



# **COVENANT**

Security Equipment



MODEL CSE-RA-275-SC

Manual/Self Closing  
MOER (Manual Open/Electronic Release)  
Fully Automatic Electric

**Installation/Service/Operations Manual**

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## DISCLAIMER

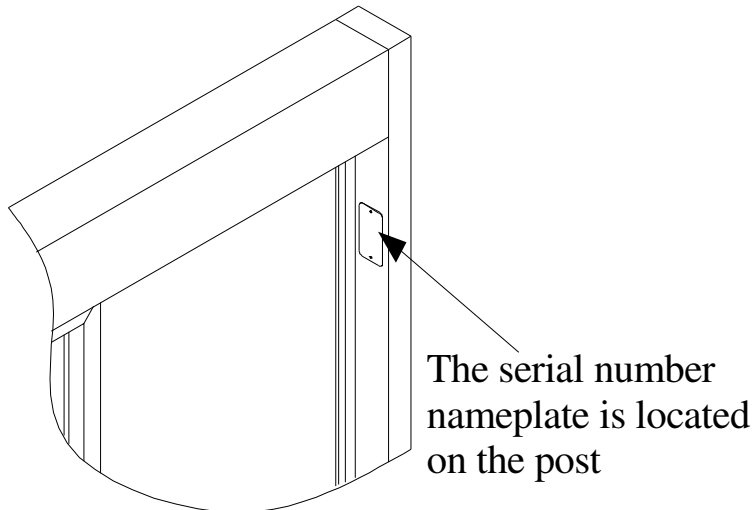
COVENANT SECURITY DISCLAIMS ANY LIABILITY FOR ANY DAMAGE OR HARM CAUSED TO THE 275 DRIVE-THRU WINDOW, IT'S OPERATOR OR ANY OTHER EQUIPMENT HOWEVER CAUSED IF THE 275 DRIVE-THRU WINDOW IS REPAIRED OR SERVICED BY ANYONE OTHER THAN AN AUTHORIZED SERVICE ENGINEER OR CONTRARY TO THE MANUFACTURERS WRITTEN INSTRUCTION CONTAINED HEREIN.

THIS MANUAL IS INTENDED FOR USE BY THE IN-HOUSE OR AUTHORIZED FIELD SERVICE ENGINEERS AND SALES REPRESENTATIVES

The manufacturer maintains the right to update, add or issue a new service manual at any time without notice, thereby rendering all previous issues obsolete.

Please write the Serial Number and Installation Date for your drive-thru window in the spaces provided.

<b>Serial Number</b>	
<b>Date of Installation</b>	



## INTRODUCTION

The Covenant Security window is quality designed to give you years of reliable, trouble-free service. Each window is shipped pre-assembled, fully glazed and ready for installation. All Covenant Security windows are thoroughly tested prior to shipping.

The 275 Single Panel Slider Window is the perfect enhancement to the drive-thru concept, offering unobstructed views of customer and crew.

The model 275 drive-up window comes in three versions: self-closing, electric and M.O.E.R. (Manual Open Electronic Release). The electric version is fully automatic with a manual override in case of a power outage. The door will open and close by stepping into and out of the light beam sensor, the electric version meets health code requirements. ***Do not attempt to assist the window manually when in automatic mode, damage can occur to internal parts.***

The Self-Closing and M.O.E.R. versions also meet health code requirements for self closing. You manually open the windows and gravity closes them.

This attractive and economical window is ideal for a drive-thru or walk up application. The large service opening is suitable for both large and small operations. (See Chart on Page 6)

## PRODUCT INFORMATION

- **Manual/Self Closing or Electric Openings**  
The 275 Single Panel Slider keeps building costs down by offering the window in a manual/self closing operating style. Or for those who experience heavier traffic, an electric operating style is also available. Both models meet health department requirements for self-closing units.
- **Ease of Operation**  
In a Manual/Self Closing operation, the inside attendant pulls the door handle, to open the door and once the door is released gravity will close the window. The MOER operation opens the same as manual and self close, however a magnet catches the door, once the attendant steps out of the beam on the presence sensor the magnet releases and the door will close. With a fully automated operation, the operator simply steps into the presence sensor and the movable window panel slides open. When the operator steps out of the presence sensor, the movable window panel automatically closes. The range for the presence sensor is adjustable to specific customer needs.
- **Quality Construction**  
Anodized aluminum extrusions, stainless steel and 1/4" tempered glass combine to give you an attractive window that not only enhances building exteriors, but will not rust, pit or weather. Track free bottom sill provides for a contaminant free surface.
- **Triple Security Locks**  
The 275 Single Panel Slider automatically locks each time the window closes, providing security when the window is left unattended. When the drive-thru is closed, manual security locks help prevent outside entry. There are two security locks for night use, the thumb-turn latch and the night security bar.

- **Fully Assembled, Ready to Install**  
Covenant Security windows are shipped completely pre-assembled and fully glazed for lower installation costs. Normal installation takes less than two hours.
- **Five Day Shipping**  
Covenant Security will ship most any standard window order in 5 days from receipt of order. We offer custom windows in our 275 line; however lead times can vary from 3-6 weeks.
- **Warranty and Service Support**  
Your Covenant Security window comes with a one year limited warranty on parts and labor provided by a worldwide service organization.

#### **STANDARD OPTIONS**

- The 275 Single Panel Slider is available in statuary bronze or clear anodized aluminum.
- 3 standard window dimensions available: (See Chart on Page # 6)
- A retrofit kit is available for the 47 ½" wide 275 Single Panel Slider that easily upgrades the window from a manual operation to a Manual Open/Electronic Release or fully automatic operation.
- An inside/outside stainless steel shelf is also available.

#### **CUSTOM OPTIONS**

- Custom sizes are available in both manual and self closing operation. Custom heights are available in electric operation.
- Tinted glass is available upon request.
- Powder coat painting (Tiger Drylac) is available in a wide range of colors.

#### **WARRANTY:**

**Covenant Security will only accept responsibility for manufacturing defects in the product's construction and/or materials.**

**Adjustments required during installation are the responsibility of the installer or contractor and will not be covered under warranty.**

**Problems caused by improper installation are the responsibility of the installer or contractor and will not be covered under warranty.**

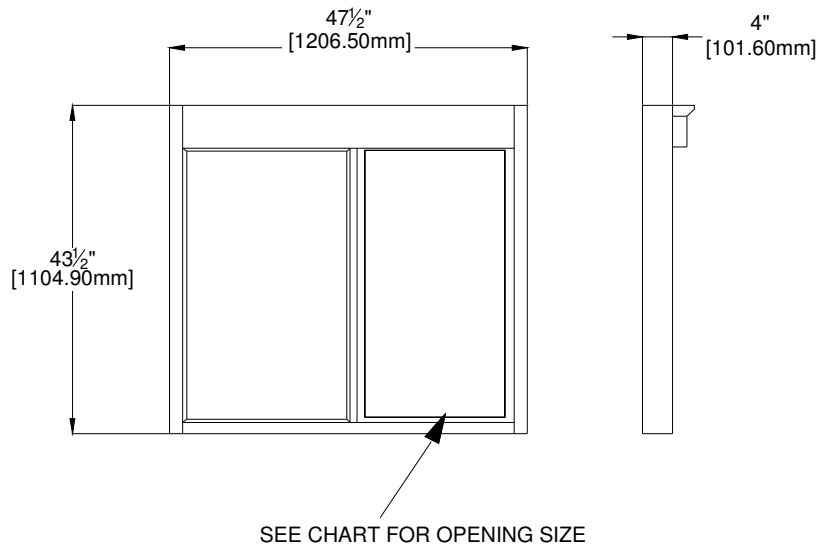
## SPECIFICATIONS AND PERFORMANCE

Model Number	Unit Voltage		Actual Unit Amps	Dimensions In Inches W X H x D	Weight In Shipping Carton
	USA	International			
275	110/120 VAC 60Hz	220/240 VAC 50/60Hz	15 A (US) 8 A (Int'l)	47½ x 43½ x 4	95 lbs
275	110/120 VAC 60Hz	220/240 VAC 50/60Hz	15 A (US) 8 A (Int'l)	47½ x 35¾ x 4	87 lbs
275	110/120 VAC 60 Hz (M.O.E.R only)	220/240 VAC 50/60Hz (M.O.E.R only)	15 A (US) 8 A (Int'l) (M.O.E.R only)	35¾ x 35¾ x 4	80 lbs

Dimensions In Inches W x H x D	Service Opening Size W x H	Glazing Rough Opening Size W x H	Masonry Rough Opening Size W x H
47½ x 43½ x 4	19" x 35"	47 ¾" x 43 ¾" 1213mm x 1111mm	48" x 44" 1219mm x 1118mm
47½ x 35¾ x 4	19" x 27"	47 ¾" x 36" 1213mm x 914mm	48" x 36 ¼" 1219mm x 921mm
35 ¾ x 35¾ x 4	13½" x 27"	36" x 36" 914mm x 914mm	48" x 30 ½" 921mm x 921mm
West Coast Window	14"x 28" 19 x 21½" (Wide)	Varies	Varies

*\*Service openings can vary slightly due to mode of operation chosen*

### Dimensions



**Figure 1**

## Safety Information

WARNING: To avoid the risk of fire, Electric Shock or injury to persons, observe the following:

1. Before servicing or cleaning the unit, switch the power off at the mechanical switch near the unit (Installed by an Electrician) or the electrical entry service panel/circuit breaker. (Load Center)
  - **OSHA LOCK OUT – TAG OUT** procedures are to be observed to prevent power from being switched on accidentally.
2. Any Installation and / or Electrical work must be done by **QUALIFIED** persons in accordance with all applicable codes / standards and manufacturers recommendations and specifications.
3. **DO NOT** insert fingers and / or foreign objects into the Drive-Thru Window.  
**DO NOT** block or tamper with the unit in any manner while it is in operation.
4. This product must not be used in Potentially Dangerous locations such as Flammable, Explosive Chemical – laden environment.

## Installation Procedures

### Tools required to perform the installation

- Electric Drill
- Metal Drill bits –
  - 1/8" (3mm)
  - 1/4" (6mm)
  - 1/2" (13mm)
  - 1" (25mm)
- Screwdrivers – Slotted and Phillips
- Hacksaw
- Jack / Utility Knife
- Flat File – Coarse
- Caulking gun
- 1/4" Nut Driver
- Extension Cord
- Masonry drill bit –
  - 1/4" (6mm)
  - 1" (25mm)
  - 1 1/2" (38mm)
- Masonry Hole Saw – 1" (25mm)
- Channel Lock Pliers
- Tape Measurer
- Wire Cutter
- Step Ladder
- Level

### Materials required for installation

- Window framing, architect specified and installed in building.  
(Covenant Security recommended material is 1/8" (3mm) x 1 3/4" (44.5mm) x 4" (102mm) hollow aluminum tubing or glazing channel)
- Electrical Tape
- Wire Nuts
- Caulking – silicone (Color specific to the color of window)
- Connectors for conduit as required
- Shingle type shims – as required to level and plum the window

## Physical Installation

Before you begin installing your Covenant Security Drive-Thru Window, you must determine what type of installation will be required. Example: Wood Framing, Masonry Framing, etc. Please refer to the details below and pick which one best fit your application.

