



Troubleshooting A Sliding Patio Door Installation

If you think you have a problem, check the system thoroughly before beginning repair. First impressions can be deceiving. If you do not find an answer to your question check the FAQ section on our website or send your question to our customer service department.

➔ Problem: Air and/or light leak at top or bottom of door.

Cause:

- Door installed out of square.
- Sash rollers improperly adjusted.
- Weatherstrip missing top or bottom
- Weatherstrip torn or damaged

Solution:

- Realign, reshim, readjust and renail door jambs.
- Adjust rollers at bottom of operating panel at either end
- Replace weatherstrip

Cause:

- Door not meeting weatherstrip/jamb evenly when it closes, hitting the top or bottom first.

Solution:

- Check frame for plumb and square. If out of square, realign, reshim, readjust and renail door jambs so the door meets the weather-stripping evenly from top to bottom.

Adjust rollers on operating panel at either end to level door so it meets frame evenly when closed.

➔ Problem: Water Leakage under sill or around sill or frame.

Cause:

- Improper/insufficient sealant and/or sealant breakdown under sill.

Solution:

- Reseal under sill. Remember: Two full width beads of caulk should be run across sub-sill before door is put in opening.

Cause:

- Water leaking down around outside of frame (between frame and well).

Solution:

- Remove siding or exterior trim. Check for entry point of water. Install drip cap, if necessary. Seal water entry point. Thoroughly seal around perimeter of door. Reinstall siding or trim. Seal exterior. Remember: Caulking should be applied to back of nailing fin around full perimeter before door is put in opening.

➔ Problem: Door will not open or close properly

Cause:

- Excessive hump in sill/sill is humped or depressed beyond the range of the door sealing capacity.

Solution:

- Remove door frame, reshim to level sill, seal thoroughly under sill. Anchor sill to draw down straight, if necessary.
- Reshim jamb legs.

Cause:

- Head and sill appear bowed.

Solution:

- Check rough opening dimension against unit width to be sure unit has not been wedged into undersized opening. If so, re-cut opening or get resized door to fit opening dimension.
- Check for "trash", spilled cement, etc. or sub floor in opening preventing sill from resting evenly. Clean slab to allow sill to lay evenly.
- Hump in cement slab (unlevel slab) at opening. Remove door unit chisel down high spot to level. Reinstall door unit.

Cause:

- Jamb out of alignment.

Solution:

- If jamb is twisted along length of the members, straighten it by reshimming to eliminate the twist and maintain an even margin of door to jamb. Renail frame around perimeter.

Cause:

- Jamb out of square to door.

Solution:

- Usually caused by plumb frame members sitting on unlevel floor/sill area. Free lowest jamb leg and shim it up to level the sill and maintain an even margin around door perimeter.

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