

Securefast

Troubleshooting for Traditional Style 900 Series Panic & Emergency Exit Hardware





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SED991 Panic Latch

- 3 Q The crossbar is not returning fully giving the impression that the springs are weak
- 3 Q The active leaf door on a double rebated door set is opening without operating the panic latch and the door rattles
- 3 Q On a pair of non-rebated double doors the latch bolt is rubbing against the edge of the opposite door leaf (Inactive Leaf) causing bruising on the outside
- 3 Q On single doors the latch does not have sufficient engagement on the keep.
- 3 Q The operation of the push bar is stiff in withdrawing the latch.

SED992 Panic Bolt

- 4 Q The crossbar is not returning fully giving the impression that the springs are weak
- 4 Q The bottom shoot bolt is dragging on the floor when the door is opened and the bottom bolt is not being held in the withdrawn position.
- 4 Q Insufficient engagement of the shoot bolts
- 4 Q The bottom shoot bolt is not returning when the cross bar is operated.
- 4 Q The operation of withdrawing the shoot bolts was not smooth in operation and resistance was evident when the cross bar was operated.

Hold Back Devices

- 5 Q The unit will not function correctly and not hold the bolts back.

Outside Access Devices

SED990/KNC Outside Access Device

- 5 Q When the knob is rotated, the bolt or latch in the inside hardware is not fully withdrawing.
- 5 Q The inside hardware bolt / latch cannot be withdrawn from the outside.
- 5 Q The Bolt-through fixing stumps have sheared off the back of the unit.
- 5 Q The Panic Bolt or Panic Latch is not operating correctly with bolt / latch not responding positively
- 5 Q The operation in withdrawing the Latch / Bolt is stiff

SED900/LEC Outside Access Device

- 6 Q When setting up the OAD the key in the cylinder cannot be fully rotated
- 6 Q Before fitting, when the OAD is lock / unlocked the spindle still rotates.
- 6 Q When the cylinder key is rotated the OAD cannot be locked
- 6 Q When the lever is operated, the bolt or latch on the inside hardware is not fully withdrawing.



Trouble Shooting Q & A

SED991 Panic Latch

The crossbar is not returning fully giving the impression that the springs are weak

- Check that the supports on the back plate are not compressing on the door face due to them standing proud.



The active leaf door on a double rebated door set is opening without operating the panic latch and the door rattles.

- The latch bolt is not fully entering the striker on the Inactive Leaf (2nd opening) because the mechanism unit for the SED991 has been fitted from the edge of the door on the Active Leaf (1st opening), instead of from the edge of the Inactive Leaf (2nd opening)
- Check that the doors are not bowed.

On a pair of non-rebated double doors the latch bolt is rubbing against the edge of the opposite door leaf (Inactive Leaf) causing bruising on the outside

- A panic bolt and panic latch have been used on a pair of non-rebated doors instead of two panic bolts. This is the wrong specification therefore correct ironmongery should be sold. This is not correct to the EN standards and would not have been tested and approved.

On single doors the latch does not have sufficient engagement on the keep.

- Check that the keep is fitted the correct way with the thin section on the inside and the latch locating on the thicker section.

The operation of the push bar is stiff in withdrawing the latch.

- Check that the keep is correctly aligned.
- Check that the door / frame is correctly aligned and not binding.



SED992 Panic Bolt

The crossbar is not returning fully giving the impression that the springs are weak.

- The bottom shoot bolt is not fully thrown due to either the bottom bolt not entering the keep or the shoot guides not fitted correctly causing the shoot bolts to bind. The hardware should be checked with the door open to prove if the problem is the keep, or the guides.
- Check the bottom keep for debris.
- Check that the shoot bolts are not bent and therefore binding in the guides
- Check the fixing screw behind the shoot bolts is not rubbing on the door face.
- Check that the supports on the back plate are not compressing on the door face due to them standing proud.



The bottom shoot bolt is dragging on the floor when the door is opened and the bottom bolt is not being held in the withdrawn position.

- The top trip is incorrectly positioned and therefore the trigger is not locating in the groove on the top shoot bolt.

Insufficient engagement of the shoot bolts

- The bolts have been cut too short (the top shoot should engage 13mm into the top trip keep and 8mm into the bottom keep).

The bottom shoot bolt is not returning when the cross bar is operated.

- The connection pin has sheared therefore the bottom shoot bolt is not connected. This is a result of either (1) the bottom shoot being packed off the door with the main unit fixed to the door face, thus the bottom shoot bolt is not operating parallel to the door face or (2) door is under unnecessary pressure from the bottom keep being out of alignment with the bottom shoot bolts. If this pressure is present then most probably the unit will not conform to the EN Standards as the door must open under given loads and forces.

The operation of withdrawing the shoot bolts was not smooth in operation and resistance was evident when the cross bar was operated.

- Check that the shoot bolts had been fitted the correct way around with the chamfer facing the door face, to ensure that the bolts are withdrawn when pressure is applied against the cross bar.



Hold Back Devices

The unit will not function correctly and not hold the bolts back.

- Check for wear - The Hold Back has been released without first taking pressure off the arm to release the hold back plunger, causing wear on the casting where the plunger enters.



SED990/KNC Outside Access Device

When the knob is rotated, the bolt or latch in the inside hardware is not fully withdrawing.

- Check that the follower of the inside hardware was in the correct position before installation. The follower should be positioned so that there is no idle movement when the OAD knob is rotated.

The inside hardware bolt / latch cannot be withdrawn from the outside.

- Check that the handing of the OAD and the inside unit are compatible, i.e. that the spindle / follower rotate in unison, (one clockwise and the other anti-clockwise) -



The Bolt-through fixing stumps have sheared off the back of the unit.

- The contractor has used a power tool to fix the bolt-through fixings, stripping the threads. A Torque Screwdriver can be used but must be set correctly.

The Panic Bolt or Panic Latch is not operating correctly with bolt / latch not responding positively

- Check that the support plate securing the OAD has been morticed into the face of the door as this will compress the inside mechanism causing the unit to malfunction.

The operation in withdrawing the Latch / Bolt is stiff

- Check the alignment between the OAD and inside unit and ensure that the spindle is square to the door face.
- Check the clearance hole for the spindle, and ensure that the spindle is not binding on the support plate or the bored hole through the door.



SED900/LEC Outside Access Device

When setting up the OAD the key in the cylinder cannot be fully rotated

- The follower for the spindle must be square so that the cam of the cylinder throw can lift the slider in the mechanism.

Before fitting, when the OAD is lock / unlocked the spindle still rotates.

- When the OAD unit is fitted to the door the inside hardware will prevent the spindle rotating when the unit is locked. This can be demonstrated when off the door by holding the spindle in position.



When the cylinder key is rotated the OAD cannot be locked

- Check that the domed head screw has been fitted in the back of the main body in one of the slotted areas.
- Ensure that the domed head screw is fitted in the correct side.

When the lever is operated, the bolt or latch on the inside hardware is not fully withdrawing.

- Check that the follower of the inside hardware was in correct position before installation. The follower should be positioned so that there is no idle movement when the OAD knob is rotated.

Other associated problems which can cause the hardware to fail

Split Doors – due to damage or joints moving or timber splitting

Loose fixings – due to oversized holes or rotten timber

Misaligned doors – due to worn hinges or poor fitting with doors jamming on the frame or threshold

Stripped fixings – due to power tools used to secure fixings, heads damaged therefore fixing not fully secured / broken screws.

Door not closing – Slave unit fitted too close to the door frame, causing interference with the door closing.