

Detex Exit Device

Issue – Damaged / Repair

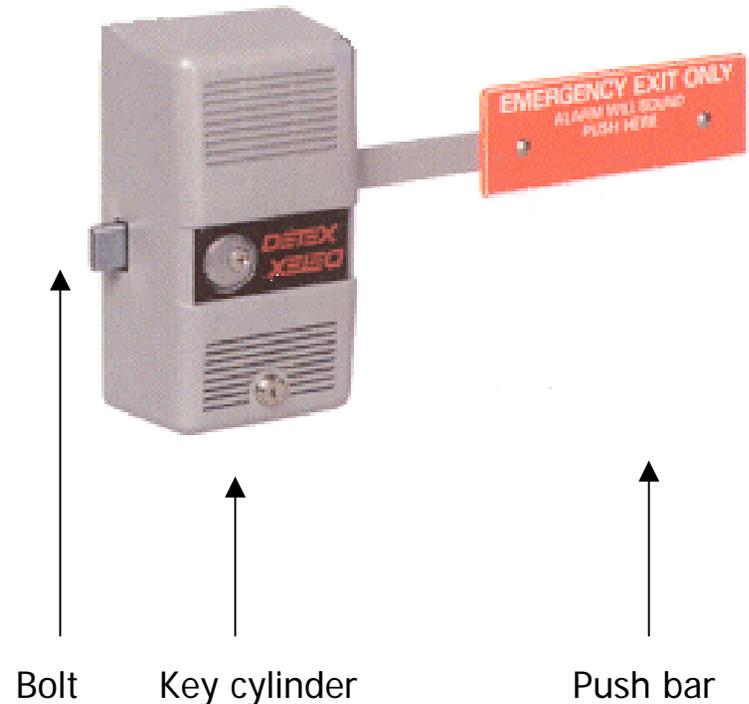
- A service technician will need to be dispatched to determine if the panic device needs to be replaced.

Issue – Alarming

- Is the push bar pushed in towards the door? If so, have the store pull the bar out and reset the alarm. Try operating the bar with the door open to see if it is an alignment issue. If not, a service technician will need to be dispatched.

Issue – Non-functional

- A service technician will need to be dispatched.



TROUBLESHOOTING

1. Siren does not sound when the paddle bar is pushed:

- A) Remove the cover by inserting the cover key and turning it counter-clockwise approximately 6-8 complete turns.
- B) Disengage the cover from the back plate and swing it out of the way.
- C) Confirm the battery is good visually and the voltage is a minimum of 7 volts. If OK continue. If not replace the battery and check for broken wires and retest.
If unit is still not sounding call DETEX Customer Service in USA at 1-800-729-3839.

2. Key control cylinder (IKC) - Hard to turn (Binding):

- A) Make sure the cover key is available.
- B) Push on the paddle bar to open the door - with the door open, reset alarm.
- C) Keeping the door open, use the key to turn the *control cylinder (IKC)* key clockwise and counter-clockwise. Bolt should extend and retract freely.
- D) If the bolt and key worked freely, the problem is alignment between the bolt and the keeper/strike.
- E) If step "B" does not conform, remove the cover (see step 1A & 1B).
- F) Remove the *cylinder housing (Cam bridge Assembly)*. With the key removed, confirm the timing markings (Fig. 1).
- G) If the timing marks do not line up then reinstall the cylinder (per instructions).
- H) If the cylinder turns hard, the tail piece is too long and needs to be cut as Fig. 2.
Fig. 2 denotes Detex cylinder ECL-445, 5 pin. For 6-7 pin rim cylinder use ECL-1595 escutcheon and cut tailpiece accordingly.
- I) Insert the key in the cylinder and turn it clockwise/counter-clockwise. The cam and the key should turn freely. If the key turns, but not the cam, the *cylinder tail piece* was cut too short and has slipped out of the cam. Replace the tailpiece or the cylinder (Fig. 2).

3. The bolt does not retract/extend using the outside key control (OKC):

- A) Remove the unit from the door.
- B) From the rear side of the casting, confirm the retaining spring was removed (Fig. 3).
- C) Confirm the OKC shaft/cam is not broken and the push nut is in place.
- D) Confirm the tailpiece length is 5/8" beyond the door or beyond the reinforcing plate (Fig. 3).
- E) Confirm the index mark alignment (Fig 3).
- F) While the unit is off the door, check the OKC operations. Using a screw driver, turn the cam clockwise/counter-clockwise.
- G) Retract the bolt, align the index marks, remove key, re-install the lock body (make sure the alignment mark does not move when reinstalling the lock body). Be sure the cylinder tailpiece is engaging the cross slot on the cam (Fig. 3).

4. Siren continues to sound after resetting the alarm (Bolt extended):

- A) Retract the bolt
- B) Remove the cover (see step 1A & 1B).
- C) Disconnect the battery
- D) Identify the screws holding the Cam Bridge and remove the screws and Cam Bridge.
Inspect switch levers. Make sure switch levers are not damaged or missing.
- E) If siren still continues to sound after resetting the alarm call Detex Customer Service Department at 1-800-729-3839.

