

# DRIVE THRU WINDOW NOT SELF- CLOSING?

Manual Open / Electronic Release (MOER) Troubleshooting Guide

GO THROUGH THIS CHECKLIST PRIOR TO REPLACING PARTS - IN ORDER

X

		<b>PHYSICAL</b>
		Window MUST be level and plumb. Use 3 foot level on all uprights / sill. Ensure frame is not twisted in any way.
		Is bottom of the door clean? Ensure there is nothing under the operable panel impeding the close (french fry/construction dust or debris/dried sauce or ketchup) Clean the weather stripping under the door with a bottle brush & hot soapy water.
		Is the track in the header clean? (Remove header cover) Ensure track is clean and free of debris...Wipe down track with clean dry cloth. No lubricant needed.
		If rollers are very dirty from construction or old grease, they can be cleaned with brake cleaner to dissolve any oils or grease. Wipe down with dry cloth
	*MOST COMMON CAUSE	Door Adjustment. Adjust the operable panel to ensure leading edge is not dragging. After ideal adjustment is achieved, consider using blue Loctite on screw threads.
		<a href="#">Click here for DOOR ADJUSTMENT VIDEO</a>
		Ensure there is nothing "fluttering" under the beam box presence sensor that may be interpreted as a person. (napkins, wrappers, straws)
		Tighten the magnetic catch. <a href="#">SEE ATTACHED PDF</a>
		<b>ELECTRIC</b>
	If the magnet is not releasing the door	Close door and leave it closed. Stand under the presence sensor and place a paper clip on the magnet - it should stick. Then step away from the presence sensor and wait 30 seconds to see if the paperclip falls off. If yes then the problem is physical - go thru steps above once more.
		If it holds the paperclip (will not drop it after a full 30 seconds) then it's either beam box or control board. First take the beam box out of the equation by unplugging it at J3 on the control board. If the paperclip drops after 10 seconds, then you have a beam box issue- See step 1. If the Magnet still holds paperclip -see step 2
	Step 1	Next try adjusting the beam box. Start at 3 clicks (15 degrees from window). Test. If that doesn't work, try adjusting to 1 or 2 clicks to bring the beam closer to the window. Give the magnet at least 30 seconds to drop in-between adjustments.
		<a href="#">Click here for BEAM BOX ADJUSTMENT VIDEO</a>
	Step 2	If the Magnet still holds the paperclip with the beam unplugged the control board is most likely shorted and you need a new control board.
	If the magnet does not hold at all	Check to see if there is a small red light on the underside of the beam box. If there is no red light, there is no power going to the beam box. Check to make sure power didn't get disconnected to the beam.
		<a href="#">Click here for BEAM BOX CONNECTION VIDEO</a>
		Test power to the magnet - <a href="#">SEE CONTROL BOARD DIAGRAM PDF</a>

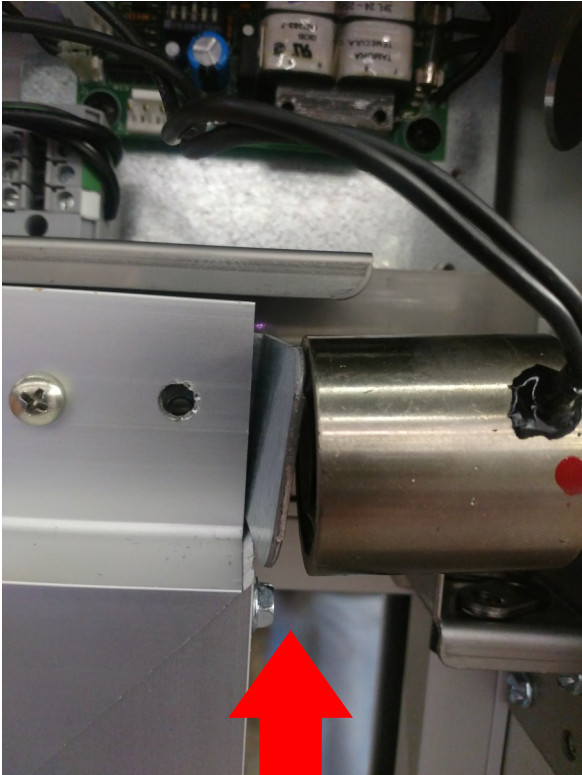
## NEED REPLACEMENT DOOR HANDLE?

		The Door Handle Kit is a point of wear and may need replacement. Pt #: 85197000
		<a href="#">Click here to PURCHASE FROM PARTSTOWN</a>
		If holes are enlarged and the rivet won't hold, you can move the handle up or down a 1/2" or so. One other option if strike plate holes are enlarged, is to anchor the plate with substrate-appropriate screws that go through the extrusion to the rough opening frame.