See Chart previous pages for Masonry and Glazing Rough Opening Sizes

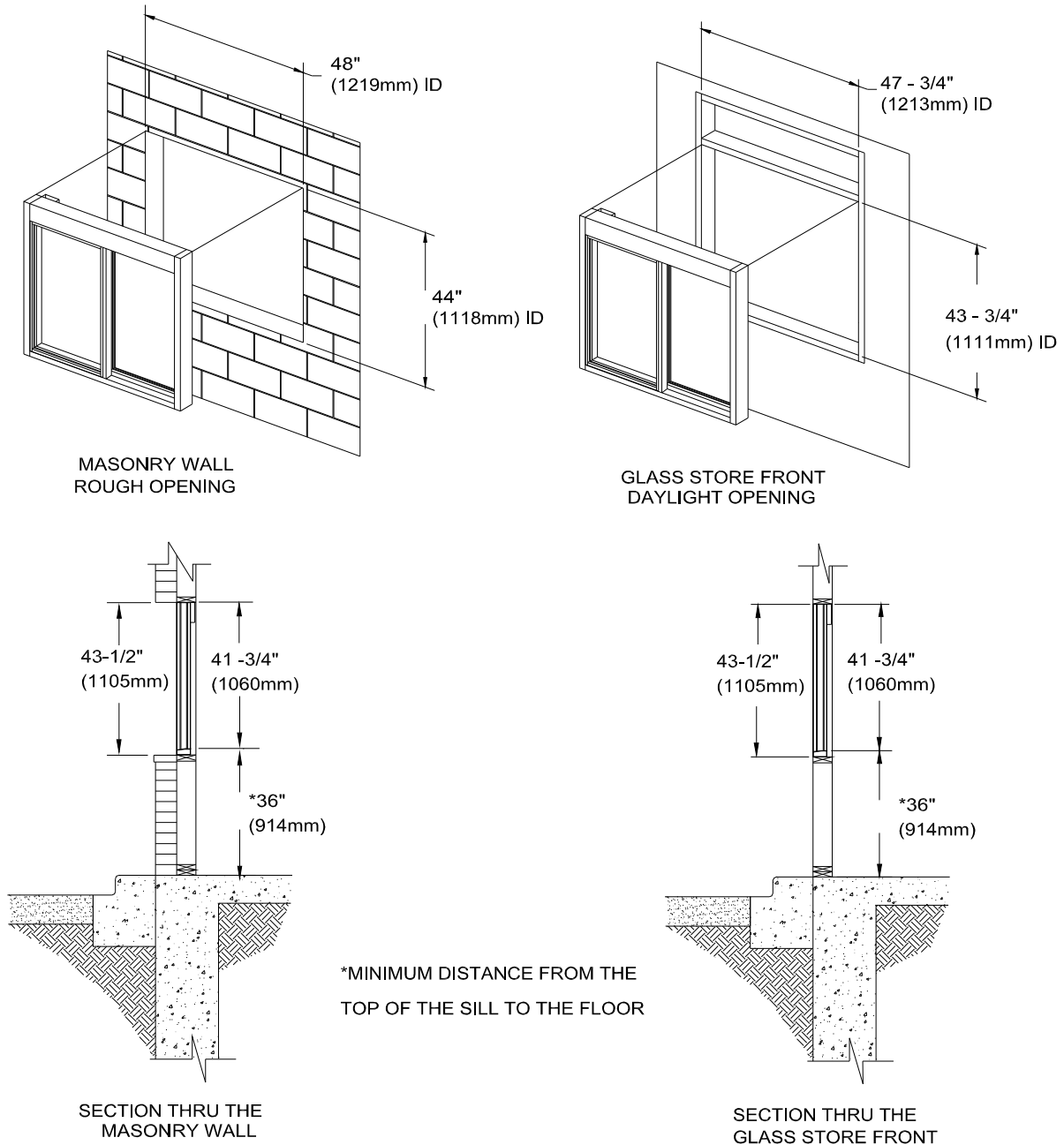


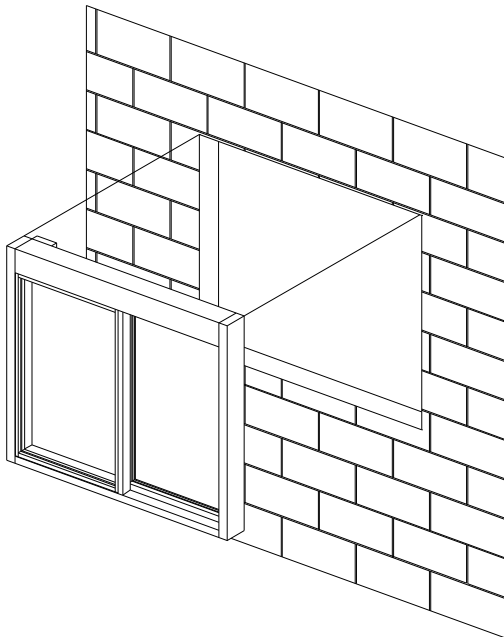
FIGURE 2



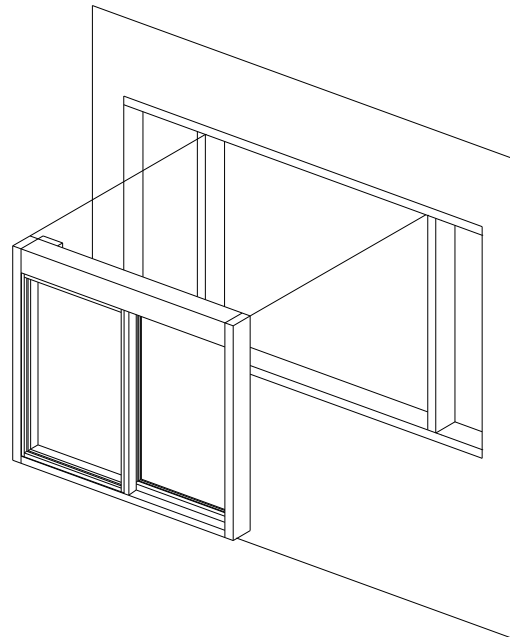
**WARNING:  
TWO PEOPLE ARE REQUIRED FOR THE LIFTING AND  
INSTALLATION OF THE WINDOW.**

1. Check shipping carton for any shipping damage and remove window from the carton.
2. Check window for any shipping damage.
3. Confirm that the customer-supplied frame is made to accommodate the dimensions as illustrated on page 10.
4. For the Fully Automatic – Electric units, confirm that AC power has been run and is ready for connection to the window.

**NOTE:** There are two wall-mounting applications. The mounting space can be surrounded either by sidelights (windows) or masonry. In both cases the upper part of the window above the counter top (window sill) fits flush with the outside of the wall. (See Figure 2) The illustrations will show the walls with the sidelights, as this is the most common application. (Figure 3 and 4)



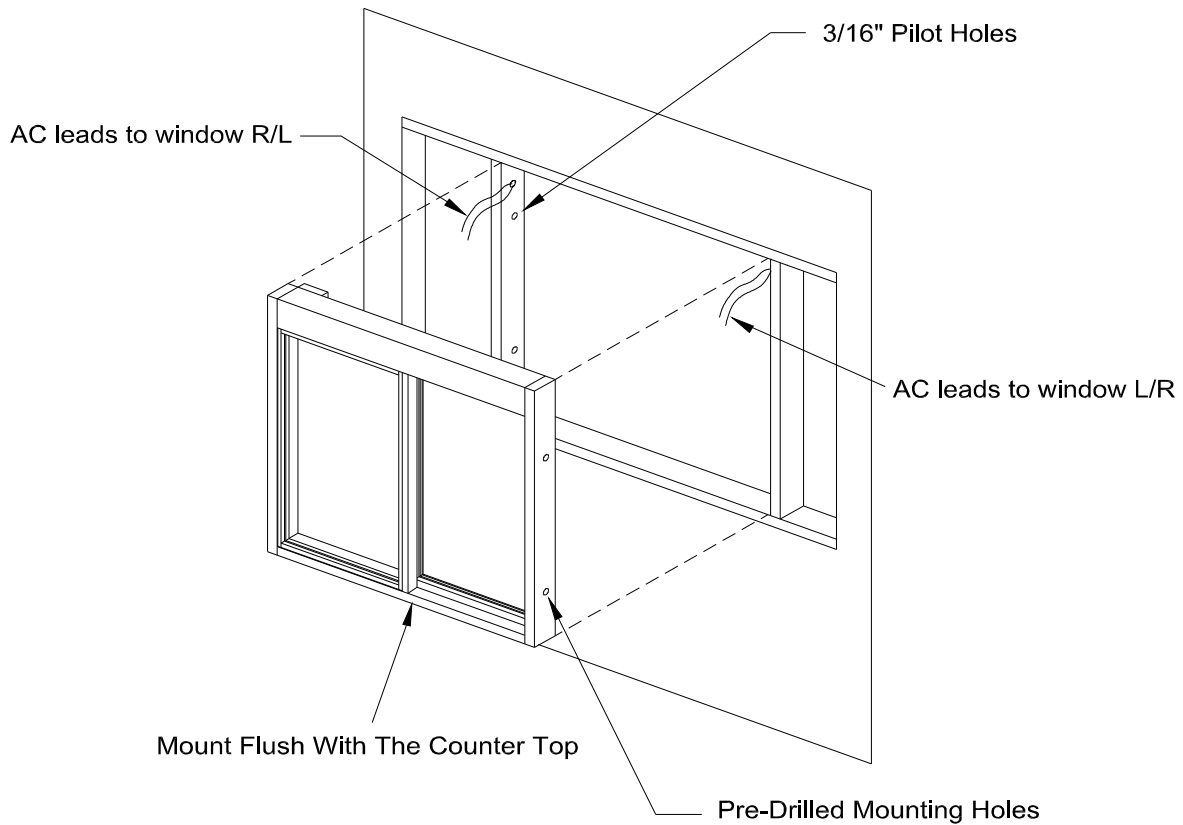
**Figure 3**



**Figure 4**

**NOTE:** If mounting the window in a masonry wall the window mounts flush with the outside finishing of the building. Drill points are scribed directly into the masonry. The outside edge of the mullion should be flush with the outside finishing of the building. (See Figure 3 and 4)

5. Position the window and place it into the customer-supplied frame. As shown in Figure 3 and 4
6. With one person holding the window in place, level the window using the shim shingles as needed.
7. Using the window mounting holes as a template, drill a quantity of 4 – 3/16" (5mm) diameter holes for mounting. (See Figure 5)



**Figure 5**

8. Take the window back out and drill the mounting holes. Set the anchors as needed.
9. With one person holding the window in place from the outside, set the mounting screws.
10. When the window is fully secured, seal the outside of the window to the frame or building using silicone caulk.

## Electrical Installation (for electric operation)

All power must be connected and wired by a **qualified electrician** and must be in compliance with all state and local codes.

The incoming AC power line must be connected to the wires in the duplex box located in the top header (Per Standard electrical code.) The green “grounding” wire is to be attached to the frame of the unit.

**WARNING:** Use only 110/120VAC – 60Hz source with a **dedicated 15Amp circuit**.

International power: 220/240VAC – 60Hz with a dedicated 8amp branch circuit.

**WARNING:** *This must be a dedicated circuit. Other electrical equipment must not share the same line from the 15Amp circuit breaker.*

**WARNING:** Turning off the front panel rocker switches does not remove the 110/120 volts of electrical power from the unit

**WARNING:** To disconnect the power completely from this unit, turn OFF the mechanical switch near the unit (Installed by an Electrician) or the electrical entry service panel/circuit breaker panel (Load Center) for this unit.

- **OSHA LOCK OUT – TAG OUT** procedures are to be observed to prevent power from being switched on accidentally.

For windows purchased after January 2003, follow these instructions.

1. Remove the 2 screws holding on the AC access panel. **Do not remove the slide channel cover.**
2. Electrician to drill hole in unit as shown. Install connector before running power line to unit.

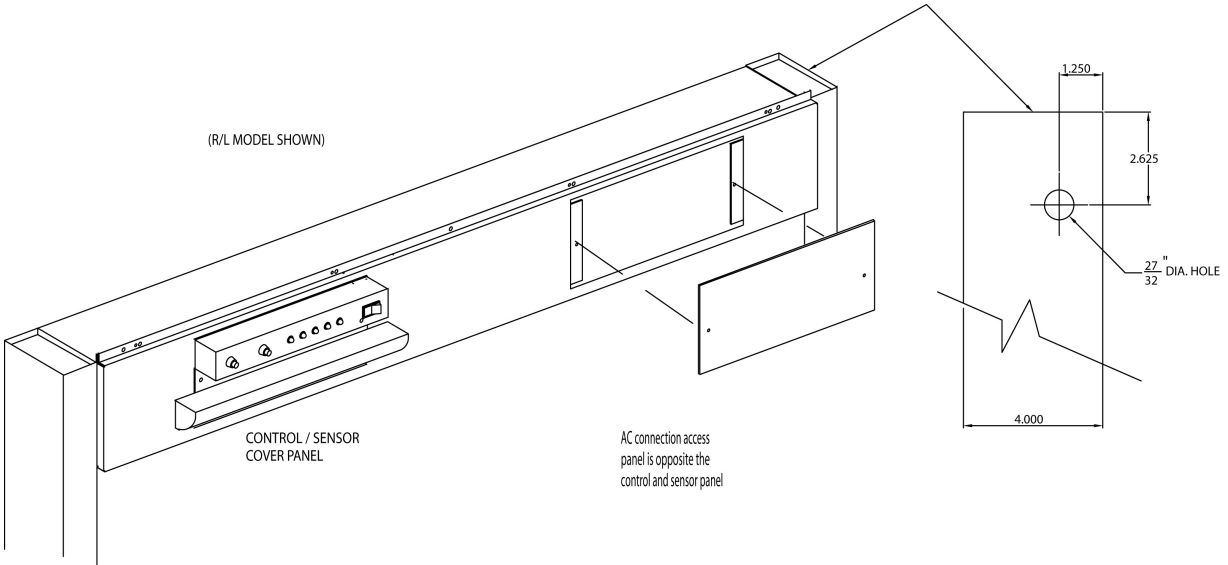
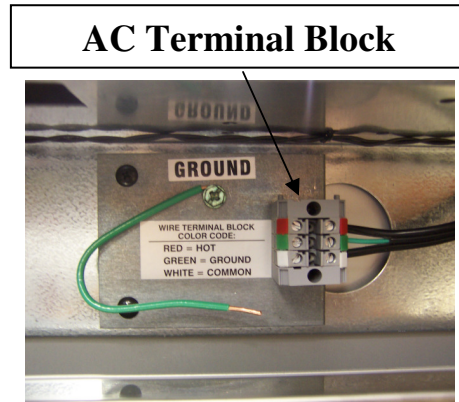


Figure 6A (2003 and later models)

3. Wire the AC source line to the Terminal Block located in the header of the window.



**NOTE: TO GROUND UNIT USE PIGTAIL BY TERMINAL BLOCK. THE LINE (L1) IS INDICATED BY THE (RED) TAB AND THE RETURN (NEUTRAL) IS INDICATED BY THE (WHITE) TAB. ON THE TERMINAL BLOCK FOR PIGTAIL LEADS COMING IN TO TERMINAL BLOCK, WIRE TIES PROVIDED TO SECURE FREE END OF WIRE LEADS TO PREVENT WIRES COMING IN CONTACT WITH MOVING PARTS.**

**NOTE: USE COPPER CONDUCTORS ONLY.**

4. Turn "ON" the power to the unit. (Load center circuit breaker and power switch on the "Control Panel").
5. Test window operations. See "Testing Procedures".

