

# MAINTENANCE PROCEDURES

## FOR MANUALLY OPERATED SLIDING DOORS



**APPLICABLE FOR DOOR TYPES T55 & T100**

**SINGLE AND BI PARTING TELESCOPIC DOORS**



300059-4 V2

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To ensure safe operation, long term reliability and working efficiency, doors should be regularly maintained, and AXIS recommends they be serviced as detailed below:

All parts supplied and installed by AXIS are covered by a twelve-month warranty for faulty components (unless due to misuse, abuse or negligence, etc.) providing the doors are regularly serviced by an experienced tradesman. Details of our Preventative Maintenance Agreements are available upon request.

The frequency of service visits may have to be increased to suit the volume of traffic/use and the local environment.

If you have any issues with the doors during the warranty period or require an engineer to attend site for a service call, please contact our Service Department on **+44 (0)1604 212500** or email **[service@axisentrances.com](mailto:service@axisentrances.com)**

## **TELESCOPIC DOOR AND SEQUENCING DEVICE**

Two formats are offered, single slide with three panels and bi-part with six panels. The bi-part system is two single slide systems operating independently of each other.

The single slide system consists of one fixed panel and two sliding door leaves. The doors are connected by a sequencing device which ensures that the primary leaf (fast door) reaches the fully opened or closed position at the same time as the secondary leaf (slow door) reaches its pre-set position.

## **MAINTENANCE PROCEDURE – GENERAL**

### **Every 6 Months**

1. Visually inspect the fit of the door
2. Check for any debris and remove
3. Check for any damage to the door set including glass
4. Check pelmet is secure
5. Check that bottom guide is secure
6. Check that handles are secure
7. Check operation of door
8. Check that door seals are intact
9. Check operation of blinds

If the event of the following situations, please contact our Service Department on **+44 (0)1604 212500** or email **service@axisentrances.com**

Replacement of parts  
Doors are not operating in the correct manner  
Removal of doors  
Damaged glass

