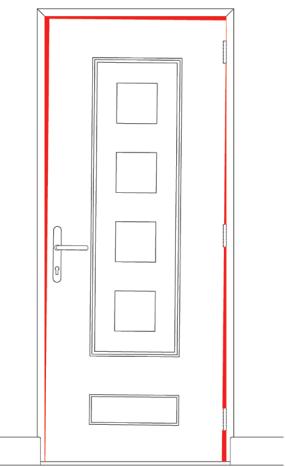
HINGE SIDE if the Head gap is parallel.

- The hinge side gap should be 4mm.
- There is a +/-1mm tolerance on the hinge side gap.

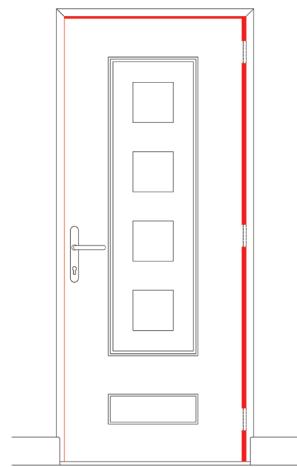
Door Drop
Lock side



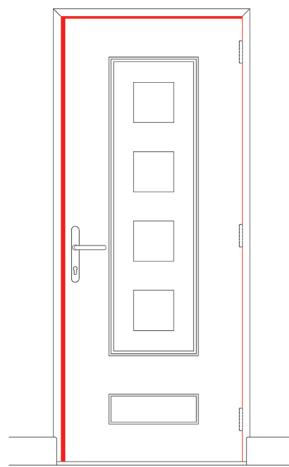
Door Drop
Hinge side



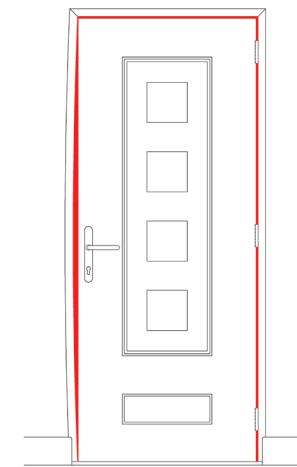
Small
Lock Side
Gap



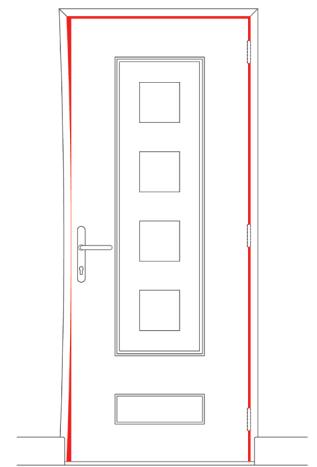
Large
Lock Side
Gap



Under
Packed
Frame



Over
Packed
Frame



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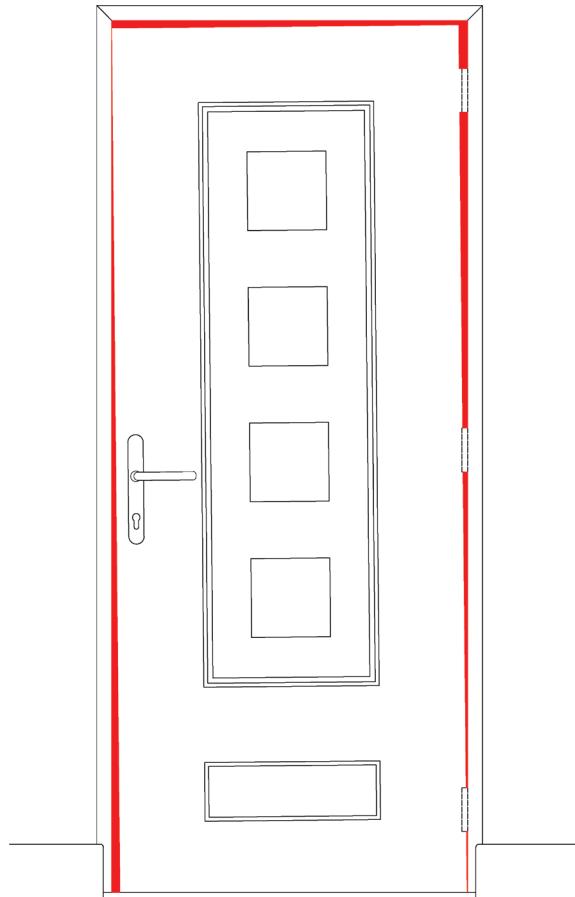
Page 13

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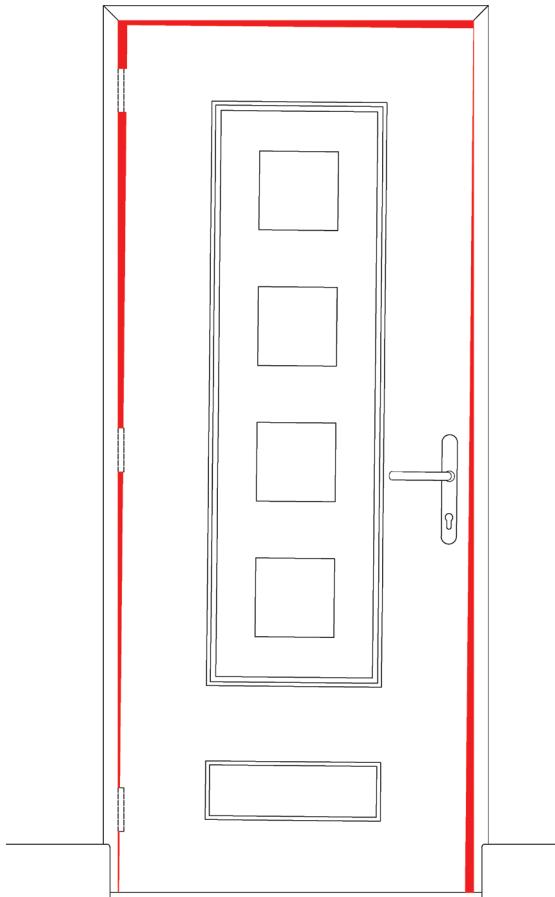
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LEFT Hand



RIGHT Hand



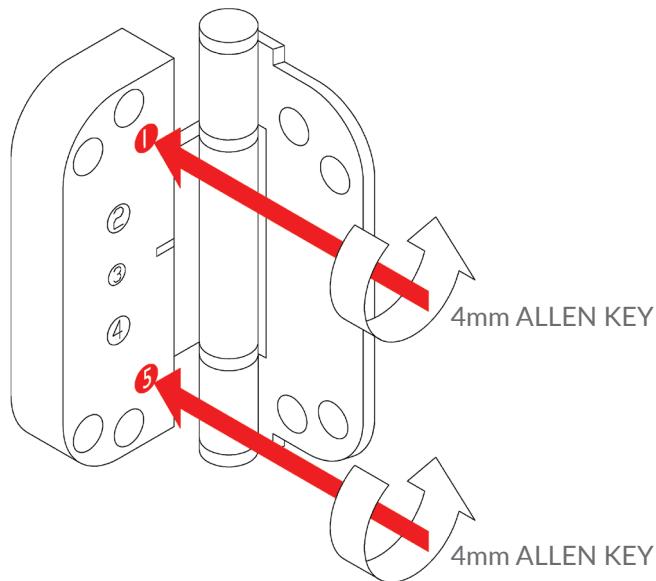
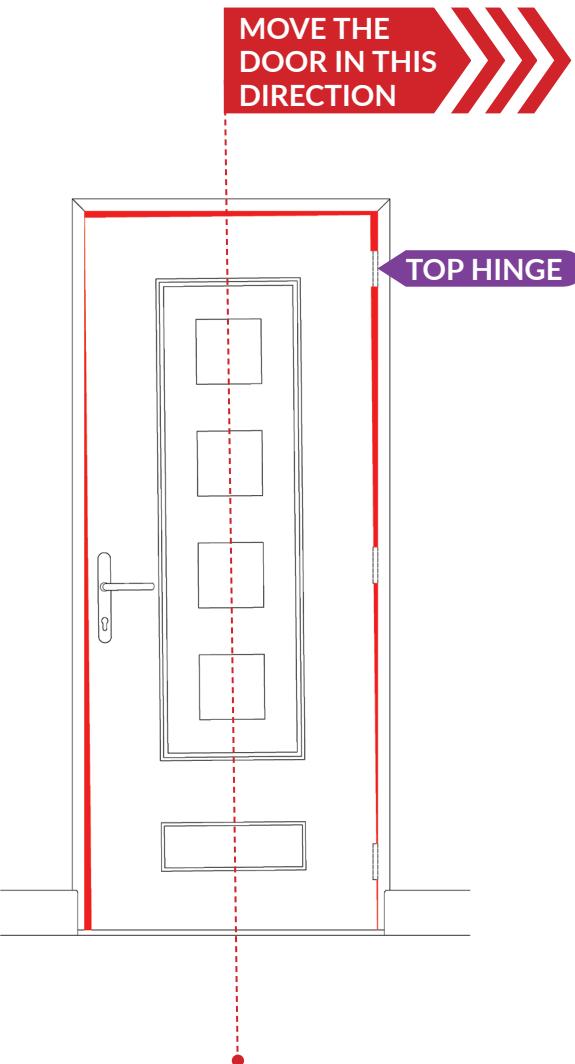
All instructions will show a left hand door.
Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

2 SIDE GAP

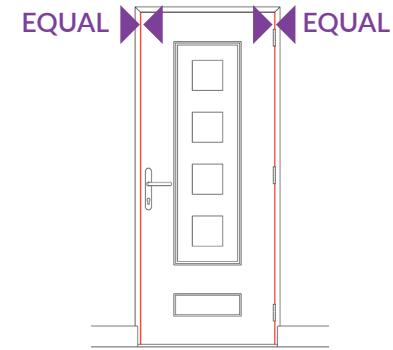
SIDE GAP - DOOR DROP LOCK SIDE

STAGE 1

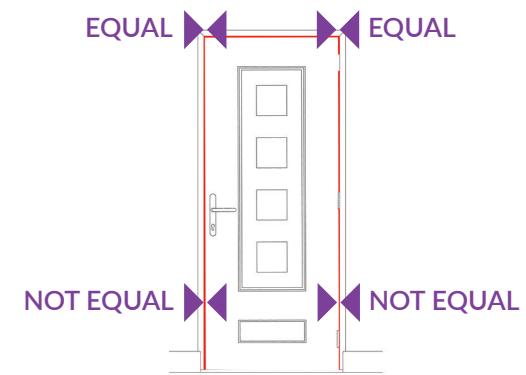
Adjust the TOP HINGE.



1. Adjust The TOP HINGE use a 4mm allen key and turn 1 and 5 half a turn in a ANTI CLOCKWISE direction.



2. Check the side gaps at the top of the door. If the gaps are NOT EQUAL repeat step 1 until they are equal.



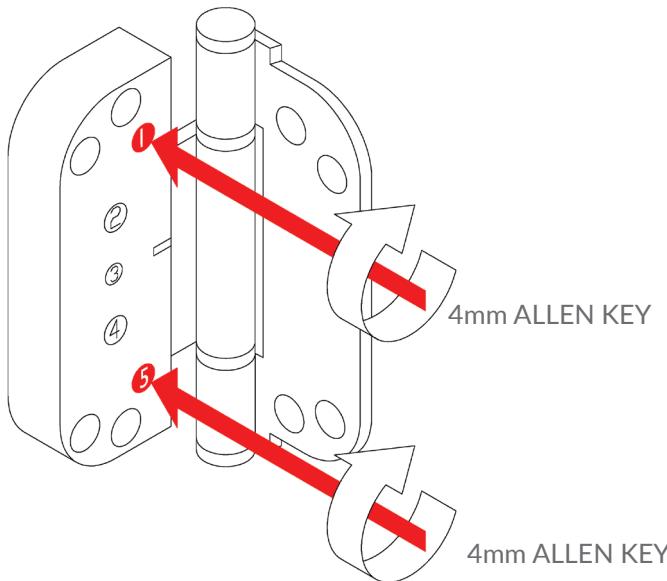
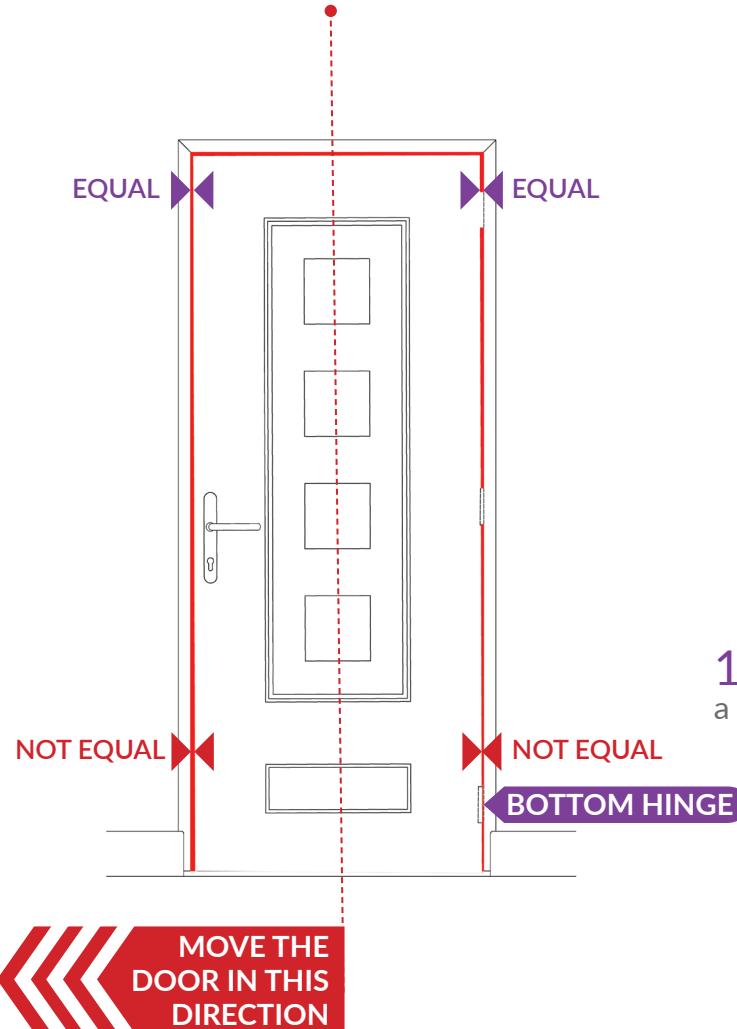
3. Check the side gaps at the Bottom of the door.

If the gaps are EQUAL adjust the centre hinge by exactly the same amount as the top hinge. Then move on to check the **VIEWING GAP**.

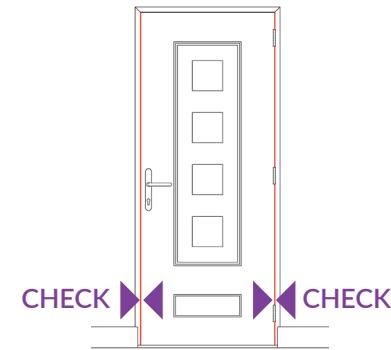
If the gaps are NOT EQUAL move on to **SIDE GAP DOOR DROP STAGE 2**.

STAGE 2

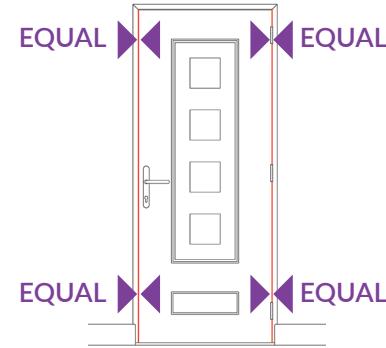
Adjust the BOTTOM HINGE.



1. Use a 4mm allen key and turn 1 and 5 half a turn in a CLOCKWISE direction.



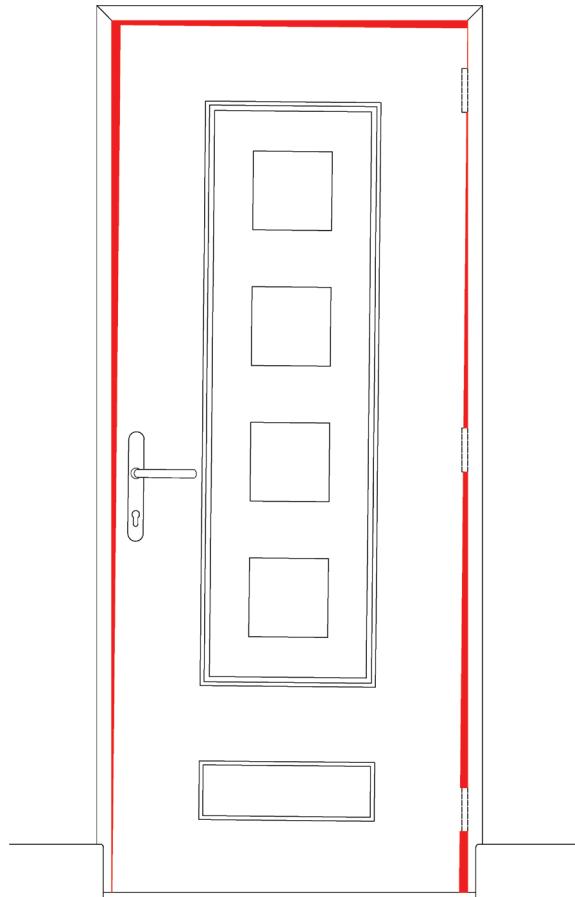
2. Check the side gaps at the BOTTOM of the door. If the gaps are NOT EQUAL repeat step 1 until they are equal.



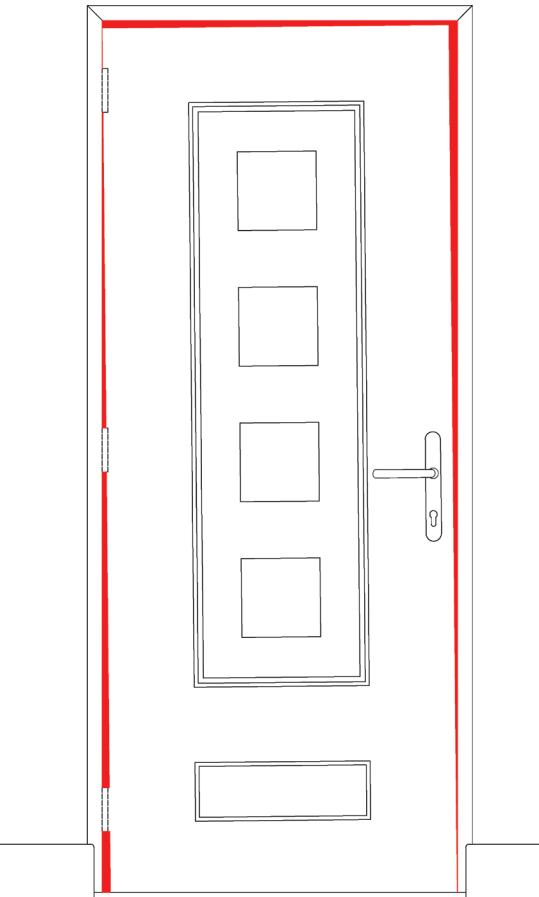
3. If the gaps are EQUAL adjust the centre hinge exactly the same amount. If the Head gap is Parallel and within specification move on to check the VIEWING GAP.

