



Five Star Trouble Shooting Guide

★★★★★ Trouble Shooting Guide

Before any adjustments are carried out the following checks must be completed:

1 Check the **Head Gap** it should be 4mm and parallel.

If the head gap is not, then [click here](#).

2 Check the **Side Gaps** they should be 4mm and parallel.

If the side gaps are not, then [click here](#).

3 Check the **Viewing Gap** it should be parallel.

If the viewing gap is not, then [click here](#).

If the head gap, side gaps and viewing gap are all ok continue with the next section.

If there is a problem with the door locking or un-locking, then [click here](#).

The door is banging when it closed (Switch latch), then [click here](#).

The door is banging when it closed (Standard latch), then [click here](#).

The door will rattle when it is closed on the switch latch, then [click here](#).

The door will rattle when it is closed on the standard latch, then [click here](#).

The door will rattle when it is locked (Not enough compression), then [click here](#).

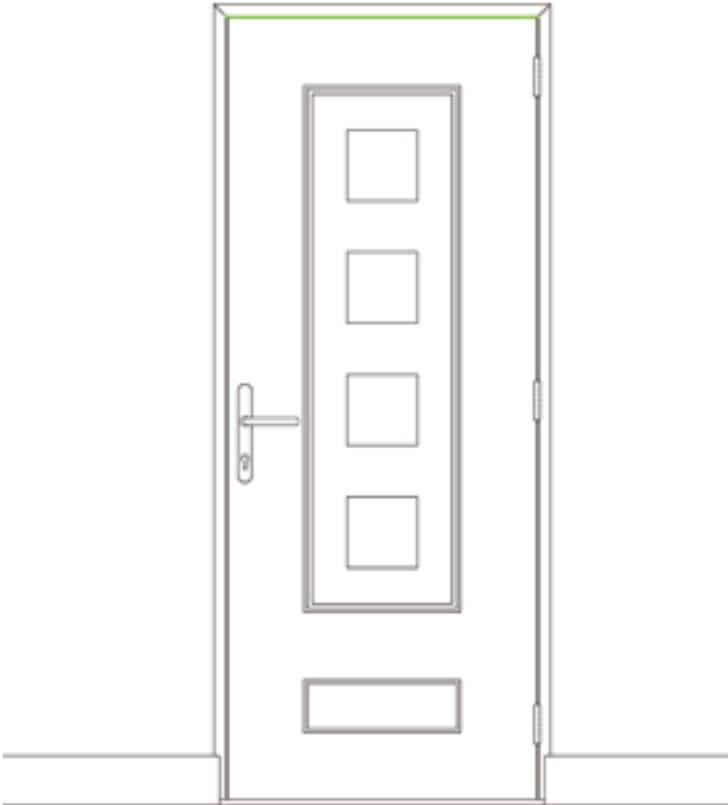
The latch is difficult to retract on a key wind lock, then [click here](#).

The hooks are difficult to engage, then [click here](#).

The door is draughty/leaks, then [click here](#).

Remember to ensure that after making any adjustments to a Rockdoor, it is essential that you have [locked all three hinges](#).

Head Gap Specification



Specification for the Head Gap if the Side Gaps are parallel.

- The head gap should be 4mm and parallel the full width of the door.
- There is a +/-2mm tolerance on the head gap. (This will effect the door operation)
- The head gap can be tapered up to 2mm. (This will effect the door operation)

Parallel Head Gap

Max head gap 6mm

Min head gap 2mm

(This will effect the door operation)

Slight Tapered Head Gap

Max 6mm tapering down to 4mm

Min 2mm tapering up to 4mm

(This will effect the door operation)

Remedial actions

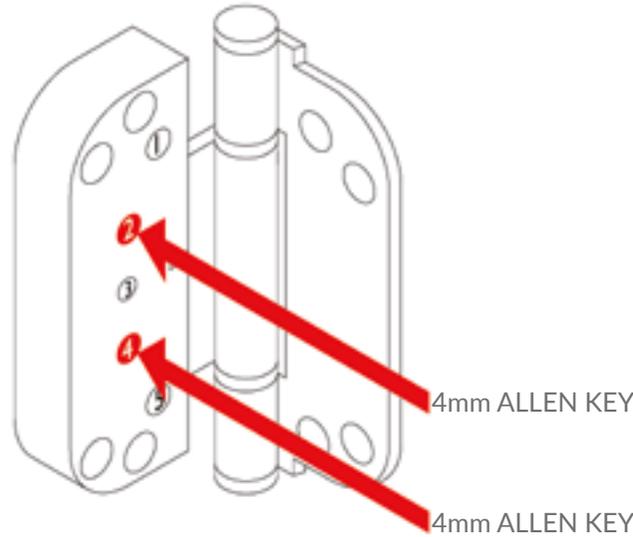
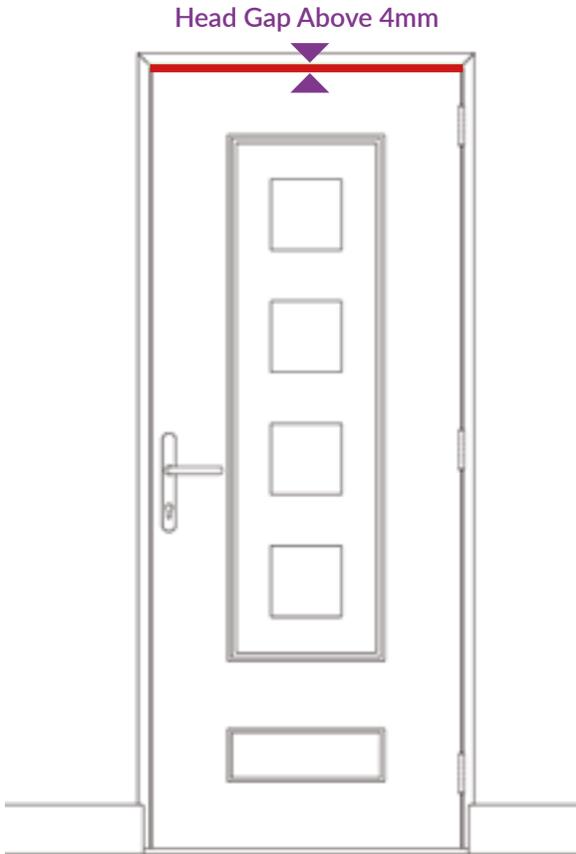
If the side gaps are parallel and the head gap is larger or smaller than 4mm then the sash needs adjusting.