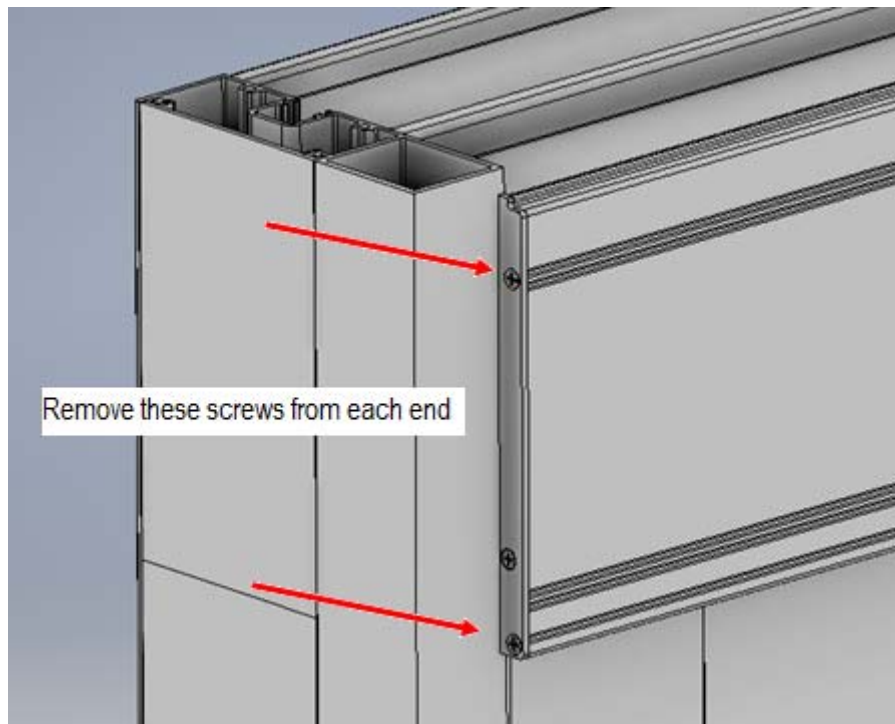
## MAINTENANCE PROCEDURE - TRACK

**Every 6 Months** - Clean track (as per steps excluding 7 – subject to volume of traffic, etc)

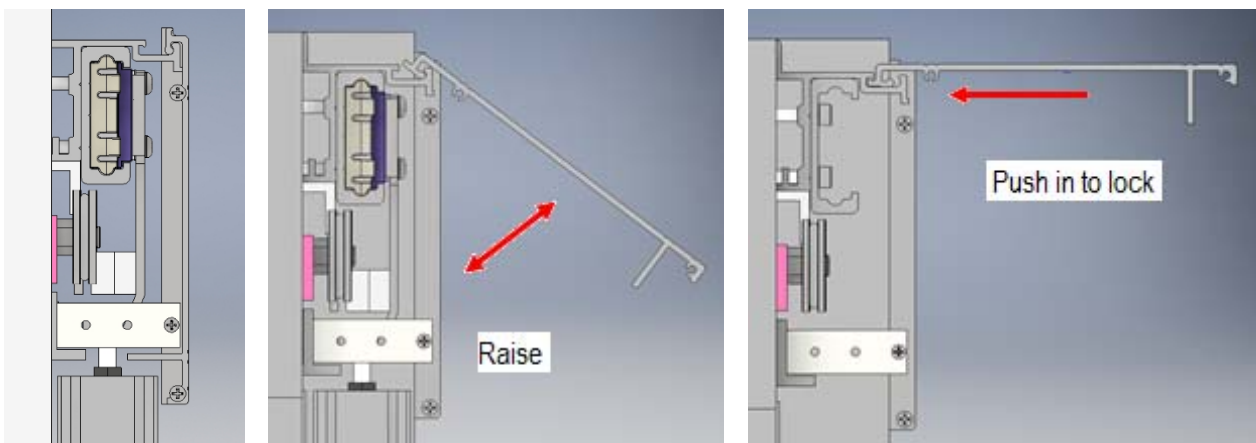
**Every 12 Months** – As steps 1 - 13

1. Visually inspect the door and test operation
2. Undo the two end plate screws that hold the pelmet at both ends [see Figure 1]
3. Raise and lock the pelmet [see Figure 2]
4. Move the door to one end of its travel
5. Wipe the semi-circular grooved portions of the track (upper and lower) to remove any dust/debris. [see Figure 3]
6. Move the door to the other end of travel and wipe remainder of track
7. Grease the cassettes by applying a couple of squirts from a grease gun through the holes in the bracket [see Figure 4]
  - Lubricant to be Castrol Spheerol Grease to NLGI 2
  - Use conical grease nozzle and move the door whilst squirting the grease. This ensures grease is pulled into the cassette
8. Check the damper units for operation (1 at each end of door travel)
  - No visible damage
  - Damper softens closing of the door
  - Damper unit opens fully as door bracket pulls away from it
9. Check all fixings are tight.
  - Screws fixing track to header (pairs of screws at 300mm pitch along length of track)
  - Screws in damper units (2 screws per unit)
  - Screws fixing bracket to slide cassette (4 screws per bracket)
  - Lock nuts tightened against top of door (2 lock nuts per bracket)
  - Lock nuts tightened against bracket bar (2 lock nuts per bracket)
10. Check that the fast & slow doors reach the fully open and then the fully closed positions at the same time
11. Check the sequencing wire rope for general fit and replace if showing signs of wear (fraying)
12. Cycle door a few times to test operation
13. Unlock and lower the pelmet
14. Refit end plate plates
15. Measure and log door movement force