If the head is not within specification move on to the HEAD GAP.

LEFT Hand



RIGHT Hand



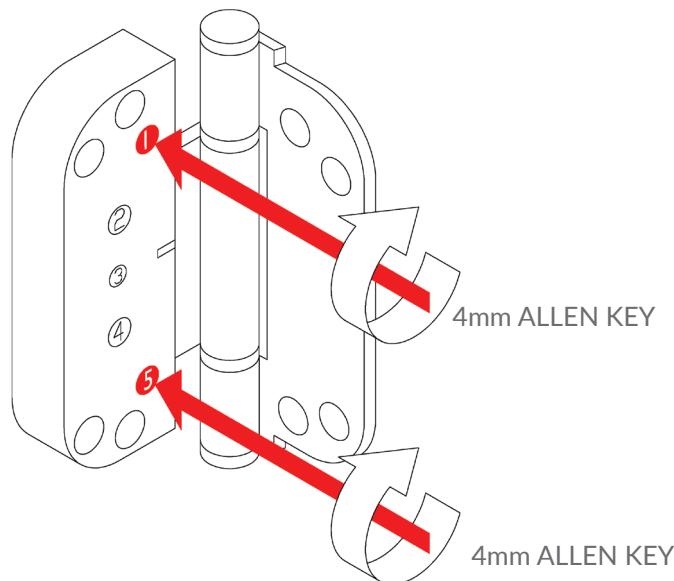
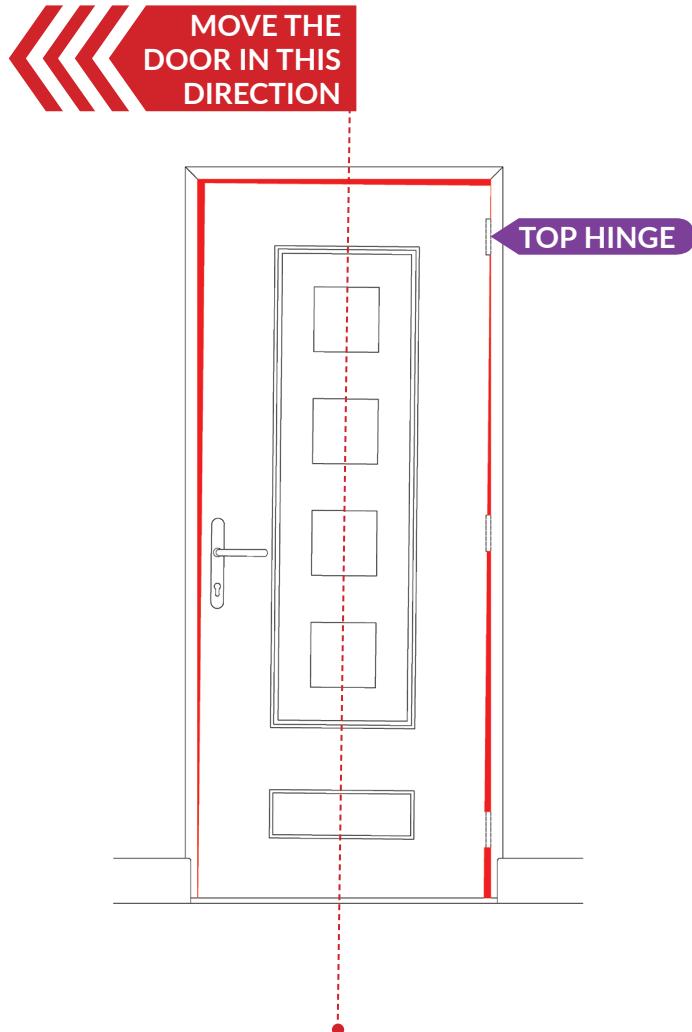
All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

2 SIDE GAP

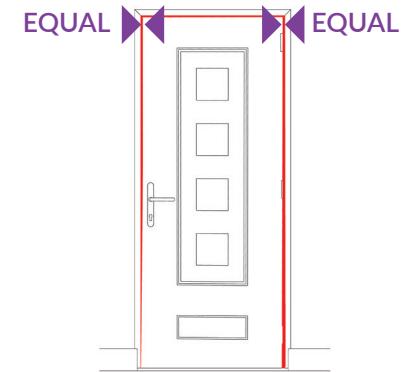
SIDE GAP - DOOR DROP HINGE SIDE

STAGE 1

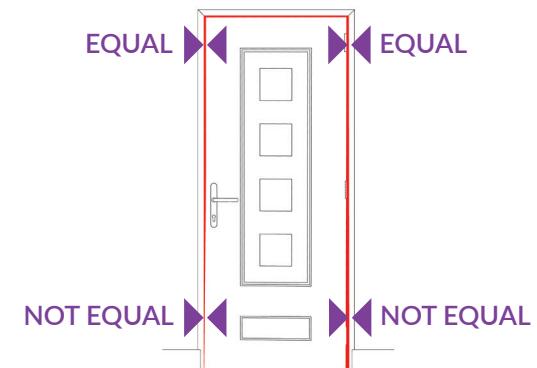
Adjust the TOP HINGE.



1. Use a 4mm allen key and turn 1 and 5 half a turn in a CLOCKWISE direction.



2. Check the side gaps at the top of the door. If the gaps are NOT EQUAL repeat step 1 until they are equal.



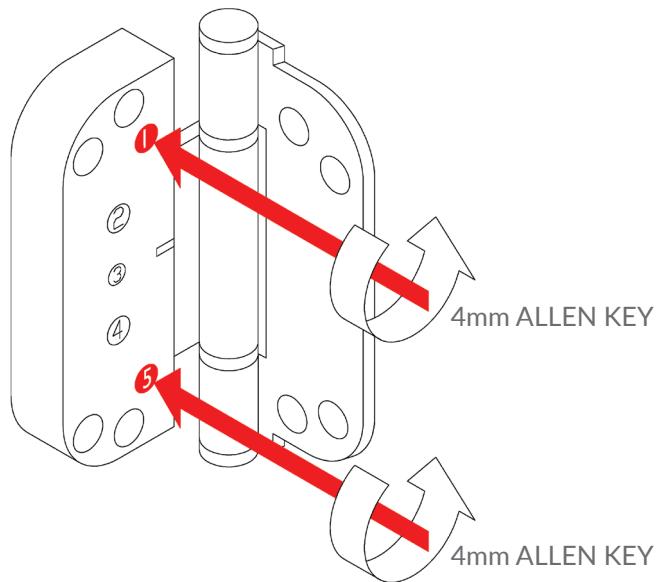
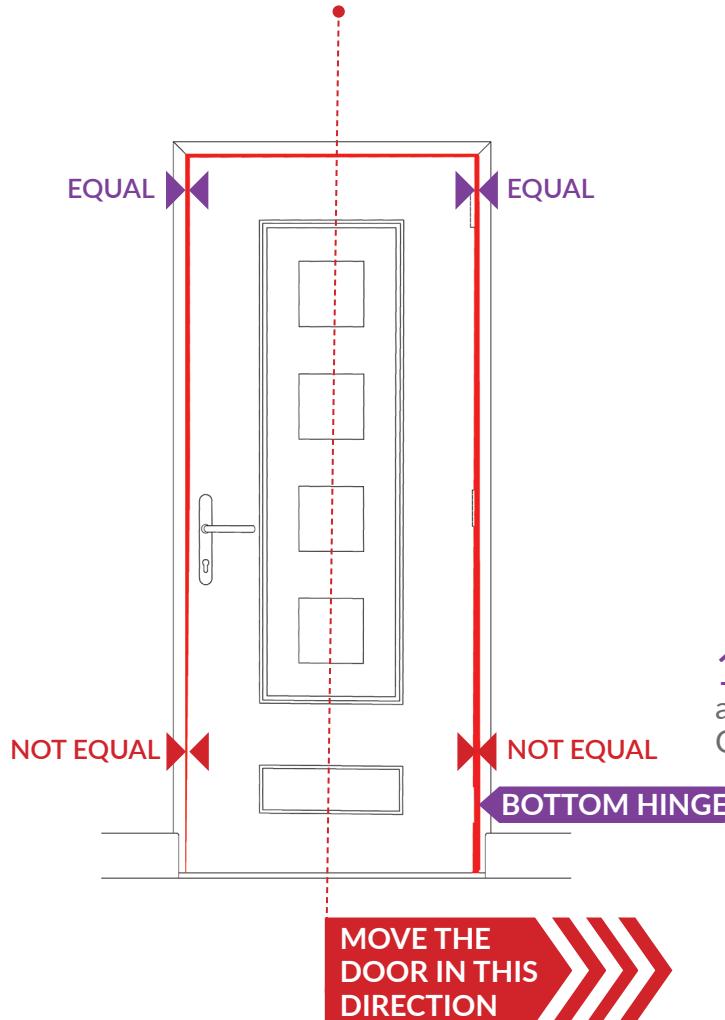
3. Check the side gaps at the bottom of the door.

If the gaps are EQUAL adjust the centre hinge exactly the same amount. Then move on to check the **VIEWING GAP**.

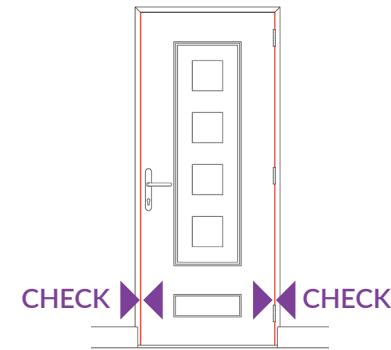
If the gaps are NOT EQUAL move on to **SIDE GAP DOOR LIFT STAGE 2**.

STAGE 2

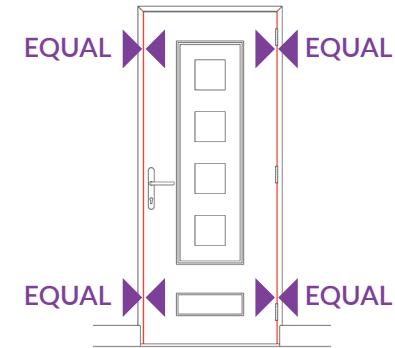
Adjust the BOTTOM HINGE.



1. Adjust The BOTTOM HINGE use a 4mm allen key and turn 1 and 5 half a turn in a ANTI CLOCKWISE direction.



2. Check the side gaps at the BOTTOM of the door. If the gaps are NOT EQUAL repeat step 1 until they are equal.



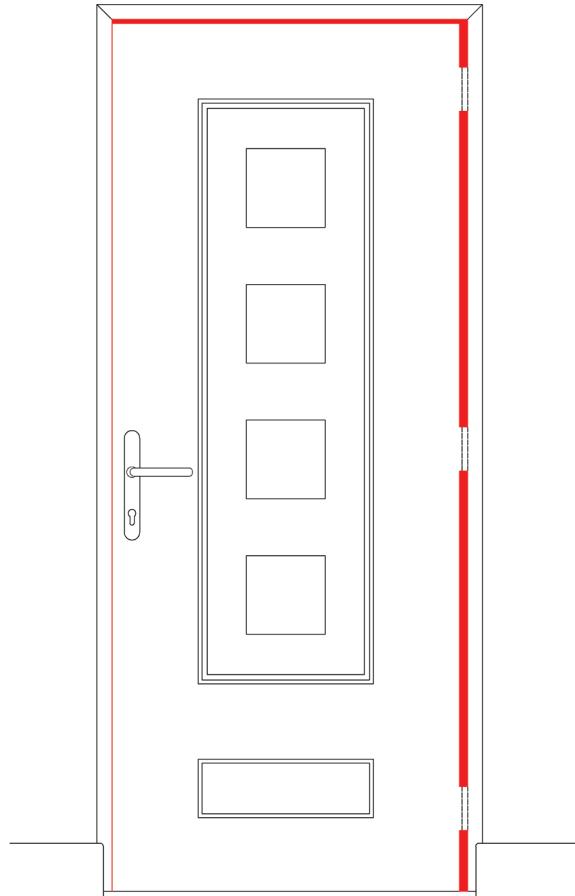
3. If the gaps are EQUAL adjust the centre hinge exactly the same amount. If the Head gap is parallel and within specification move on to check the VIEWING GAP.

If the head gap is not within specification move on to the **HEAD GAP**.

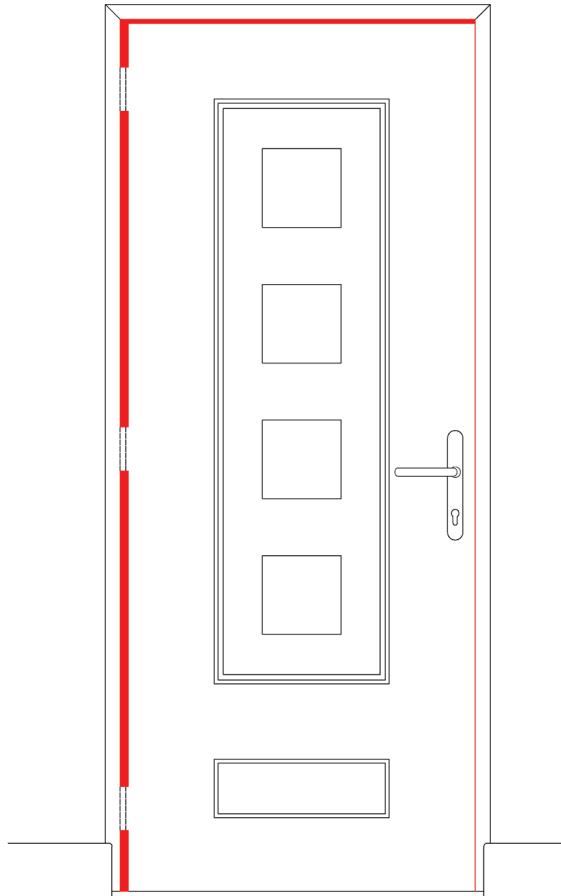
2 SIDE GAP

SIDE GAP - SMALL LOCK SIDE GAP

LEFT hand



RIGHT hand



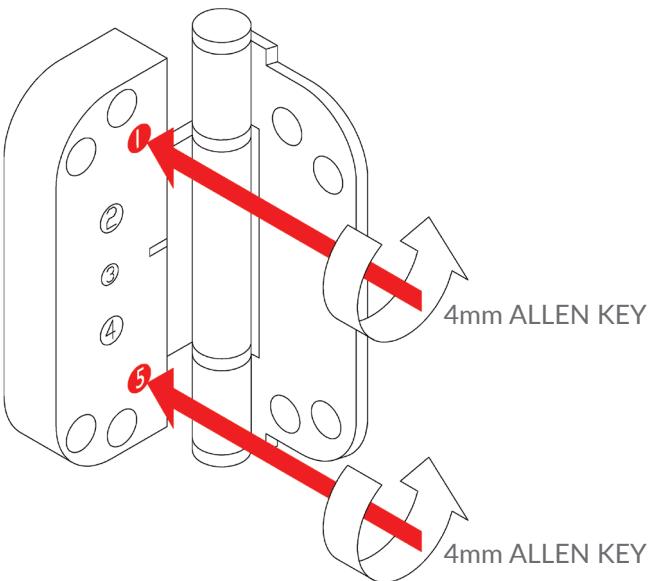
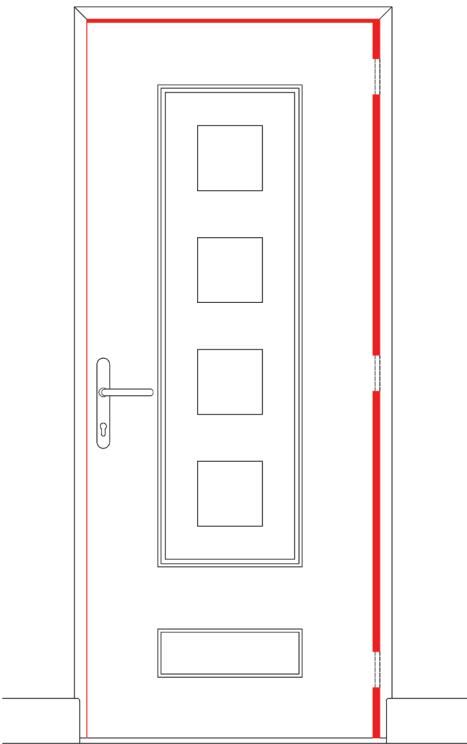
All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

2 SIDE GAP

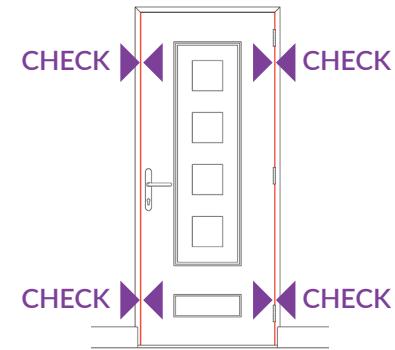
SIDE GAP - SMALL LOCK GAP

Adjust ALL three hinges top, middle and bottom by the same amount.

Remember It doesn't matter on the handing of the door:
anti clockwise decreases the hinge side gap.

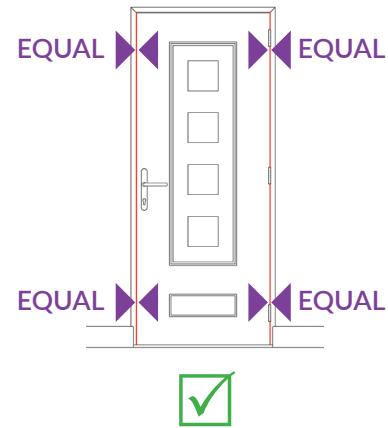


1. TOP HINGE use a 4mm allen key and turn 1 and 5 half a turn in an ANTI CLOCKWISE direction.
2. BOTTOM HINGE use a 4mm allen key and turn 1 and 5 half a turn in an ANTI CLOCKWISE direction.
3. MIDDLE HINGE use a 4mm allen key and turn 1 and 5 half a turn in an ANTI CLOCKWISE direction.