Head gap too big

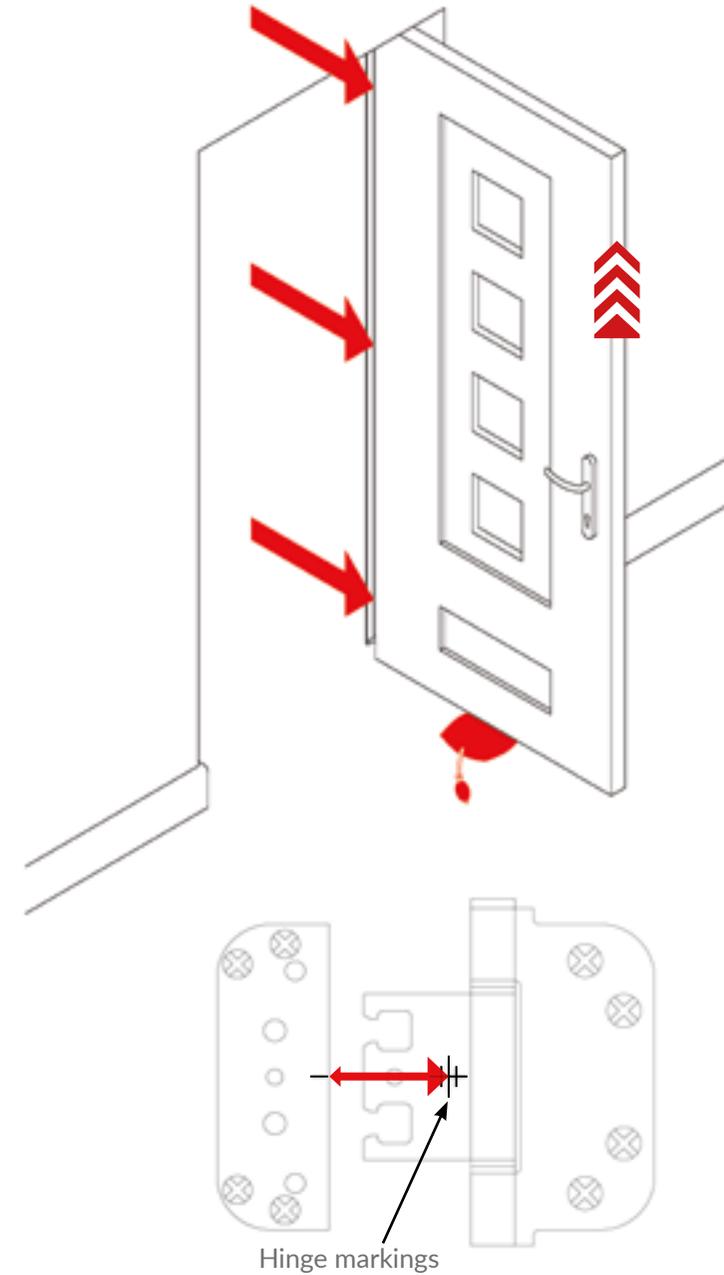
Head gap too small

If the side gaps are parallel and the head gap tapers more than the specification then the frame needs adjusting.

Head gap is too big



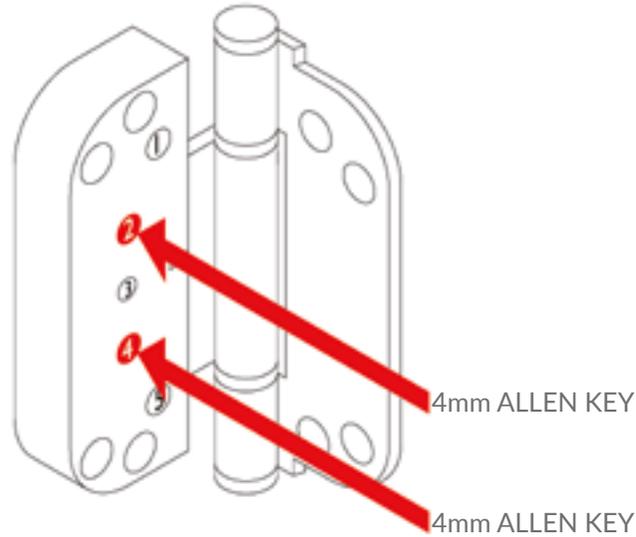
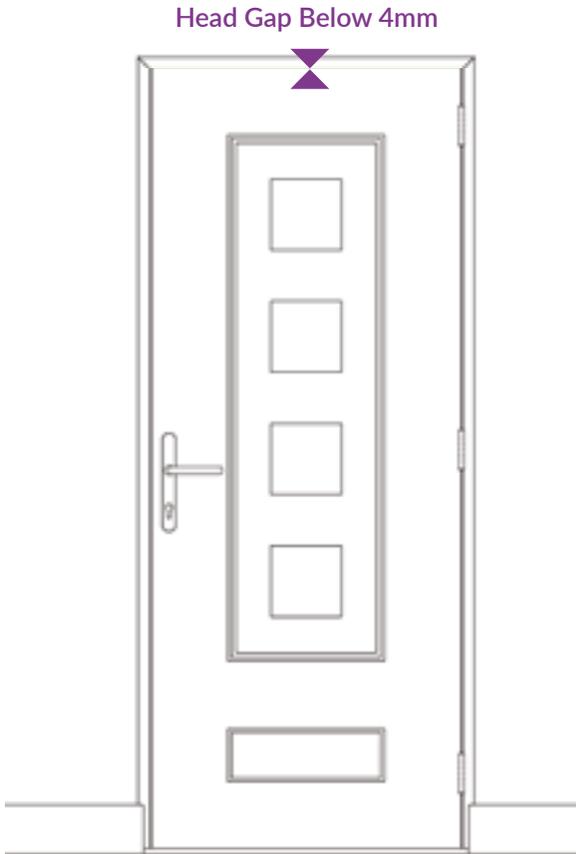
1. Place a Winbag under the door sash and inflate to support the door.
2. Use a 4mm allen key and unlock position 2 and 4 on the top and bottom hinge.
3. Ensure the door sash is supported and unlock positions 2 and 4 on the middle hinge make sure the door does not come off its hinges.
4. Inflate the Winbag to raise the door to the 4mm head gap.
5. Lock tight 2 and 4 on **ALL THREE HINGES**



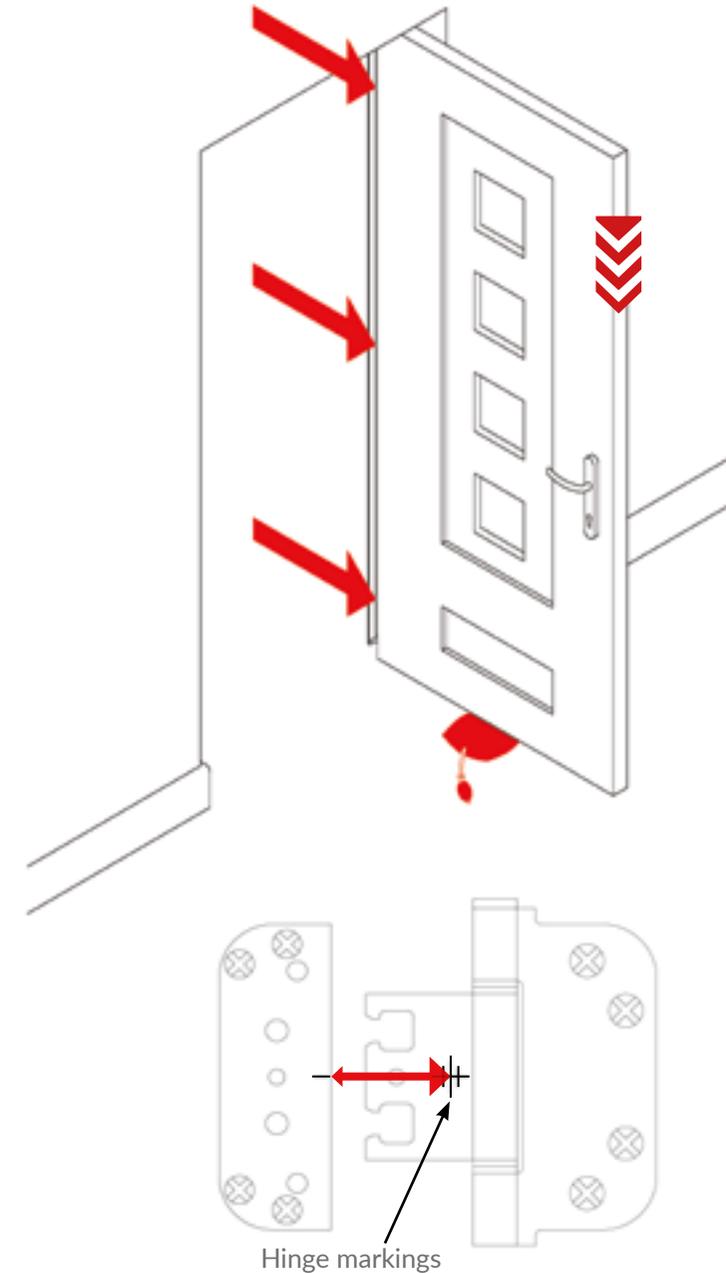
When lifting the sash, it's easier if you tighten the middle hinge first, to hold the sash and then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approx. 2mm increments, to use as a guide.