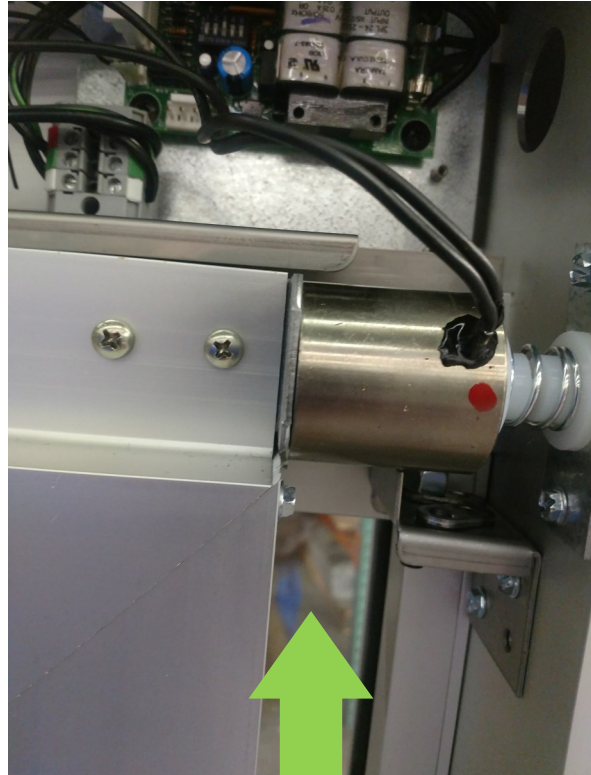


**COVENANT**  
Security Equipment

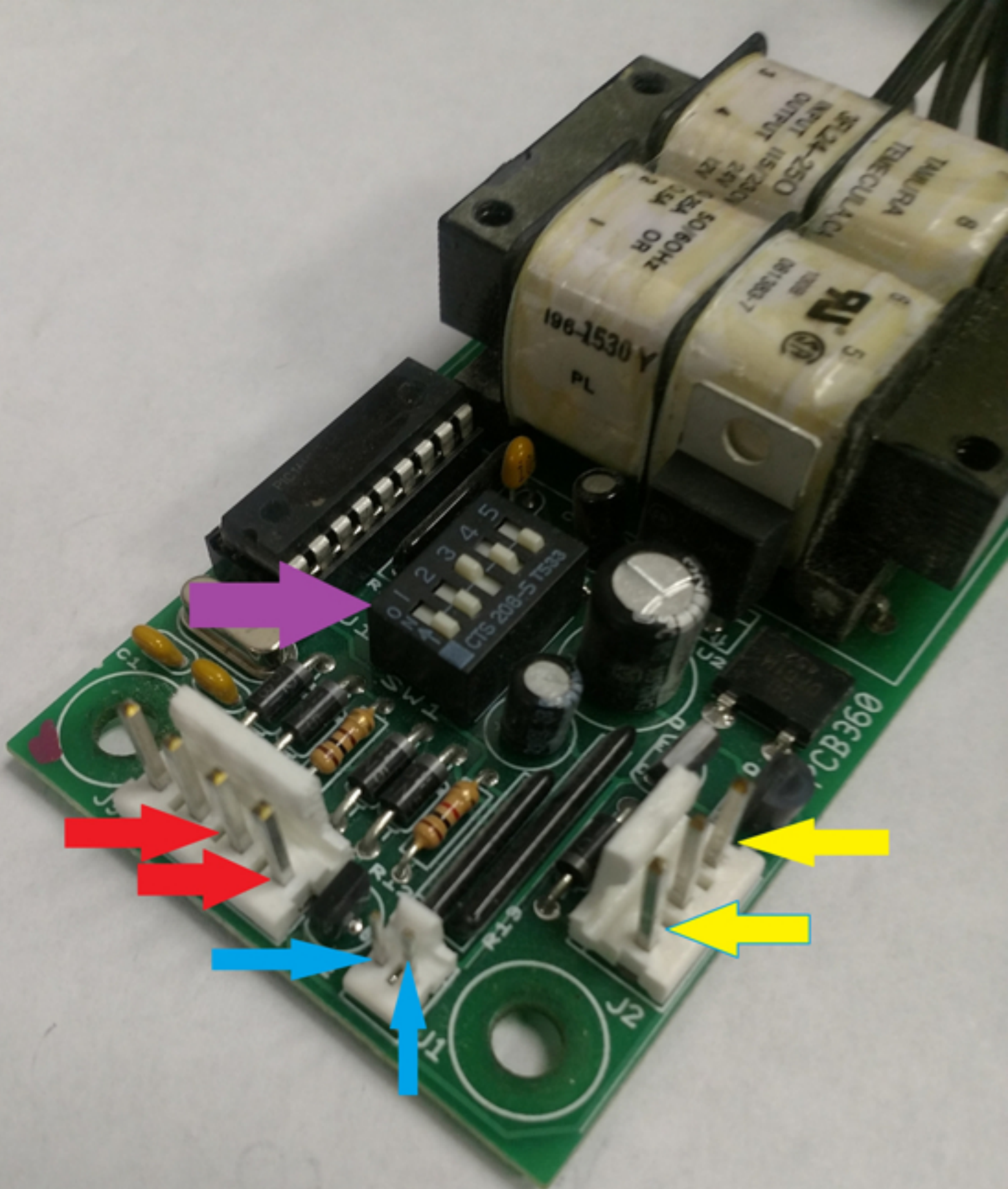
ENSURE MAGNETIC CATCH IS PROPERLY FASTENED



INCORRECT



CORRECT



Shorting the 2 pins on **J3 (red arrows)** will generate 12 volts DC to **J1 (blue arrows)** which is the voltage for the electromagnet. The amount of time the 12 volts DC remains is dictated by the dip switch setting (**purple arrow**). The dip switch uses a binary code. Number 3 is a factory setting for 3 seconds. A setting of 1 and 2 on would be 12 delay, 1 and 5 would be 15 seconds , etc.

**J2 (yellow arrows)** is the optional AA100 air curtain relay connection. When the 2 pins with red arrows are shorted on J3 , the yellow arrows on J2 will generate 12 volts DC for the air curtain relay and will drop after approximately 60 seconds after the short is gone.