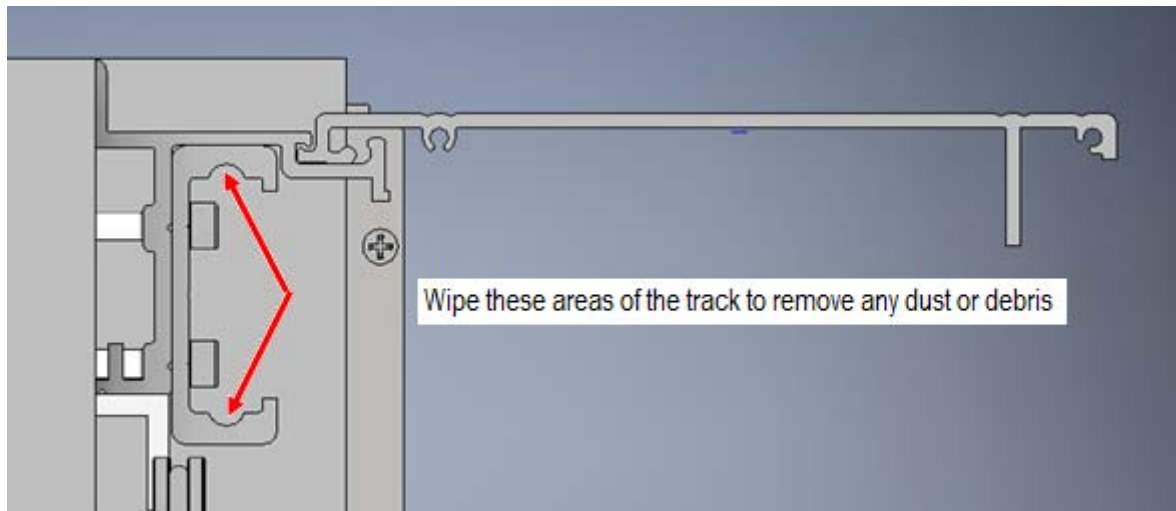
**FIGURE 1**



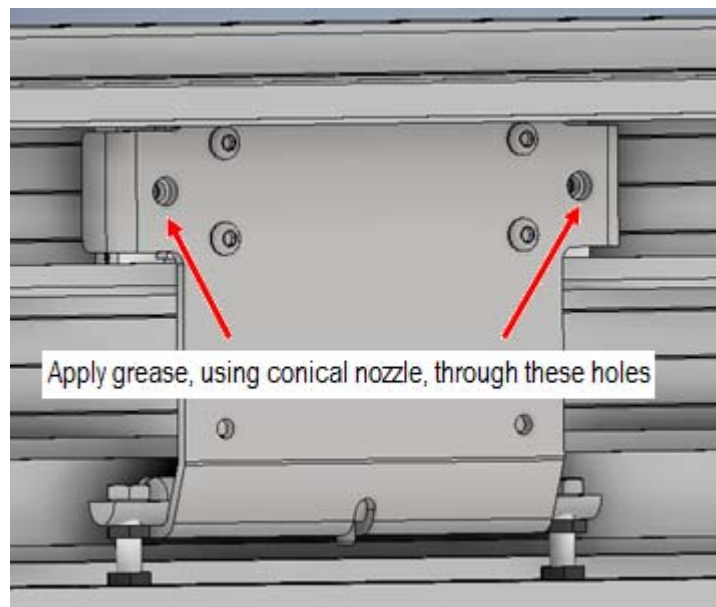
**FIGURE 2**



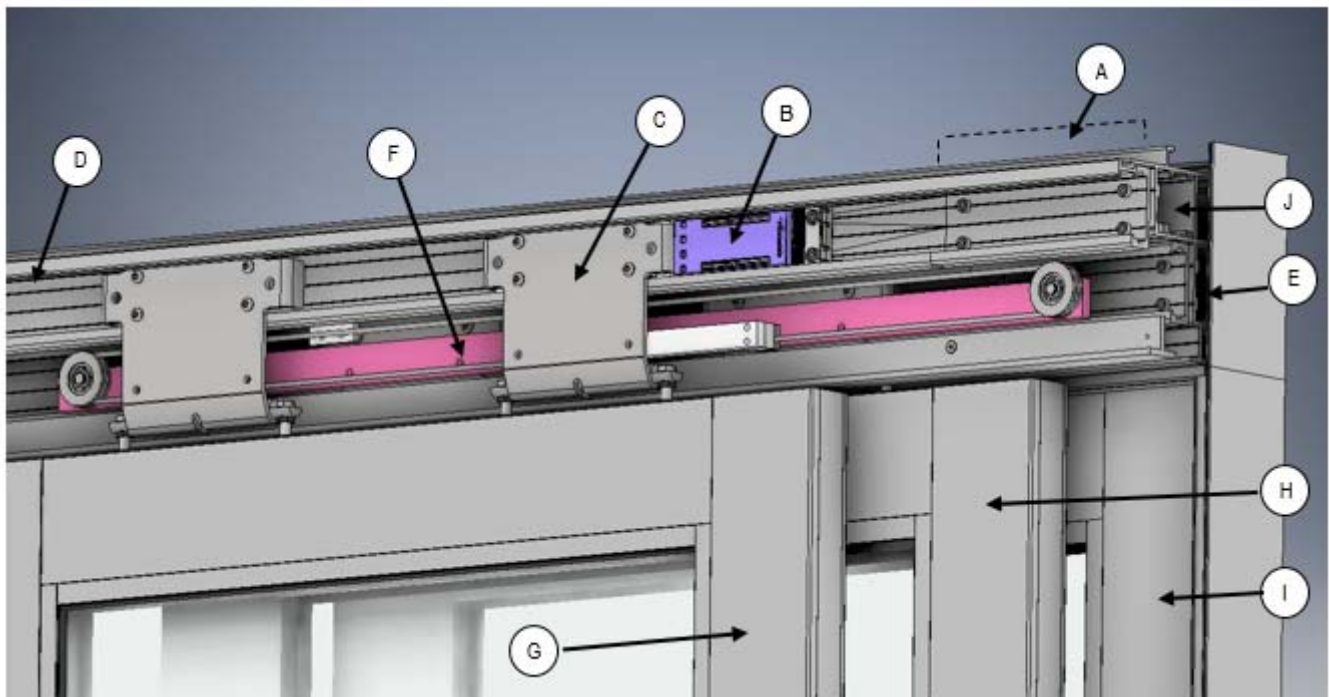
**FIGURE 3**



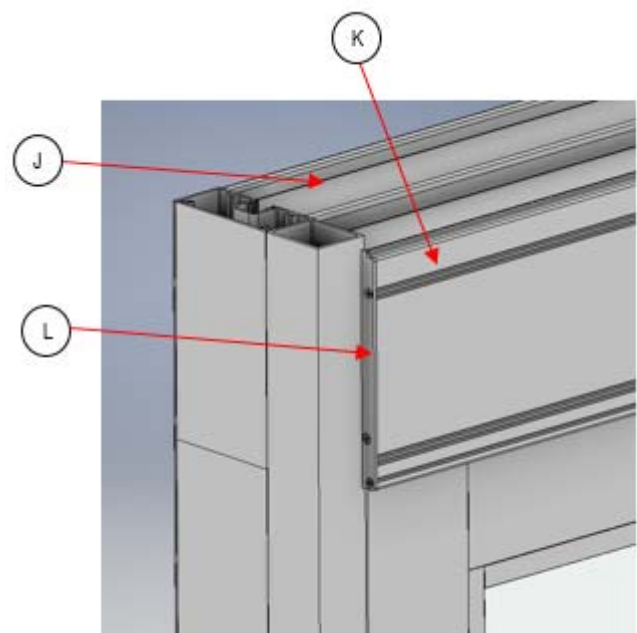
