

Troubleshooting Manual for Rolling Steel Doors

The following troubleshooting guidelines have been specifically written to provide a reliable source of information to all customers and users of Alpine Overhead Doors, Inc. This information will provide solutions to the most common problems and establishes a systematic sequence required in repairing a rolling steel door.

If a problem is encountered and it is not covered in this manual, kindly call an Alpine sales representative for they are ready to assist you if you require further technical assistance.

	Problem	Causes	Corrections
P1	As the door is in the downward travel, it binds.	a. Curtain binds in guides.	Increase the guide opening. Curtain must be free in guides.
		b. Bolts used to connect the curtain to the barrel are too long.	Replace the bolts with shorter bolts.
		c. Insufficient initial stretch of the torsion spring.	Consult the factory. 1-800-Alpine-4
		d. Incorrect hand of the spring.	Consult the factory. 1-800-Alpine-4
		e. Incorrect spring assembly for the opening.	Check the door mark on the barrel. Locate the correct barrel.
P2	Tension wheel turns freely.	a. Spring broken.	Consult the Factory. 1-800-Alpine-4
		b. Broken shaft pin.	
		c. Broken barrel pin.	
P3	Difficulty applying tension while adjusting the charge wheel.	a. Incorrect spring connection to the spring holders.	Consult the Factory. 1-800-Alpine-4
		b. Incorrect distance between the spring castings.	
		c. Screws connecting the curtain or collar are too long.	
P4	Drive shaft crooked.	a. Broken weld.	Consult the Factory. 1-800-Alpine-4 Possible end plug replacement.
		b. Shipping damage.	

	Problem	Causes	Corrections
C1	Curtain rolls up unevenly.	a. Top slat not in line.	Loosen top screws and straighten the curtain.
		b. Tapped holes in barrel are not on centerline.	Drill and tap the barrel with holes on centerline.
		c. Barrel not level.	Use hydro-level to level the pipe.
		d. Collar assembly improperly aligned.	Consult the factory. 1-800-Alpine-4
		c. Damaged slats in curtain.	Replace damaged slats.
C2	Curtain slats separate.	a. Freight damage.	Replace the curtain.
C3	Curtain separates from the barrel.	a. Curtain does not have ½ wrap on the barrel, when in the closed position.	Insert additional slats in the curtain of the door.
		b. Bolts pulled through the top slat.	Install washers under the head of the bolts.
		c. Interlocks not installed on the motor operated door.	Install interlocks to prevent motor operation, when the door is locked.
C4	Curtain appears to sag at the center.	a. Center of the curtain is against the barrel and the edge of the curtain is pulled toward the lintel, as it enters the guides.	Curvature of the curtain makes it appear to be sagging, when it is actually level.
		b. Barrel deflection on wide doors.	Consult the factory. 1-800-Alpine-4
		c. Starter slats improperly aligned to the barrel.	Remove the starter slat and allow for camber, then tighten.
B1	Bottom Bar Interferes with the vinyl weather-stripping.	a. Incorrect guide opening.	Increase guide openings.
		b. Incorrect cope on bottom bar angle.	Increase cope to clear the weather-stripping.

	Problem	Causes	Corrections
B2	Sensing edge doesn't work.	a. Open circuit in the bottom bar. Confirm this by disconnection the wiring at the bottom bar and insert a continuity tester.	Replace the sensing edge
		b. Open circuit in the coil cord or cord reel. Confirm this by inserting a voltmeter into the plug. Reading should be 24 VAC	Replace the coil cord or coil reel.
		c. Door located in extremely wet or flooded environment.	Eliminate the water and replace the sensing edge.
B3	Locks are inoperable.	a. Key slot of cylinder must be in the horizontal position	Reposition the cylinder and firmly secure with small screws into the bottom bar.
		b. Damaged internal components.	Remove the bottom bar from the guide. Replace the locking mechanism
B4	Electrical interlocks are inoperable	a. Magnet on lock bolt does not line up with the proximity switch on the guide.	Adjust the proximity switch location where it is mounted to the guides.
H1	Hood bends do not align with the end bracket.	a. Incorrect hood size.	Accurately check all dimensions of material supplied and consult factory. 1-800-Alpine-4
K1	Brackets are not perpendicular to the barrel	a. Wall angle flange is not square.	Brace the bracket into position and square.