## Initial Window Operation

### Testing Procedures

Action	Reaction
Turn the power “ <b>OFF</b> ” at the rocker switch located on the controller unit. Manually open and close the door several times.	When the door is opening, the “MOTOR RUN” lamp will illuminate green. When the door is closing, “MOTOR RUN” lamp will illuminate red. The “POWER” lamp must illuminate during both operations. If neither of these lamps illuminate during any of the processes, proceed to the “Troubleshooting” section.
Turn the power “ <b>ON</b> ” at the rocker switch located on the controller unit. Break the electric eye beam to open the door.	The door will open.
With the power “ <b>ON</b> ” break the electric eye beam momentarily to open and close the door.	The door will open. They will remain in the open position for either approximately 3.0 or 6.0 seconds before closing (Default Settings)
With the power “ <b>ON</b> ” press the “CLOSE DELAY” button located on the controller unit once and break the electric eye beam to open the door	The door will open and the length of time that the door remains open will toggle between 3.0 and 6.0 seconds before closing. (Default Settings)
With the power “ <b>ON</b> ” break the electric eye beam momentarily to open and close the door. Insert an object at least 4” (101.6mm) wide between the door and frame as the door closes.	The door will automatically reverse their action (the door will open), when an object is caught between or restricting the closing of the door.

## Electrical Installation (For M.O.E.R. windows only)

All power must be connected and wired by a **qualified electrician** and must be in compliance with all state and local codes.

**WARNING:** Use only 110/120VAC – 60Hz source with a dedicated minimum 15Amp circuit.  
International power: 208/240VAC – 60Hz with a dedicated minimum 8Amp branch circuit.

**WARNING:** This must be a **dedicated circuit**. Other electrical equipment must not share the same line from the minimum 15Amp circuit breaker.

**WARNING:** Turning off the front panel rocker switches does not remove the 110/120 volts of electrical power from the unit

**WARNING:** To disconnect the power completely from this unit, turn OFF the main switch near the unit (Installed by an Electrician) or the electrical entry service panel/circuit breaker panel (Load Center) for this unit.

- **OSHA LOCK OUT – TAG OUT** procedures are to be observed to prevent power from being switched on accidentally.

1. The M.O.E.R. window simply plugs into a standard wall socket (preferably a switched outlet), or can be hard wired into the terminal block.
2. Connect the cable wire from the electric eye / presence sensor.
3. Turn “ON” the power to the unit. (Load center circuit breaker and power switch on the wall if available.)
4. Test window operations. See “Testing Procedures”.

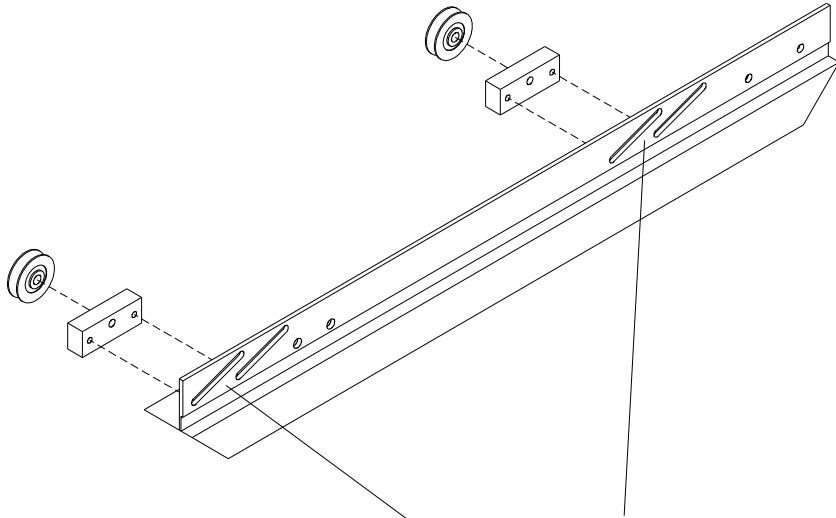
## Initial Window Operation

### Testing Procedures

Action	Reaction
Turn the power “ <b>OFF</b> ” (M.O.E.R. ONLY) at the main switch. (Electrician Installed) Manually open and close the door several times.	This will assure that the door is performing to specification. The M.O.E.R. window will perform as a standard Self-Closing unit
Turn the power “ <b>ON</b> ” (M.O.E.R. ONLY) at the main switch. (Electrician Installed) Manually open the door	The door should stay open until you step out of the beam sensor. Once you step out of the sensor range, the door should close by itself.

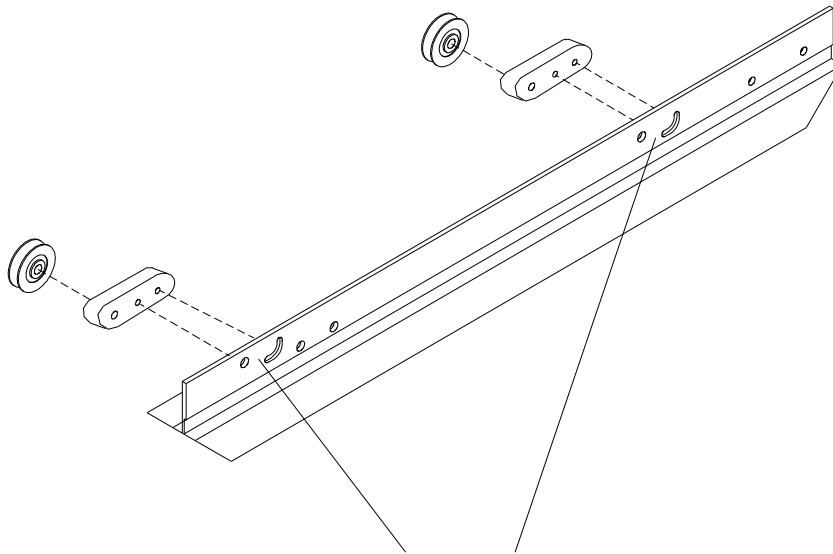
## Door Alignment

Adjustments to the door height and alignment are accomplished by loosening one or both of the adjustment blocks located at the top of the doorframe where it mounts to the slide track. (Figure 7)



Adjustment Points  
Upper Door Channel (Old Style)

*\*This style was discontinued in 2003 and parts are no longer available*

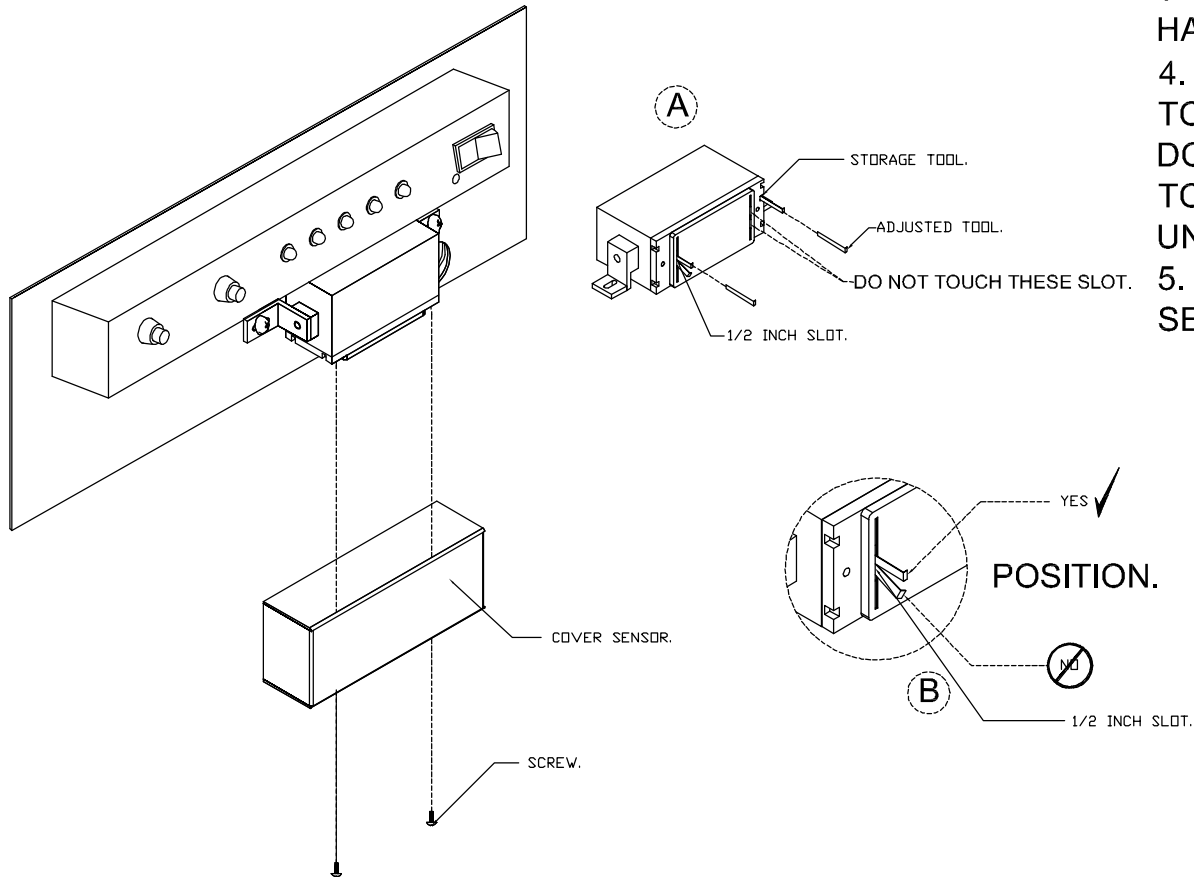


Adjustment Points  
Upper Door Channel (New Style)

Figure 7

# SETUP SENSOR

1. REMOVE TWO SCREWS OFF THE SENSOR COVER.
2. REMOVE THE ADJUSTING TOOL SEE FIGURE "A".
3. INSERT THE ADJUSTING TOOL INTO THE HALF INCH SLOT SEE FIGURE "B".
4. AFTER YOU INSERT THE TOOL PULL THE TOOL TOWARDS YOU JUST ONE CLICK. IF DOOR TRIES TO CLOSE AND RE OPENS, PULL TOWARDS YOU ONE MORE CLICK. CONTINUE UNTIL DOOR CLOSES SEE FIGURE "B".
5. INSTALL THE COVER AFTER FINISH THE SETUP.



For how-to video please visit- <http://www.ready-access.com/Videos.html>

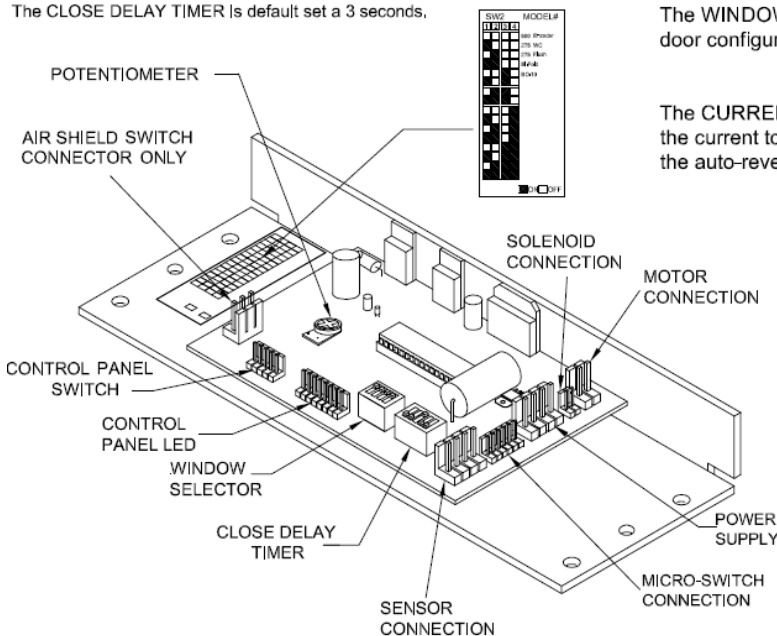


# Universal DC3 Window controller

## Installation Instruction

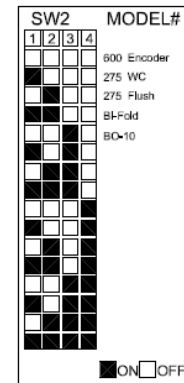
- 1) Determine what model window you have.
- 2) Set 4 pin dip switch that corresponds with window see chart on control board  
(please note on/off directional arrows on dip switches.)  
(Do not confuse 5 pin dip switch as this is the time delay for the door to close.
- 3) **Turn Power off on window unit.**
- 4) Remove control panel and or cover.  
**Note: on window models 275&131 the controller needs to be removed before disconnecting the connectors.**
- 5) Remove connectors from controller, try to organize and or label the connectors to prevent any damage to the new controller **TIP: remove one connector at a time from the old controller to the new controller, CAUTION: if power is plugged into eye sensor connector you will destroy controller.**
- 6) Remove defective controller
- 7) Reinstall the new controller making sure that all the wires are not in the way of the doors and or track system.
- 8) Turn power on.
- 9) Test and check operation of the door (adjust potentiometer by turning dial clockwise or counter clockwise to find the ideal door movement operation).
- 10) Observe operation of window unit being operated by store personnel before leaving.

