

Trouble Shooting – Doors

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Symptom	Probable Cause	Recommended Action
Panel will not operate properly.	<ul style="list-style-type: none"> Panel swollen due to being left open during rain or high humidity. Debris restricting movement of panel. Shipping screws or blocks not removed. Installation; was the panel nailed or screwed shut? Installation; is the unit installed plumb and square? Installation; are the jambs bowed in? Excess paint or varnish restricting movement of the panel. Dirty, broken or damaged hardware. Sagging header. Humped sill. Check to see if failure to seal the door has caused the door panel to swell. 	<ul style="list-style-type: none"> Close and lock panel. Once dry, panel should operate properly. Remove objects that may be restricting panel movement. Remove all shipping blocks or screws as shown in installation instructions. Remove nails or screws. An improperly installed unit will experience operational problems. Remove interior casing and reinstall per the appropriate installation instructions. Remove interior trim and check for excessive shimming or if the frame is bowed due to excessive expandable foam insulation. Reinstall shims or cut out excessive foam insulation ensuring that the frame is plumb and square. Scrape excess paint or varnish and sand until smooth. Clean, repair, or replace hardware. If the header is sagging, remove the interior trim and shims. Level the header and install a new screw beneath the operator panel guide or head jamb strike plate up into the header. If the sill is humped, remove door and reinstall ensuring that the sill is level and the frame is plumb and square. Remove panel, plane or sand down the door and refinish.
Air or water infiltration between panel and frame.	<ul style="list-style-type: none"> Damaged weatherstrip. Weatherstrip not meeting at joints. Installation; are the jambs bowed? Door panel is warped. 	<ul style="list-style-type: none"> Remove old weatherstrip and clean out the kerf. Measure and cut new weatherstrip to length. Manually press weatherstripping into place or manually push a wood block along the weatherstripping until it is seated into the kerf. Remove weatherstrip, reinstall properly. If too short, replace weatherstrip. Remove interior trim and check for excessive shimming or if the frame is bowed due to excessive expandable foam insulation. Reinstall shims or cut out excessive foam insulation ensuring that the frame is plumb and square. Lock door panel to see if it will return to plumb. If after one year the panel has not returned to plumb, contact your Marvin Dealer.

Symptom	Probable Cause	Recommended Action
Air or water infiltration around the unit.	<ul style="list-style-type: none"> Is the unit installed plumb and square? Examine insulation in the rough opening cavity. Inspect condition of exterior perimeter sealant for cracks and voids. Incorrect Rough Opening Preparation 	<ul style="list-style-type: none"> An improperly installed unit may experience problems. Remove interior casing and reinstall per the appropriate installation instructions. If the insulation is wet, repair the source of moisture and replace the insulation. If the unit did not have insulation installed, install insulation per installation instructions. Remove all old caulking, replace backer rod if damaged and reseal with a good quality caulk. Remove unit and prepare opening per installation instructions.
Water infiltration around glazing.	<ul style="list-style-type: none"> Inspect condition of glazing sealant and/or glazing bead. 	<ul style="list-style-type: none"> Re-glaze per instructions found in the General Service section for doors.
Condensation on interior or exterior of glass.	<ul style="list-style-type: none"> Climatic conditions. 	<ul style="list-style-type: none"> Refer to condensation information found in the Customer Contact and Education section of the Marvin Service Manual.
Collapsed glass on IG units.	<ul style="list-style-type: none"> Inspect if the two panes of IG glass are making contact. 	<ul style="list-style-type: none"> If the two pieces of IG glass are making contact; replace IG glass. <p>Note: In colder climates you may see condensation buildup in the center of the unit during cold winter days.</p>
IG seal failure.	<ul style="list-style-type: none"> Moisture buildup between IG panes. 	<ul style="list-style-type: none"> Replace IG glass.
Panel is loose in frame	<ul style="list-style-type: none"> Hardware, clips, screws or retainers are not properly attached or may be loose. 	<ul style="list-style-type: none"> Check all hardware clips, screws and retainers to ensure all parts are secure and/or properly seated. Correct any deficiencies per the proper installation instruction or service guide. WARNING: Failure to properly install the panel may result in the panel disengaging from the frame, causing potential damage to the sash and/or personal injury.

