

# ARM-A-DOR Installation Troubleshooting Guide

## Installation Problems

<b>Problem</b>	<b>Possible Cause(s)</b>	<b>Recommended Solutions</b>
I – 1) Push Pad Label(s) missing	♦ Labels were not installed during installation	♦ Order & Install label(s).
I – 2) Tailpiece missing (This is an important security feature)	♦ Tailpiece not installed during installation	♦ Order and Install tailpiece. A101-128
I – 3) Locking bolt is hitting the frame and/or weather while door is closing, lock is in the retracted position	♦ Lock was not installed correctly	♦ Lock assembly must be adjusted on stripping the door. Position the lock close to the hinge side of the door. See pages 13 thru 17 of installation guide.
<b>Note:</b> Adjust lock assembly at the door brackets ... loosen, adjust for clearance and retighten bolts. The release bracket on the hinge side of door frame may have to be adjusted to insure proper relocking.		
I – 4) Pushing on door from inside or pulling on door from outside will unlock the locking bolt	♦ Lock was installed on a poor door & frame	♦ Lock assembly must be adjusted or door positioned closer to strike side of door.
<b>Note:</b> Door frame is installed with the frame face at an angle to the door face. Adjust the strike plate to be flat with the door face or shim the frame face to be flat with the door and reinstall strike plate. Door must have a door closure		
I – 5) Low profile kit was not used...the frame has large cut holes in both sides of the frame.	♦ Poor Installation – Did not follow instructions	♦ Order and install Low Profile kit Adjust lock for proper operation. A104-001
<b>Note:</b> The installer did not order or install Low Profile kit. Check to make sure the installer installed the tailpiece ... if not, this must be installed for security purposes.		

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## Mechanical Problems

<b>Problem</b>	<b>Possible Cause(s)</b>	<b>Recommended Solutions</b>
M – 1) Lock will not relock	<ul style="list-style-type: none"> <li>♦ Something is blocking the door from closing</li> <li>♦ Door does not fit into the frame due to interference with frame ... and push pad must be pulled on to pull door into frame</li> <li>♦ Release bracket missing</li> <li>♦ Release bracket needs adjustment</li> </ul>	<ul style="list-style-type: none"> <li>♦ Clear all obstacles</li> <li>♦ Fix door hinges, door threshold, weather stripping, door closer, door and frame alignment.</li> <li>♦ Replace release bracket</li> <li>♦ Adjust bracket and insert third fastener to fix the bracket in the desired position.</li> </ul>
<p>Check function ... open door and depress push pad ... insert a screwdriver into the opening in the end of the tailpiece and depress the bump rod ... <u>only needs slight depression</u>. If the lock bolt relocks ... the product is operating correctly and the problem is in the installation. The product needs to be adjusted to engage the release bracket for closure. If the lock bolt will not relock after several attempts of depressing the release bar, a service call may be required.</p>		
M – 2) Push pad is depressed, but it will not stay down and wants to relock.	<ul style="list-style-type: none"> <li>♦ Push pad was not depressed completely</li> <li>♦ Possible misuse/abuse</li> <li>♦ Possible bent bump rod and/or internal latch</li> </ul>	<ul style="list-style-type: none"> <li>♦ Instruct operator to depress push pad completely.</li> <li>♦ Adjust bracket and insert third fastener to fix the bracket in the desired position.</li> <li>♦ Door may have slammed shut with great force. Replace the lock and adjust the door closer to control how much force is placed on the bump rod and latch during closing</li> </ul>

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## Alarm Problems

<b>Problem</b>	<b>Possible Cause(s)</b>	<b>Recommended Solutions</b>
A – 1) Alarm does not sound when pad is pressed	<ul style="list-style-type: none"> <li>♦ Alarm is not turned on</li> <li>♦ Alarm is turned on but is in the twenty second delay time</li> <li>♦ Batteries are either missing or dead</li> </ul>	<ul style="list-style-type: none"> <li>♦ Insert key and turn on to alarmed position. Check to see if the light is blinking rapidly for 20 seconds. If so ... it is OK</li> <li>♦ Wait twenty seconds to check alarm, ensure end cap is secured</li> <li>♦ Install 2 new alkaline 9-volt batteries</li> </ul>
<p><b>Note:</b> The batteries are located opposite the key cylinder behind the end cap. Turn the key to the OFF position. Remove the four end cap screws. Locate and remove the batteries, remove the battery snaps and install two 9-volt <b>alkaline</b> batteries. Replace the batteries into the holders, replace the end cap and tighten the four end cap screws. Check the alarm.</p>		
A – 2) Can not arm (turn on) alarm	<ul style="list-style-type: none"> <li>♦ Locking bolt must be extended completely</li> </ul>	<ul style="list-style-type: none"> <li>♦ Check and adjust product on door</li> </ul>
<p><b>Note:</b> To check if locking bolt is operating properly – try to arm alarm with door open. To do so: with alarm off, push pad in and open the door, using a screwdriver – insert end into the opening in the tailpiece, depress bump rod, this will cause the push pad to spring back and the locking bolt will extend. Insert key and rotate to arm the alarm ... if you can arm the alarm with the door open, then the problem is in the installation ... adjust lock assembly on the door to eliminate tight fitting or side pressure on the lock bolt, this prevents the locking bolt to extend completely.</p>		
<p><b>Note:</b> When turning on the alarm ... insert key and rotate to the direction shown on push pad to turn on alarm ... return key to entry position ... do not over rotate key and by mistake turn alarm off.</p>		
A – 3) Alarm does not operate properly	<ul style="list-style-type: none"> <li>♦ Reset alarm logic suggested</li> </ul>	<ul style="list-style-type: none"> <li>♦ No service call required Microprocessor need to be reset unplug batteries and wait 10 minutes ... reinstall batteries and check alarm features</li> </ul>

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<u>Problem</u>	<u>Possible Cause(s)</u>	<u>Recommended Solutions</u>
A – 4) Does not beep 4 times after installing new batteries	♦ Alarm board has reserved power	♦ No action required – lock & alarm will work properly
A – 5) Alarm beeps each time LED light blinks red every 20 seconds	♦ Low Battery Indicator	♦ Replace with 2 9-volt alkaline batteries
A – 6) Alarm sounds beeping sound different from the normal alarm sound. Beeping sounds for three five minute intervals.	♦ Manager Alarm Reset Feature turned on	♦ No service call required. Rearm the alarm
<p><b>Note: The Rearm Reminder Feature</b> – If this feature is turned on – after the alarm has been turned off For 15, 30 or 60 minutes the alarm will sound beeps as a reminder to the manager to rearm the alarm. The beeps will continue for five minutes and be silent for five minutes . . . the alarm will repeat this three times and then will remain silent.</p>		
A – 7) Alarm sound is not loud – muffled sound	♦ Check alarm speaker openings for obstructions Openings are in alarm housing (black plastic Cover) two round holes	♦ Clear speaker openings
A – 8) Alarm sounds when push pad is depressed but shuts off after a few seconds	♦ Nuisance Alarm Feature turned on	♦ No service required.

**For additional troubleshooting assistance from Sargent and Greenleaf, please call our technical support department at 800-847-6750 ext. 217.**