The CLOSE DELAY TIMER is default set a 3 seconds.



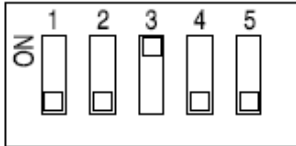
The WINDOW SELECT DIAL is used to set the type of door configuration for the model of the window.

The CURRENT DIAL is used to increase or decrease the current to the motor sensitivity. This is used to set the auto-reverse.

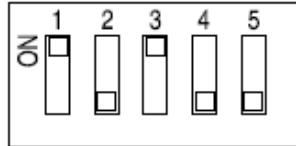


## CLOSE DELAY TIMER INFORMATION

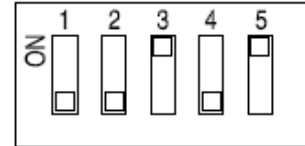
The close delay timer is used to adjust the amount of time that the door will stay open after stepping out of the sensor range. The factory preset is 3 seconds. The range of setting is from 0 to 45 seconds. If the close delay button is activated on the control panel, this time will be doubled. Example: Timer setting is 5 seconds, press close delay button and the new time is 10 seconds. Press the close delay button again and the time is restored back to 5 seconds. The following diagrams are examples of timer settings:



Equals 3 second delay

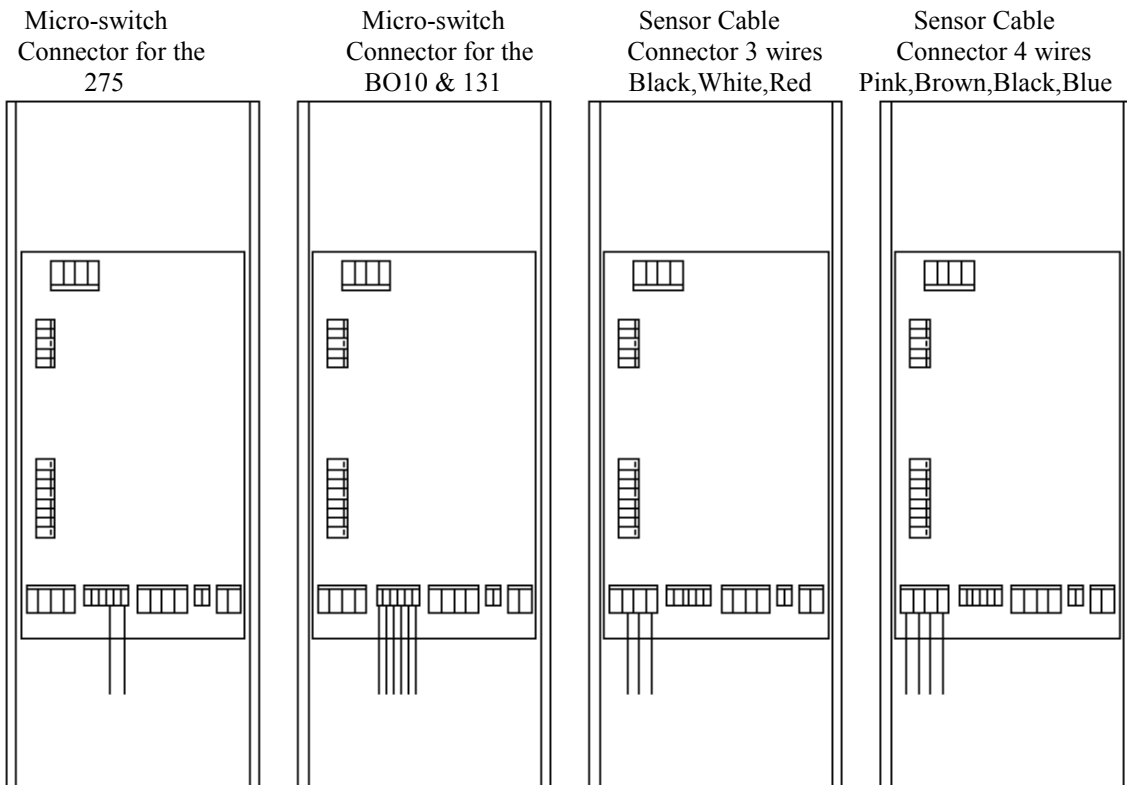


Equals 13 second delay



Equals 35 second delay

THE FOLLOWING WIRING DIAGRAMS ARE FOR REFERENCE FOR THE DIFFERENT MODELS OF Covenant Security PASS THRU WINDOWS.



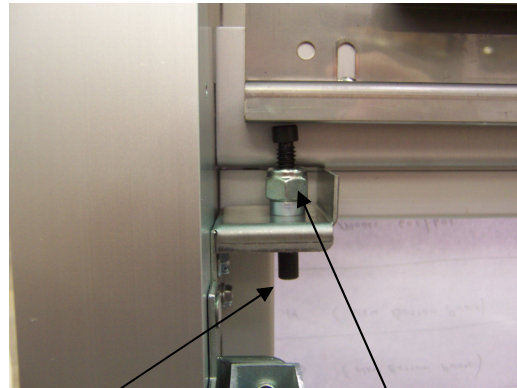
3 Wire Instruction:

Connect wires for eye to wires on eye cable

<u>Eye</u>	<u>Eye Cable</u>
Brown	Black
Black	White
Pink/Blue	Red

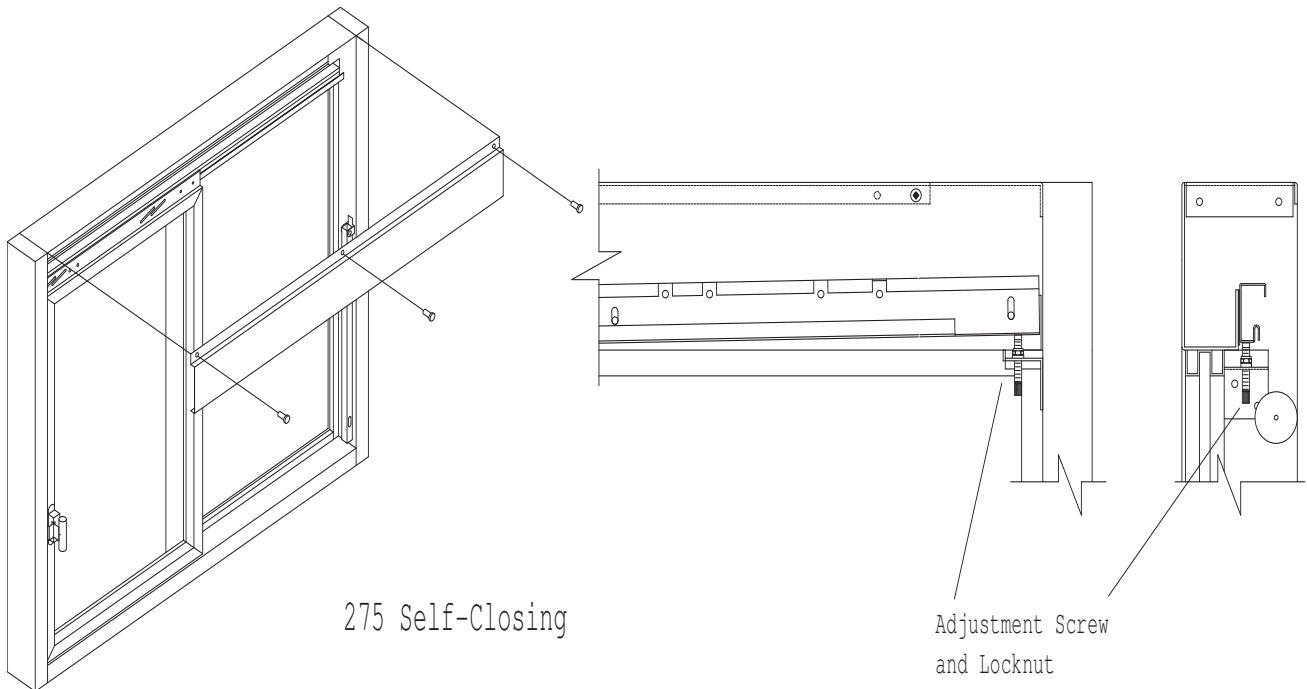
## Self-Closing Adjustment

The 275 M.O.E.R. and Self-Closing windows operate using gravity to pull the door closed. Raising or lowering the height of the one side of the track can adjust the speed at which the door closes. This can be done by loosening the lock nut on the adjustment bracket and turning the adjustment screw either in or out.



**Adjustment Screw**

**Lock Nut**



275 Self-Closing

Adjustment Screw  
and Locknut

**The same adjustment is also available on the 600 series, self-closing models.** Remove the 3 screws holding the header cover on the window frame to gain access to the adjustment screw and lock nuts

# Operation Procedures

## Modes of Operation:

The 275 Single Panel Slider windows have three modes of operation: Self-Closing, M.O.E.R. and Automatic.

After installation of the Model 275 Self Closing, MOER or Electric Sliding window, completion of the testing procedures and the installation of the decorative covers, the window is ready for normal use.

## DO NOT OPEN OR CLOSE THE DOOR WITH ANY UNDUE FORCE

### Manual/Self Closing Operations:

1. Unlock the lock bar and move it to its rest position, also turn thumb-turn.
2. Release the manual latch and push the door open.
3. Push the door closed and allow the manual latch to reset. On the self closing door, just release the door and gravity will close and latch.
4. Relock the lock bar and thumb-turn. (At the close of the operation)

### MOER (Manual Open/Electronic Release) Operations:

1. Break the electronic eye beam or step into the sensor beam path (M.O.E.R. ONLY). Open the door manually. The door will stay open with no assistance.
2. Step out of the beam path for the door to close.
3. If the door does not operate correctly, go to the troubleshooting guide in this manual. If the door still do not operate properly, then call Covenant Security at 1.866.286.4400.

### Automatic Operations:

The **Automatic Mode** is reached by turning "ON" the main power to the window. Stepping in and out of the sensor's range opens and closes the door. **Warning: "Do Not Assist" the open or close of window (manually) while in auto mode.**

1. On the controller unit, turn the power rocker switch to the "ON" position.
2. Check that the red portion of the rocker switch is visible and that the red power lamp is illuminated
3. Break the electronic eye beam or step into the sensor beam path. The red beam break and green motor run lamps go on.
4. Step out of the beam path and wait 3 to 6 seconds for the door to close. The red motor run lamp and red close detect lamps will illuminate. After the door closes note that the red power lamp and the current detect lamps are "ON".

5. If the door does not operate correctly, go to the troubleshooting guide in this manual. If the window still does not operate properly, then call Covenant Security at

**1-800-621-5045**

6. The door can be operated manually by pulling the manual release located at the top of the door.

**NOTE:** Turn the power off to the window to prevent any damage to the PCB. Do not assist the open and close of window while in auto mode, this can damage parts and void warranty.

**Each operator must read the operations manual before operating the unit.**

## **Maintenance**

### **Maintenance Schedule**

Scheduled maintenance should be performed on a regular basis. This is to assure proper operation and performance of the 275 windows.

#### **Daily**

Check the sill for foreign materials and/or syrup. (Anything that might cause the window to bind up and not operate smoothly.)

Use warm soapy water or carbonated water to clean the window.

#### **Monthly**

Follow safety procedures before opening the unit.

Check the interior of the unit for any build up of any foreign materials using a dry cloth.

**NOTE: KEEP ANY LIQUIDS OFF THE INTERIOR COMPONENTS.**

Clean moving parts and lubricate with silicone or Teflon spray.

NOTE: Do NOT use Grease or Oils.

#### **Yearly**

Have a service technician come in and perform a maintenance check on the unit.