SWINGING DOORS

Symptom	Probable Cause	Recommended Action
Door panel sags.	<ul style="list-style-type: none"> ▪ Check the hinges to see if the screws are properly seated. ▪ Adjustable hinges not adjusted properly. ▪ Check to see if the supplied long screws have been installed into the appropriate hinges. ▪ Check to determine if the hinges have been mortised to equal depths. 	<ul style="list-style-type: none"> ☞ Tighten screws. If the screw will not seat, plug the screw holes and reseal the screws. ☞ If adjustable hinges - refer to hinge adjustments in Service Manual. ☞ Install a long screw through one of the screw holes on the jamb side of the hinge into the jack stud of the structure as detailed in the installation instructions. ☞ Remount hinges to equal depths flush with the surround wood.
Door panel hits jamb or opposite panel when closing.	<ul style="list-style-type: none"> ▪ Check hinged jamb for plumb. ▪ Inspect panel to locking jamb for evenness. 	<ul style="list-style-type: none"> ☞ Adjust for plumb with long screws through the hinge into the jack studs per installation instructions. ☞ Adjust hinges or remove interior trim and adjust shims.
Door won't lock.	<ul style="list-style-type: none"> ▪ Check lock in open position. Depress safety and turn thumb knob. ▪ Check keyed cylinder pin position. ▪ Check lock actuator pin. 	<ul style="list-style-type: none"> ☞ Lubricate if necessary. ☞ Correct pin position per installation instructions. ☞ Replace if broken.
Multi-point head and foot bolts do not engage.	<ul style="list-style-type: none"> ▪ Check for defective lock box. ▪ Check alignment of strike plates. ▪ Check for dirt in foot strike. 	<ul style="list-style-type: none"> ☞ Open door and override safety catch. If not operating properly, replace. ☞ Realign if necessary. ☞ Clean foot strike.
Lever handle keeps slipping off of the spindle.	<ul style="list-style-type: none"> ▪ Check orientation of spindle and set screw. 	<ul style="list-style-type: none"> ☞ Refer to handle installation instructions.

SLIDING DOORS

Symptom	Probable Cause	Recommended Action
Operator will not slide or slides with difficulty.	<ul style="list-style-type: none"> ▪ Check roller adjustment. ▪ Check for dirt or debris on the track. ▪ Check to see if shipping block has been removed. 	<ul style="list-style-type: none"> ☞ Adjust per installation instructions. ☞ Clean the track and rollers. ☞ Remove shipping block per installation instructions.
Air infiltration between panels or panel and frame	<ul style="list-style-type: none"> ▪ Check roller adjustment. ▪ Check the interlock and weatherstrip. 	<ul style="list-style-type: none"> ☞ Adjust per installation instructions. ☞ Replace worn or damaged interlock or weatherstrip.
Door won't lock.	<ul style="list-style-type: none"> ▪ Check the adjustment of the keepers or strike plate. ▪ Ultimate Sliding French Door – Check for defective hardware. ▪ Sliding Patio Door – Check lock in open position and flip lock lever. ▪ Check the door panel adjustment. 	<ul style="list-style-type: none"> ☞ Adjust the keepers or strike plate per installation instructions. ☞ Check for defective hardware. If not operating properly, replace. ☞ Adjust per installation instructions, lubricate if necessary. ☞ Adjust per installation instructions.
Screen does not slide easily.	<ul style="list-style-type: none"> ▪ Check for dirt and debris. ▪ Check the bottom guide. ▪ Check screen adjustment. 	<ul style="list-style-type: none"> ☞ Clean track and rollers. ☞ Ensure that the panel is correctly seated and moves easily in the bottom guide. ☞ Adjust per installation instructions.