**FIGURE 4**



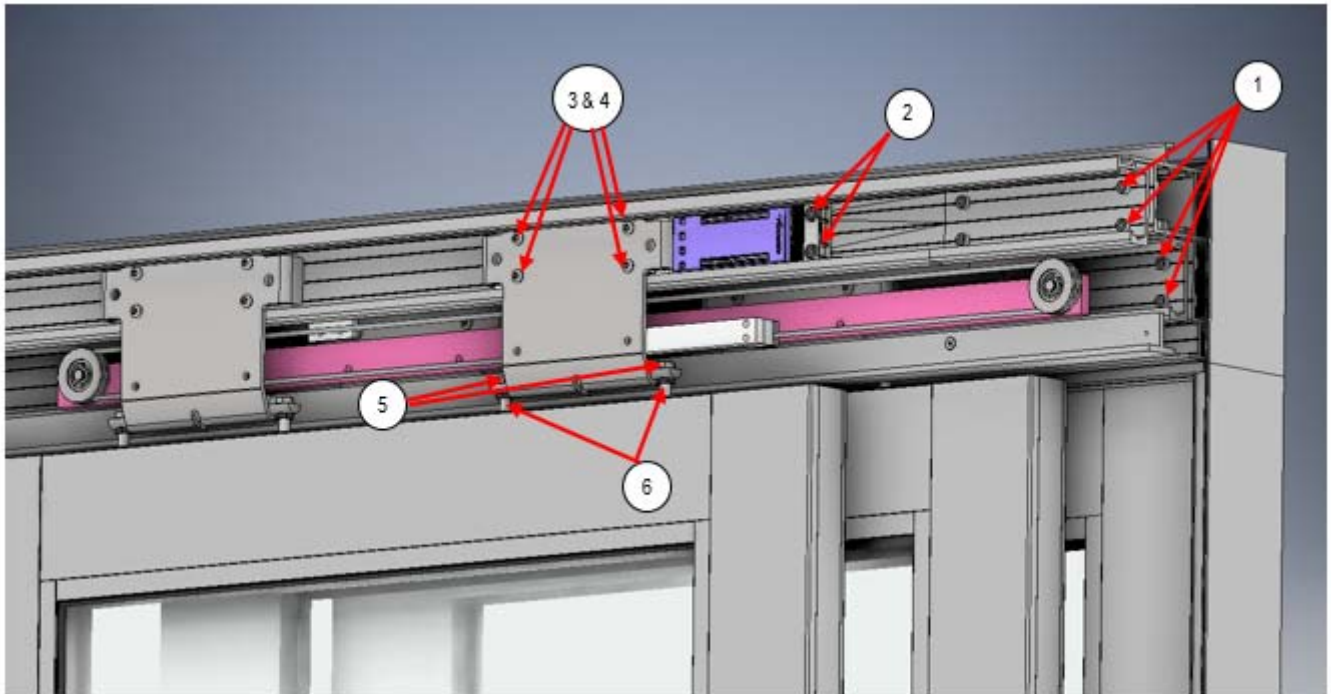
## PART IDENTIFICATION GUIDE - TRACK



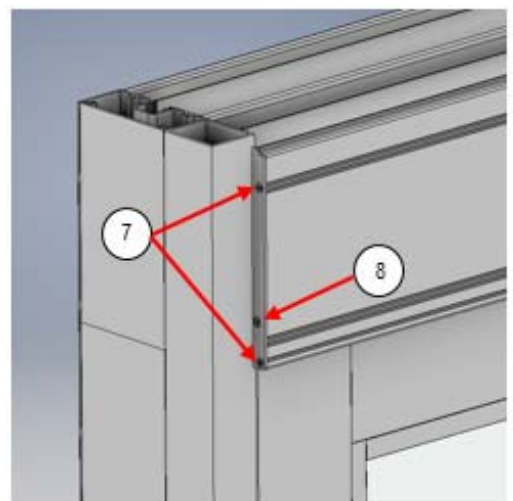
	Part Description
A	Track Segment (200mm)
B	Damper Unit
C	Bracket & Track Cassette
D	Track - upper
E	Track - lower
F	Sequencing Device
G	Door – fast or primary
H	Door – slow or secondary
I	Fixed panel
J	Support Beam
K	Fascia / Pelmet
L	End Plate



