

TROUBLE SHOOTING GUIDE

The questions asked are usually to do with issues created during an installation. To avoid these issues, please read the installation instructions carefully before installing a MCLAREN DOORS.

If your question is not covered please contact Technical Support at MCLAREN DOORS toll free 1-877-263-9153

Door Operation Problems:

1. The door is difficult to both close and open.

Possible causes

- I. The tracks are not installed correctly. IE not parallel, too close together, bent out towards the side walls (Dimensions would appear correct on outside measurement but inside measurement would be too narrow).
 - o **Corrective action:** Remove and install tracks correctly
- II. The curved area of the tracks are bent in towards each other
 - o **Corrective action:** Secure radius to proper dimensions
- III. The door is not level
 - o **Corrective action:** Close the door. Loosen cable drum on the unsealed side of the door. Retighten drum.
- IV. The side seal is curled under
 - o **Corrective action:** Call MCLAREN DOORS technician
- V. The u bolts are not tight enough allowing. IE rubbing against the side seals
 - o **Corrective action:** Tighten u bolts
- VI. The shaft is in contact with one or both side angles.
 - o **Corrective action:** If one side. Center shaft and re attach cable drums ensuring the drums are pressed against the bearing and retainers.
- VII. Debris in panel joints obstructing proper panel closure/opening.
 - o **Corrective action:** Clear out debris..

2. The door closes easily but is difficult to open.

Possible causes

- I. Spring under tension.

- **Corrective action:** Increase tension until the door opens half way without assistance.

3. The door opens easily but is difficult to close

Possible causes

- I. Spring is over tensioned
 - **Corrective action:** Decrease spring tension until door opens half way without assistance.

4. When opening or closing the door, there is a lot of squeaking.

Possible causes

- I. The spring is too compressed or stretched too far along the shaft and needs to be adjusted.
 - **Corrective action:** In the closed position, secure the shaft in place, (insert winding rods to stop the spring from becoming unravelling) and loosen the set screws on the spring. Once the spring has positioned itself in the correct location, re-tighten the set screws on the spring. If the spring does not move when set screws are loosened, wiggle the spring.
 - ****Call MCLAREN DOORS technician for step by step safety instructions before attempting.**

5. When opening or closing the door, it sounds like a train on tracks.

Possible causes

- I. Debris in the track rails,
 - **Corrective action:** Ensure that the track rails are cleared of debris or large fastener heads.
- II. Poor track joint between the vertical and horizontal tracks.
 - **Corrective action:** Ensure vertical to horizontal track joints are properly aligned.

6. The door opens 8" and then stalls.

Possible causes

- I. Under tensioned spring
 - **Corrective action:** Ensure spring is tensioned properly.
- II. Horizontal track poorly installed (less than 90 degrees) with the vertical track.
 - **Corrective action:** Ensure horizontal tracks are 90 Degrees.
- III. The top panel assembly exceeds 12"

- **Corrective action:** If top panel height exceeds 12" add additional roller and side straps to the panel below and remove the screws that are connecting the 2 top panels together.

7. The door rolls well and then it stops short of the sill.

Possible causes

- I. Panel installed backwards.
 - **Corrective action:** Ensure panels are installed correctly. If installed incorrectly, remove door and fix the incorrect panel (see installation instructions).
- II. Short cables
 - **Corrective action:** Ensure cable length is floor to ceiling plus 3" or greater.

Latching Down the Door:

8. It is difficult to close the door and latch it.

Possible causes

- I. The counterbalance spring is bunching/snaking.
 - **Corrective action:** In the closed position, secure the shaft in place, (insert winding rods to stop the spring from becoming unravelling) and loosen the set screws on the spring. Once the spring has positioned itself in the correct location, re-tighten the set screws on the spring. If the spring does not move when set screws are loosened, wiggle the spring.
 - ****Call MCLAREN DOORS technician for step by step safety instructions before attempting.**
- II. Top panel is making contact with the header.
 - **Corrective action:** The top brackets need to be positioned higher on the internal stud plate.
- III. The top panel assembly is less than 12" and has rollers in the joining panels.
 - **Corrective action:** Remove the added rollers and straps and ensure that the top 2 panels are joined correctly.