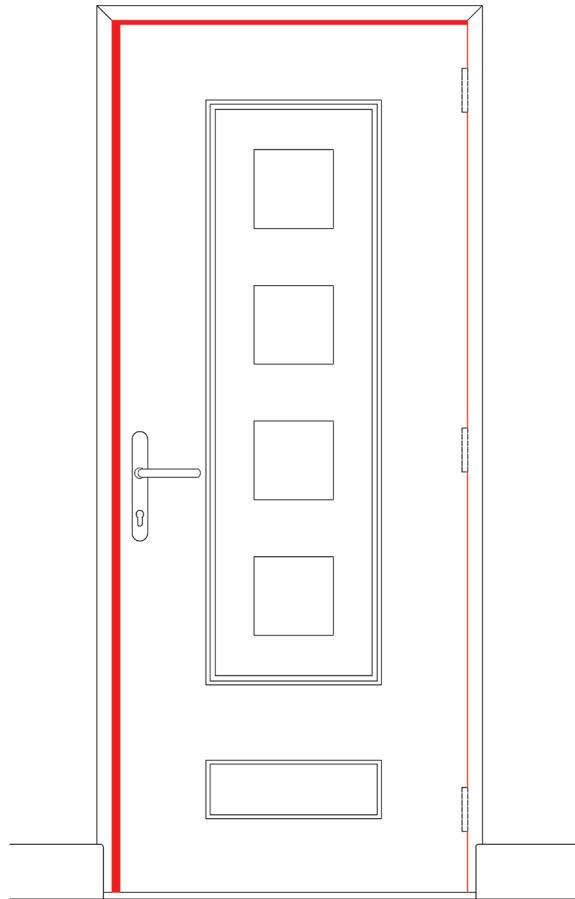


4. Check the lock side gaps are equal to the hinge side gaps.

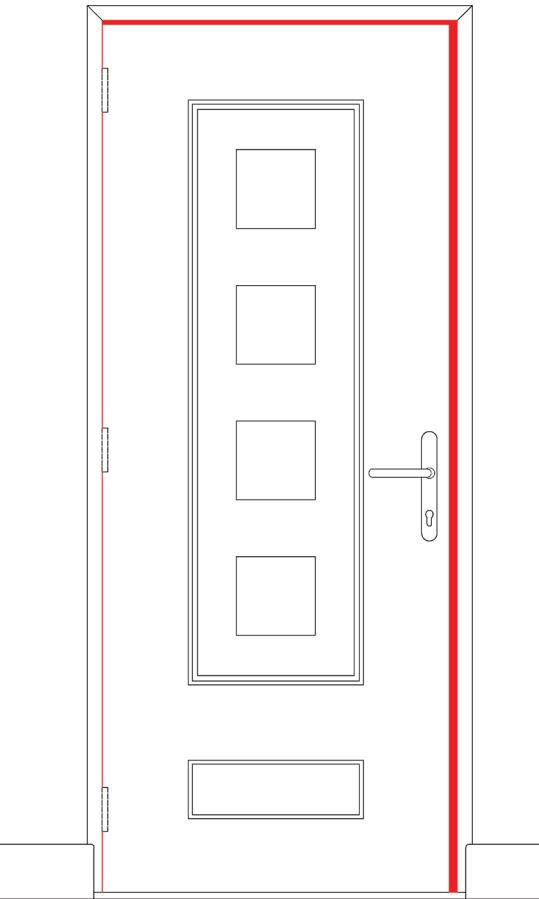
If the gaps are NOT EQUAL repeat steps 1, 2 and 3 until they are equal and parallel.



LEFT hand



RIGHT hand

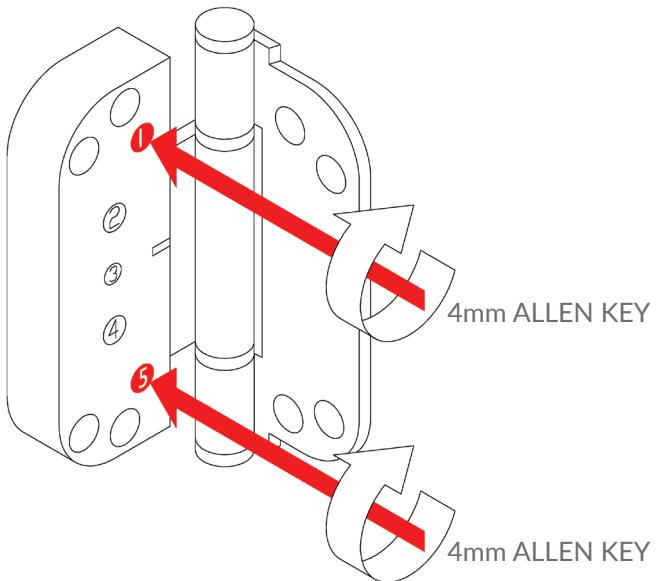
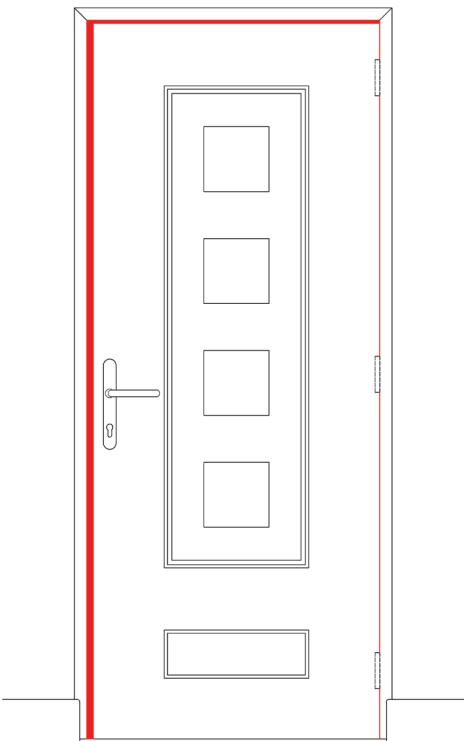


All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

2 SIDE GAP

SIDE GAP - LARGE LOCK SIDE GAP

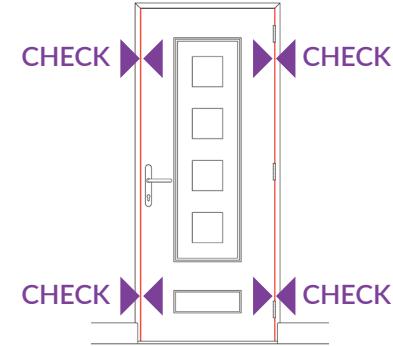
Adjust all three hinges top, middle and bottom the same amount.



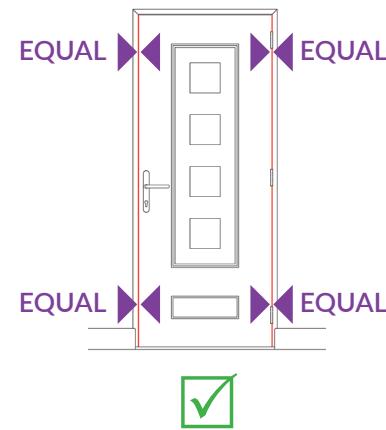
1. TOP HINGE use a 4mm allen key and turn 1 and 5 half a turn in a CLOCKWISE direction.

2. BOTTOM HINGE use a 4mm allen key and turn 1 and 5 half a turn in a CLOCKWISE direction.

3. MIDDLE HINGE use a 4mm allen key and turn 1 and 5 half a turn in a CLOCKWISE direction.

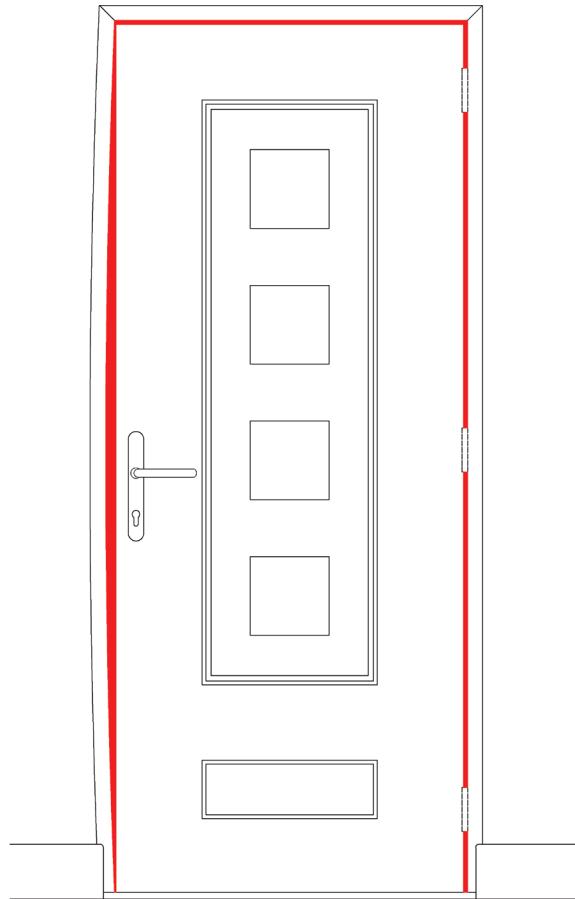


4. Check the lock side gaps are equal to the hinge side gaps.
If the gaps are NOT EQUAL repeat steps 1, 2 and 3 until they are equal and parallel.

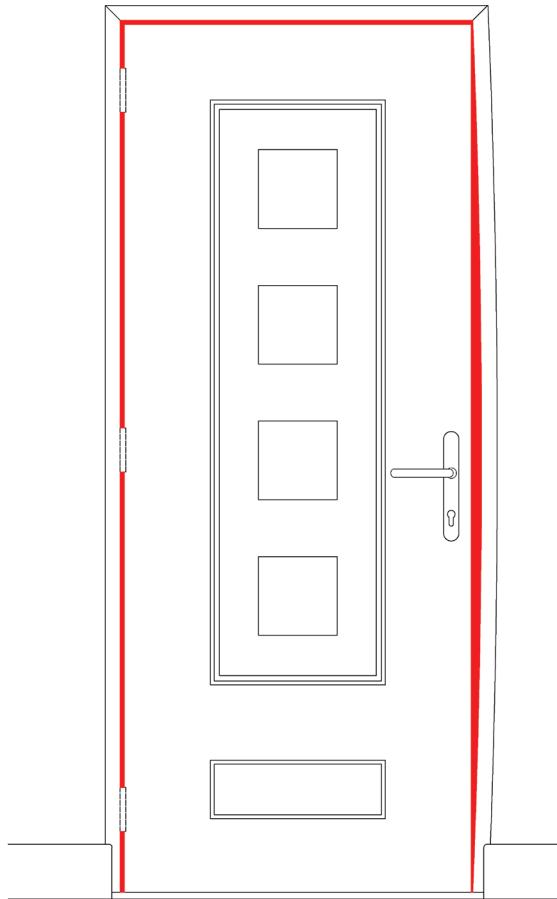


Remember it doesn't matter on the handing of the door:
clockwise increases the hinge side gap.

LEFT Hand

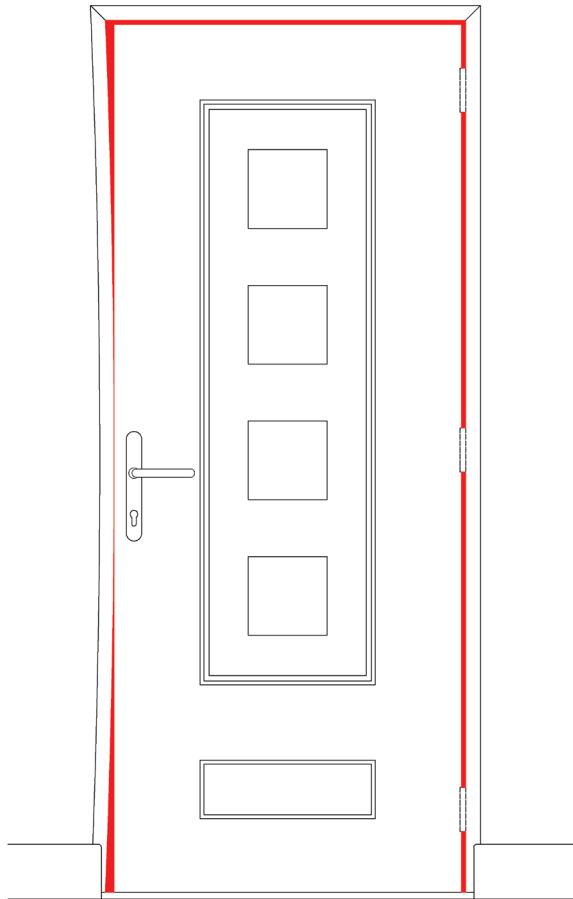


RIGHT Hand

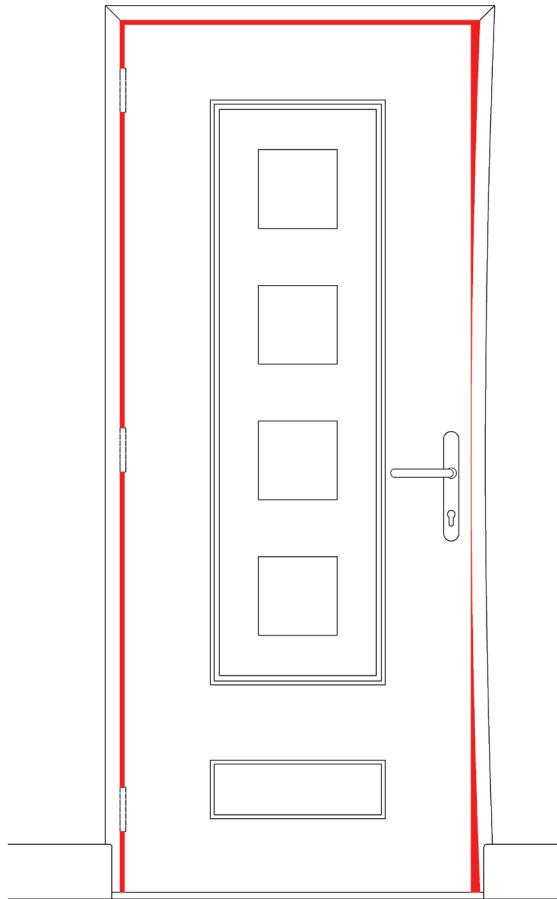


If the side gap changes more than 2mm along one side then
the **frame** needs adjusting as this is a fitting issue.

LEFT Hand

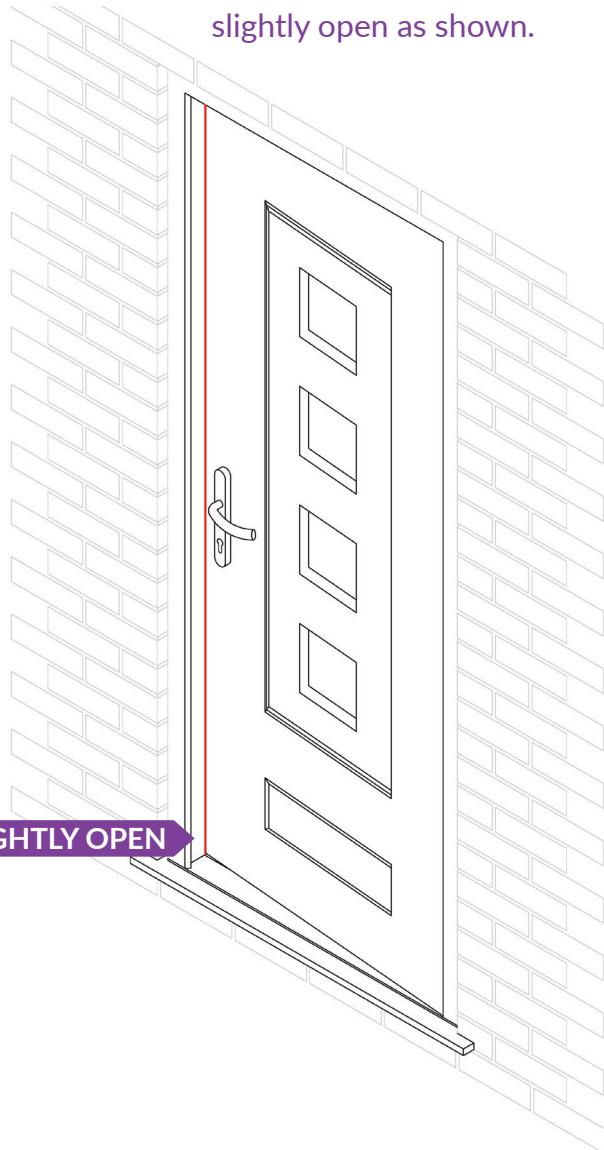


RIGHT Hand



If the side gap changes more than 2mm along one side then
the **frame** needs adjusting as this is a fitting issue.

The Viewing gap is the gap between the sash and the frame when the door is slightly open as shown.