## Controls Identification, Explanation and Function



Controller Unit

Lamps and Switches	Function
Power Lamp	This lamp indicates that the power rocker switch is on and the controller is receiving power.
Motor Run Lamp	<p>The "MOTOR RUN" lamp indicates that power is being applied to the motor. When the door is opening, lamp will illuminate green. When the door is closing, the lamp will illuminate red.</p> <p>The lamp also allows for the diagnostic checking of the motor and motor wiring. To test, turn the power "OFF" at the rocker switch and manually open and close the door. This will cause the lamp to illuminate either green or red. The "POWER" lamp must illuminate during both operations. If neither of these lamps illuminate during any of the processes, proceed to the "Troubleshooting" section.</p>
Beam Break Lamp	This lamp indicates that the electric eye beam or presence sensor beam has been broken and/or the "CLOSE DELAY" timer is still timing out.
Close Detect Lamp	This lamp is red and indicates that a "CLOSE" sequence has been initiated. It will always light during a door closure and will go out just before the door contacts the frame. When the lamp is out, the automatic reverse feature is disabled.
Current Detect Lamp	This lamp is red and indicates an overload has been detected. This lamp may light on opening but is automatically disabled. The lamp will come on when the door is fully closed or when an obstruction has been encountered
Beam Test Switch	<p>Pressing the "BEAM TEST" button once will test the operations of the door without using the electric eye or presence sensor. To test, the operator should not be in the path of the light beam or presence sensor.</p> <p>Standing in the light beam while pressing the button will put the window into a test mode. This will make the window continuously operate (open and close) automatically. You must turn the power off and back on to reset the window.</p>
Close Delay Switch	Pressing this button will toggle the length of time that the door remains open between 3.0 and 6.0 seconds before closing.

## SERVICE

### Troubleshooting Guide

Issue	Probable Cause	Resolution
The door will not open.	<ul style="list-style-type: none"> <li>• Door handle will not release</li> </ul>	<ul style="list-style-type: none"> <li>• Check the door handle for proper operation</li> </ul>
The door will not close or is dragging.	<ul style="list-style-type: none"> <li>• The track, door guide or sill is dirty or gummed up</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the affected area and lube working parts with Silicone or Teflon</li> </ul>
	<ul style="list-style-type: none"> <li>• The roller bearings on the top of the door is loose or broken</li> </ul>	<ul style="list-style-type: none"> <li>• Check the roller bearings. Tighten if loose. Replace if broken</li> </ul>
	<ul style="list-style-type: none"> <li>• The adjustable track is adjusted too far down</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the track all the way up. If the track keeps working itself back down, then secure the track in place</li> </ul>
The door will not stay open. (M.O.E.R.)	<ul style="list-style-type: none"> <li>• No power to the window</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the power is on</li> </ul>
	<ul style="list-style-type: none"> <li>• The magnet is not square to the catch plate</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the magnet face is square to the catch plate. Bend the catch plate to meet the magnet squarely</li> </ul>
	<ul style="list-style-type: none"> <li>• The magnet catch is loose at the top of the door</li> </ul>	<ul style="list-style-type: none"> <li>• Check for loose and/or broken hardware. If loose or broken, tighten or replace</li> </ul>
	<ul style="list-style-type: none"> <li>• The magnet connector is loose or defective</li> </ul>	<ul style="list-style-type: none"> <li>• Check the connector. If broken, replace it</li> </ul>
	<ul style="list-style-type: none"> <li>• The M.O.E.R. controller is defective</li> </ul>	<ul style="list-style-type: none"> <li>• Check fuse mounted on the controller. If OK, then replace the controller</li> </ul>
The door slams shut.	<ul style="list-style-type: none"> <li>• The adjustable track is adjusted too far up</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust track down slightly</li> </ul>
	<ul style="list-style-type: none"> <li>• The window is not squarely mounted</li> </ul>	<ul style="list-style-type: none"> <li>• If unable to adjust, call the contractor that installed the window</li> </ul>

# SERVICE

## Troubleshooting Guide

Issue	Probable Cause	Resolution
<p>Power switch in the “ON” position but the light is not illuminated.</p>	<ul style="list-style-type: none"> <li>• No power to the controller unit               <ul style="list-style-type: none"> <li>➢ Main Circuit breaker is defective or not “ON”</li> <li>➢ The fuse on the power supply is blown</li> <li>➢ Main power rocker switch is defective</li> <li>➢ AC wiring is defective</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Reset or replace the main circuit breaker in the load center</li> <li>➢ Replace the fuse on the power supply</li> <li>➢ Test rocker switch with an ohmmeter. Replace if necessary</li> <li>➢ Check AC wiring for opens. Replace if necessary</li> </ul>
	<ul style="list-style-type: none"> <li>• Red Lamp/s not illuminating</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PCB assembly cover</li> </ul>
	<ul style="list-style-type: none"> <li>• The 4 pin power connector to the main PCB assembly is not secure</li> </ul>	<ul style="list-style-type: none"> <li>• Secure the connector/s to the power supply</li> </ul>
	<ul style="list-style-type: none"> <li>• The connector/s to the rocker switch are not secure</li> </ul>	<ul style="list-style-type: none"> <li>• Secure the connector/s to the rocker switch</li> </ul>
<p>“BEAM BREAK” lamp is “OFF” and does not illuminate when the electric eye is broken.</p>	<ul style="list-style-type: none"> <li>• Defective electric eye assembly               <ul style="list-style-type: none"> <li>➢ Pressing the “BEAM TEST” button on the controller unit can test this. The door should open, pause and close. If the door operate normally, check other causes listed below</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the electric eye assembly</li> </ul>
	<ul style="list-style-type: none"> <li>• Loose electric eye cable from the PCB</li> </ul>	<ul style="list-style-type: none"> <li>• Secure the cable connector (3 or 4 pin)</li> </ul>
	<ul style="list-style-type: none"> <li>• Loose or broken wire/s in the electric eye cable</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the electric eye cables are secure and not broken</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective lamp</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PCB assembly cover</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PCB assembly</li> </ul>
<p>The “CLOSE DELAY” switch is not working properly.</p>	<ul style="list-style-type: none"> <li>• Loose or broken connection to the PCB Assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Secure the cable connector to the PCB assembly or replace the control PCB cover</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective “CLOSE DELAY” switch</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the control PCB cover</li> </ul>



Issue	Probable Cause	Resolution
<p>When the beam is broken, the door does not open. The red “POWER” and “BEAM BREAK” lights and the green “MOTOR RUN” light on the CONTROLLER unit are “ON”.</p>	<ul style="list-style-type: none"> <li>• Defective motor assembly.               <ul style="list-style-type: none"> <li>➤ To test for a defective motor, open and close the door with the power “OFF”. If the motor is faulty, the red/green “MOTOR RUN” lamp will not illuminate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the motor assembly</li> </ul>
	<ul style="list-style-type: none"> <li>• Solenoid latch in the door is stuck or defective               <ul style="list-style-type: none"> <li>➤ To test for a defective solenoid, manually open the door halfway and break the beam. The solenoid should retract the hook and the door should open, pause and close. Break the beam again to verify that the door is not opening</li> <li>➤ Check the wiring to the solenoid</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the solenoid</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective components on the cable drive assembly. (“S” hook, cable, spring, chain, bearing)</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the defective component.</li> </ul>
<p>Beam Break Lamp is “ON” and the door open, but they do not close.</p>	<ul style="list-style-type: none"> <li>• Loose or broken wires</li> </ul>	<ul style="list-style-type: none"> <li>• Secure or Replace the cable assembly</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective electric eye assembly               <ul style="list-style-type: none"> <li>➤ Disconnect the cable for the electric eye and press the “BEAM TEST” button. If the door operate properly the eye is defective</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the eye assembly</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective PCB assembly               <ul style="list-style-type: none"> <li>➤ Disconnect the cable for the electric eye and press the “BEAM TEST” button. If the door do not operate properly the PCB is defective</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PCB assembly</li> </ul>
<p>The “BEAM TEST” switch is not working properly.</p>	<ul style="list-style-type: none"> <li>• Loose or broken connection to the PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Secure or replace the cable assembly</li> </ul>
<p>The “BEAM BREAK” lamp is not illuminated and the door do not open</p>	<ul style="list-style-type: none"> <li>• Defective CONTROLLER unit</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the CONTROLLER unit</li> </ul>
	<ul style="list-style-type: none"> <li>• Defective PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PCB assembly</li> </ul>

Issue	Probable Cause	Resolution
<p>Motor continues to run after the door is fully opened.</p>	<ul style="list-style-type: none"> <li>Loose or broken wires to the limit switches or the PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>Secure or replace the cable assembly</li> </ul>
	<ul style="list-style-type: none"> <li>Defective “Open” limit switch</li> </ul>	<ul style="list-style-type: none"> <li>Replace the appropriate switch</li> </ul>
	<ul style="list-style-type: none"> <li>Defective controller unit</li> </ul>	<ul style="list-style-type: none"> <li>Replace the controller unit</li> </ul>
<p>The door will not “AUTO REVERSE” for an obstruction when closing and the motor continues to run.</p> <p>The “CURRENT DETECT” lamp will not illuminate.</p>	<ul style="list-style-type: none"> <li>Loose or broken wires to the limit switches or the PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>Secure or replace the cable assembly</li> </ul>
	<ul style="list-style-type: none"> <li>Defective controller unit</li> </ul>	<ul style="list-style-type: none"> <li>Replace the controller unit</li> </ul>
<p>The door closes fully but open back up as soon as the door comes in contact with each other.</p>	<ul style="list-style-type: none"> <li>Loose or broken wires to the limit switches or the PCB assembly</li> </ul>	<ul style="list-style-type: none"> <li>Secure or replace the cable assembly</li> </ul>
	<ul style="list-style-type: none"> <li>Limit switch striker is loose or out of alignment</li> </ul>	<ul style="list-style-type: none"> <li>Tighten and/or align the striker plate</li> </ul>
	<ul style="list-style-type: none"> <li>Defective controller unit</li> </ul>	<ul style="list-style-type: none"> <li>Replace the controller unit</li> </ul>
<p>The door does not fully close and goes into AUTOREVERSE to the fully open position.</p> <p>Door may be sluggish in operations.</p> <p>The “CURRENT DETECT” lamp will be illuminated before the “CLOSE DETECT” lamp goes out. <b>(BEFORE REPLACING THE MOTOR CALL Covenant Security FOR FURTHER INSTRUCTIONS)</b></p>	<ul style="list-style-type: none"> <li>Spilled soft drink syrup residue is under the door and on the weather stripping of guide block</li> </ul>	<ul style="list-style-type: none"> <li>Clean the weather stripping, counter and door guides on the bottom of the door with soda water</li> </ul>
	<ul style="list-style-type: none"> <li>Door is dragging on the counter top</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the door height and alignment (Refer to the adjustments section of this manual)</li> </ul>
	<ul style="list-style-type: none"> <li>Defective motor assembly <ul style="list-style-type: none"> <li>To test for a defective motor, open and close the door with the power “OFF”. If the motor is faulty, the red/green “MOTOR RUN” lamp will not illuminate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Replace the defective motor assembly</li> </ul>
	<ul style="list-style-type: none"> <li>Defective CONTROLLER unit</li> </ul>	<ul style="list-style-type: none"> <li>Replace the CONTROLLER unit</li> </ul>
	<ul style="list-style-type: none"> <li>Cable and chain is loose</li> </ul>	<ul style="list-style-type: none"> <li>Tighten cable pulley</li> </ul>

## Parts Lists

### Common Parts List (Description/Part Number)

Description	Part Number	Notes
Beam Box – Bronze ( <b>Electric only</b> )	85100801	<b>Electric only</b>
Beam Box – Clear ( <b>Electric only</b> )	85100802	<b>Electric only</b>
Beam Box – Bronze ( <b>M.O.E.R only</b> )	85100901	<b>M.O.E.R only</b>
Beam Box – Clear ( <b>M.O.E.R only</b> )	85100902	<b>M.O.E.R only</b>
Bar - Lock - Bronze - Repl Kit	85197101	Also Includes Ref ID #s 8, 27, 28, 29, 30
Bar - Lock - Clear - Repl Kit	85197102	Also Includes Ref ID #s 8, 27, 28, 29, 30
Bearing - Electric Roller Groove	85003600	
Bumper	40010030	
Cable Assembly - Eye (Waist High) (Electric)	20112143	
Cable Assembly - PCB to BEA Sensor	20112148	
Door Assembly for all 275	Call for Part #	
Electric Eye / Reflector Replacement Kit	85000200	Waist level operation - Repl (Not M.O.E.R. or 275 after 2/99)
Handle - Door - Kit (275 - SC)	85197000	Also Includes Ref ID #s 63, 65, 66, 67, 68
Latch Spring	00650269	
Manual to Electric Retro Fit Kit	Call MFGR for #	
Manual to Self Close - Conversion Kit	Call MFGR for #	
M.O.E.R. Control Board	20112100	
M.O.E.R Magnet Kit	85100850	
Plate - Striker - Handle (275 - SC)	95183600	Order 2 Pop Rivets (P/N 10180009) separately
Screw for inside cover - sensor striker	10010114	
Spring & Ball Knob Kit (3 ea. kit) - Repl	85000300	
Spring Kit - 275 Door Handle - Repl	85197300	
Universal Control Board	85002001	
Weather Strip Kit	85104000	

