

Troubleshooting Guide

MULTI-POINT ASTRAGAL

800.334.2006

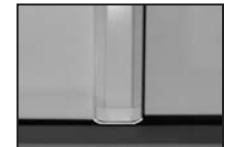
8817 West Market Street
Colfax, NC 27235



Note: Please make sure that the door unit has been installed square (frame), level (sill and head) and plumb (vertical) before using the troubleshooting guide. Many problems can be resolved by checking the installation and correcting racking, level and plumb issues.

Problem	Cause	Solution
AIR AND/OR LIGHT LEAKAGE AT TOP OF THE ASTRAGAL	Header or astragal weatherstrip is torn or damaged.	Replace weatherstrip.
	Header weatherstrip is not properly slit where it meets the astragal trim cap.	Slit weatherstrip as detailed in field installation instructions.
AIR AND/OR LIGHT LEAKAGE AT TOP OR BOTTOM OF THE ASTRAGAL	Weatherstrip is torn or damaged.	Replace weatherstrip.
	Bottom bolt pads missing, damaged or improperly installed.	Replace pads and properly position.
	Bottom Simple Solution Pad missing, damaged or improperly installed.	Replace pad per instructions, sealing properly.
	Door loose in frame, with excessive inward-outward movement when latched.	Adjust latch strike plate towards weatherstrip for a tighter fit when lock is latched.
	Bolts not engaged with sill or head.	Make sure Flip Lever is in "down" position to engage the shoot bolts at head and sill.
BOTTOM SEALING PADS OR CORNER PAD HAS PULLED OFF OR IS OUT OF PLACE	Mishandling.	Replace pads and properly position.
WATER LEAKAGE OVER SILL	Astragal sealing pads not meeting sill cap properly.	Ensure that the lower bolt seals are properly positioned against the sill cap. Replace or reposition as needed.
FLIP LEVER WILL NOT OPERATE	Astragal mounting screws under shoot bolt sleeves may be too tight.	Loosen screws so they are just flush with mating surface.
	Lever assembly internal mechanisms damaged or not properly assembled.	Call Endura's Customer Service for more details, 800-334-2006.
THE FLIP LEVER IS BROKEN	Door may have closed on flip lever.	Call Endura's Customer Service for more details, 800-334-2006.

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Problem	Cause	Solution
UPPER AND LOWER BOLTS DO NOT MOVE WHEN THE FLIP LEVER IS OPERATED	Astragal mounting screws under shoot bolt sleeves may be too tight.	Loosen screws so they are just flush with mating surface.
	Lever assembly internal mechanisms damaged or not properly assembled.	Call Endura's Customer Service for more details, 800-334-2006.
DOOR WON'T CLOSE	Keepers in active panel are facing incorrect direction, hitting against astragal.	Reverse keeper direction. Open side of keeper must face barrel side of hinges when installed.
	Flip lever in "up" position, causing "knuckle" to prevent door closure.	Move Flip Lever to the "down" position.
KEEPERS IN ACTIVE PANEL ARE FACING INCORRECT DIRECTION TO MATE WITH LOCK PAWLS	Hinges may not always be applied to panel before installing astragal.	Open side of keeper must face barrel side of hinges when installed. Change direction of keepers if they are facing the incorrect direction.
KEEPER ARM IS STICKING	Painted keeper.	Remove paint with mild solvent such as Acetone. Take care not to damage finish on door! Re-lubricate with light machine oil, 3 in 1 oil recommended.
	Dirt/dust/debris fouling keeper.	Clean with household cleaner. Re-lubricate with light machine oil, 3 in 1 oil recommended.
	Lubrication needed.	Re-lubricate with light machine oil, 3 in 1 oil recommended.
MY KEEPER ARMS ARE NOT OUT	Keeper Paint Protective Cover is not removed.	Remove cover to allow keeper to function.
THE DEADBOLT CANNOT BE THROWN TO ITS LOCKED POSITION	The deadbolt actuator position is not in line with the deadbolt.	See Pre-Hanger Installation Instructions.
THE DEADBOLT KEY WON'T TURN	Doors may be warped or misaligned beyond the capability of the locking system.	Push against upper corner of the door as you turn the key. If this allows the key to turn and the lock to engage, contact the door supplier to correct alignment or warping of the doors.