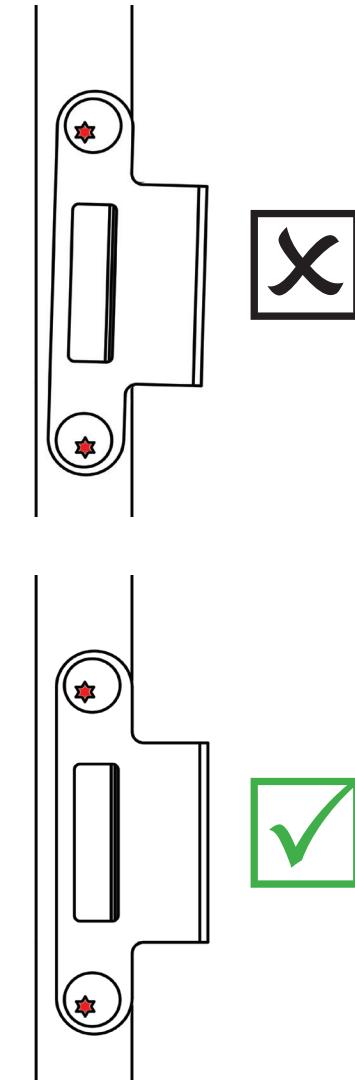
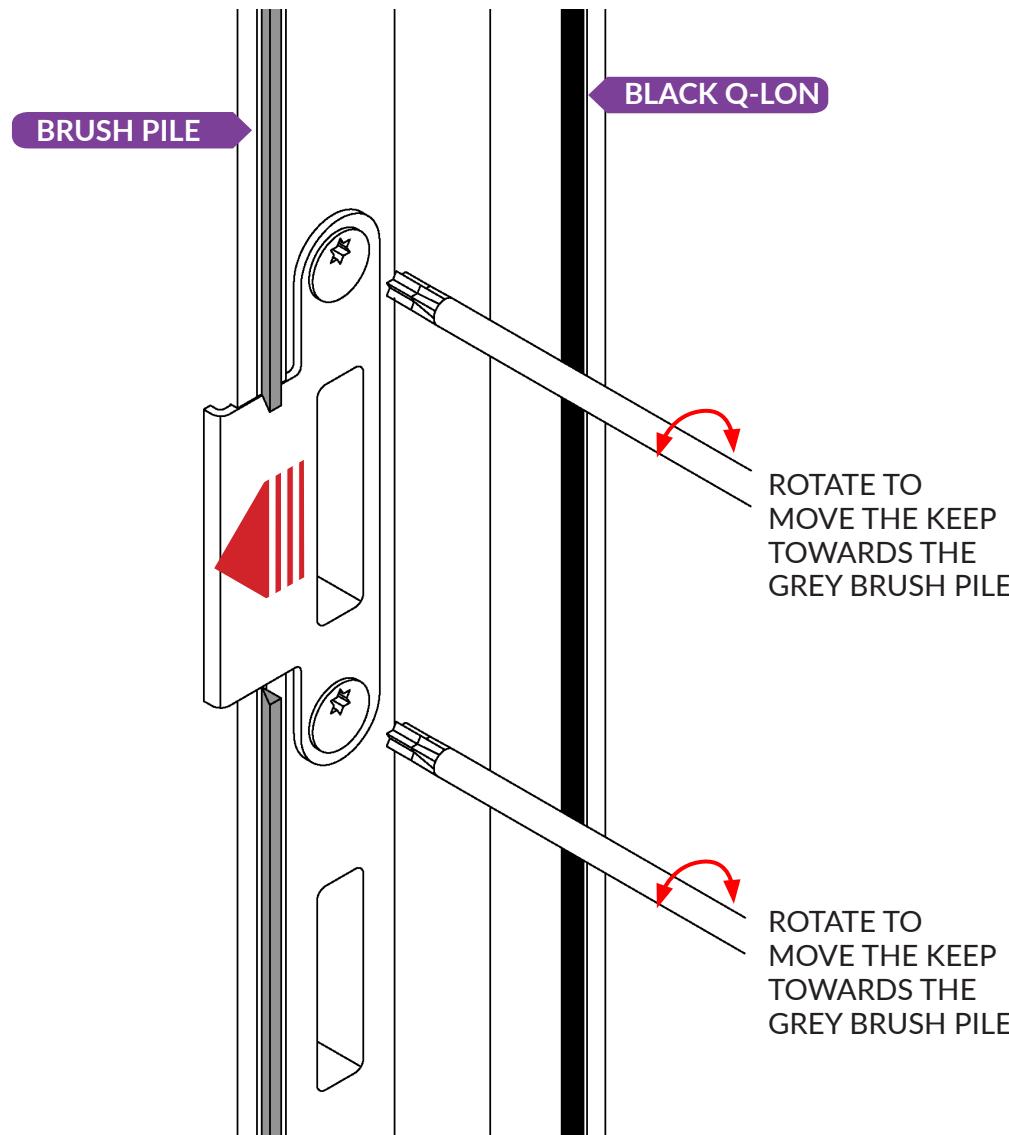
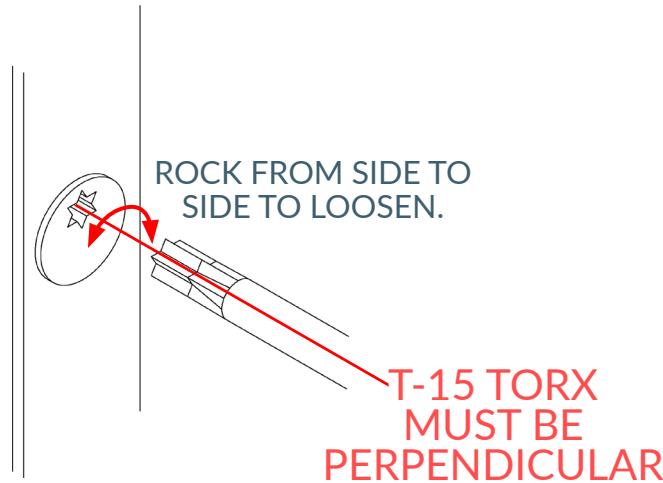


The Viewing Gap should be parallel the full length of the door.

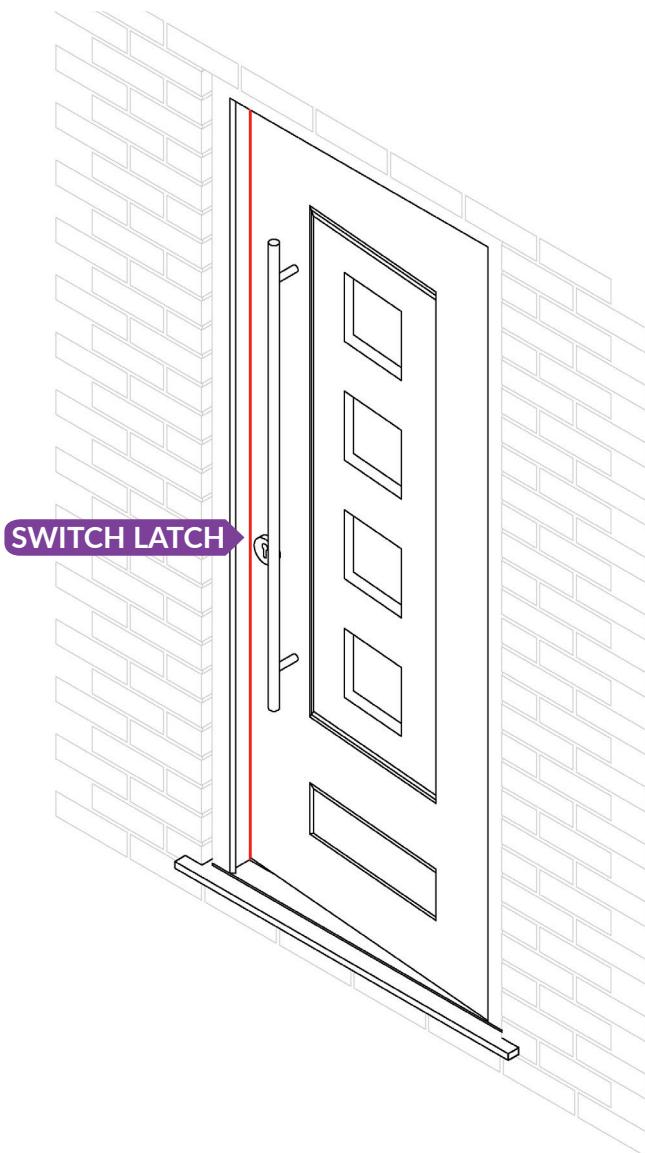
- If the viewing gap is parallel the lock will operate correctly.
- If the viewing gap is not parallel it will have an effect on the lock operation.
- The lock will function with a 2mm deviation on the viewing gap from top to bottom but this will slightly effect the door operation.
- If the viewing gap is out by more than 2mm But less than 4mm then go to the **CENTRE KEEP ADJUSTMENT**. (This can be adjusted BUT it will effect the door operation)
- If the viewing gap is out more than 4mm the frame needs adjusting.

Lever / Lever Handle - Standard Latch

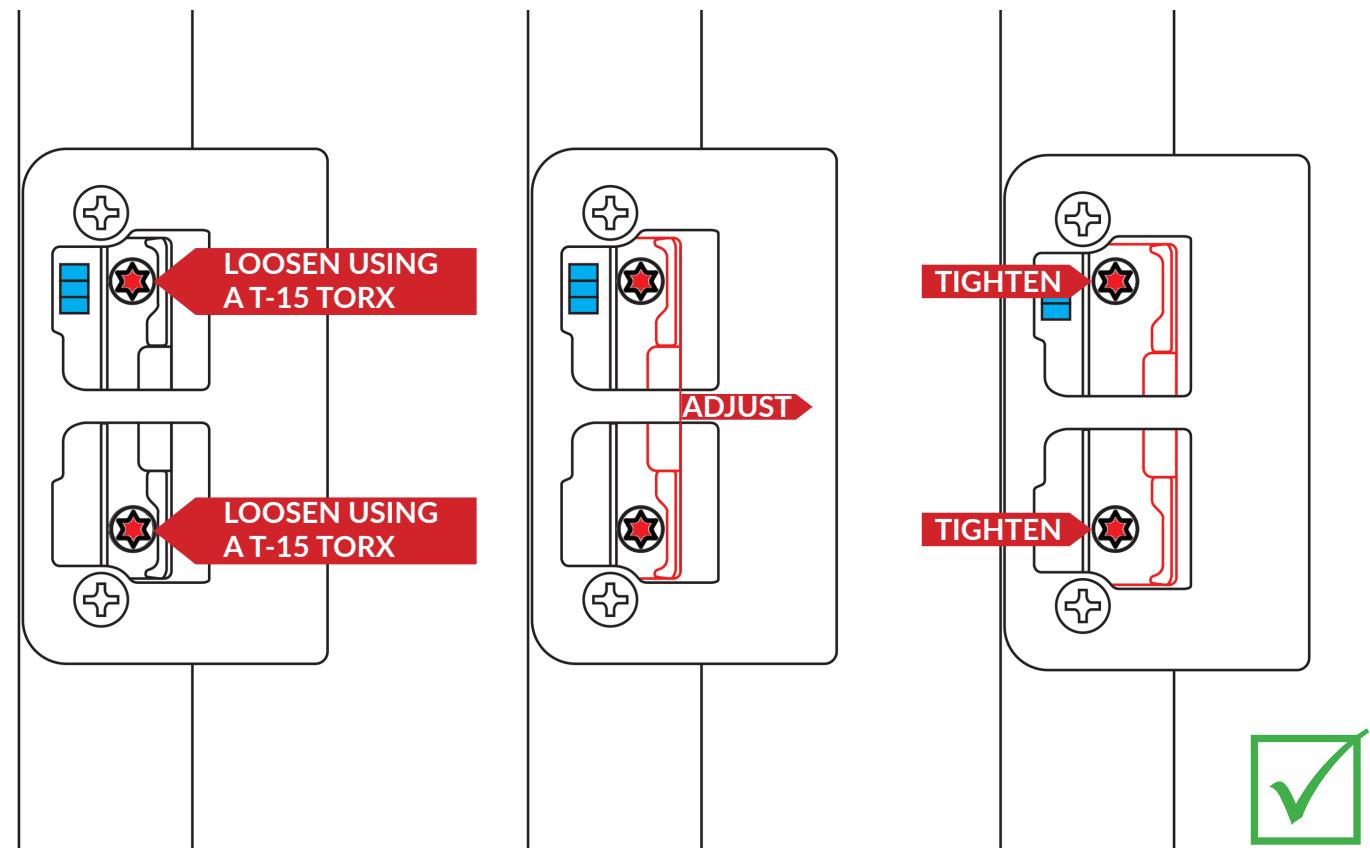
1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Grey brush pile. Check the Mech, then repeat if necessary.

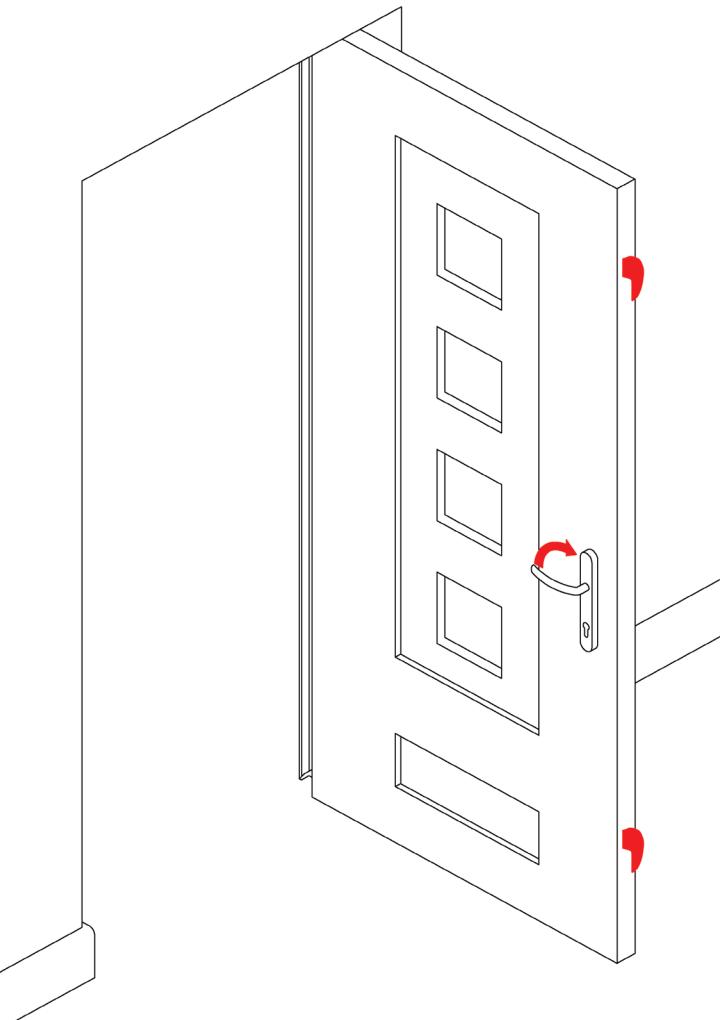


Bar Handle - Switch Latch



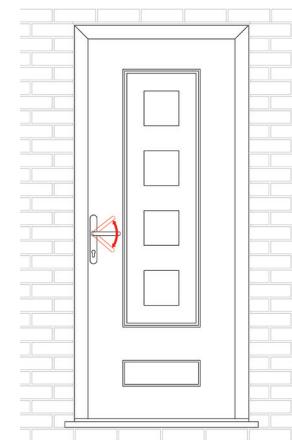
1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustment to the internal keep body, to be made.
2. The section highlighted in RED below can now be adjusted to the correct latching position.
3. When the latch is in the correct position tighten up using a T-15 TORX.





Check the operation of the mechanism in the **OPEN** position. Do the hooks, latch, deadlock etc engage and retract and does the door lock and unlock?

If it doesn't go to **CHECK THE MECHANISM**.

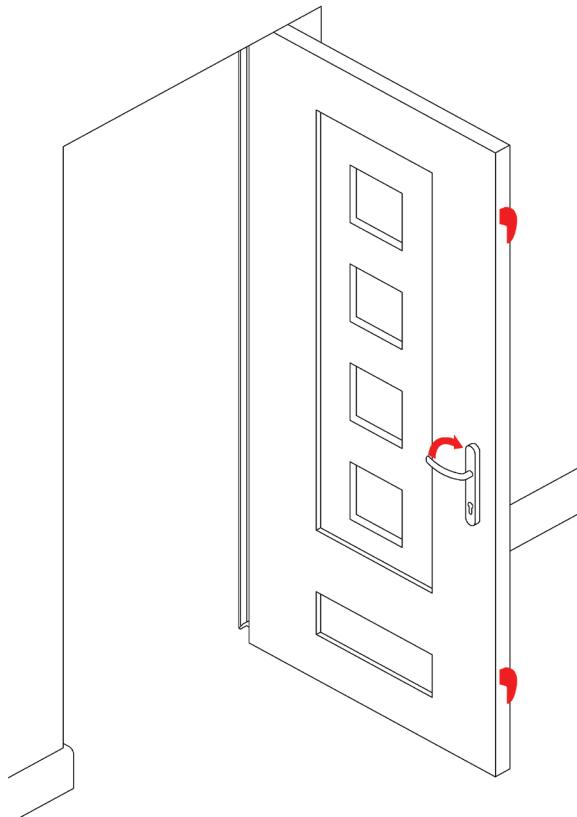


If it **does**, repeat the procedure in the **CLOSED** position. If there is severe resistance, this is due to frame alignment. Complete the Five Star Checks starting with the head gap.

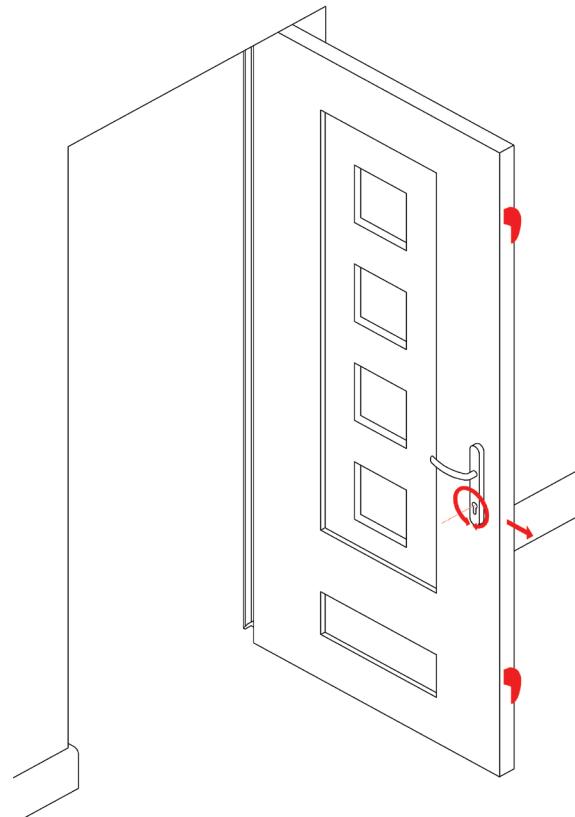
Handle Operation

Remember if it works in the open position and not the closed then it is a fitting issue that could be resolved by fine tuning.

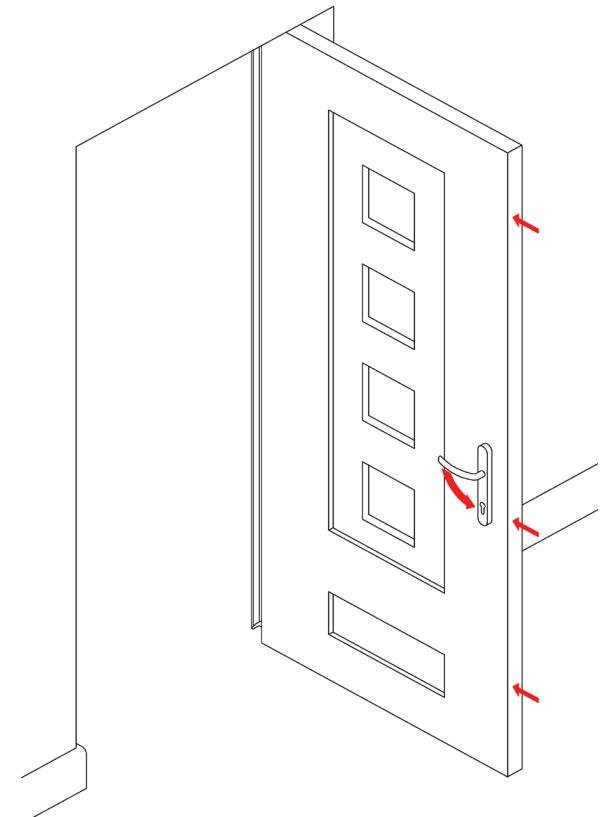
1. With the door in an OPEN position lift the handle to throw the Lock. If the operation is smooth move on to the next stage.



2. Turn the key to operate the deadbolt in BOTH the locked and unlocked state. If the operation is smooth move on to the next stage.



3. Lower the handle to pull back the hooks. If the operation is smooth then the door just needs **FINE TUNING**.



If the operation is **NOT** smooth there is an issue with the lock. **LOCK ISSUES** are dealt with on page 33.