9. When engaging the latch, the bottom 2 panels pull out towards you.

Possible causes

- I. The underside of the sill plate is below the recommended operational level.

- **Corrective action:** Set the operational depth of the sill plate as recommended on the MCLAREN DOORS website.

10. When engaging the latch, the door latch must be pulled outwards to engage the sill catch plate.

Possible causes

- I. Incorrect alignment of the sill catch plate.
 - **Corrective action:** Ensure the cut out is directly underneath the hook.

11. The door bounces as the truck goes over bumps.

Possible causes

- I. Distorted sill surface.
 - **Corrective action:** Weld/fasten sheet steel to sill to produce an even surface
- II. Debris or obstruction on the sill
 - **Corrective action:** Remove debris/obstruction.
- III. Latch not properly engaging sill
 - **Corrective action:** Add additional round to under of sill plate to allow the lock to engage properly.

12. The cut out to receive our latch catch is not always correct.

Possible causes

- I. Incorrect template for latch cut out
 - **Corrective action:** Create a proper latch cut out template. Ask MCLAREN DOORS technician for design specifications

Sealing the Door:

13. The door doesn't seal well across the header.

Possible causes

- I. Deformed truck header/ bowed along the length
 - **Corrective action:** Install header seal to increase seal coverage area.
- II. Deformed top seal
 - **Corrective action:** Replace the seal
- III. Top roller brackets incorrectly positioned

- **Corrective action:** Adjust brackets downward until proper seal is achieved.

14. The door doesn't seal in the middle of the header.

Possible causes

- I. Header is bowed outwards
 - **Corrective action:** Install header seal to increase seal coverage area.
- II. Top panel is bowed inwards
 - **Corrective action:** Apply pressure to the center of the top panel to straighten.
Replace top panel. Add header seal.
- III. Top roller brackets are not parallel to the tracks
 - **Corrective action:** Remove and reposition adjuster plates ensuring that the brackets sit straight
- IV. Door has been hit.
 - **Corrective action:** Contact MCLAREN DOORS technician
- V. Counterbalance/tracks set inward from the face of the header
 - **Corrective action:** Position tracks/counterbalance correctly
- VI. Deformed truck header/ bowed along the length
 - **Corrective action:** Install header seal to increase seal coverage area.

15. The door doesn't seal along the sides.

Possible causes

- I. Side seals not inserted fully or curled under when the door is closed.
 - **Corrective action:** Ensure the seals are installed correctly. If seals are curling under please contact MCLAREN DOORS technician

16. The door doesn't seal along the sill.

Possible causes

- I. Cable drums are incorrectly set.
 - **Corrective action:** Close and latch door. Loosen the raised cable drum above the raised side until door sits evenly and retighten.
- II. The door latch or sill plate need to be adjusted (IE close the gap)
 - **Corrective action:** Ensure latch location and sill plate meets the required design

Counterbalance Issues:

17. The counterbalance has fallen out of the end bearing brackets.

Possible causes

- I. i-The shaft is too short
 - o **Corrective action:** Replace the shaft
- II. The cable drums were not secured against the shaft bearing.
 - o **Corrective action:** Place cable drums firmly against the bearing and retainer. Ensure there is a gap between the shaft and the angle before tightening.

18. The door hangs down too low in the open position.

Possible causes

- I. Under tensioned spring
 - o **Corrective action:** ii- Header size is under the minimum requirement

19. The spring cannot be adjusted to properly lift the door.

Possible causes

- I. Incorrect spring
 - o **Corrective action:** Spring replacement required

Cable Issues:

20. The cables keep coming off of the drums.

Possible causes

- I. The shaft is too long causing the shaft to scrap against the angle.
 - o **Corrective action:** Cut shaft .25" shorter than the outside of track to outside of track dimension
- II. The drums are on the wrong side
 - o **Corrective action:** Reverse the cable drums
- III. There are obstructions in the tracks or track joint is offset (Ie welding slag, rivet heads screws)
 - o **Corrective action:** Make sure track is lined up correctly, free of loose fasteners and welding slag

- IV. One track stop is missing,
 - o **Corrective action:** Replace the track stop or remove the track stop from the other side

- V. The door is slamming into the track stops and causing the cables to hop off due to over tensioned spring
 - o **Corrective action:** Reduce spring tension 1 to 2 turns.

