

Securefast Trouble Shooting Guide

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The bottom shoot bolt is dragging on the floor when the door is opened and the bottom bolt is not being held in the withdrawn position.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shoot bolts had been fitted the correct way around with the chamfer facing the door face, to ensure that the bolts are withdrawn when pressure is applied against the cross bar.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.

Other associated problems

- 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.