Head gap is too small



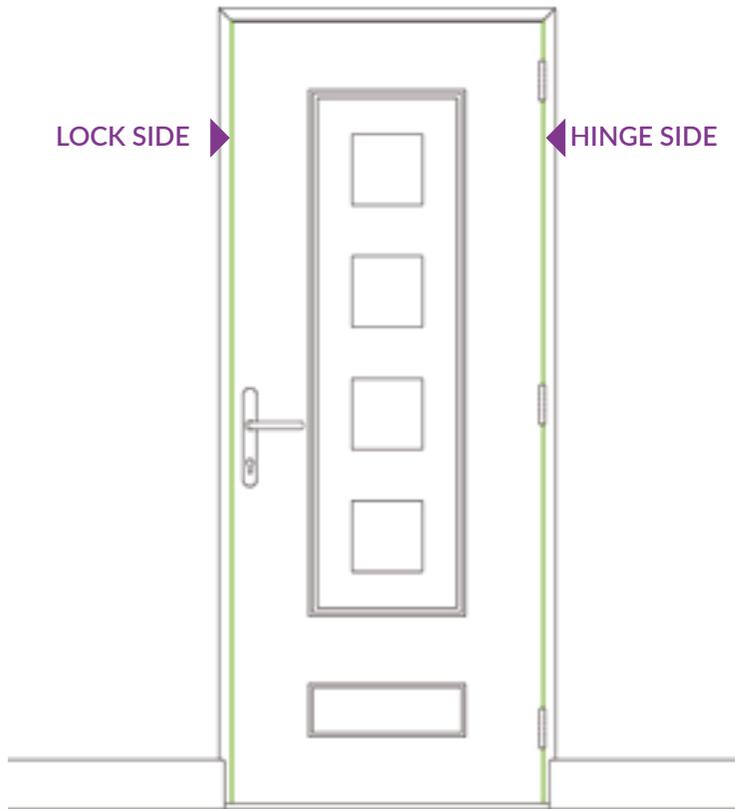
1. Place a Winbag under the door sash and inflate to support the door.
2. Use a 4mm allen key and unlock the allen keys 2 and 4 on the bottom and middle hinge.
3. Ensure the door Sash is supported and then unlock the allen keys 2 and 4 on the top hinge make sure the door does not come off its hinges.
4. Deflate the Winbag to lower the door to the 4mm head gap.
5. Lock tight 2 and 4 on **ALL THREE HINGES**



When lowering the sash, it's easier if you tighten the middle hinge first, to hold the sash and then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approx. 2mm increments, to use as a guide.



Side Gap Specification



LOCK SIDE and if the Head gap is parallel.

- The lock side gap should be 4mm.
- There is a +/-1mm tolerance on the lock side gap.

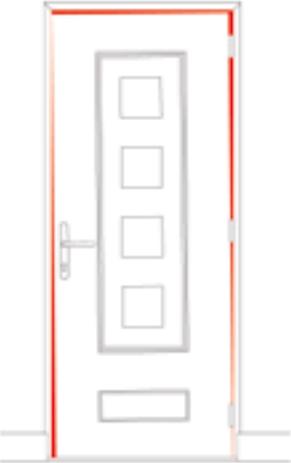
HINGE SIDE if the Head gap is parallel.

- The hinge side gap should be 4mm.
- There is a +/-1mm tolerance on the hinge side gap.

Adjusting the side gaps

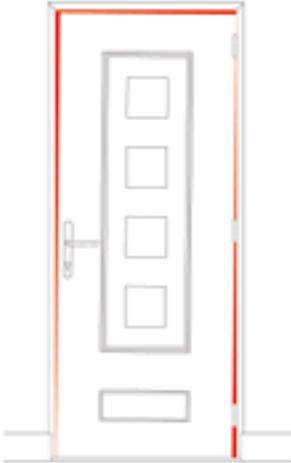
Side Gap Issues

Door Drop
Lock side



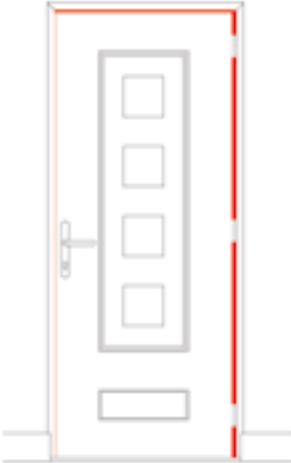
[Click here](#)

Door Drop
Hinge side



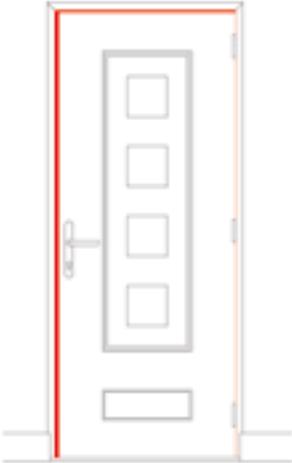
[Click here](#)

Small
Lock Side
Gap



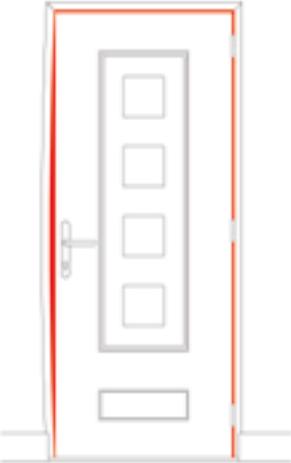
[Click here](#)

Large
Lock Side
Gap



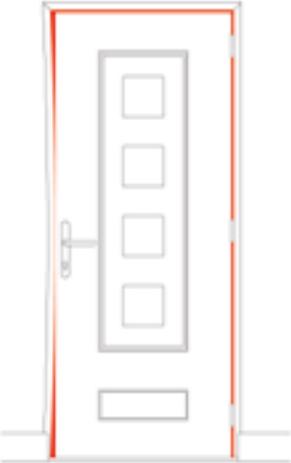
[Click here](#)

Under
Packed
Frame



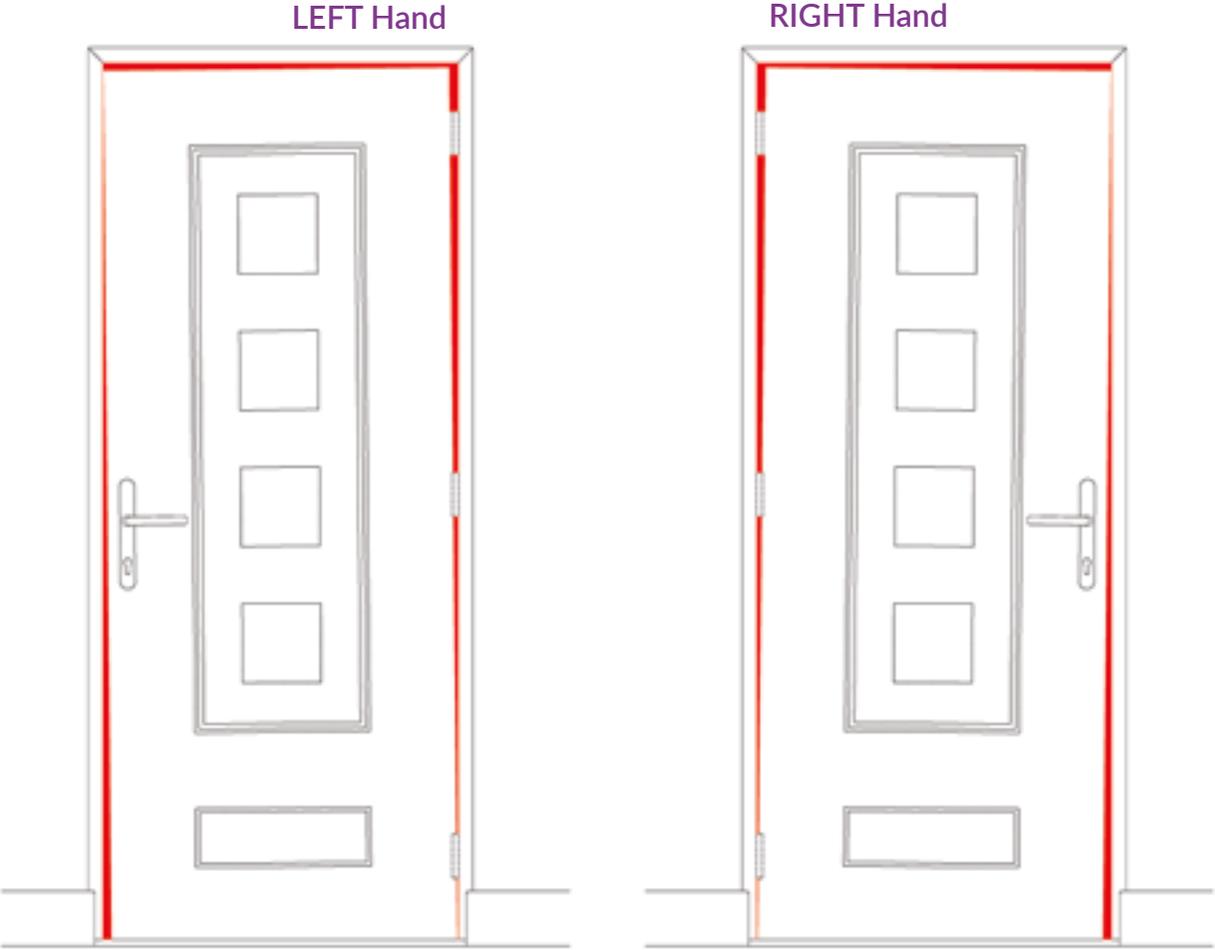
[Click here](#)