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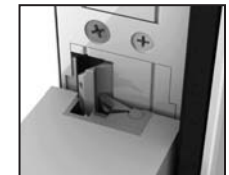
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Problem	Cause	Solution
THE DEADBOLT KEY TURNS, BUT THE ASTRAGAL LOCKS DON'T ENGAGE	Keeper Paint Protective Cover is not removed.	Remove cover to allow keeper to function.
LOCK ACTUATOR IS STICKING	Deadbolt actuator mounting screws may be too tight.	Loosen screws so they are just flush with mating surface.
ASTRAGAL LOCK PAWLS NOT RETRACTING FULLY	Spring weak and/or broken.	Contact the door supplier to correct.
	Deadbolt linkage in improper position.	Contact the door supplier to correct.
THE KEEPER IS NOT CATCHING WITH THE RECEIVER	Door unit installed margin is incorrect.	Margin adjustment to ensure a 1/8" nominal strike margin, check to see that the lock pawl is evenly positioned with the keeper on the door panel, check to make sure the door is not warped away from the weather-stripping.
	Keepers incorrectly oriented on the active panel.	Open side of keeper must face barrel side of hinges when installed. Change direction of keepers if they are facing the incorrect direction by removing mounting screws, correctly orienting, then re-anchoring.
	Keeper rout pocket incorrectly vertically positioned on the active panel.	Active panel must be replaced with new panel which has proper rout locations.



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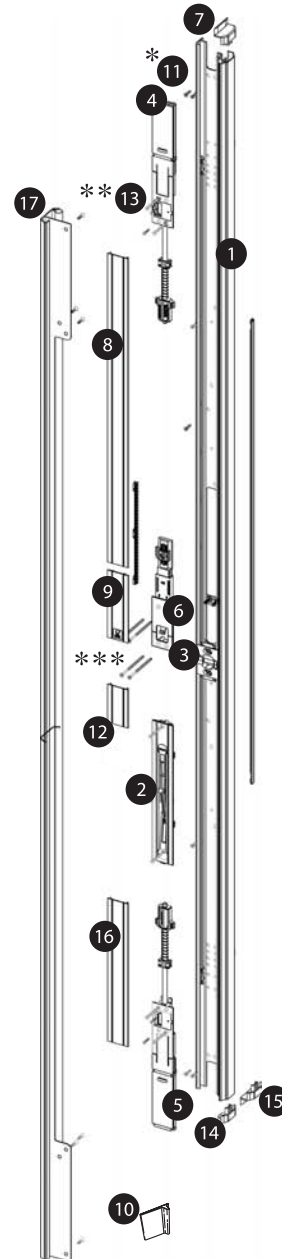
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EnduraTM
PERFORMANCE STANDARD

Parts List

- ① Astragal Body
- ② Flush Bolt Actuator
- ③ Strike Retainer
- ④ Upper Bolt
- ⑤ Lower Bolt
- ⑥ Lock Actuator and Screws
- ⑦ Upper Trim Cap
- ⑧ Upper Body Trim
- ⑨ Lock Actuator Cover
- ⑩ Simple Solution™ Corner Pad (Inswing)
- ⑪ #8 x 1" Screws
- ⑫ Mid Body Trim
- ⑬ Painted Hardware Screws
- ⑭ Lower Trim Cap (Inswing)
- ⑮ Lower Trim Cap (Outswing)
- ⑯ Lower Body Trim
- ⑰ Security Flange and Screws (Outswing)

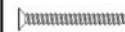
Exploded View



Screw Pack



*** (4) #8 x 3"
painted screws

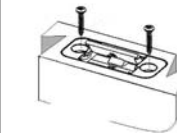


** (11) # 8 x 1-5/8"
painted screws



* (9) #8 x 1"
mounting screws

Keeper Pack



(2) keeper assemblies
(4) mounting screws

Part's are shown for reference only: Only some parts are available for replacement/repair.

Part 17 (Outswing Security Flange) is ordered and available separately from the astragal.