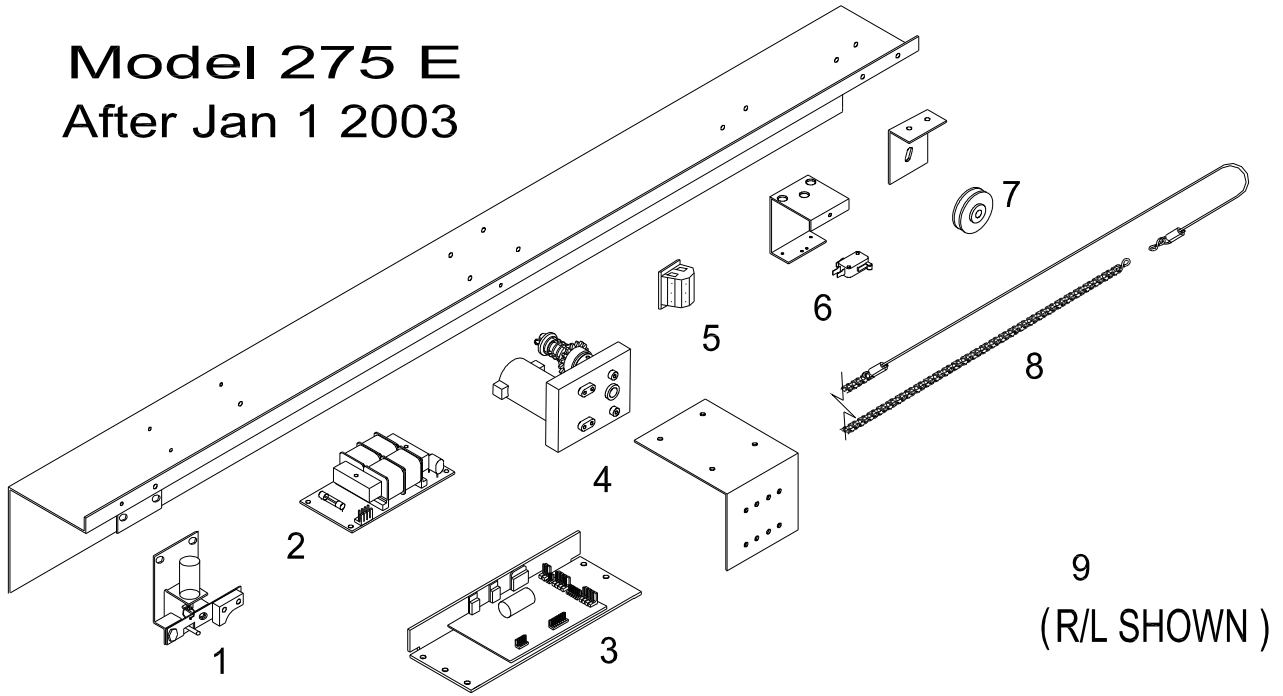
## Parts Lists

### Complete Parts List (Description/Part Number)

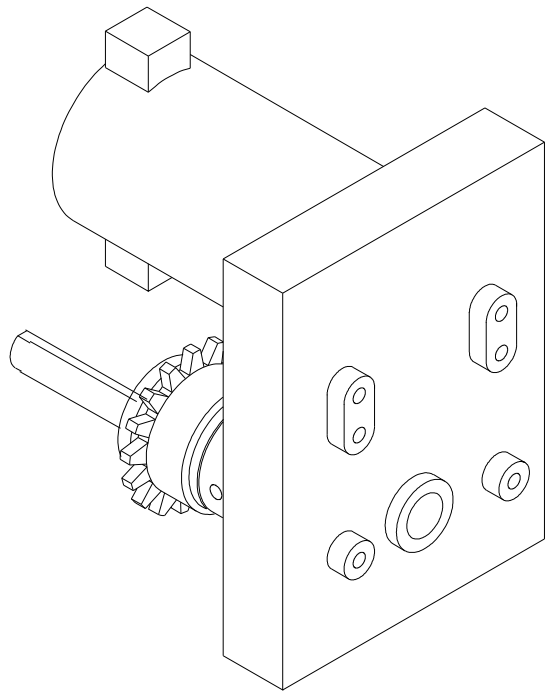
Description	Current Part Number	Previous Part Number	Note
"S" Hook	20240016	N/A	
Angle - Reinforcement - Door - ALL SLIDERS	95119900	N/A	4pcs per door - sold in each
Beam Box – Bronze <b>(Electric only)</b>	85100801	<b>Electric only</b>	
Beam Box – Clear <b>(Electric only)</b>	85100802	<b>Electric only</b>	
Beam Box – Bronze <b>(M.O.E.R only)</b>	85100901	<b>M.O.E.R only</b>	
Beam Box – Clear <b>(M.O.E.R only)</b>	85100902	<b>M.O.E.R only</b>	
Bumper	40010030	N/A	
Cable - Auto Latch (Solenoid)	20112141	00651313	
Cable - Eye (Waist High)	20112143	20110143	
Cable - Micro Switch	20112140	N/A	
Cable - Motor	20112145	20110145	
Cable - Power	20112142	20110142	
Cable & Chain Assy	85182000	65182001	
Cable & Chain Assy ( New Chassis )	85001800	N/A	
Cable, BEA Sensor to PCB (New Chassis)	20112104	N/A	
Cover ( Inside ) Electric - Bronze	65110401	N/A	For Electric only
Cover ( Inside ) Electric - Clear	65110402	N/A	For Electric only
Cover ( Inside ) Self Close - Bronze	65120101	N/A	For Self-Close only
Cover ( Inside ) Self Close - Clear	65120102	N/A	For Self-Close only
<b>Doors</b>	<b>Call for part #</b>		
Door guide	00651190	00651186	
Door Guide Replacement Kit (Both Pcs)	85003400	N/A	
Door Handle Kit - (275 SC)	85197000	65197001	
Electric Panel - BRZ	66122401	N/A	
Electric Panel - CLR	66122402	N/A	

Description	Current Part Number	Previous Part Number	Note
Fuse - .5A / 250VAC	20110229	N/A	
Handle - Manual Release - 275 L/R	85002320	N/A	
Handle - Manual Release - 275 R/L	85002310	N/A	New Style 2003 (chassis)
Lock Bar Kit - Bronze	85197101	65197101	
Lock Bar Kit - Clear	85197102	65197102	
Lock Bar Kit - Powder	85197103	N/A	
Motor & Sprocket Assy	85186700	65186701	
Power Supply 120 V	Call for Part #		
Pulley-Kilrol (cable)	20200142	N/A	
Roller Block - Banana Slot	20010012	N/A	New Style - 2001
Roller Block Replacement Kit - 2 Pcs	85003100	N/A	Includes 4- 10010107, 2- 20010030
Roller Groove Bearing - SINGLE ROLLER KIT	85003600	20010030	
Screw for Bumper (8X1-1/2 PHILIPS PAN HD SHT MTL)	10060086	N/A	
Screw for inside cover, sensor striker	10010114	N/A	
Screw Kit for 275 Adjustable Track	85000700	N/A	
Sensor Striker	65151101	N/A	
Solenoid & Hook Assy for Electric Chassis L/R	85002920	N/A	New Style 2003 (chassis)
Solenoid & Hook Assy for Electric Chassis R/L	85002910	N/A	New Style 2003 (chassis)
Spring & Ball Knob Kit (3 ea. kit)	85000300	00650284	
Spring Kit - Door Handle	85197300	65197301	
Striker Plate - Microswitch	65111600	N/A	
Striker Plate for Handle order 2 Pop Rivets	95183600	N/A	P/N 10180009 separately
Switch - Micro	20110281	N/A	
Symmetrical Top Track.	95110700	N/A	
Universal Control Board	85002001		Electric Only, not MOER
W. COAST LOCK BAR KIT - BRZ	85002701	N/A	
Weather Strip Kit - BO-2,4,10, 275	85104000	65104001	
Wired Switch Cover - Bronze	65184701	N/A	
Wired Switch Cover - Clear	65184702	N/A	

**Model 275 E**  
**After Jan 1 2003**

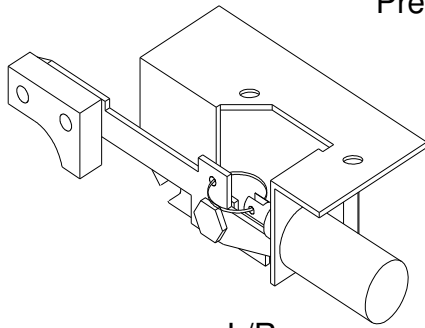


REF ID #	PART NUMBER	DESCRIPTION	REF ID #	PART NUMBER	DESCRIPTION
1	85002910	Solenoid and Hook Assy R/L	5	20220003	AC Terminal Block
1	85002920	Solenoid and Hook Assy L/R	6	20110281	Micro switch
2	Call for Part #	120V Power Supply	7	20200142	Kilrol Pulley
*2	Call for Part #	220V Power Supply (Int'l)	8	85001800	Cable and Chain Assy
3	85002001	Universal Control Board	9	Call for Part #	Electric Chassis – L/R
4	85186700	Motor & Sprocket Assy	9	Call for Part #	Electric Chassis – R/L

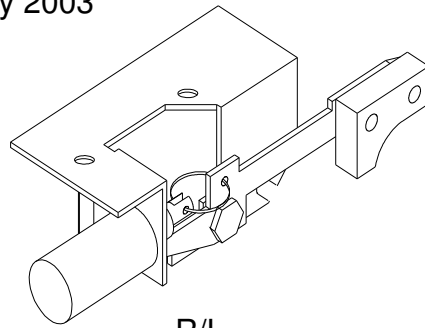


**Model 275 / Series 600**  
**Motor Assembly**  
**85186700**

Solenoid and Hook Assembly  
Pre January 2003 \*



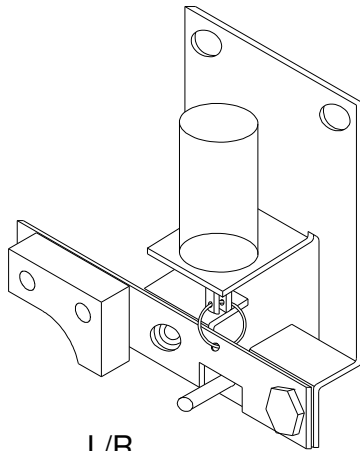
L/R  
85150520



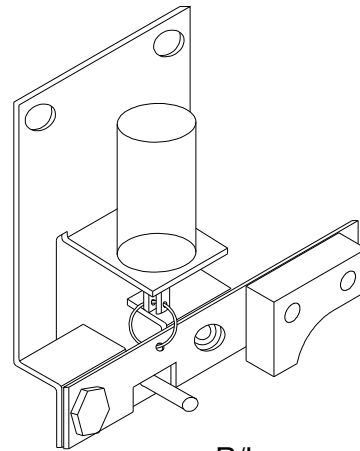
R/L  
85150510

\* Discontinued in 2003, these parts are no longer available

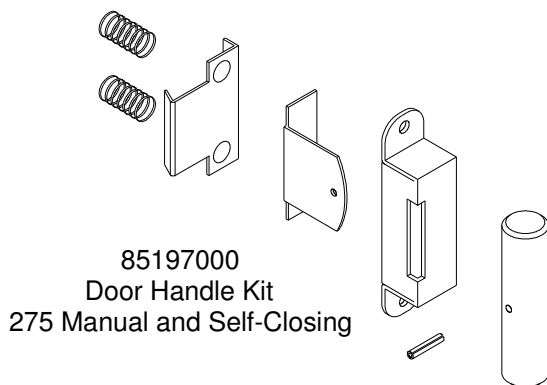
Solenoid and Hook Assembly  
Electric Chassis Models  
After January 2003