Over
Packed
Frame



[Click here](#)

Side gap door dropped on lock side

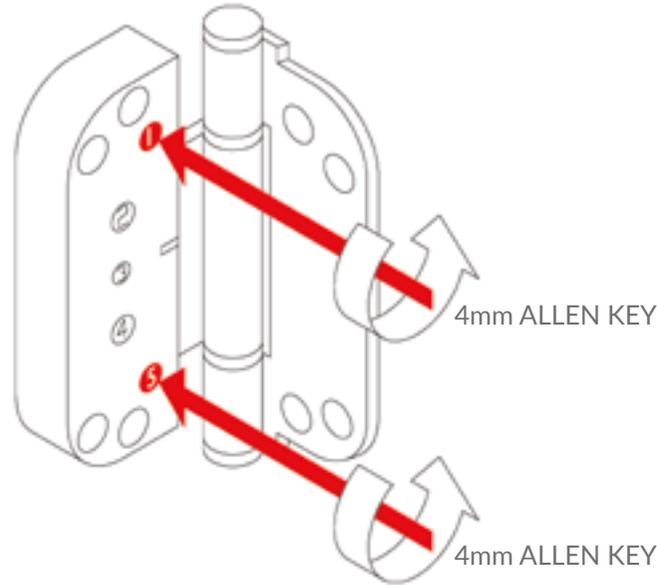
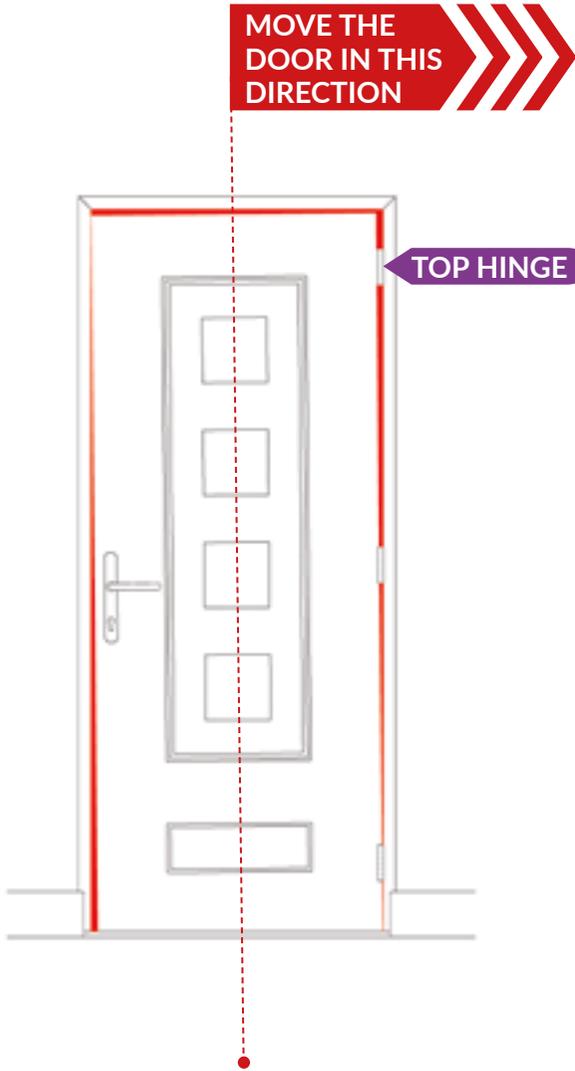


All instructions will show a left hand door.
Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

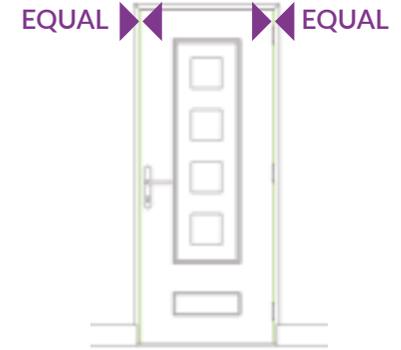
Side gap door dropped on lock side

STAGE 1

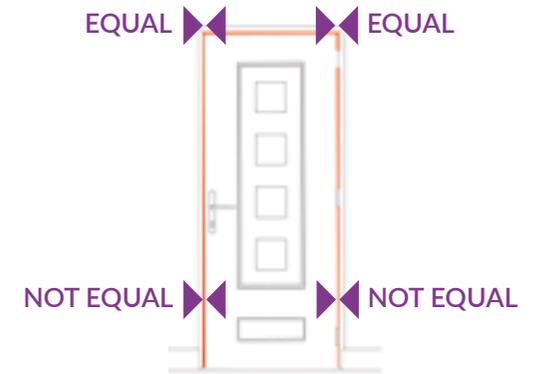
Adjust the top hinge.



1. Adjust the top hinge use a 4mm allen key and turn 1 and 5 half a turn in a anti clockwise



2. Check the side gaps at the top of the door. If the gaps are not equal repeat step 1 until they are equal.



3. Check the side gaps at the Bottom of the door.

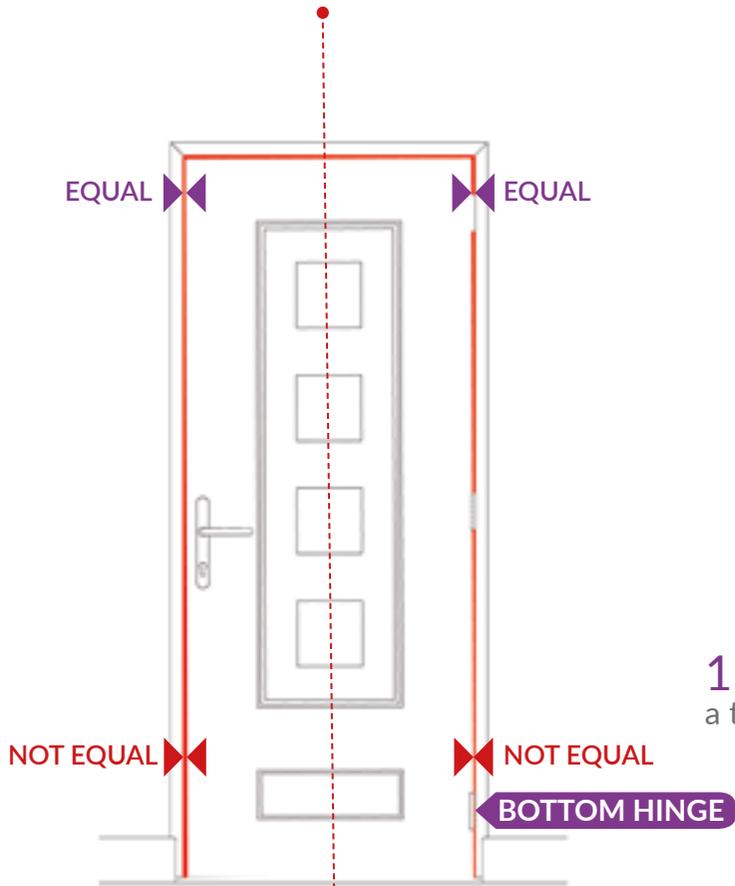
If the gaps are equal adjust the centre hinge by exactly the same amount as the top hinge. Then move on to check the viewing gap.

