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**PROBLEM: Air and/or light leak at top or bottom of jamb.**

Cause	Solution	Refer to...
Weatherstrip missing.  Weatherstrip painted.  Weatherstrip cracked, torn or damaged.	Replace weatherstrip.	Site 5 - Weatherstrip Replacement
Bottom corner seal pads missing or removed.	Replace pads.	SHOP Frame Assembly Sections  SITE 1 - Pre-hung Unit Installation for Adjustable Sills  SITE 1 Corner Seal Pad Instructions
Door loose in frame, with excessive in-and-out movement when latched.	Adjust strike plate for tighter fit.	SITE 1 - Pre-hung Unit Installation
Door not meeting weatherstrip evenly when it closes, hitting the top or bottom first.	Realign, reshim, readjust lockside jamb so door meets weatherstrip evenly from top to bottom.	SITE 1 - Pre-hung Unit Installation

Trouble Shooting

## Water Leakage Around or Under Sill

**PROBLEM: Water leakage around or under sill.**

Cause	Solution	Refer to...
Door not meeting weatherstrip evenly when it closes, hitting the top to bottom first.	Realign, reshim, readjust lockside jamb so door meets weatherstrip evenly from top to bottom.	SITE 1 - Pre-hung Unit Installation
Damaged or painted weatherstrip.	Replace weatherstrip.	SITE 5 - Weatherstrip Replacement
Improper/insufficient sealant and/or sealant breakdown between sill and subfloor.	Reseal under sill using Elastomeric and Polyurethane sealant.	SITE 1 - Pre-hung Unit Installation
Broken seal where the sill meets the jamb.	Remove corner seal pad, pull out weatherstrip at bottom, and place a bead of Elastomeric and Polyurethane sealant along entire joint where jamb and sill meet. Replace weatherstrip and reapply corner seal pad.	
Sill humped or depressed beyond range of door bottom's sealing capacity.	Anchor sill to draw down straight by drilling pilot holes and securing with galvanized screws.  Replace any wrinkled/torn door bottom.	SITE 1 - Pre-hung Unit Installation
Humped sill.	Shim jamb legs up to allow sill to straighten. Reseal with Elastomeric and Polyurethane sealant under sill and anchor sill in place.	
Damaged sill saddle causing door bottom bulb seal to bunch up and wrinkle when the unit closes.	Replace the saddle and screw down.	SITE 5 - Adjustable Sill Threshold Replacement

**PROBLEM: Water leakage around or under sill.**

Cause	Solution	Refer to...
Damaged door bottom.	Replace door bottom, sealing first.	SHOP 3 - Door Bottom Selection and Installation
Door sagging out of square in frame.	Make sure LONG hinge screws provided are properly installed in the top hinge through the jamb to the stud.	SITE 1 - Pre-hung Unit Installation
Jamb out of alignment.	If jamb is twisted along length of the members, straighten it by reshimming to eliminate the twist and maintain an even head margin.	SITE 1 - Pre-hung Unit Installation
Jamb out of square to door.	<p>Usually caused by plumb frame members sitting on unlevel floor/sill area. Free lowest jamb leg and shim it up to level the sill and maintain an even head margin.</p> <p>Shim under sill if necessary.</p>	

***PROBLEM: Water leakage around door/system perimeters.***

Cause	Solution	Refer to...
Door not meeting weatherstrip evenly when it closes, hitting the top or bottom first.	Realign, reshim, readjust lockside jamb so door meets weatherstrip evenly from top to bottom.	SITE 1 - Pre-hung Unit Installation
Improper/incomplete seal and/or sealant breakdown around or on top of unit.	Properly flash and/or seal with Elastomeric or Polyurethane sealant around brickmold.	SITE 1 - Pre-hung Unit Installation
Improper/incomplete seal and/or breakdown around fixed unit sidelites where they meet the jamb.	Reseal with Elastomeric and Polyurethane sealant to restore system integrity.	

**PROBLEM: Water leakage around lites.**

Cause	Solution	Refer to...
Loose lites.	Tighten doorlite screws.  Apply sealing tape around inside perimeter of interior frame if required.	SHOP 3 - Doorlite and Designline Panel Installation
Door face-to-lite frame seal breakdown.	Seal with Elastomeric and Polyurethane sealant around lite perimeter and/or paint or repaint the perimeter to form a paint seal.	
Glass-to-lite frame seal breakdown.	Replace doorlite.	SHOP 3 - Doorlite and Designline Panel Installation

**PROBLEM: Water leakage around Fiber-Classic Designline panels.**

Cause	Solution	Refer to...
Loose panels.	Tighten screws.  Apply sealing tape around inside perimeter of interior frame if required.	SHOP 3 - Doorlite and Designline Panel Installation
Door face-to-panel seal breakdown.	Seal with Elastomeric and Polyurethane sealant around panel perimeter and /or paint or repaint the perimeter to form a paint seal.	



**PROBLEM: Door will not open or close properly.**

Cause	Solution	Refer to...
Door not meeting weatherstrip evenly when it closes, hitting the top or bottom first.	Realign, reshim, readjust lockside jamb so the door meets the weatherstripping evenly from top to bottom.	SITE 1- Pre-hung Unit Installation
Adjustable strike plate not properly aligned.	Realign adjustable strike plate.	SITE 1- Pre-hung Unit Installation
Door sagging out of square in frame (uneven head margin).	Make sure LONG hinge screws provided are properly installed in the top hinge through the jamb to the stud.	SITE 1 - Pre-hung Unit Installation
Frame out of square (uneven sill/door bottom margin).	Usually caused by plumb frame members sitting on unlevel floor/sill area. Free lowest jamb leg and shim it up to level the sill and maintain an even head margin.	

**PROBLEM: Door does not have enough or too much force.**

Cause	Solution	Refer to...
<p>Hinge does not have enough force to close and latch the door.</p>	<p>Remove cross pin. Insert 9/64" allen wrench in hex adjustment hole and turn until holes line up. Re-insert cross pin. Remove allen wrench and test closing action of door. Repeat if necessary. Over tightening may shorten the life of the hinge.</p> <p>Another hinge may be required.</p>	<p>SITE 1- Installation Instructions.</p>
<p>Too much force causes door to slam and make opening difficult.</p>	<p>Replace one of the hinges with a standard hinge without adjustable tension.</p>	

**PROBLEM: Panels are not sticking - need to re-apply**

Cause	Solution	Refer to...
Door face to panel adhesive tape breakdown.	Reapply by removing panel. Clean panel and door with 70% Isopropyl Alcohol, taking care to remove all old adhesive. Apply new adhesive tape. Apply adequate pressure.	SHOP 3 –Doorlite and Designline Panel Installation

## Miniblind Does Not Operate Properly

**PROBLEM:** Miniblind does not operate properly.

Cause	Solution	Refer to...
Handle not attached.	Reattach the handle. Tilt the handle and place it back into the track. Slide the handle up or down the length of the track until two audible clicks are heard.	
Blinds are uneven.	Slide the handle up and down the entire length of the track to bring the blinds back to a straight and even position.	
Parts need replaced.	Replacement handle and additional caps for the ends of the track can be ordered by visiting <a href="http://www.thermatru.com">www.thermatru.com</a> or by contacting Customer Service at 1-800-THERMA-TRU.	