## FIXING IDENTIFICATION GUIDE - TRACK



No.	Size	Fixing Description	Qty.
1	M6 x	Hex Socket Head Cap	4 per Insert
2	M6 x	Hex Socket Head Cap	2 per damper
3	M6 x	Hex Socket Head Cap	4 per bracket
4	M6	Spring Washer	4 per bracket
5	M8 x	Hex Head Screw	2 per bracket
6	M8	Lock Nut ("Half nut")	4 per bracket
7	4.2 x	Self-Tap Countersunk Pozi	2 per end
8	M4 X	Machine screw	1 per end





## TROUBLE SHOOTING GUIDE - TRACK

Symptom	Cause	Solution
Unusual noise or operating efforts.	Debris under door.	Check for obstructions caught under the door and remove.
	Door rubbing against floor.	Raise the door: Loosen the 4 screws holding the bracket to the cassette. Loosen the 4 lock nuts on the bolts supporting the door. Tighten the two bolts until the door clears the floor sufficiently. Ensure that both bolts have equal torque (not one hard to turn and one easy). Cycle door. Repeat for other cassette if necessary. If problem resolved, re-tighten the 4 screws and tighten all lock nuts – ensuring that the bolts to not move.
	Debris in slide tracks.	Wipe tracks to clear dirt/debris -- if problem still present continue -- If excessive dirt/debris has entered the cassette causing poor movement quality, it may be necessary to replace the slide cassette(s).
Slide cassette(s) make continuous loud clicking/snoring sound when door is moved.	Slide cassette(s) unevenly loaded.	Loosen the 4 screws holding the bracket to the cassette – to allow bracket to find its own position. Re-tighten screws. Cycle Door. -- if problem still present continue -- Loosen the 4 screws holding the bracket to the cassette. Loosen the 4 lock nuts on the bolts supporting the door. Tighten/loosen the two bolts until both have equal torque (not one hard to turn and one easy). Cycle door. Repeat for other cassette if necessary. If problem resolved, re-tighten the 4 screws and tighten all lock nuts – ensuring that the bolts to not move.
Click at one (or more) consistent positions along travel.	Track fixing screw(s) loose.	Tighten all the fixing screws along the length of the track.
Damper unit not slowing door at end of door travel.	Damper unit damaged.	Replace damper unit.
Door rattles on slide.	Bracket loose against slide cassette.	Tighten all the bracket fixing screws
Sequencing Wire Slack or Fraying	General wear or misalignment	Adjust clamp and fittings. If fraying, replace with Stainless Steel Wire Rope 3mm x7x19

## MAINTENANCE PROCEDURE - ALUMINIUM

### Care of Polyester Powder Coat Finish

1. Polyester powder coated aluminium can be damaged during transportation or on site if packaging or handling is negligent. It is recommended that a suitable instruction or note is affixed to materials and or components that have such a powder coat finish. The instruction should request that care is taken when handling – specifically when unloading. Sharp corners on windows and doors should have corner protectors.
2. Installation and damage thereafter prior to building hand over can only be prevented by strict site discipline and communicating terms of good practice to site managers and or responsible staff on site.
3. Where damage occurs to the coating, then this must be repaired immediately. Should damage occur during fabrication or on site, then it is necessary to apply a repair coating immediately. It is recommended that this is done by the fabricator/installer using an APPROVED REPAIR APPLICATOR.

### Cleaning of Polyester Powder Coat Finish

The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent (e.g., a teepol solution). All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes. (Cleaning of window sections can be conveniently carried out at the same time as glazing cleaning). In hazardous environments washing down should be at regular 3-4 month intervals, and for rural environments washing down should be no greater than 24 month intervals.

### Framing – Cleaning & Maintenance

#### Finish

1. **Every 3 Months.** Clean down anodised aluminium (aggressive environment).
2. **Every 4 Months.** Clean down polyester powder coated aluminium (aggressive environment).
3. **Up to 24 Months.** Clean down polyester powder coated aluminium (non-aggressive environment i.e. rural).