- VI. The cable drum set screws are not tight enough
 - o **Corrective action:** Tighten screws and test by rolling door quickly and repeatedly 2 to 3 times

21. The cables keep breaking at the U bolt.

Possible causes

- I. The U bolts are too tight not allowing the cable saddles to move freely back and forth.
 - o **Corrective action:** Loosen U-bolts

22. The cables break in the middle of the cable.

Possible causes

- I. The cable drums have not been pushed up against the shaft brackets
 - o **Corrective action:** Loosen U-bolts

23. The cable brackets are bent upwards towards the header.

Possible causes

- I. The cables are too short
 - o **Corrective action:** Replace the cables

- II. The spring has not been expanded correctly
 - o **Corrective action:** In the closed position, secure the shaft in place, (insert winding rods to stop the spring from becoming unravelling) and loosen the set screws on the spring. Once the spring has positioned itself in the correct location, re-tighten the set screws on the spring. If the spring does not move when set screws are loosened, wiggle the spring.
 - o ****Call MCLAREN DOORS technician for step by step safety instructions before attempting.**

- III. The top panels are jammed prematurely into the header.
 - o **Corrective action:** Adjust the top brackets downward until interference has been removed.

Top Panel Issues:

24. The top panel assembly separated from the door.

Possible causes

- I. The top roller brackets are obstructed in the tracks when closing the door
 - o **Corrective action:** Ensure tracks are aligned correctly and free of obstructions
- II. The top panel has been hit.
 - o **Corrective action:** Straighten the panel
- III. The top roller brackets has loosened and begun to toe causing the rollers to fall out.
 - o **Corrective action:** Retighten top brackets using ¼ x 20 flange nuts
- IV. The brackets are making contact with the roof
 - o **Corrective action:** Replace brackets

25. The top panel hits the drums or spring when opening the door.

Possible causes

- I. The top roller brackets installed incorrectly.
 - o **Corrective action:** Adjusted top bracket upwards
- II. The operator is too low
 - o **Corrective action:** Place the operator as close as possible to the roof
- III. The door is too tall for the application.
 - o **Corrective action:** Cut the door height down to match the opening height
- IV. The centre shaft bracket is attached to the roof and not the header.
 - o **Corrective action:** Remove the shaft bracket from the roof and attach to the header
- V. The counterbalance is set inward from the header.
 - o **Corrective action:** Remove and reinstall in the correct location

26. The top rollers in the 3rd panel from the top break outwards through the panel.

Possible causes

- I. The wrong profile horizontal track was installed in error

- Corrective action: Install correct tracks.
- II. Extra rollers were installed in the middle of the top panel in error
 - Corrective action: Remove roller
- III. The top edge of the door is coming in contact with the roof (the header is smaller than 6").
 - Corrective action: Increase header size and adjust top panel to match opening

Graphics:

27. The door panels are shifting and skew the graphics on the door.

Possible causes

Poor door width dimension, or rollers that don't move freely in or out of the panel, or an error in panel length, or the tracks could be installed against the wall and not flush to door post as ordered could be the problem. Installing roller spacers on either side of the door or shimming the tracks out from the wall may solve the issue if the tracks were installed parallel to each other.

FAQ

28. Can I paint a MCLAREN DOOR?

Yes. Depending on the colour it is recommended that low heat paints are used to avoid reaching the HDT of 163F. If you are unsure if it is needed contact a MCLAREN DOORS technician

29. How do I prepare the PVC surface for painting?

You can use Vinyl Prep and Vinyl Clean, (available from MCLAREN DOORS) or use watered down Mr. Clean to prep followed with a diluted vinegar and water solution to clean.

Applying Vinyl Graphics:

30. Can I apply vinyl graphics to a MCLAREN DOOR?

Yes. Depending on the colour it is recommended that low heat decals are used to avoid reaching the HDT of 163F. If you are unsure if it is needed contact a MCLAREN DOORS technician.