If the gaps are not equal move on to stage 2.

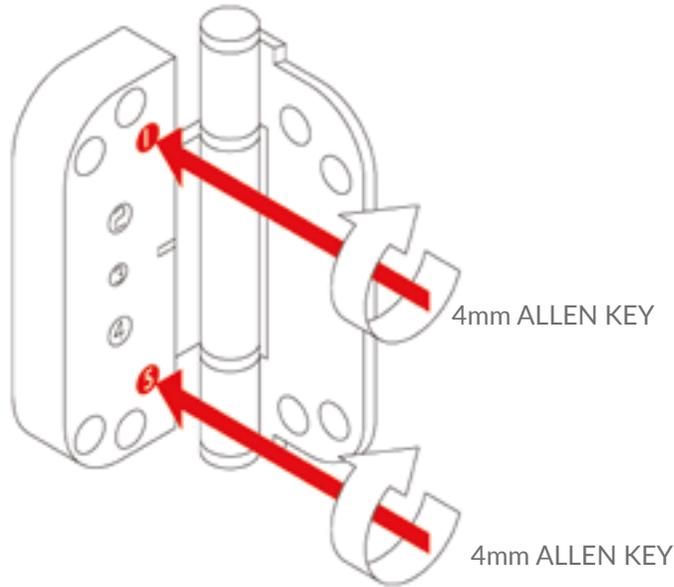
Side gap door dropped on lock side

STAGE 2

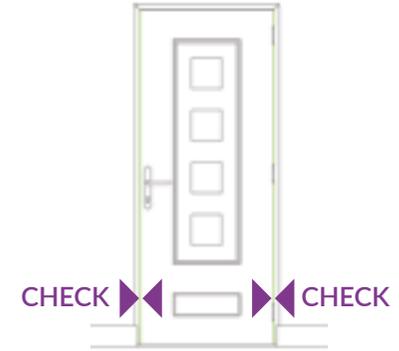
Adjust the **BOTTOM HINGE**.



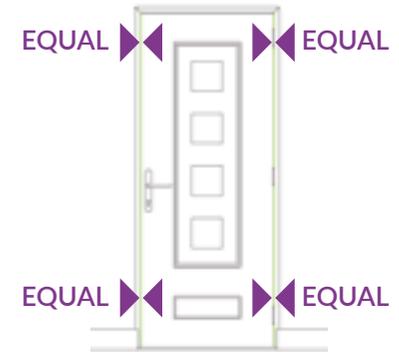
MOVE THE DOOR IN THIS DIRECTION



1. Use a 4mm allen key and turn 1 and 5 half a turn in a clockwise direction.



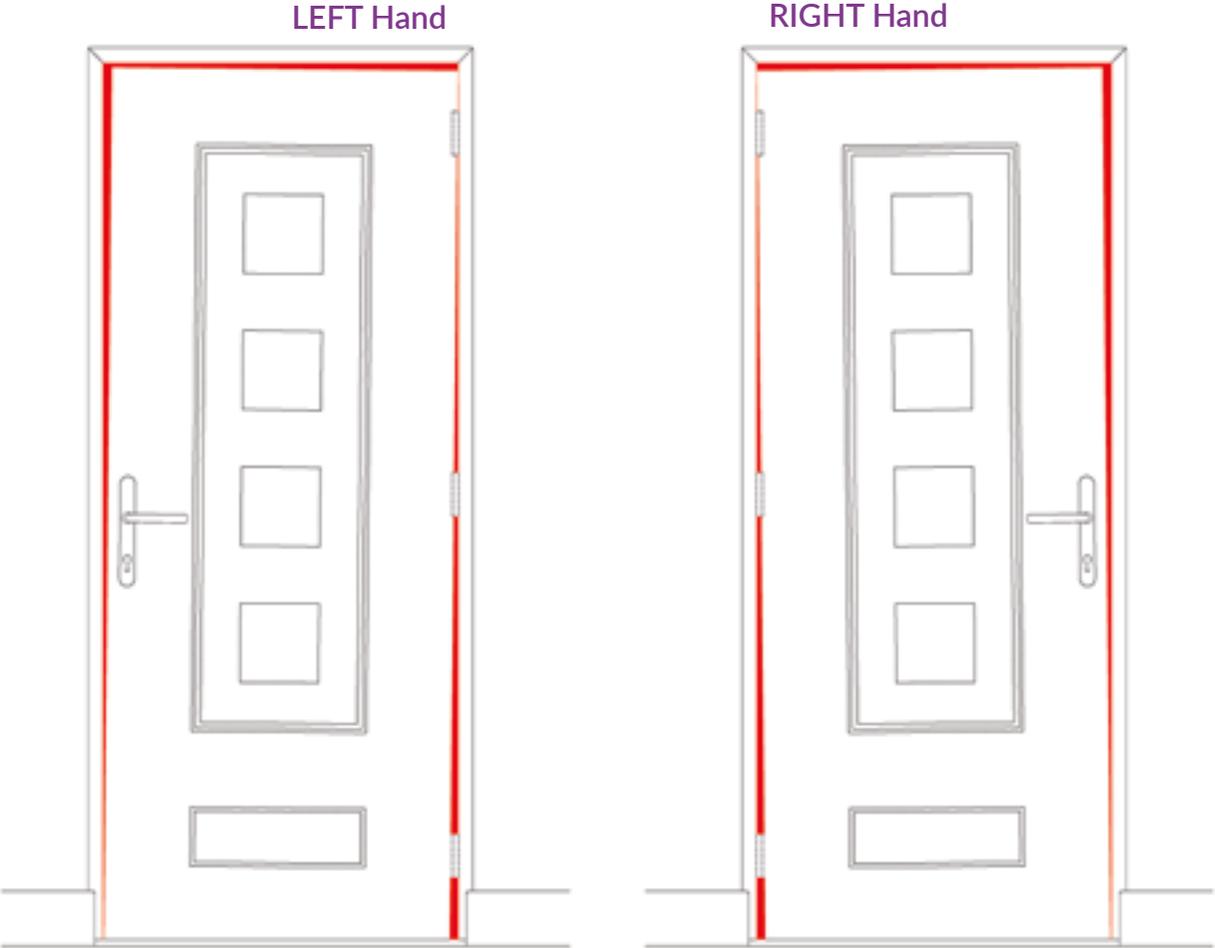
2. Check the side gaps at the bottom of the door. If the gaps are not equal repeat **step 1** until they are equal.



3. If the gaps are equal adjust the centre hinge exactly the same amount. If the Head gap is Parallel and within specification move on to check the viewing gap.

If the head is not within specification move on to the head gap.