If the operation is **NOT** smooth there is an issue with the cylinder. **CYLINDER ISSUES** are dealt with on page 33.



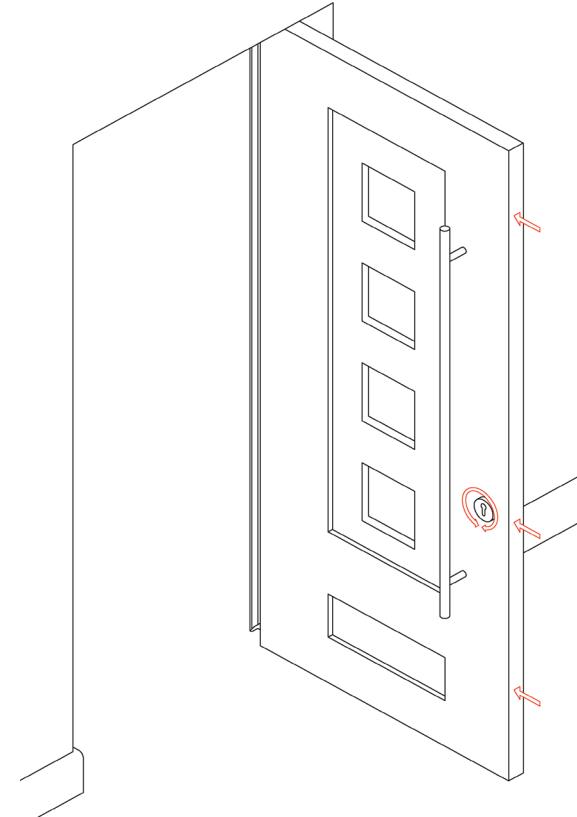
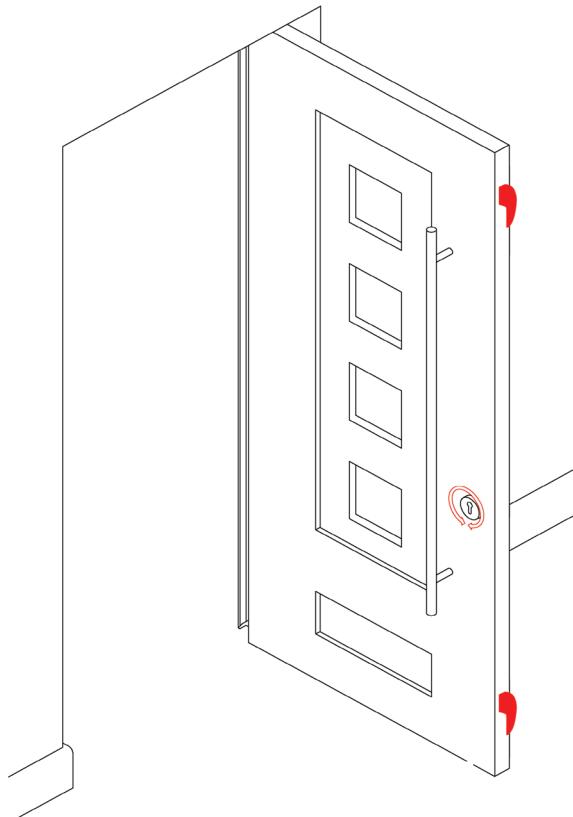
If the operation is **NOT** smooth there is an issue with the lock. **LOCK ISSUES** are dealt with on page 33.

Key Wind Operation

Remember if it works in the open position and not the closed then it is a fitting issue that could be resolved by fine tuning.

1. With the door in an OPEN position turn the cylinder to engage the lock. If the operation is smooth move on to the next stage .

2. Turn the key in the opposite direction to retract the hooks. If the operation is smooth then the door needs **FINE TUNING**.



If the operation is **NOT** smooth there is an issue with the lock or cylinder **KEY WIND LOCK ISSUES** are dealt with on page 33.



If the operation is **NOT** smooth there is an issue with the lock or cylinder **KEY WIND LOCK ISSUES** are dealt with on page 33.

Fine tuning adjustments can be made to increase or decrease the force required to operate the door.

LATCHING - HARD If the door does not latch without excessive force i.e. slamming:

First check that there is sufficient air flow in the area around the door (e.g. Inside a porch.) If this is not causing the issue go to the latching hard section.

Second Spray the latch and the striker plate with some lubricant.

LATCHING - LOOSE The door rattles in the latched position.

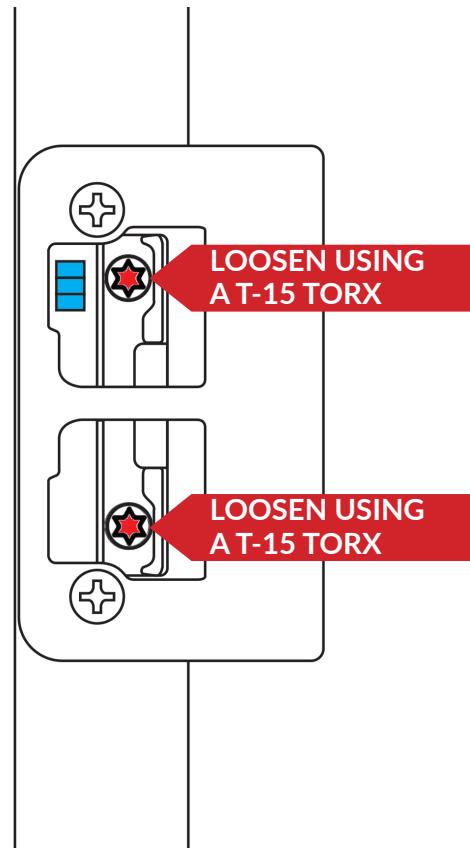
HOOK ENGAGEMENT - DIFFICULT When the hooks are thrown the operation is not smooth and easy.

HOOK ENGAGEMENT - NOT ENOUGH COMPRESSION When the hooks are thrown the sash is not compressing the black gasket.

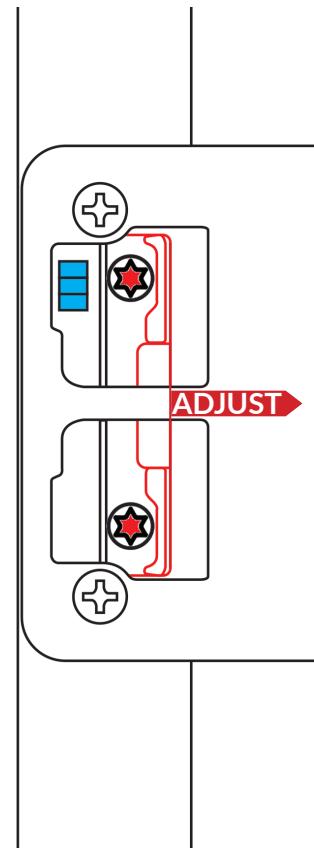
DRAUGHTY - Normally arises when there is not enough compression. In exposed locations extreme draught kits can be fitted, but before these are specified, the full series of TROUBLE SHOOTING checks and fine tuning measures MUST be carried out. See the section DRAUGHTY DOOR' pages 34 - 43 of this guide.

LATCHING HARD / SLAMMING- Switch Latch

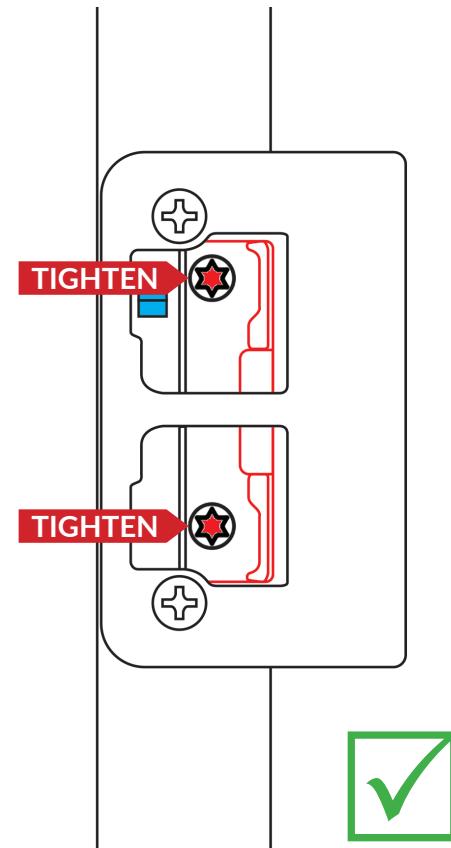
1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made



2. The section highlighted in RED below can now be adjusted to the correct latching position.

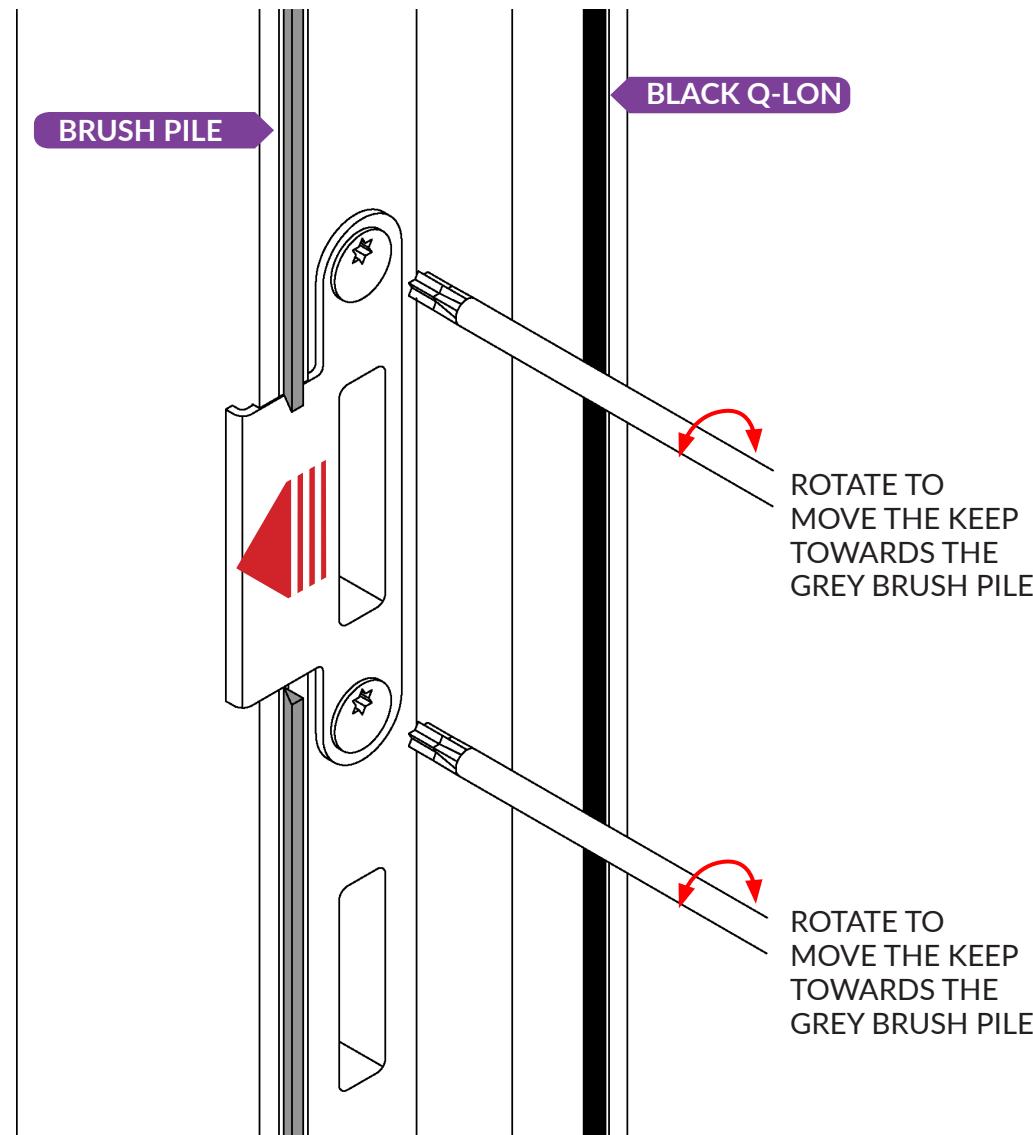
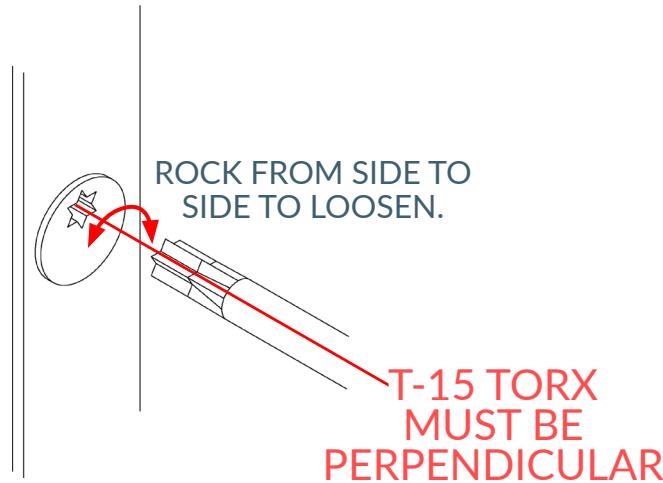


3. When the latch is in the correct position tighten using a T15 TORX.

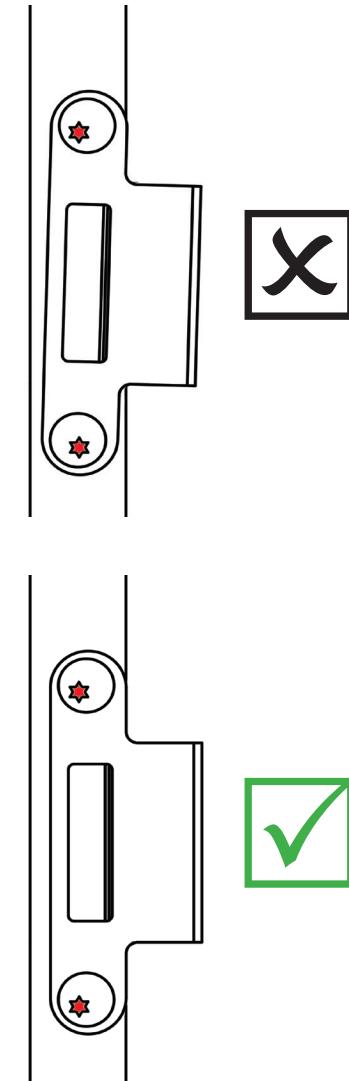


LATCHING HARD / SLAMMING- Standard Centre Keep

1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Grey brush pile. Check the Mech, then repeat if necessary.

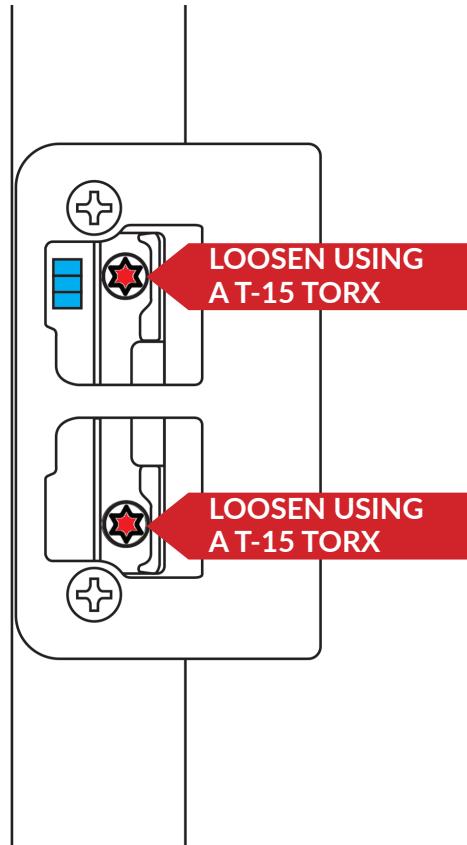


2. Its important to mirror the adjustment made to the top keep, to the bottom keep.

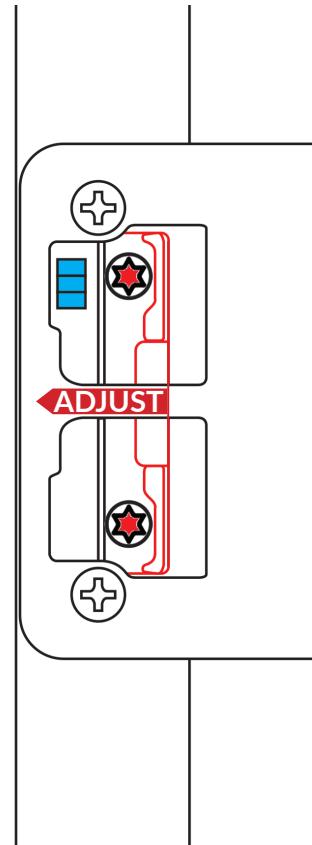


LATCHING LOOSE / RATTLING- Switch Latch

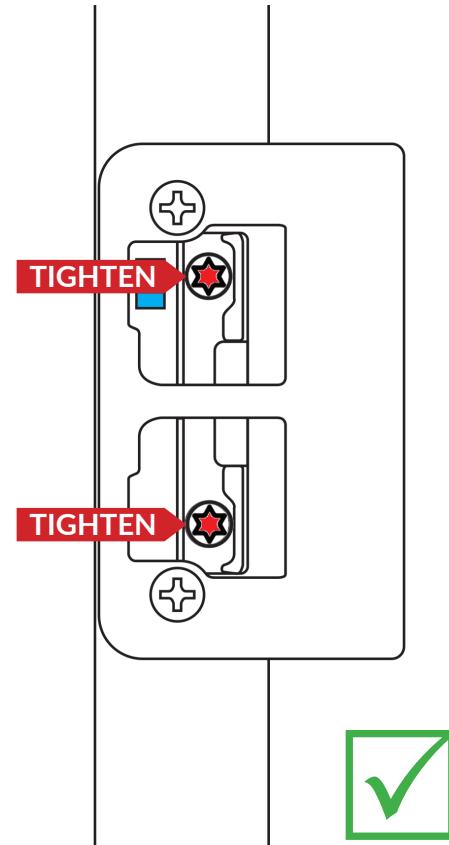
1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made.



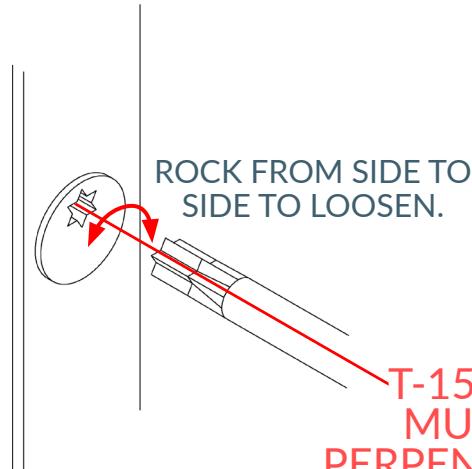
2. The section highlighted in RED below can now be adjusted to the correct latching position.



