



AUTO DOOR TROUBLESHOOTING FOR YOUR AUTOMATIC DOORS

Before placing a service call there are several items the end users can check themselves. This could eliminate the need for service or at least get a door working until a technician can arrive.

Door does not open

Make sure the key/position switch is in the proper position.

Be sure the door has power. Check to be sure the circuit breaker is on and not tripped

Most automatic sliding doors and swing doors that swing into the building panic out for emergency egress. Be sure all door panels (side lights) are fully closed and latched in their proper operating position.

Make sure the door opens and closes smoothly by hand. Remove any debris such as rock salt, sand, stones etc. from under the door or in the bottom guides. Also check that throw mats are not stuck under the door.

Many newer doors have a microprocessor control. Turning the main power off then back on can reset them. Typically the door will open and close slowly for one complete cycle before it begins working normally.

If the door has battery operated remote push plates make sure the battery is good.

Door stays open

Motion detectors activate most doors. Make sure there are no plants or displays near the door that are blowing in the wind or any store sale papers scotched taped to the doors or sidelites that might be setting off the motion detector.

If the door has holding beams (“electric eyes”), make sure they are not blocked.

If the door has an overhead mounted or door mounted threshold detector make sure there are no objects or displays near the door opening area.

If the door is push plate operated make sure all push plates depress and release. Sometimes they can stick.