Side gap door dropped on hinge side



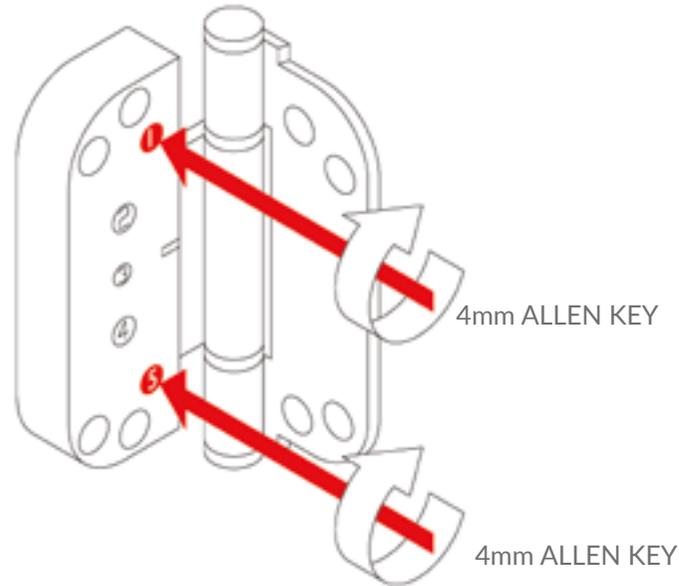
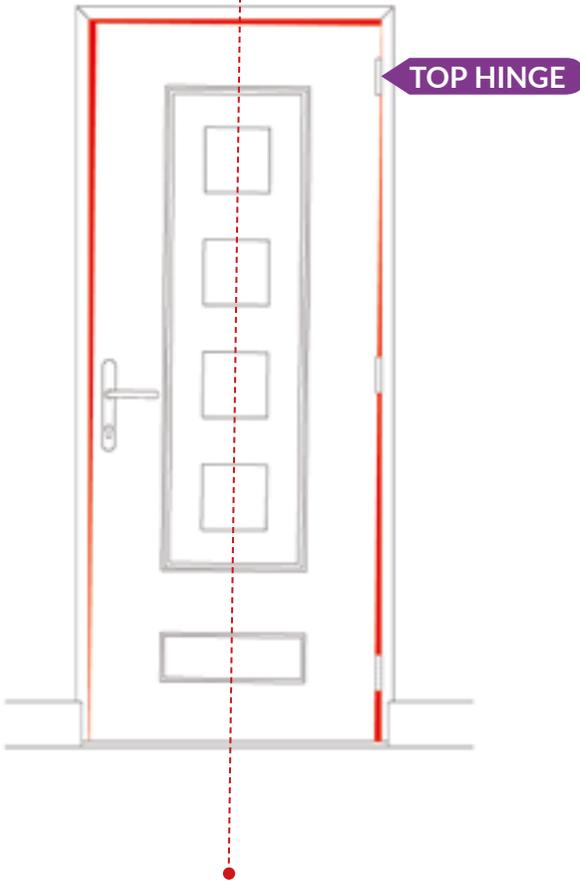
All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

Side gap door dropped on hinge side

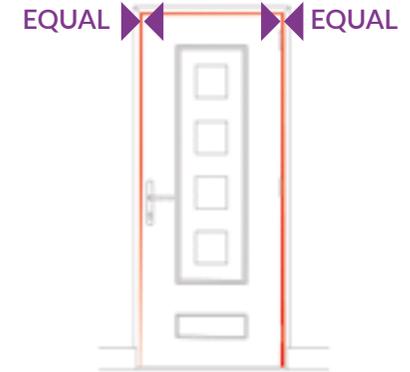
STAGE 1

Adjust the TOP HINGE.

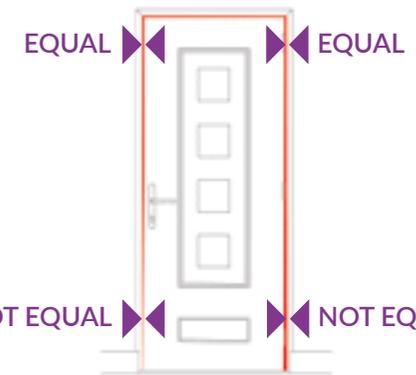
MOVE THE DOOR IN THIS DIRECTION



1. Use a 4mm allen key and turn 1 and 5 half a turn in a clockwise direction.



2. Check the side gaps at the top of the door. If the gaps are not equal repeat step 1 until they are equal.



3. Check the side gaps at the bottom of the door.

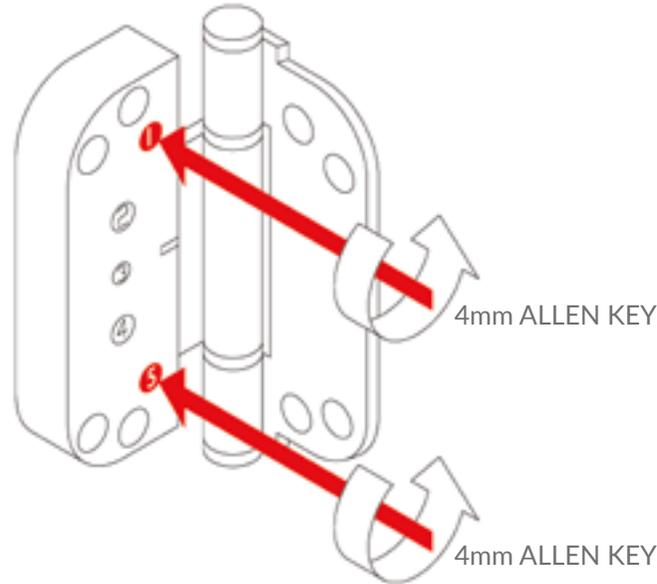
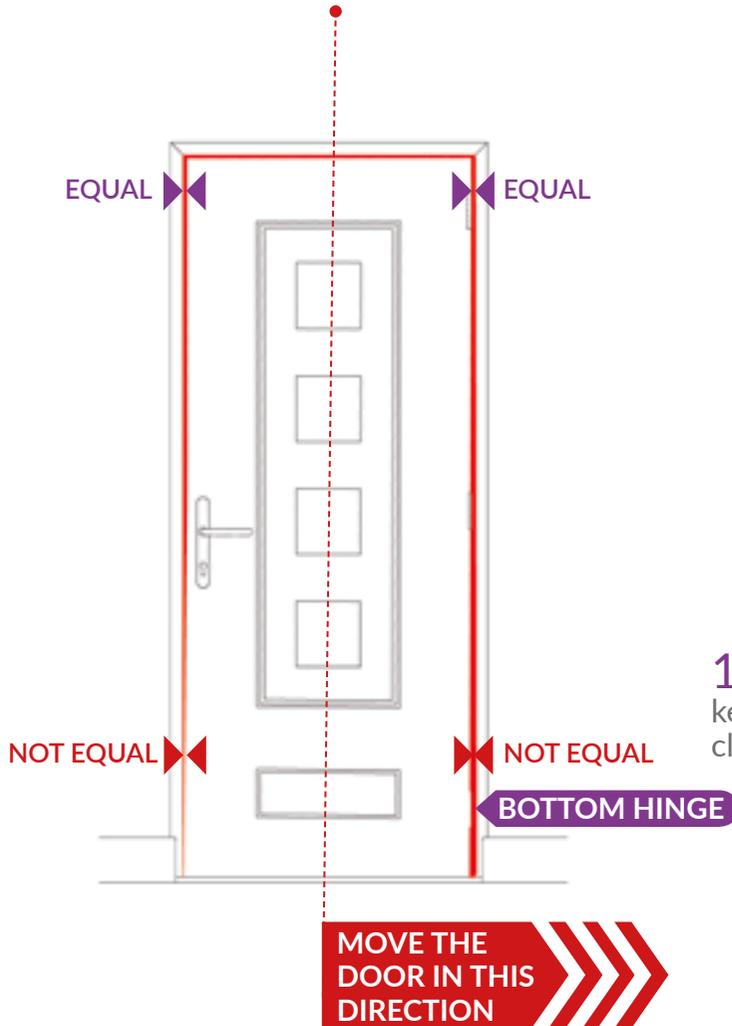
If the gaps are equal adjust the centre hinge exactly the same amount. Then move on to check the viewing gap.

If the gaps are not move on to stage 2.

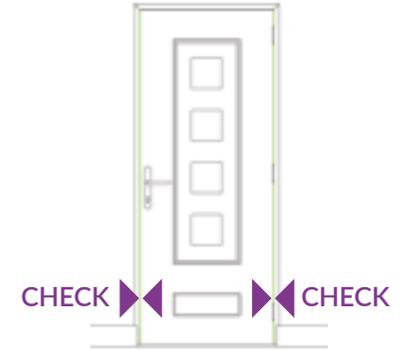
Side gap door dropped on hinge side

STAGE 2

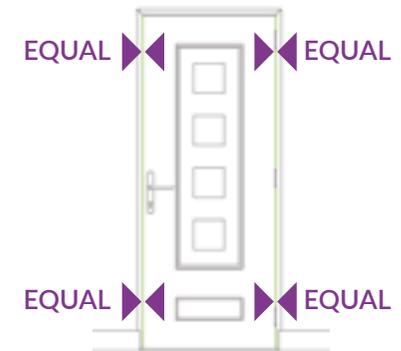
Adjust the **BOTTOM HINGE**.