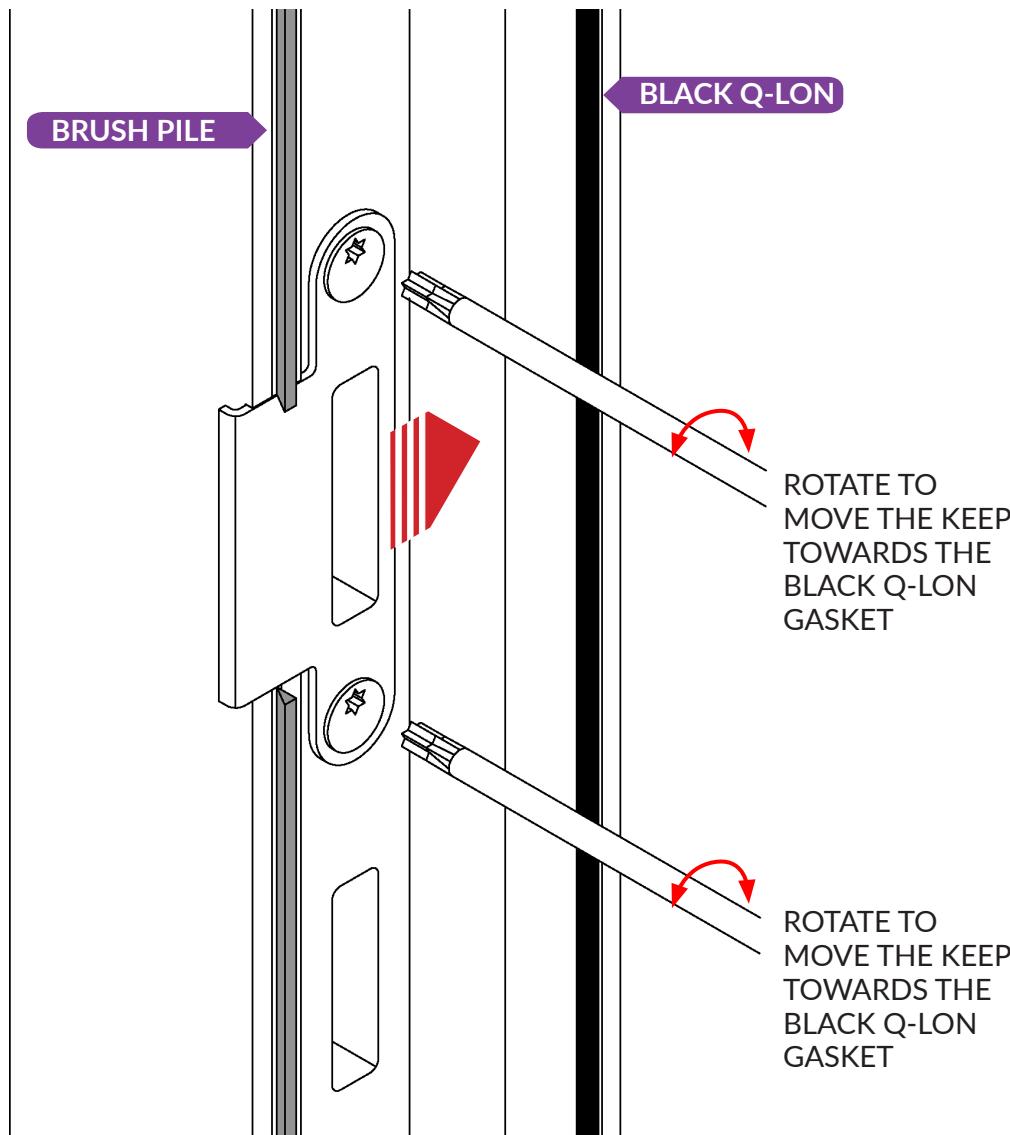
3. When the latch is in the correct position tighten using a T15 TORX.



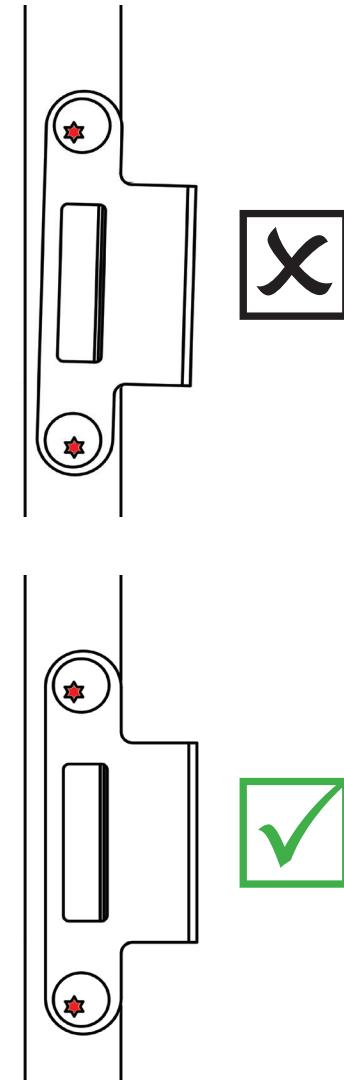
LATCHING LOOSE / RATTLING- Standard Centre Keep



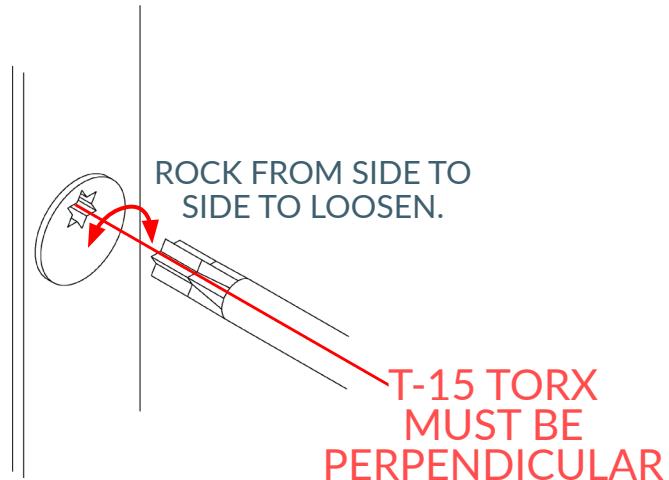
1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Black Q-Lon Gasket. Check the Mech, then repeat if necessary.



2. Do exactly the same amount of turn to the top as you do to the bottom.



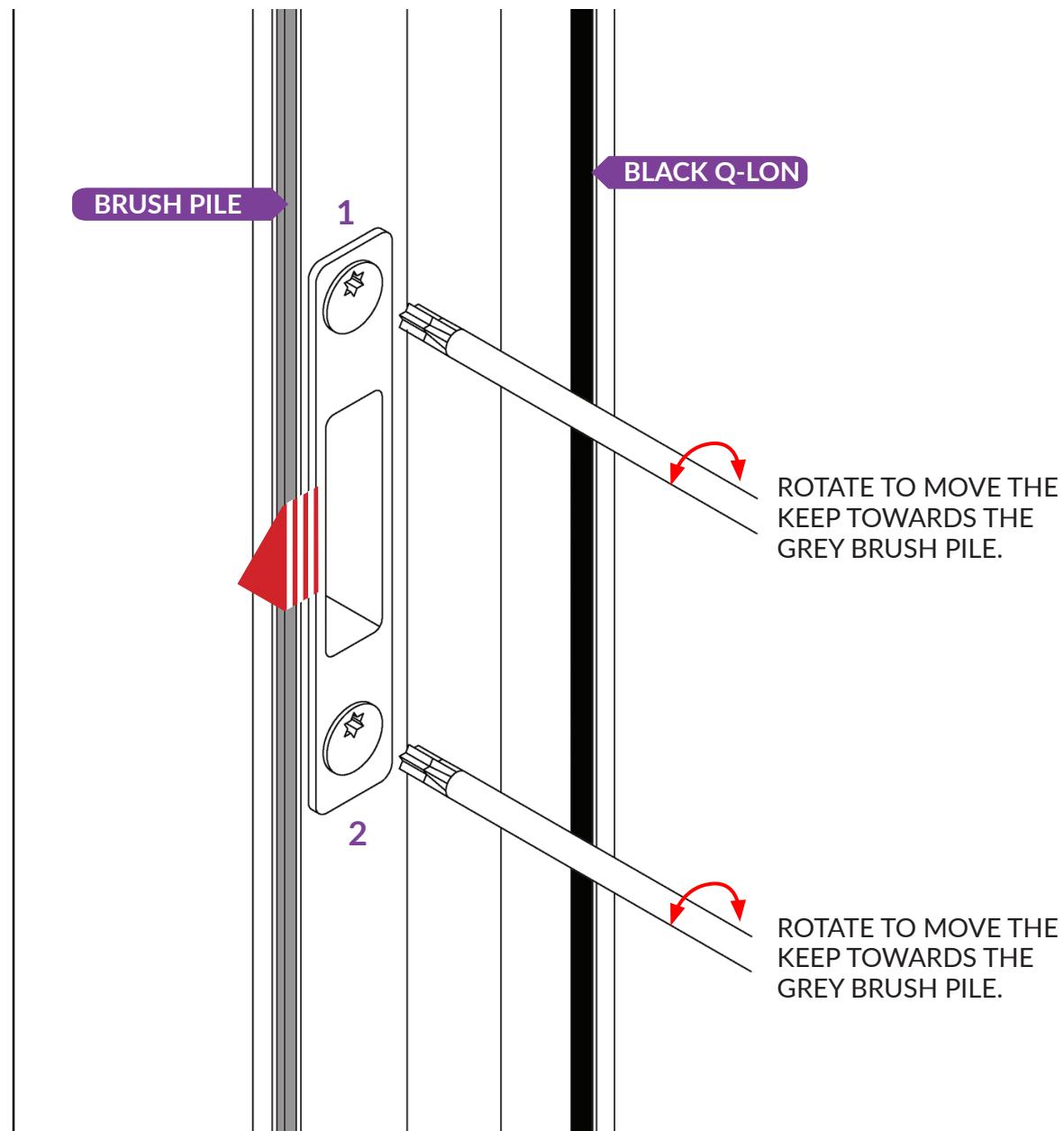
HOOK ENGAGEMENT DIFFICULT



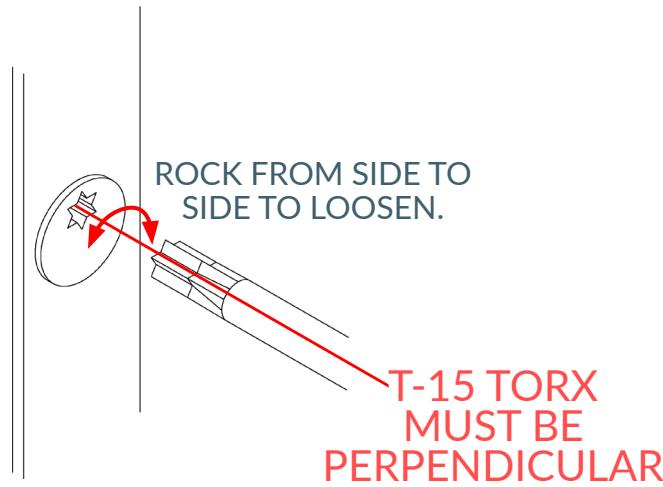
1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep away from the Black Q-Lon Gasket.

When adjusting a T15 ensure the Torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the Mech, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.



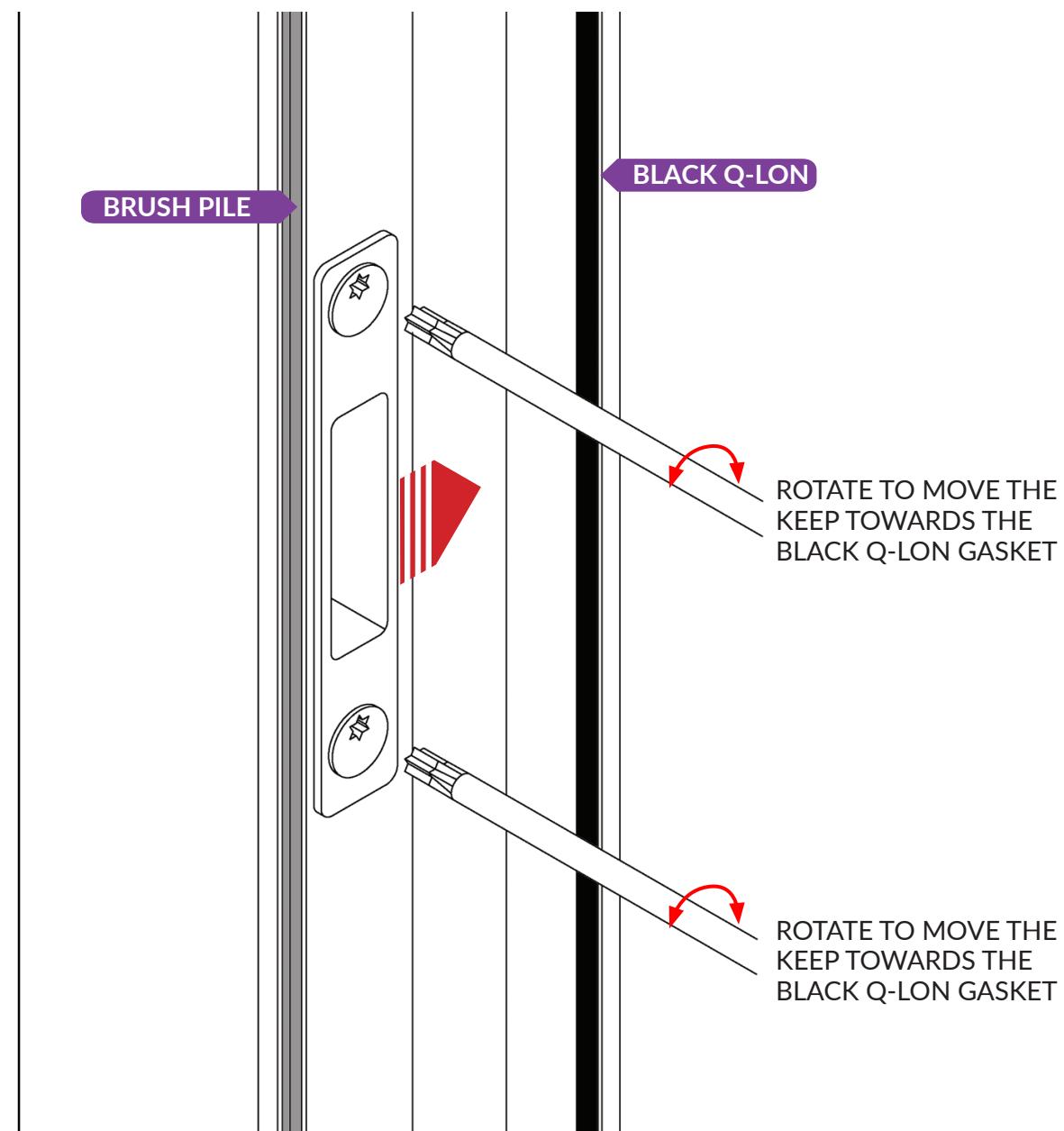
HOOK ENGAGEMENT NOT ENOUGH COMPRESSION



1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Black Q-Lon Gasket.

When adjusting a T15 ensure the Torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the Mech, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.



Handle Operation and Key Wind Operation

If there are issues with the locking mechanism or cylinder, when the door is in the open position then the parts need removing to check independently of the door.

If the components **DO NOT** work correctly, then there is a fault with the mechanism and therefore needs replacing

If the components **DO** work correctly, then the door will have been fitted incorrectly.

Draughty Door

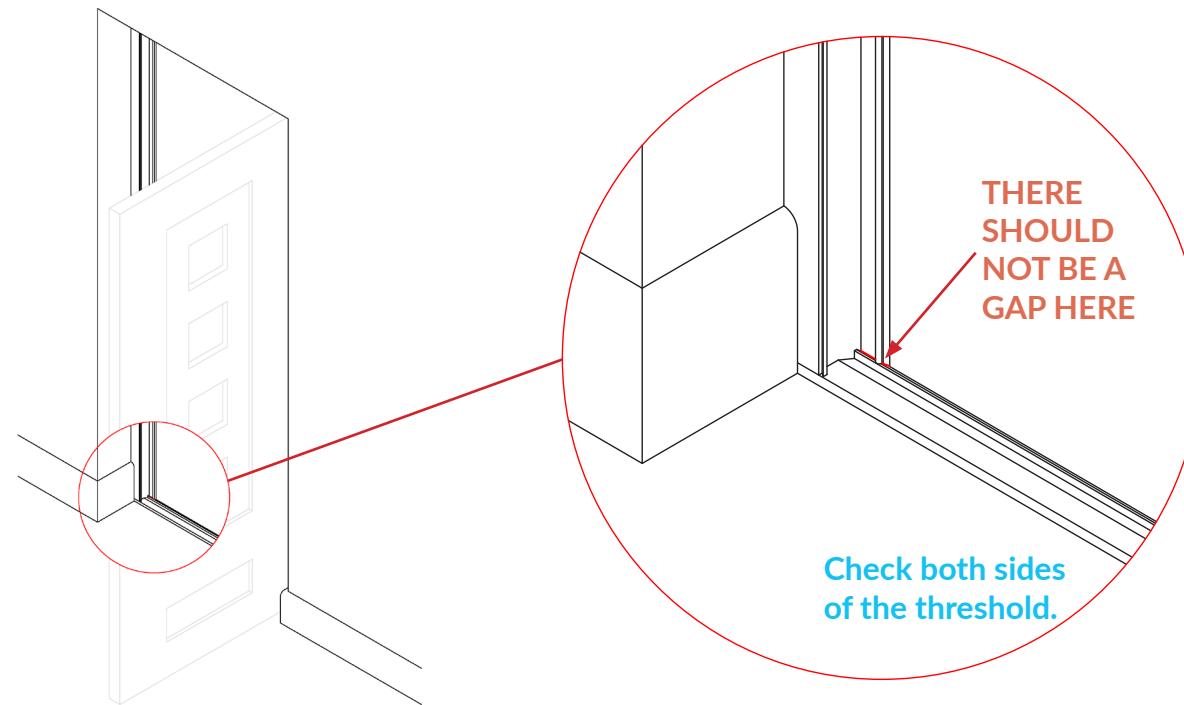
Normally arises when there is not enough compression. In exposed locations extreme draught kits can be fitted, but before this there are a series of check that's MUST be done.