#### Seals

4. **Every 12 Months.** Check or seals for damage, shrinkage or distortion and replace or re-seal as necessary.

#### Sealants

5. **Every 12 Months.** Check sealant applied to all joints and around fixing screw heads, and seals between aluminium adapters/ frames are intact and undamaged. Replace or re-seal as necessary.

## Doors - Cleaning & Maintenance

### Finish

1. **Every 3 Months.** Clean down anodised aluminium (aggressive environment).
2. **Every 4 Months.** Clean down polyester powder coated aluminium (aggressive environment).
3. **Up to 24 Months.** Clean down polyester powder coated aluminium (non-aggressive environment i.e. rural).

### Hardware

4. **Every 6 Months.** All handles should be cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface finish. Grease or oil moving parts or locking points (if locking mechanism fitted). Use only clean or non-resinous grease or oil. Check all-important components for looseness and wear. If necessary, tighten fixing screws and replace defective parts. In the case of non-standard hardware i.e. not supplied by Axis Automatic Entrance Systems Ltd please consult suppliers approved recommendations.

### THE FOLLOWING WORK SHOULD ONLY BE PERFORMED BY A SUITABLY TRAINED PERSON:

The replacement of fittings

All adjustments of fittings

Use only cleaning materials that will not abrade the protective corrosion resistance surface of the components.

### Seals

5. **Every 12 Months.** Check or seals for damage, shrinkage or distortion and replace or re-seal as necessary.

### Sealants

6. **Every 12 Months.** Check sealant applied to all joints and around fixing screw heads, and seals between aluminium adapters/ frames are intact and undamaged. Replace or re-seal as necessary.

## **MAINTENANCE PROCEDURE**

### **INTERSTITIAL BLINDS – MANUALLY OPERATED**

#### **Care and Protection of your BetweenGlassBlinds Units**

By following a few simple rules during usage and cleaning you can prolong the life of your BetweenGlassBlinds units and assist in retaining their good appearance.

#### **DO**

Clean only with mild soaps or detergents added to water, or a proprietary non-abrasive glass cleaner.  
Clean using a soft or synthetic window leather.  
Use a squeegee or soft cloth for drying the window.

#### **DO NOT**

**Use brushes or sharp edge items at any time on the BetweenGlassBlinds units.**

#### **WARRANTY**

The warranty is provided for the between glass blinds, i.e., the blind system that is located between the two glasses (the Product) and the sealed unit. Liability under this warranty is in two parts. The replacement of the Product in the cases where this warranty applies, and the sealed unit should this break down. This warranty shall be valid for a period of 10 years following the date of purchase of the product and sealed unit subject to the following terms:

During the first five years following the purchase date, warranty coverage is 100% of the replaced product and sealed unit. During the sixth & seventh year following the purchase date, warranty coverage is 50% of the replaced product and sealed unit. During the eighth through the tenth year following the purchase date, warranty coverage is 25% of the replaced product and sealed unit.

Any claims made under this warranty will only be handled subject to the submission of the purchase invoice of the defective item also showing the purchase date.

This Warranty shall only apply to manufacturing or material defects in the Products. The warranty will not cover:

The cost of removal and/or reinstallation of the Product or glasses.

Damages resulting from abuse, misuse, accidents or alterations to the Product or glasses

Damages resulting from failure to follow the instructions with respect to the Product, including in relation to measurement, proper installation, cleaning, maintenance and making changes in the structure of the double-glazed unit.