1. Adjust The bottom hinge use a 4mm allen key and turn 1 and 5 half a turn in a anti clockwise direction.



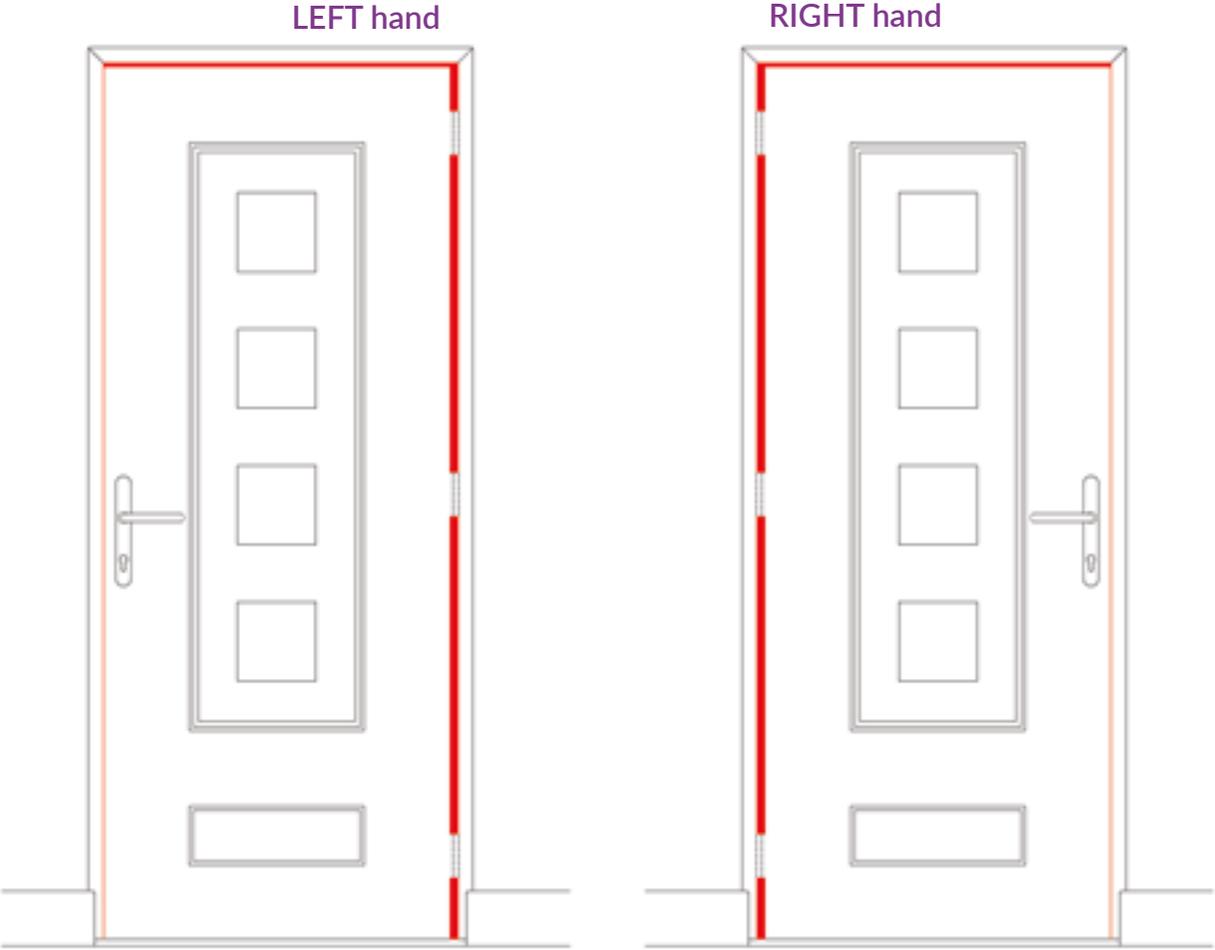
2. Check the side gaps at the bottom of the door. If the gaps are not equal repeat **step 1** until they are equal.



3. If the gaps are equal adjust the centre hinge exactly the same amount. If the Head gap is parallel and within specification move on to check the viewing gap.

If the head gap is not within specification move on to the head gap.

Side gap too small on the lock side

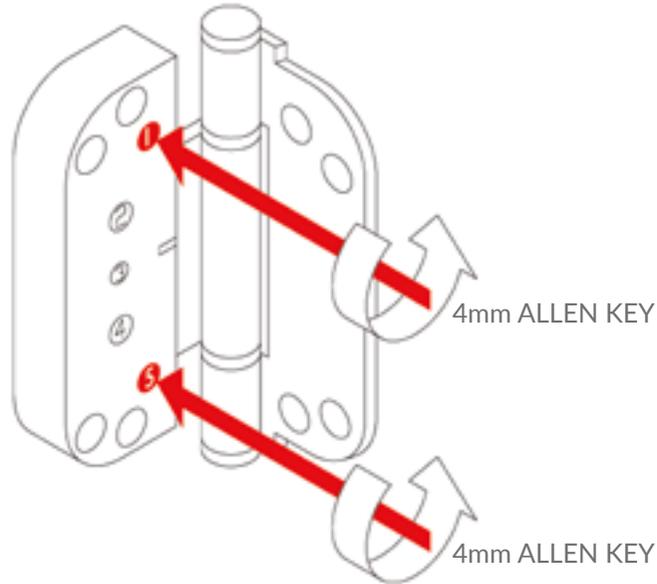
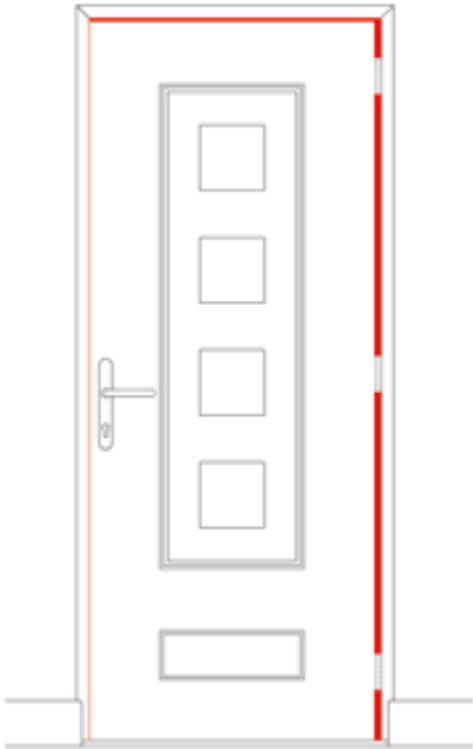


All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

Side gap too small on the lock side

Adjust ALL three hinges top, middle and bottom by the same amount.

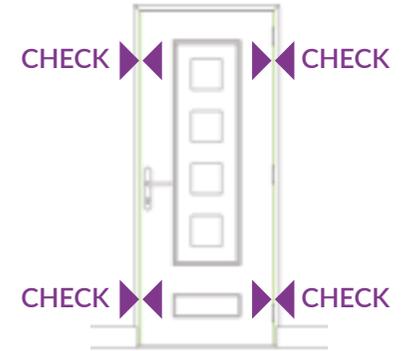
Remember It doesn't matter on the handing of the door:
Anti clockwise decreases the hinge side gap.



1. Top hinge use a 4mm allen key and turn 1 and 5 half a turn in an anti clockwise direction.

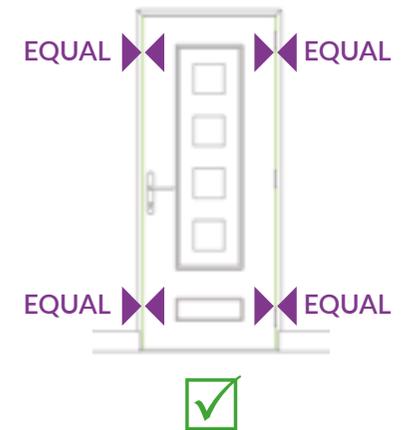
2. Bottom hinge use a 4mm allen key and turn 1 and 5 half a turn in an anti clockwise direction.