CHECK 1 Q-LON GASKET

Check that there is no damage to the Q-lon gasket, **if there is replace the gasket.**
Check that the gasket is not cut short, **if it is replace the gasket.**

CHECK 2 FRAME TO THRESHOLD

Check that the frame sits on the threshold tightly and that there is no gap. **If there is a gap, fill it with clear silicone.**



Draughty Door

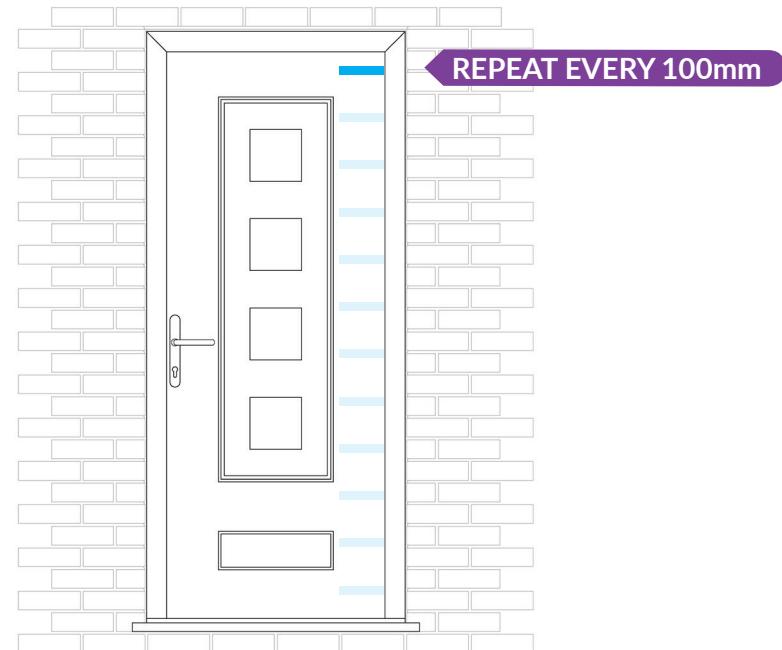
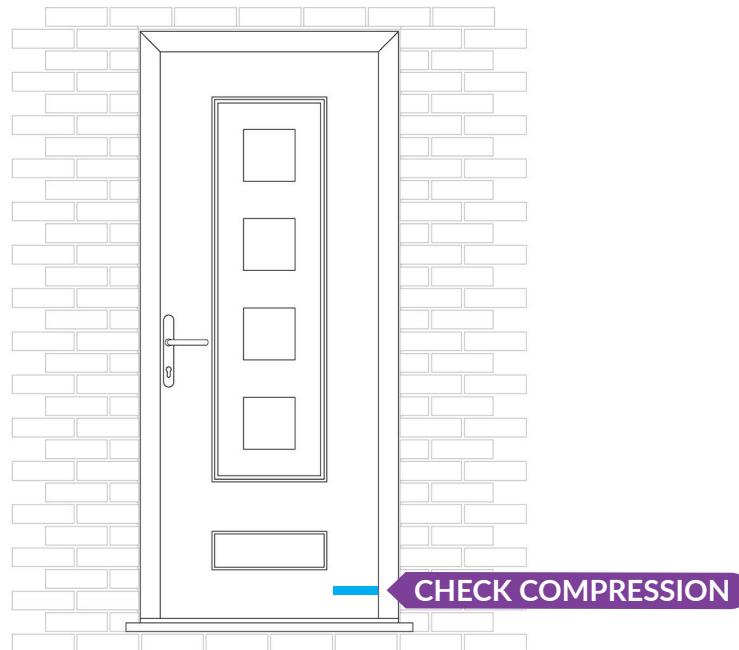
CHECK 3 COMPRESSION HINGE SIDE

Using the release backing paper from double sided tape and starting at the bottom and on the hinge side, open the door and position the paper so when you close the door it traps it between the door and the black q-lon gasket. Set the door to the locked position either by lifting the handle or operating the key.

The paper should be trapped so it does not easily move.

If the paper moves easily there is not enough compression and the hinges need adjusting.

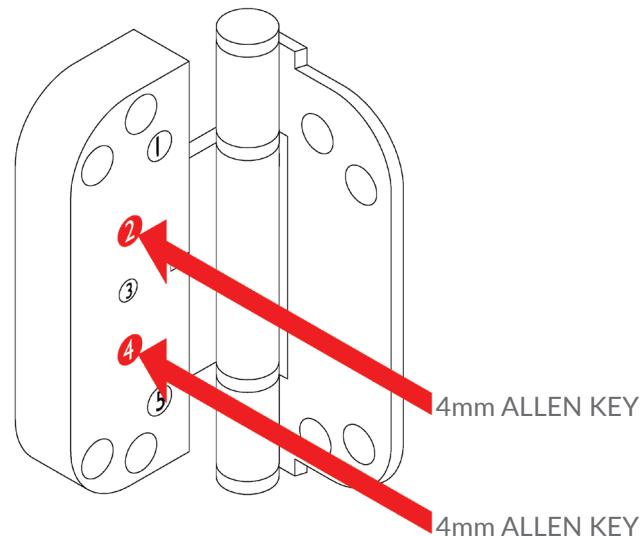
Repeat this every 100mm along the full length of the door on the hinge side.



Draughty Door

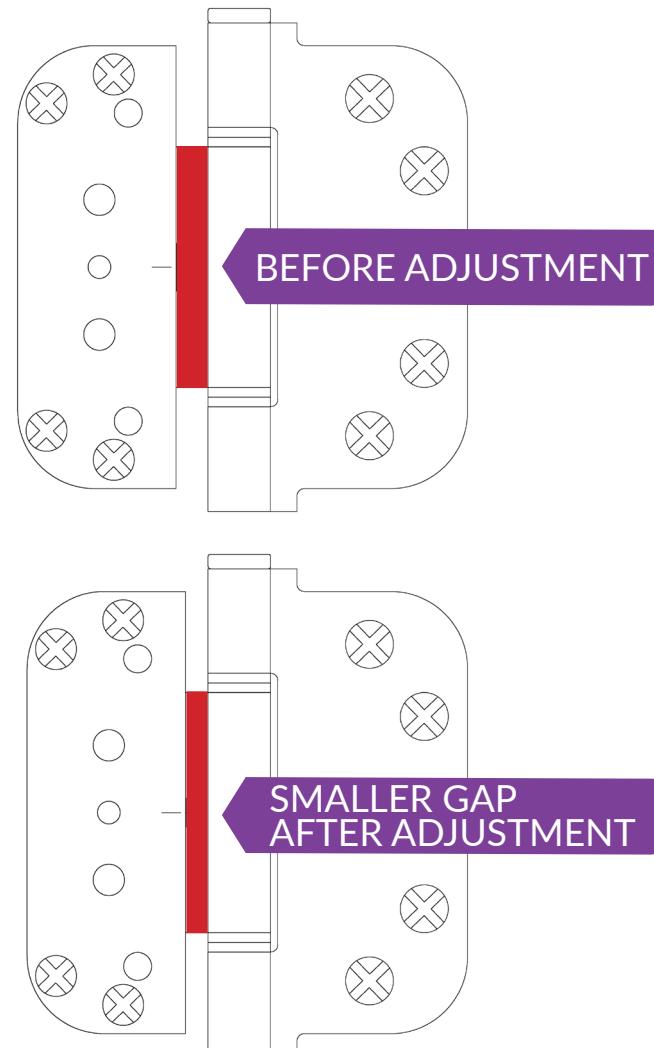
ADJUST THE COMPRESSION ON THE HINGE SIDE

1. On the TOP HINGE unlock 2 and 4 and push the door sash to slightly close the gap between the door sash and the frame.
LOCK TIGHT 2 and 4.



2. On the MIDDLE HINGE unlock 2 and 4 and push the door sash to slightly close the gap between the door sash and the frame.
LOCK TIGHT 2 and 4.

3. On the BOTTOM HINGE unlock 2 and 4 and push the door sash to slightly close the gap between the door sash and the frame.
LOCK TIGHT 2 and 4.



Draughty Door

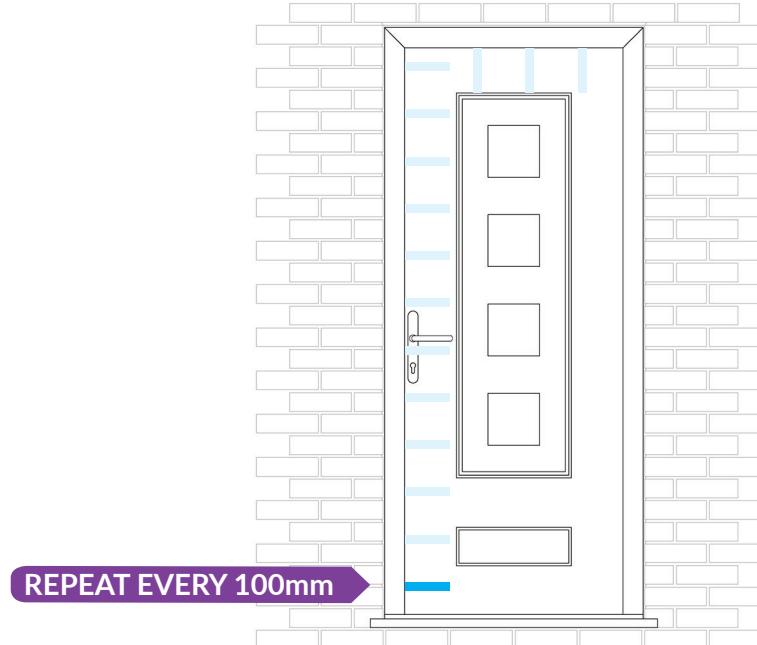
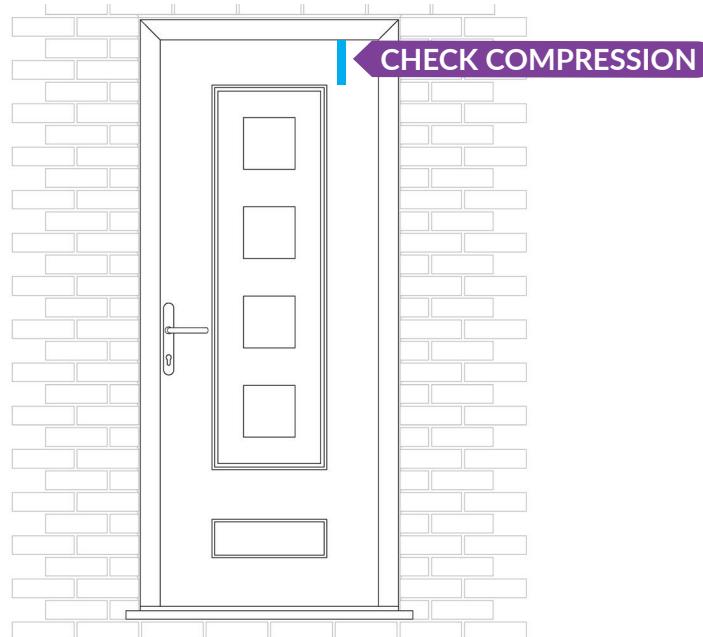
CHECK 4 COMPRESSION HEAD and LOCK SIDE

Using the release backing paper from double sided tape and starting at the head top and on the hinge side, open the door and position the paper so when you close the door it traps it between the door and the black q-lon gasket. Set the door to the locked position either by lifting the handle or operating the key.

The paper should be trapped so it does not easily move.

If the paper moves easily there is not enough compression and the Keeps need adjusting.

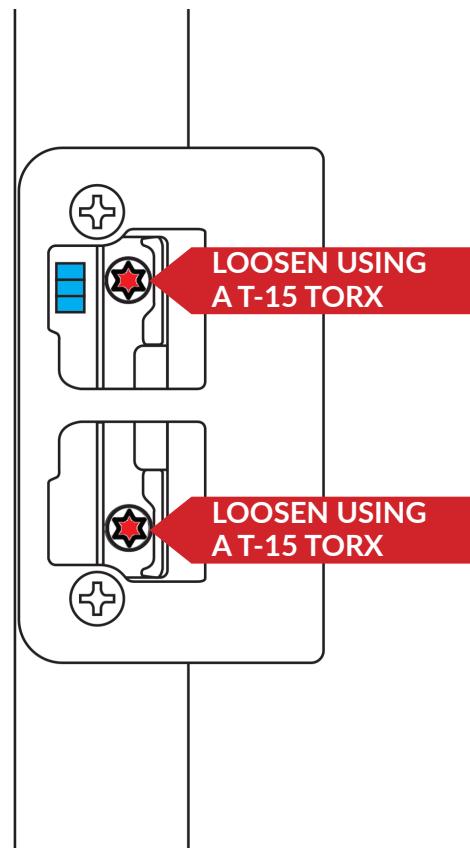
Repeat this every 100mm along the full length of the door head and then down the lock side.



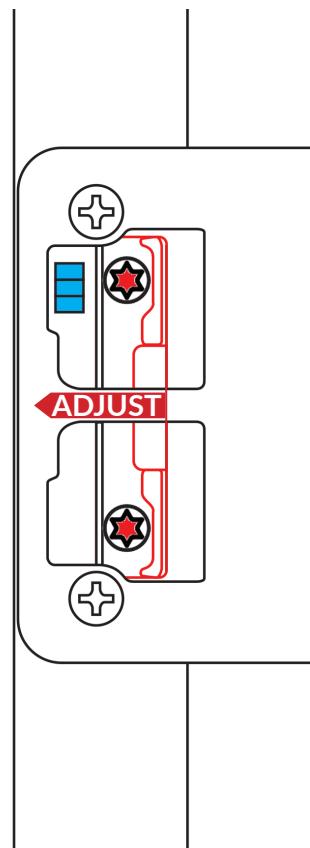
Draughty Door

ADJUST THE COMPRESSION ON THE LOCK SIDE Switch Latch

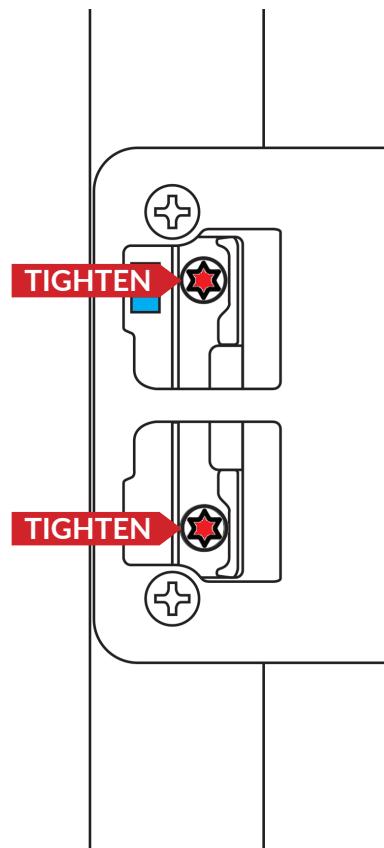
1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made



2. The section highlighted in RED below can now be adjusted to the correct compression.

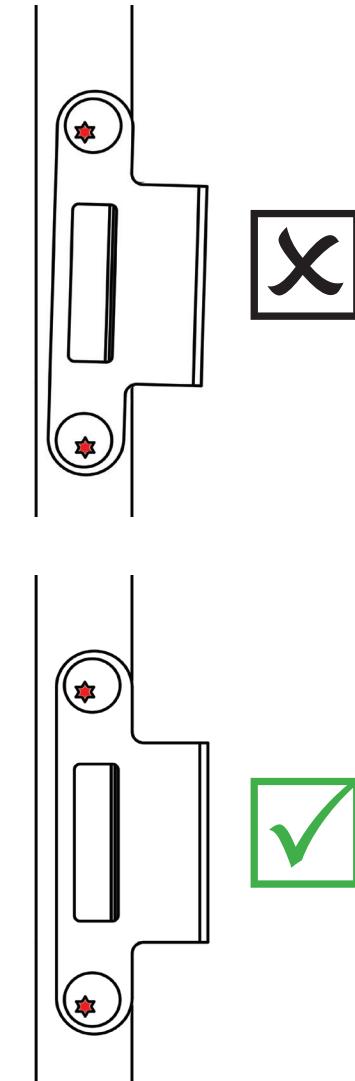
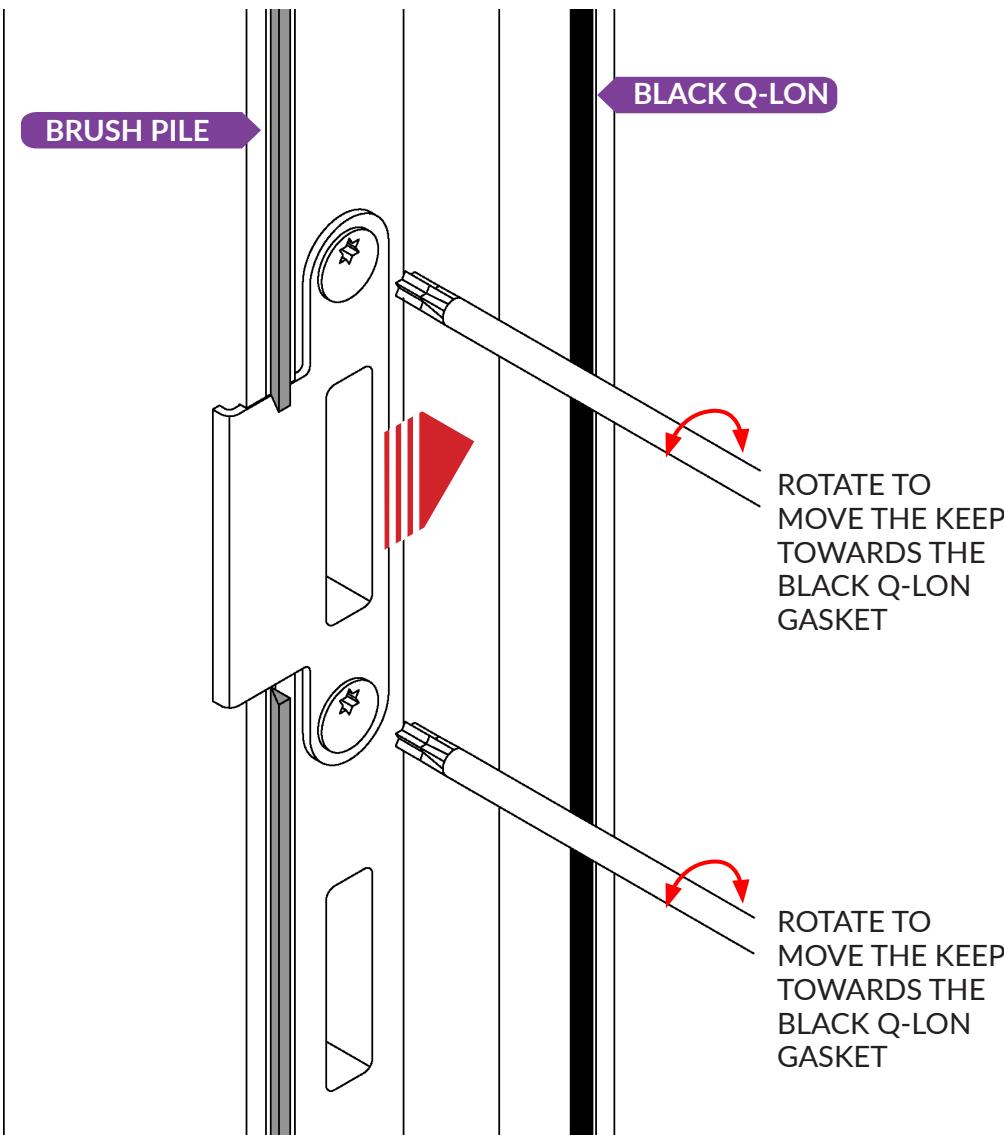
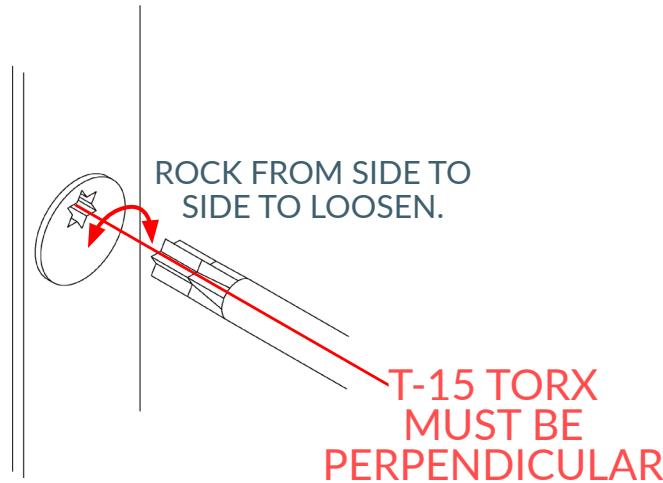