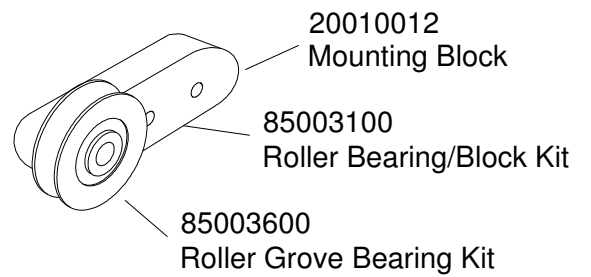
L/R  
85002920



R/L  
85002910



85197000  
Door Handle Kit  
275 Manual and Self-Closing

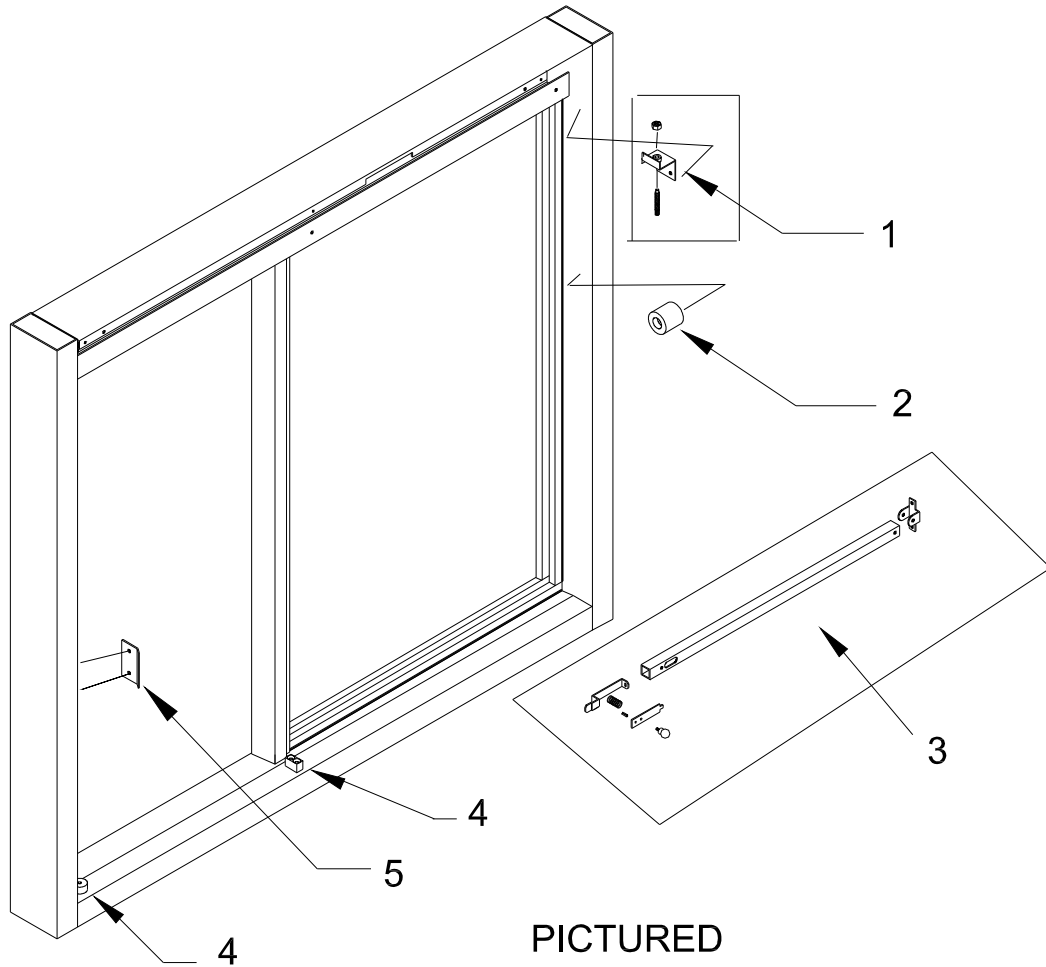


20010012  
Mounting Block

85003100  
Roller Bearing/Block Kit

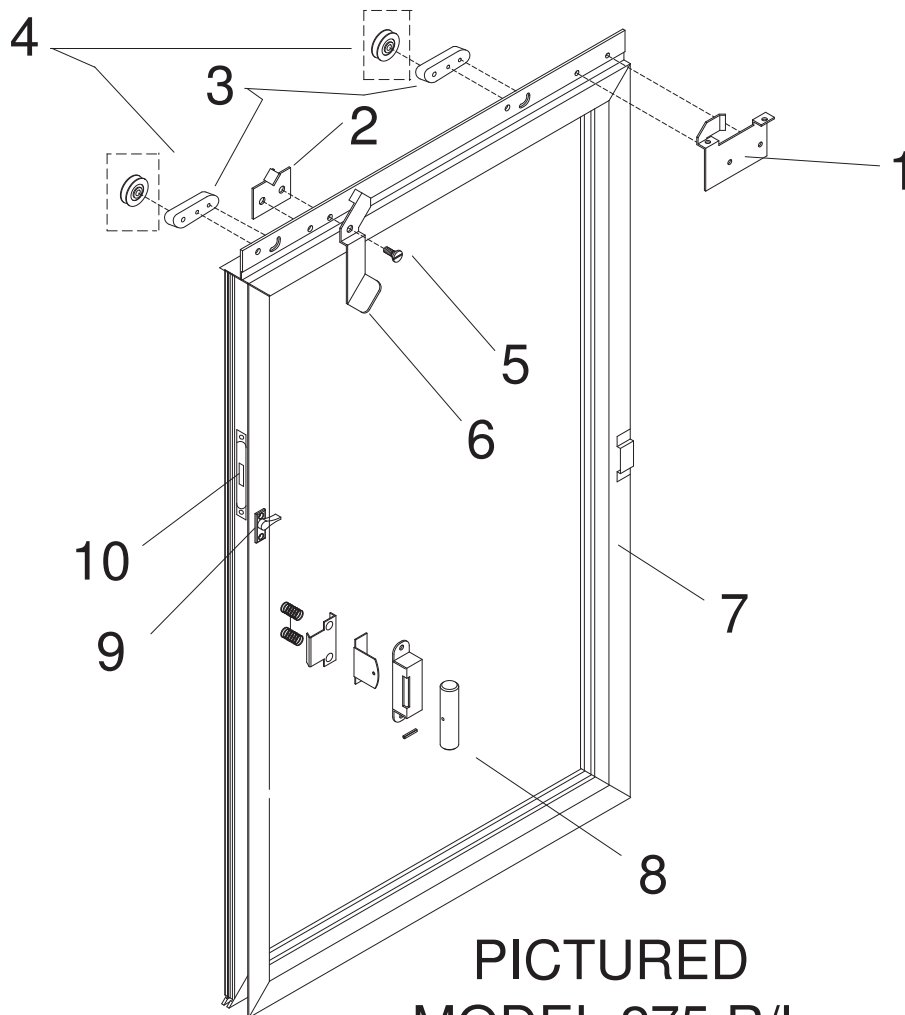
85003600  
Roller Groove Bearing Kit





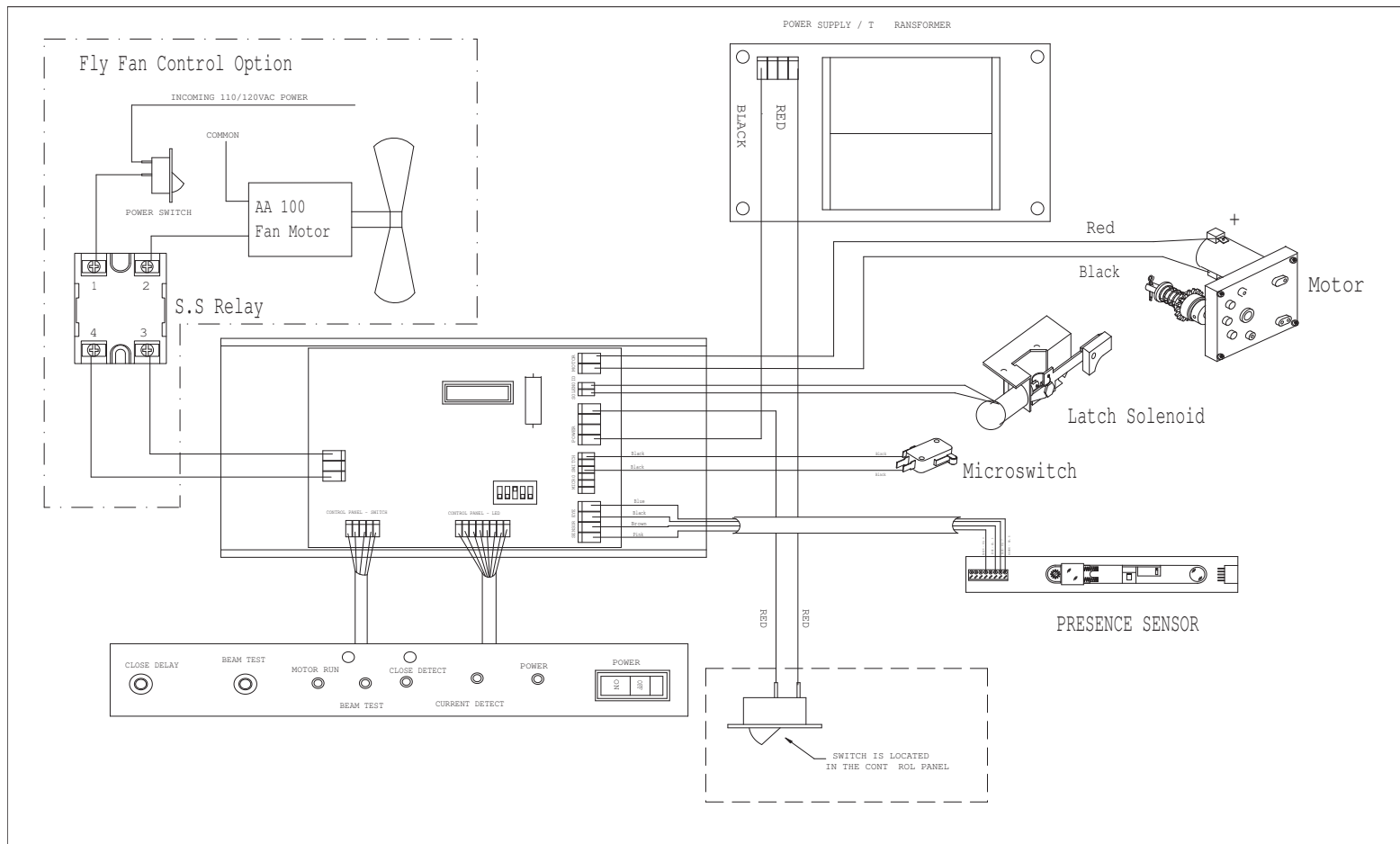
**PICTURED  
MODEL 275 R/L SELF-CLOSER**

<b>REF ID #</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>	<b>REF ID #</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>
1	85000700	Adjustment Screw Kit	3	85197104	Lock Bar Kit Champ
2	40010030	Bumper	4	85003400	Door Guide Kit
3	85197102	Lock Bar Kit CL	5	95183600	Door Handle Striker Plate
3	85197101	Lock Bar Kit Br			

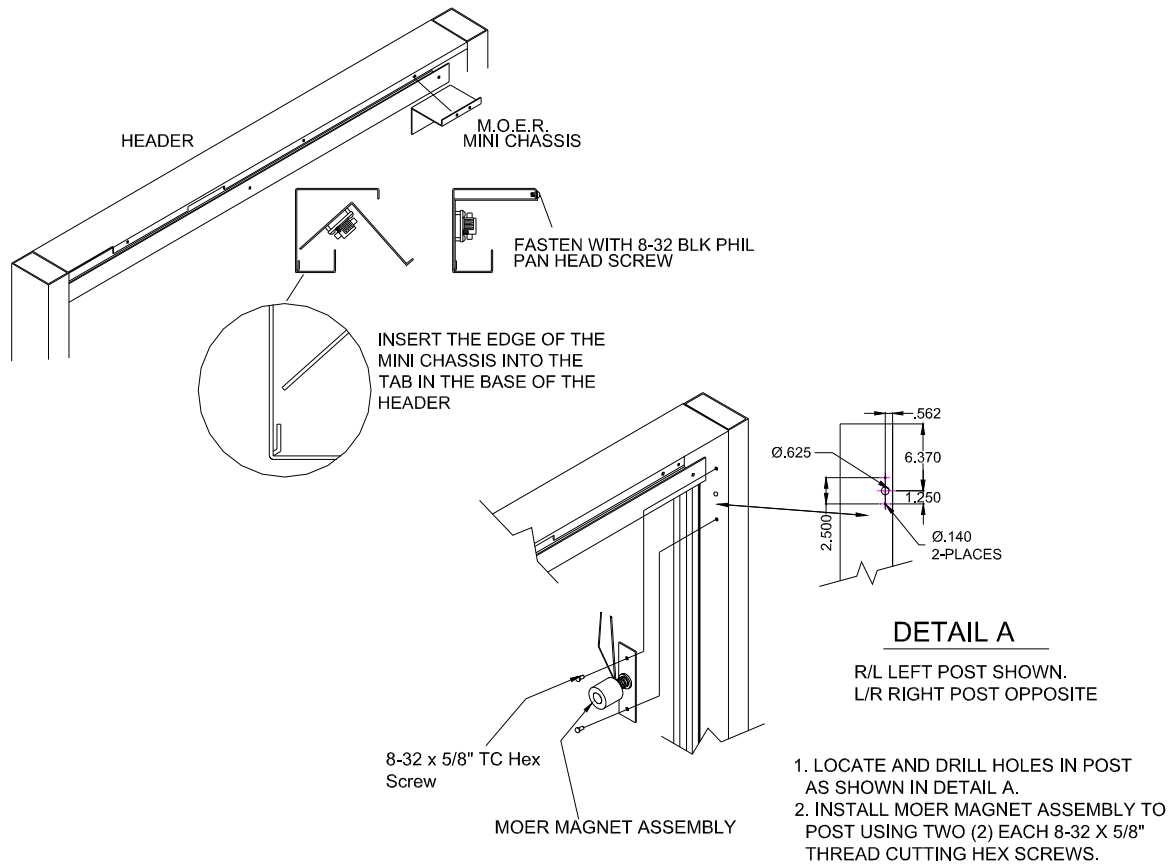


**PICTURED  
MODEL 275 R/L  
MANUAL & ELECTRIC**

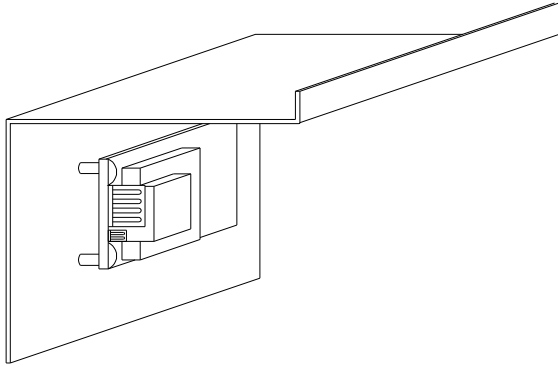
<b>REF ID #</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>	<b>REF ID #</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>
1	65111600	Chain and Micro Switch Bracket L/R - Electric Only	5	10010204	Shoulder Screw-Electric Only
1	65111600	Chain and Micro Switch Bracket R/L -Electric Only	6	New 85002310	Manual Release Handle R/L Assy-Electric Only
2	65113020	Solenoid Striker Plate L/R -Electric Only	6	New 85002320	Manual Release Handle L/R Assy -Electric Only
2	65113010	Solenoid Striker Plate R/L -Electric Only	7	Call MFGR	Door Assembly
3	20010012	Block (Banana Slot)	8	85197000	Door Handle Kit- Self-Closer Only
4	85003600	Roller Grove Bearing	9	85004500	Thumb Turn
			10	85004200	Internal Lock



