

## Securefast Trouble Shooting Guide

### SED990/KNC Outside Access Device



***When the knob is rotated, the bolt or latch in the inside hardware is not fully withdrawing.***

- Check that the follower of the inside hardware was in the correct position before installation. The follower should be positioned so that there is no idle movement when the OAD knob is rotated.

***The inside hardware bolt / latch cannot be withdrawn from the outside.***

- Check that the handing of the OAD and the inside unit are compatible, i.e. that the spindle / follower rotate in unison, (one clockwise and the other anti-clockwise).

***The Bolt-through fixing stumps have sheared off the back of the unit.***

- The contractor has used a power tool to fix the bolt-through fixings, stripping the threads. A Torque Screwdriver can be used but must be set correctly.

***The Panic Bolt or Panic Latch is not operating correctly with bolt / latch not responding positively.***

- Check that the support plate securing the OAD has been morticed into the face of the door as this will compress the inside mechanism causing the unit to malfunction.

***The operation in withdrawing the Latch / Bolt is stiff.***

- Check the alignment between the OAD and inside unit and ensure that the spindle is square to the door face.
- Check the clearance hole for the spindle, and ensure that the spindle is not binding on the support plate or the bored hole through the door.

#### ***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.