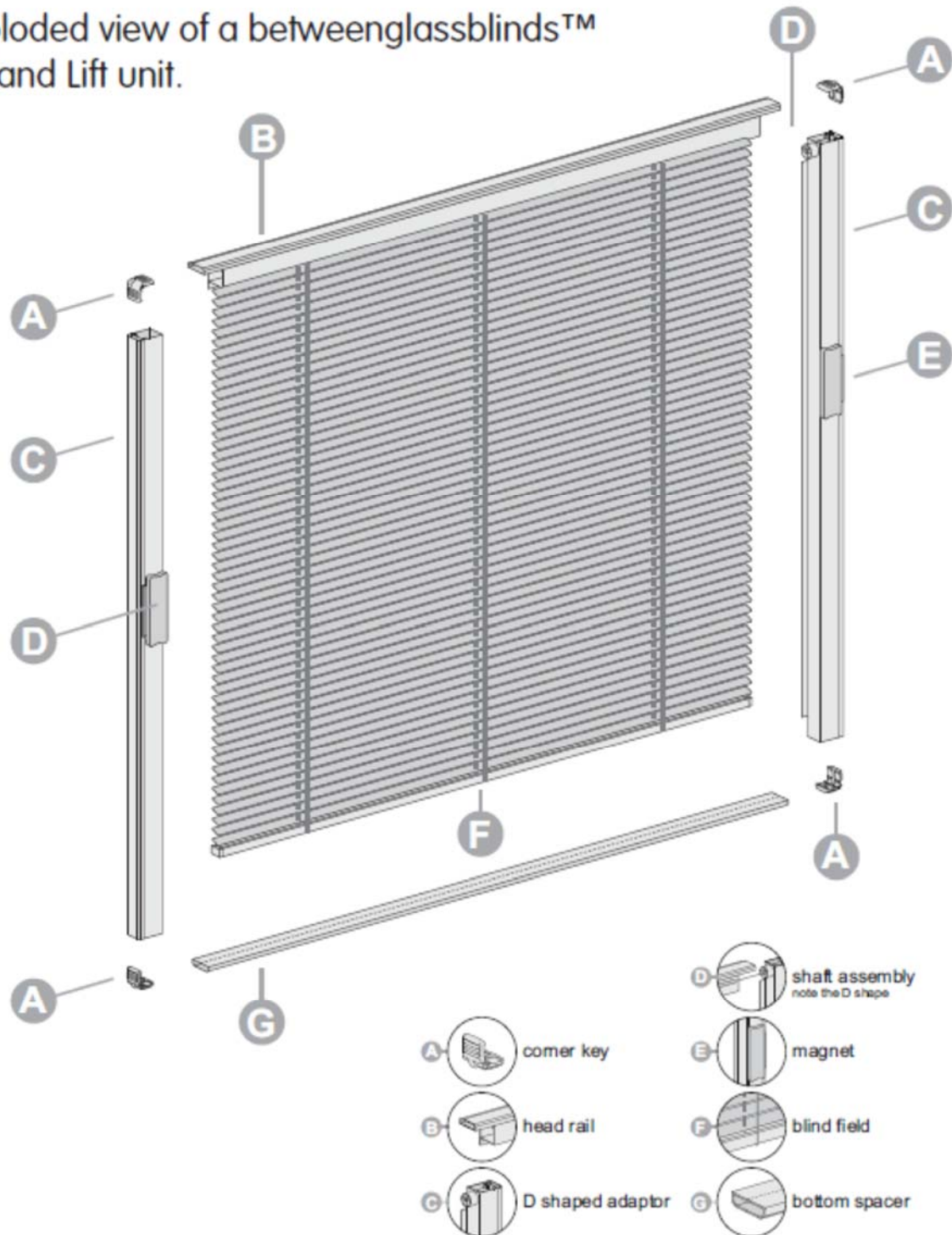
Damages due to exposure of the Product to any chemicals.

Damages due to the exposure of the Product to variable thermal conditions, including fractures resulting from tension created by local or partial heating units, large temperature variations and/or barometric pressure changes and geographical altitude.

Defects in the Product in any case where the insulating double-glazed unit was harmed or the units were not placed in a vertical position.

Defects to the Product or the Glasses due to the ladder cords touching a coated glass. It is up to the user to make sure that the ladder cords never touch any coated glass.

Exploded view of a betweenglassblinds™  
Tilt and Lift unit.



**Blinds, if fitted, are TILT only and will not LIFT**