



## TROUBLESHOOTING MANUAL FOR ROLLING STEEL DOORS.

### **Purpose:**

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. rolling steel doors. 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 Alpine sales representatives, for they are ready to assist you if you require further technical assistance.

### **Barrel:**

**Problem:** As the door is in the downward travel, it binds.

Causes:

- Curtain binds in guides.
- Bolts used to connect the curtain to the barrel are too long.
- Insufficient initial stretch of the tension spring or incorrect hand of the spring.
- Incorrect spring assembly for the opening.

Corrections:

- Increase the guide opening. Curtain must be loose in the guides.
- Replace the bolts with a shorter bolt.
- Consult the factory.
- Check the door mark on the barrel. Locate the correct barrel.

**Problem:** Tension wheel turns freely.

Causes:

- Spring broken.
- Broken shaft pin.
- Broken barrel pin.

Corrections:

- Items a through c, consult the factory.

**Problem:** Difficult to apply tension in adjusting the charge wheel.

Causes:

- Incorrect spring connection to the spring holders.
- Incorrect distance between the spring castings.
- Screws connecting the curtain or collar are too long.

Corrections:

- Items a through c, consult the factory.

**Problem:** Drive shaft crooked.

Causes:

- Broken weld or shipping damage.

Corrections:

- Consult the factory. Possible End Plug replacement.

### **Curtain:**

**Problem:** Curtain rolls up unevenly.

Causes:

- Top slat not in line.
- Tapped holes in barrel not on centerline.
- Barrel not level.
- Collar assembly improperly aligned.
- Damaged slats in curtain.

Corrections:

- Loosen top screws and straighten the curtain.
- Drill and tap the barrel with holes on centerline.
- Use hydro level to level the barrel.
- Consult the factory.
- Replace damaged slats.

## **Curtain: (continued)**

**Problem:** Curtain slats separate.

Causes: a. Freight damages.

Corrections: a. Replace the curtain.

**Problem:** Curtain separates from the barrel.

Causes: a. Curtain does not have 1/2" wrap on the barrel when in the closed position.  
b. Bolts pulled through the top slat.  
c. Interlocks not installed on the motor operated door.

Corrections: a. Insert additional slats in the curtain of the door.  
b. Install washers under the head of the bolts.  
c. Install interlocks to prevent motor operation when the door is locked.

**Problem:** Curtain appears to sag at the center.

Causes: a. Center of the curtain is against the barrel, the edge of the curtain is pulled toward the lintel as it enters the guides.  
b. Barrel deflection on wide doors.  
c. Starter slats improperly aligned to the barrel.

Corrections: a. Curvature of the curtain makes it appear to be sagging while it is actually level.  
b. Consult the factory.  
c. Remove the starter slat and allow for camber, then tighten.

## **Bottom Bar:**

**Problem:** Bottom bar interferes with the vinyl flap weatherstripping.

Causes: a. Incorrect guide opening.  
b. Incorrect cope on bottom bar angle.

Corrections: a. Increase guide openings.  
b. Increase cope to clear the weatherstripping.

**Problem:** Safety edge not working.

Causes: a. Open circuit in the bottom bar. Confirm by disconnecting wiring at the bottom bar and insert a continuity tester.  
b. Open circuit in coil cord or cord reel. Confirm by inserting a voltmeter into the plug. Reading should be 24 VAC.  
c. Door located in extremely wet or flooded environment.

Corrections: a. Replace the Safety edge.  
b. Replace the coil cord or cord reel.  
c. Eliminate the water and replace the Safety edge.

**Problem:** Locks inoperative.

Causes: a. Key slot of cylinder must be in the horizontal position.  
b. Damaged internal components.

Corrections: a. Reposition the cylinder and firmly secure with small screws into the bottom bar.  
b. Remove the bottom bar from the guide. Replace the locking mechanism.

**Problem:** Electrical interlocks inoperative.

Causes: a. Magnet on lock bolt does not line up with proximity switch on the guide.

Corrections: a. Adjust the proximity switch location where it is mounted to the guides.

## **Hood:**

**Problem:** Hood bends do not align with the end brackets.

Causes: a. Incorrect hood size.

Corrections: a. Accurately check all dimensions of material supplied and consult the factory.

## **Bracket:**

**Problem:** Brackets not perpendicular to the barrel.

Causes: a. Wall mount angle not square.

Corrections: a. Brace bracket into position and square.