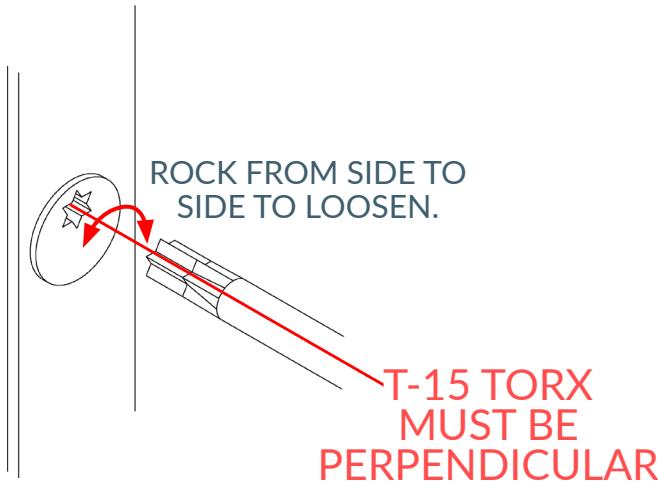
3. When the latch is in the correct position tighten using a T15 TORX.



Draughty Door**ADJUST THE COMPRESSION ON THE LOCK SIDE Standard Latch**

1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Black Q-Lon Gasket. Check the Mech, then repeat if necessary.

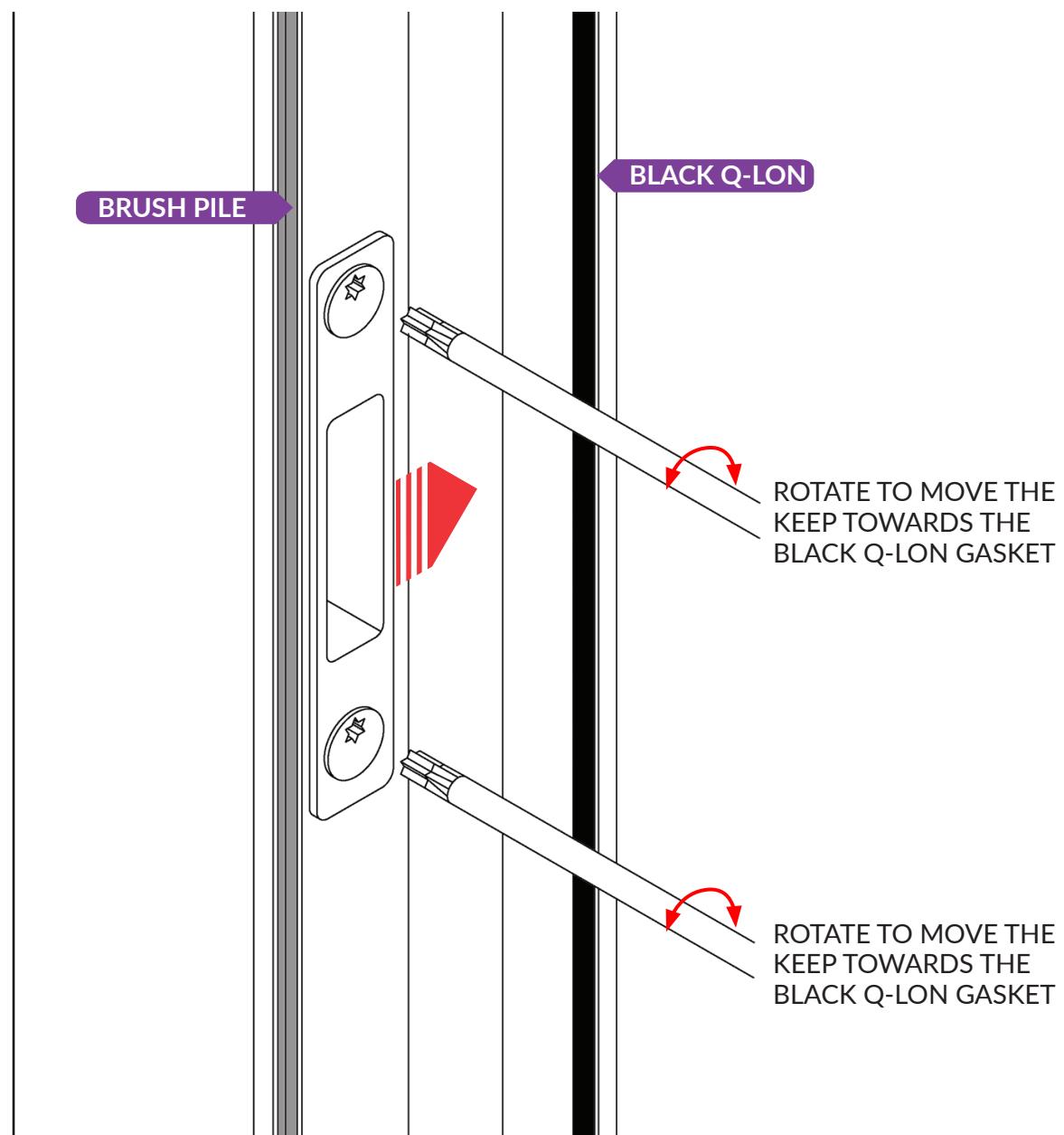


Draughty Door**ADJUST THE COMPRESSION ON THE LOCK SIDE HOOK POCKETS**

1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Black Q-Lon Gasket.

When adjusting a T15 ensure the Torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the Mech, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.



Draughty Door

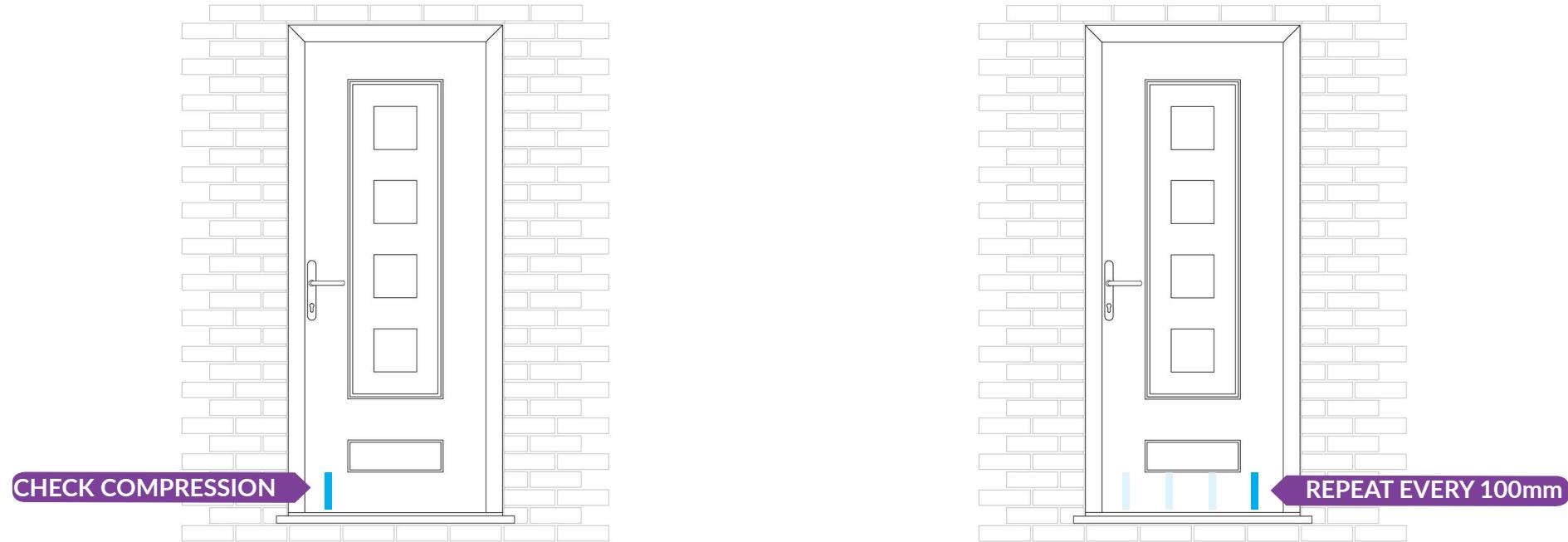
CHECK 5 COMPRESSION THRESHOLD

Using the 'release backing paper' from a role of double sided tape, position the paper so that when you close the door it traps the paper in place between the door sash and the threshold.

Set the door to the locked position either by lifting the handle or operating the key.

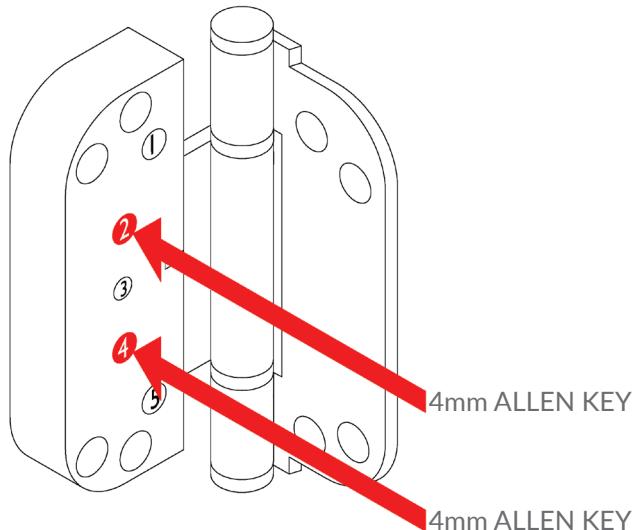
The paper should be trapped so it does not easily move in position. If the paper moves easily there is not enough compression and the hinges need adjusting.

Repeat this every 100mm along the full width of the threshold.

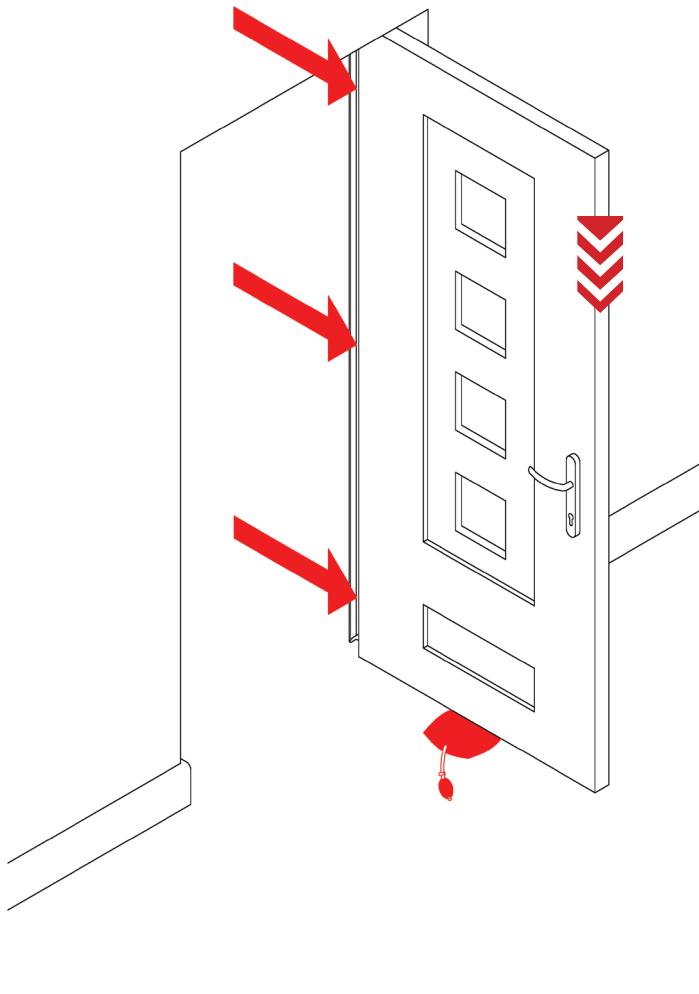


Draughty Door

ADJUST THE COMPRESSION ON THE THRESHOLD



- 1.** Place a Winbag under the door sash and inflate to support the door.
- 2.** Use a 4mm allen key and unlock the allen Keys 2 and 4 on the bottom and middle hinge.
- 3.** Ensure the door sash is supported and then unlock the allen keys 2 and 4 on the top hinge make sure the door does not come off its hinges.
- 4.** Deflate the Winbag to lower the door to tighten the seal against the threshold.
- 5.** Lock tight 2 and 4 on **ALL THREE HINGES.**



Hinge markings

When lowering the sash, it's easier if you tighten the middle hinge first to hold the sash. Then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approximately 2mm increments, to use as a guide.

Draughty Door

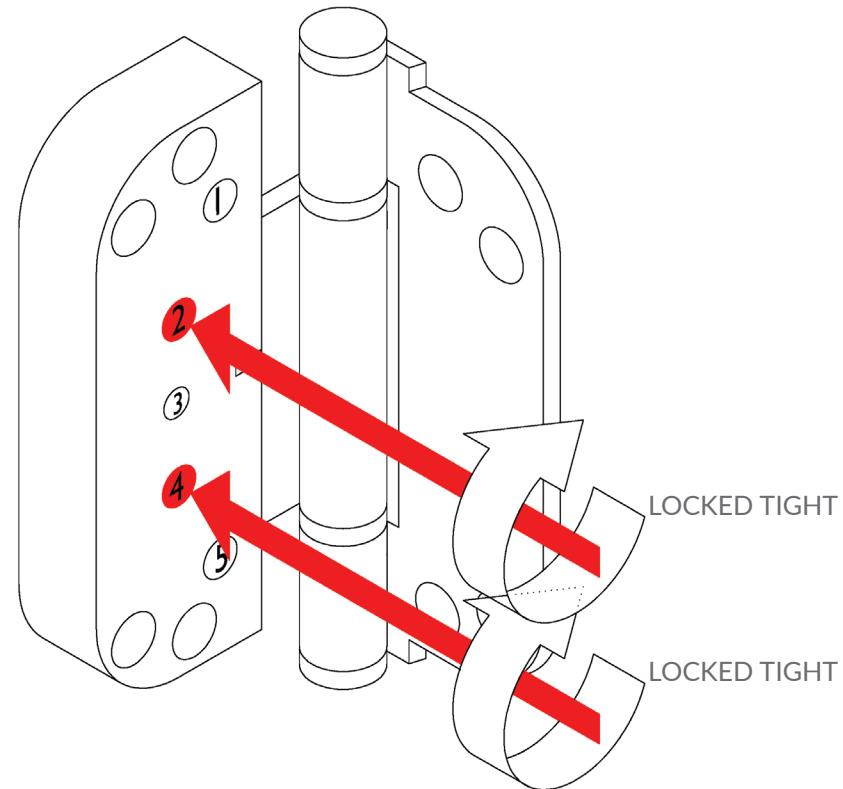
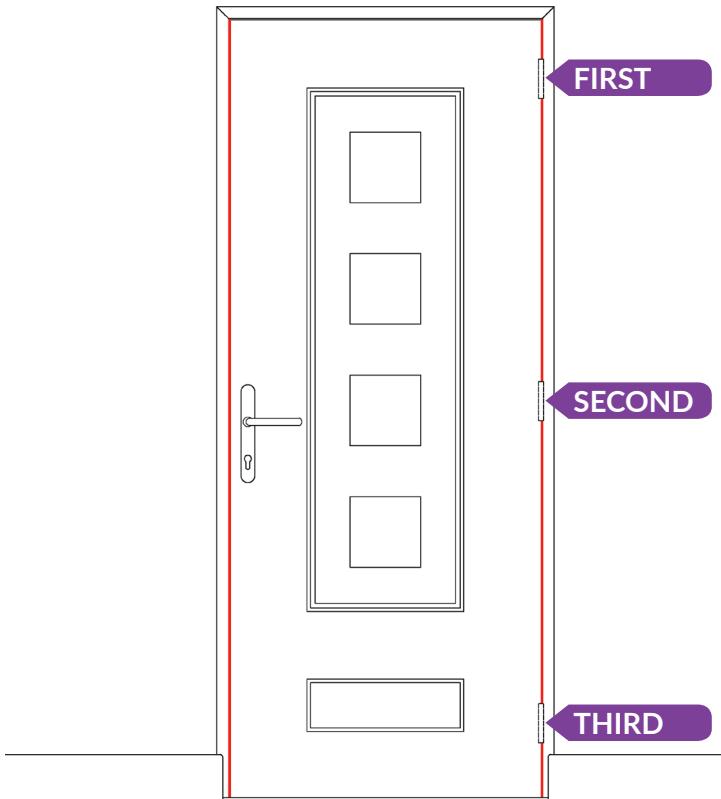
EXTREME DRAUGHT EXCLUDER

If there is compression all the way around to door and there is still a draught (not just cold air caused by metal parts) then Extreme Draught Excluders can be fitted.

The Extreme Draught Excluders prevent air entering in through the vent holes in the threshold, which then can cause a draught around the hinges and centre latch where there is no brush pile gasket protection.

ALL 3 HINGES SHOULD BE LOCKED TIGHT.

Remember to ensure that after making any adjustments to a Rockdoor, it is essential that you have locked all three hinges.



ALL 3 HINGES SHOULD BE LOCKED TIGHT.

