



TROUBLESHOOTING

Your Panoramic Door system is an important investment for your home and lifestyle, please make sure both you and your General Contractor/Builder read and follow the installation instructions carefully.

Please report and provide pictures of any damaged parts, glass or components prior to the install.

We can't emphasize enough how important it is to make sure the sill is perfectly leveled and squared with a LASER LEVEL to insure a proper substructure before leveling and squaring system frame and panels.

Failure to do so can and will result in the door system and panels not performing as designed.

Panoramic Doors systems are equipped with a patented design hardware that performs under specific installation guidelines. Proper installation of our system requires **attention to detail** and awareness of unique operational features that are not commonly found on traditional bi-fold or other patio doors.

Carefully go through these points and identify if your issue is related to installation or manufacturing. If installed correctly, the installer can resolve most service issues.

Q&A

Please refer to the manual of installation in the pages indicated below.

1. PANELS STICKING OR DRAGGING ALONG THE TRACK

installation related issues:

Most binding, sticking and dragging is caused by an un-level track:

- * Check track and carriers wheel assemblies for debris, obstructions or damage.
- * Settling of the header, refer to pg. 13 & 14
- * Either top/bottom or both tracks are not level. Refer to pg. 13 & 14
- * Failure to secured tracks properly.
- * Panel tilted. Refer to page 26 for adjusting lift of all sliding panels.
- * If only one panel drags please refer to page 21 to make minor adjustments.
- * Make sure all shim points support the entire depth off tracks. If there is a variance from outside to the inside, at the time to tighten down it will tilt the track causing the guides to stick.
- * Check that bolts securing panel to the magnet carrier in the top track are not over tightened binding top of the panel. Pg.19 & 20
- * If the reveal adjusters are over tightened 1/8" or more it will cause the bottom track guide to wedge inside the track making it difficult to slide. Refer to pg. 21
- * Check that safety blocks are not installed too close to magnet bolt causing binding.

Warranty covered issues:

- * Hardware broken/missing on any of the panels
- * Carriers are broken

2. MAIN DOOR IS HITTING THE BOTTOM/TOP TRACK

Installation related issues:

- * Tracks are not leveled, check with a laser level along full length of the bottom/top track. Refer to pg. 13
- * Swing pinholes on the tracks are not plumb and aligned properly, refer to page 14: Aligning and shimming top track
- * The top hinge block pin is loose. Refer to page 17
- * Adjust top swing door hinge. Refer to page 27
- * Header is settling and top track needs to be adjusted, refer to page 14: Aligning and shimming top track.

Manufacturing issues:

- * Main door is ¼" or more taller than the rest of the panels
- * Main door hardware is missing or broken

3. SLIDING PANEL IS HITTING THE BOTTOM/TOP TRACK

Installation related issues:

- * Check for debris hanging above or below panel.
- * Panel tilted. Refer to pg. 26 for adjusting lift of all sliding panels.

Manufacturing Issues:

- * Sliding Panel is ¼" or more taller than the rest of the panels
- * Sliding panel hardware is missing or broken

4. PANELS ARE RUBBING FLOOR/CEILING (FLUSH APPLICATIONS)

Installation related issues

- * Flooring is too high, ceiling is too low, not allowing the panels to swing open freely. Make sure flooring and ceiling is sloped away from the system. It is crucial for flush concept applications, that you leave room for panels to swing open at least 1/2"
- * Tracks are not leveled, check with a laser level along full length of the bottom/top track. Refer to pg. 13
- * Swing pinholes on the tracks are not plumb and aligned properly, refer to page 14: Aligning and shimming top track
- * The top hinge block pin is loose. Refer to page 17
- * Adjust top swing door hinge. Refer to page 27
- * Header is settling and top track needs to be adjusted, refer to page 14: Aligning and shimming top track

Manufacturing Issues:

- * Main door/Sliding Panel is ¼" or more taller than the rest of the panels
- * Main door/Sliding panel hardware is missing or broken

5. VISIBLE LIGHT BETWEEN PANELS

Installation related issues:

- * Jambes are not properly shimmed and snugged against the panels in the closed position: Refer to pg. 22
- * Tracks are not leveled causing panels to create uneven reveals, refer to page 13 – 15. The reveal adjuster will not fix this problem; there is a max of 1/8" adjustment.
- * * A misaligned frame can make the panels appear to have a twist to them. Make sure that at all length the bottom track is plumb to the top track

Manufacturing issues:

- * Check for damaged or missing weather stripping.
- * With panels in the closed position, if panels are touching in center but have gaps at top and bottom, panel is bowed
- * With panels in the closed position, if panels are touching on top and bottom but there is a gap in the middle panel is bowed

6. WEATHER STRIPPING COMING OFF**Installation related issues:**

- * Over-shimmed jambs can cause panels being too tight against each other will tear weather-strip of the panel
- * Over-shimmed jambs can cause binding and weather-stripping damage. Refer to pg. 22

Manufacturing issues:

- * Missing or damaged weather stripping/ wool-pile

7. WATER LEAKING BETWEEN PANELS OR AT SILL**Installation related issues:**

- * Jambs are not properly shimmed in the closed position. Refer to page 22
- * Ensure proper sill pan, or water barrier was installed by General contractor, builder or installer.
- * On bottom tracks with an up-stand please check drainage holes for blockage.
- * On bottom tracks with an up-stand make sure sill is free of debris.
- * Make sure both ends of track are sealed and proper drainage has been put on place.
- * Flush tracks are not guaranteed against water intrusion.

Manufacturing Issues:

- * Missing or damaged weather stripping.

8. MAIN DOOR LOCK IS NOT ENGAGING**Installation related issues:**

- * This is a European locking mechanism, make sure you are pulling handle far enough to engage the lock. Refer to page 24
- * Swing pinholes on the tracks are not plumb and aligned properly, refer to page 14: Aligning and shimming top track
- * The top hinge block pin is loose. Refer to page 17
- * Adjust top swing door hinge. Refer to page 27
- * Make sure “lock keeps” on the panel next to the main door, are positioned correctly and not offset, blocking the “hook” from going in.

Manufacturing issues:

- * Defective locking mechanism or cylinder.
- * Handle is not engaging, is loose

9. GLASS

Per ASTM 1036, allows imperfections in glass that do not affect the structural integrity of the product and cannot be detected from within 10 ft.

Installation related issues:

- * Accidental or spontaneous glass breakage.
- * Glass breakage due to exposure to extreme temperature changes

Manufacturing Issues:

- * Debris blocking view inside the glass
- * Low E going foggy
- * Premature delamination

If you have checked all Items and still have issues with system functionality, please call 760-722-1250 or visit our website www.panoramicdoors.com and fill out a service request form.

Please make sure you include the job #, supplier and installer information.

*There is a charge fee that will be waived if the issue is covered by our warranty.

* Panoramic Doors is not liable for any issues caused by installation, poor maintenance and abuse or failure to operate the system as indicated.

* Warranty is void if any of the components are altered by anybody other than a Panoramic Doors Technician.