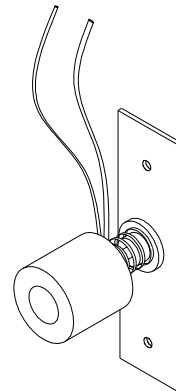
WORK TO DIMENSIONS-DO NOT SCALE TOL. UNLESS SPECIFIED XXXX TOL. NOT REQ'D TOL. CLASS ± .030 ANGULAR TOL. ± 1°	<b>USED IN PRODUCTS:</b> 275	<b>DESIGN BY:</b> SRH <b>DATE:</b> 2/13/04	<b>MATERIAL:</b> Elec Components <b>MATERIAL SPEC:</b>	<b>DESCRIPTION:</b> 275 Wiring Diagram am <b>PART. NO.:</b> N/A
	<b>REVISION:</b> B	<b>DRAWN BY:</b> SC <b>DATE:</b> 2/13/04	<b>GAUGE:</b>	
	<b>REVISION DATE:</b> 1.30.09			
	<b>LATEST REVISION NOT E:</b> <b>REV B=REVISED FLY FAN CONTROL OPTION</b>			



275 SC / M.O.E.R Header Exploded View



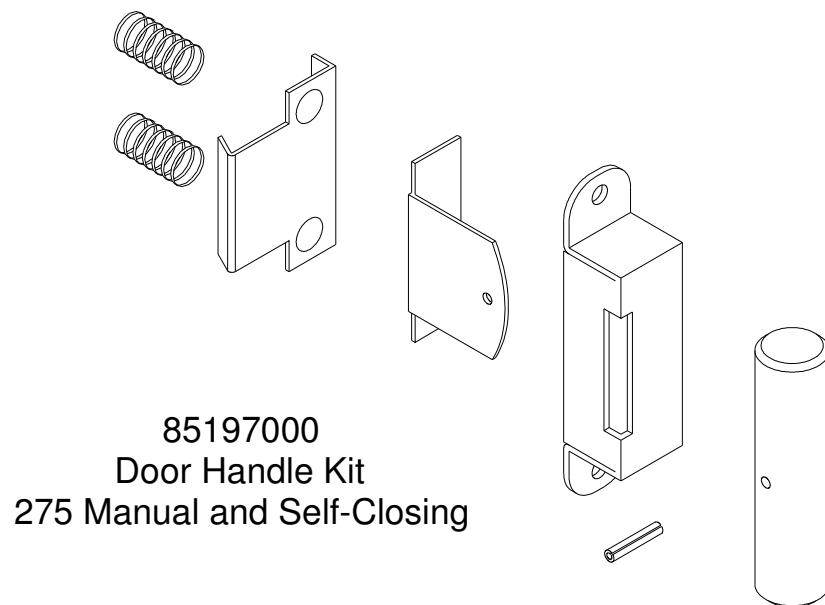
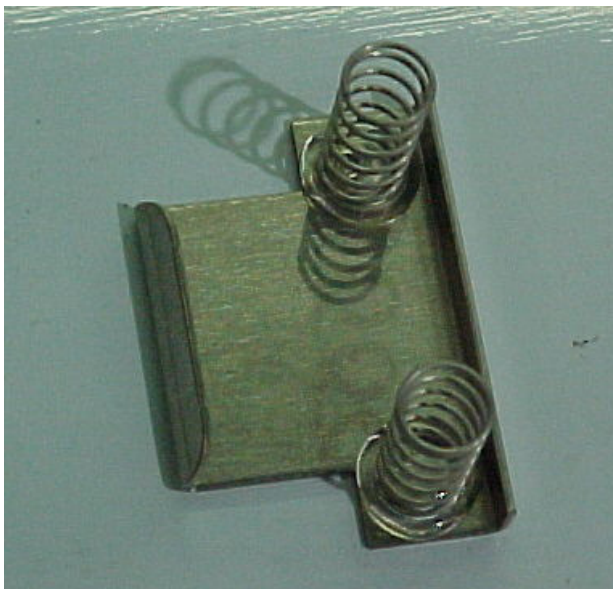
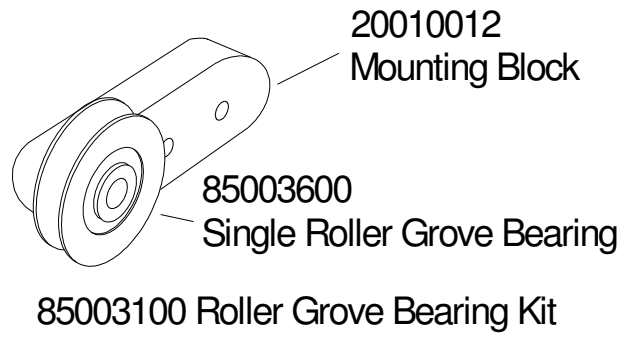
## M.O.E.R. CONTROL ASSEMBLY

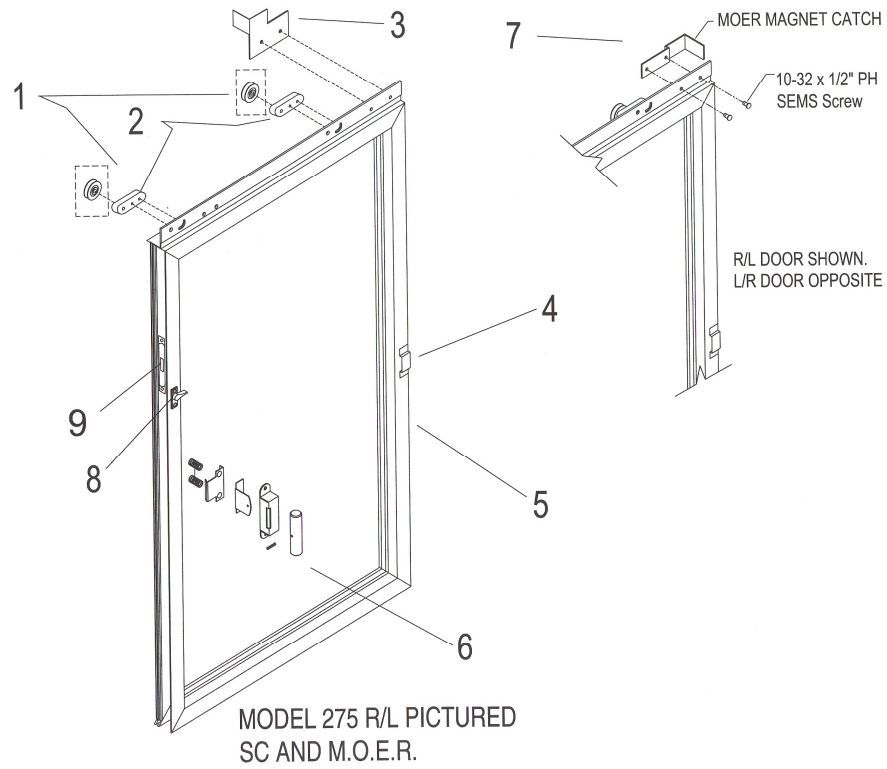


## M.O.E.R. MAGNET ASSEMBLY

275 M.O.E.R Magnet Catch Assembly – After July 2006

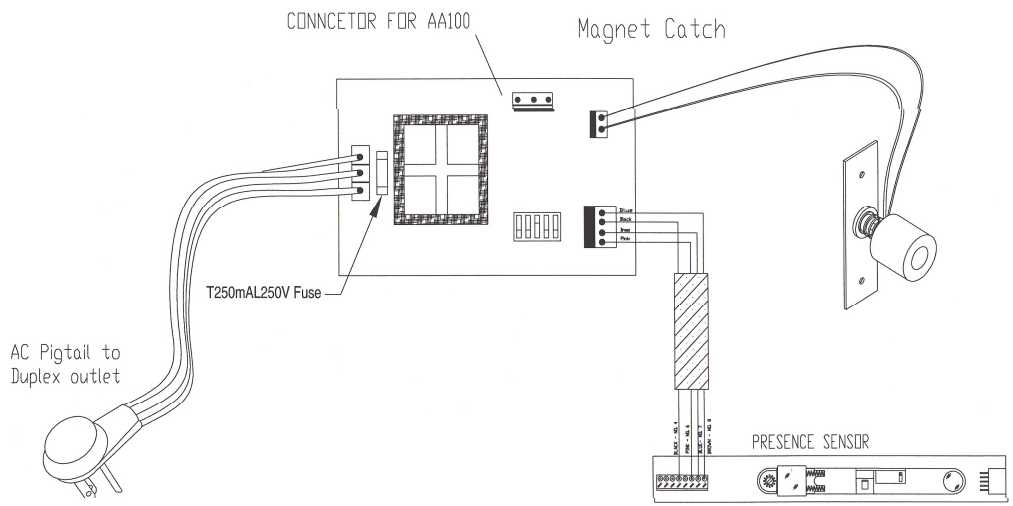
Part Numbers 85100830 (R/L) - 85100840 (L/R)





REF ID #	PART NUMBER	DESCRIPTION	REF ID #	PART NUMBER	DESCRIPTION
1	85003600	Roller Groove Bearing	4	65182801	Lock Bar Bolt Clip
2	20010012	Block (New Style)	5	See Parts List	Door Assembly
3	65100320	Magnet Catch Plate L/R	6	85197000	Door Handle Kit
3	65100310	Magnet Catch Plate R/L	7	N/A	Mag Catch After July 2006

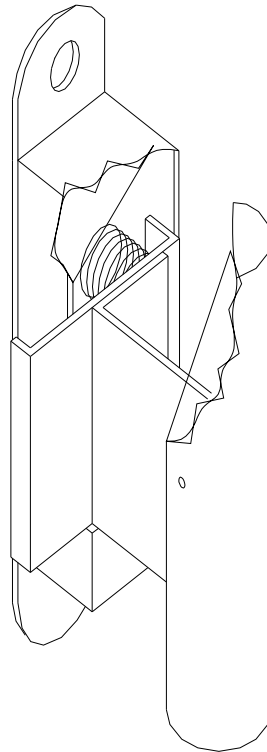
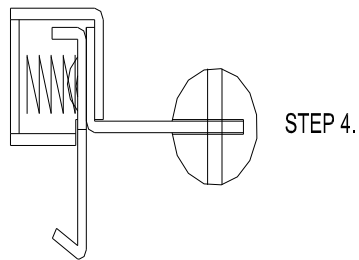
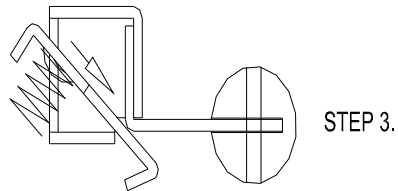
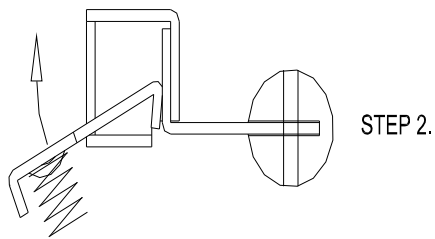
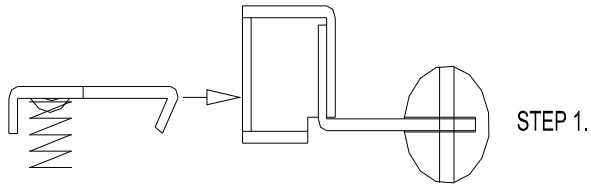
8	85004500	Thumb Turn
9	85004200	Internal Lock





## Appendix A

### Installation of the door handle



#### REPLACEMENT INSTRUCTIONS:

1. Inspect parts for damage or missing.
  - 1 LATCH HANDLE WITH 2 SPRINGS GLUED IN PLACE.
  - 2 POP RIVETS
  - 2 SELF-TAPPING SCREWS
2. Use 3/16" drill bit and drill to remove handle from door.
3. Remove broken spring and latch handle from inside of the handle assembly.
4. Take new latch handle with the 2 springs and assemble into place as illustrated. (Step 1 - Step 4)
5. Attach handle to door with pop rivets. If pop rivet gun not available then use self-tapping screws in place of pop rivets.