

## **Trouble Shooting on Double French door**

### **Doors are hard to operate and rubbing on the head or sill:**

1. Close both doors and check the top of each door panel to insure the door panels are even, in swing from inside, out swing from outside.
2. If top of door panels are even, check the sill to find out if it is bowed. This can be done with a straight edge placed across the top of the crown.
3. If the sill has a bow remove the screws in the center of the crown and replace with 3 ½ “stainless steel screws, this may straighten bowed in the crown.

### **Door panels are not even at the top:**

The likely cause of this is that the door frame is installed out of square.

- Remove anchor screws in top hinge on both jambs
- Remove shims from the top hinge of the door panel that is the lowest
- Re-shim behind the hinge on the panel that is the highest.
- Continue to adjust until door panels are flush at the top.
- When this is completed anchor top hinge with 2 ½” screws.

### **Inconsistence margin between door panels and door frame:**

- If margins are too wide, re-shim door frame until you have 1/8” to 3/16” margin between both doors.
- If margins are too narrow, door frame may be over shimmed. Remove shims as required

### **Door will not lock:**

- Check for proper operation of locking mechanism.
  - Open door and operate lock to ensure that it works.
  - If lock fails to operate correctly there may be a problem with the mechanism and it will need to be replaced.
- If locking mechanism is working properly, check that the brass cup on the sill is not filled with dirt, if so clean and retry lock.
- Check that the sill does not have a bow in it. See above Doors are hard to operate and rubbing on the head or sill. If the sill is bowed this will restrict the shoot bolt from full engaging.

### **Note:**

**Improperly installed doors are not covered under Norwood’s warranty.**