3. Middle hinge use a 4mm allen key and turn 1 and 5 half a turn in an anti clockwise direction.

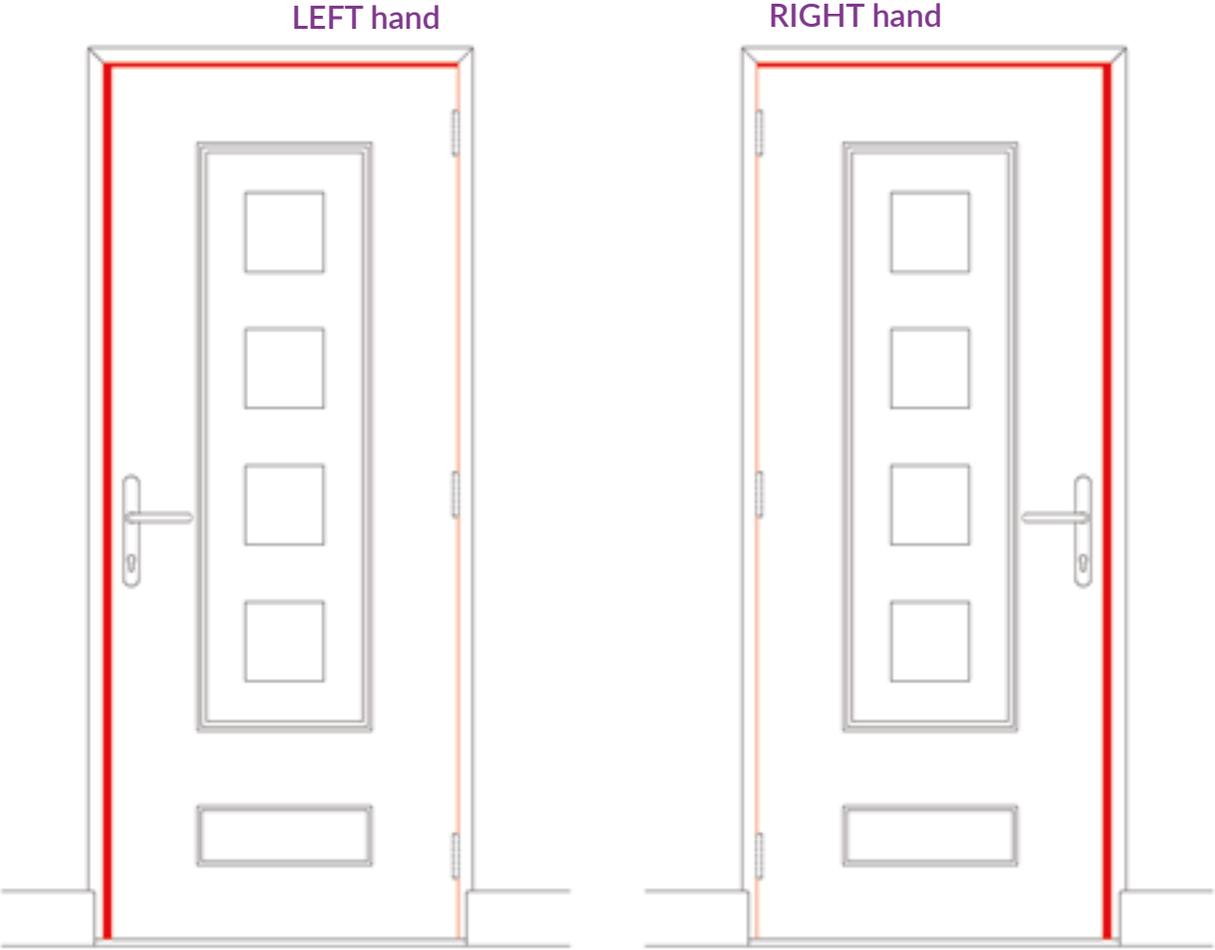


4. Check the lock side gaps are equal to the hinge side gaps.

If the gaps are not equal repeat steps 1, 2 and 3 until they are equal and parallel.



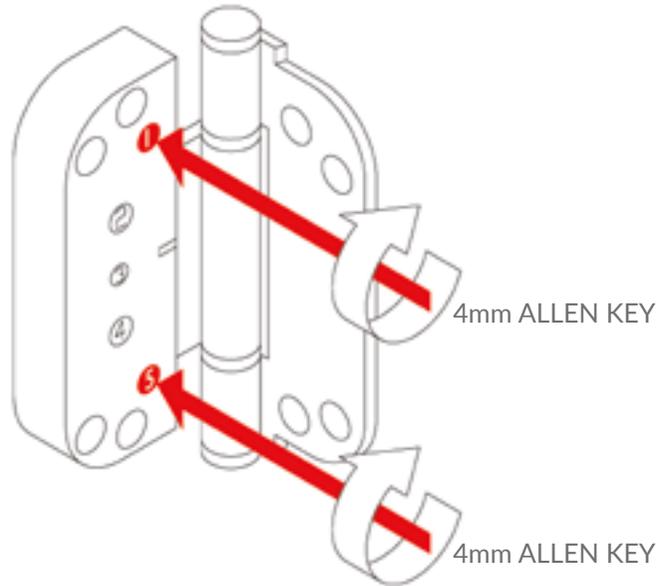
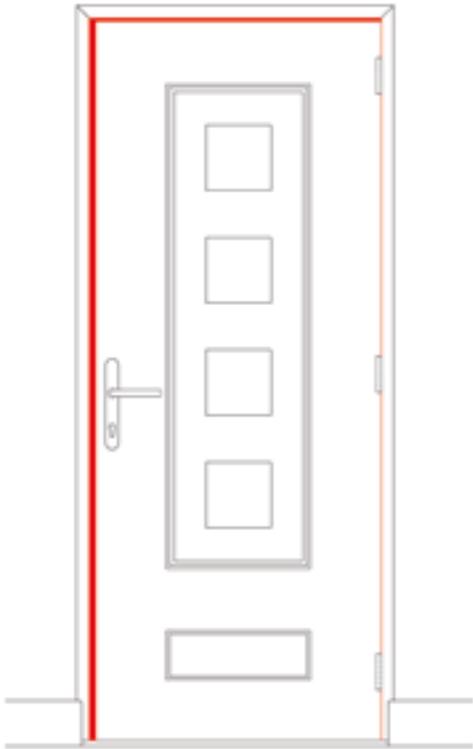
Side gap too big on the lock side



All Instructions will show a left Hand door. Follow the **SAME** instructions for **LEFT** hand and **RIGHT** hand doors.

Side gap too big on the lock side

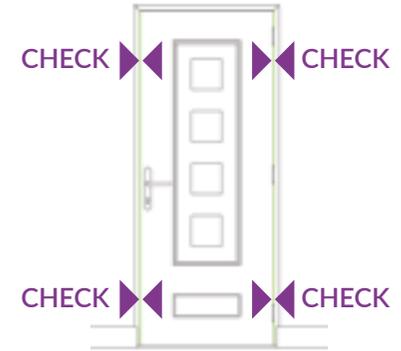
Adjust all three hinges top, middle and bottom the same amount.



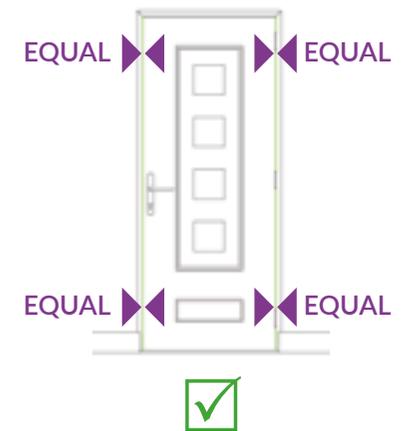
1. Top hinge use a 4mm allen key and turn 1 and 5 half a turn in a clockwise direction.

2. Bottom hinge use a 4mm allen key and turn 1 and 5 half a turn in a clockwise direction.

3. Middle hinge use a 4mm allen key and turn 1 and 5 half a turn in a clockwise direction.

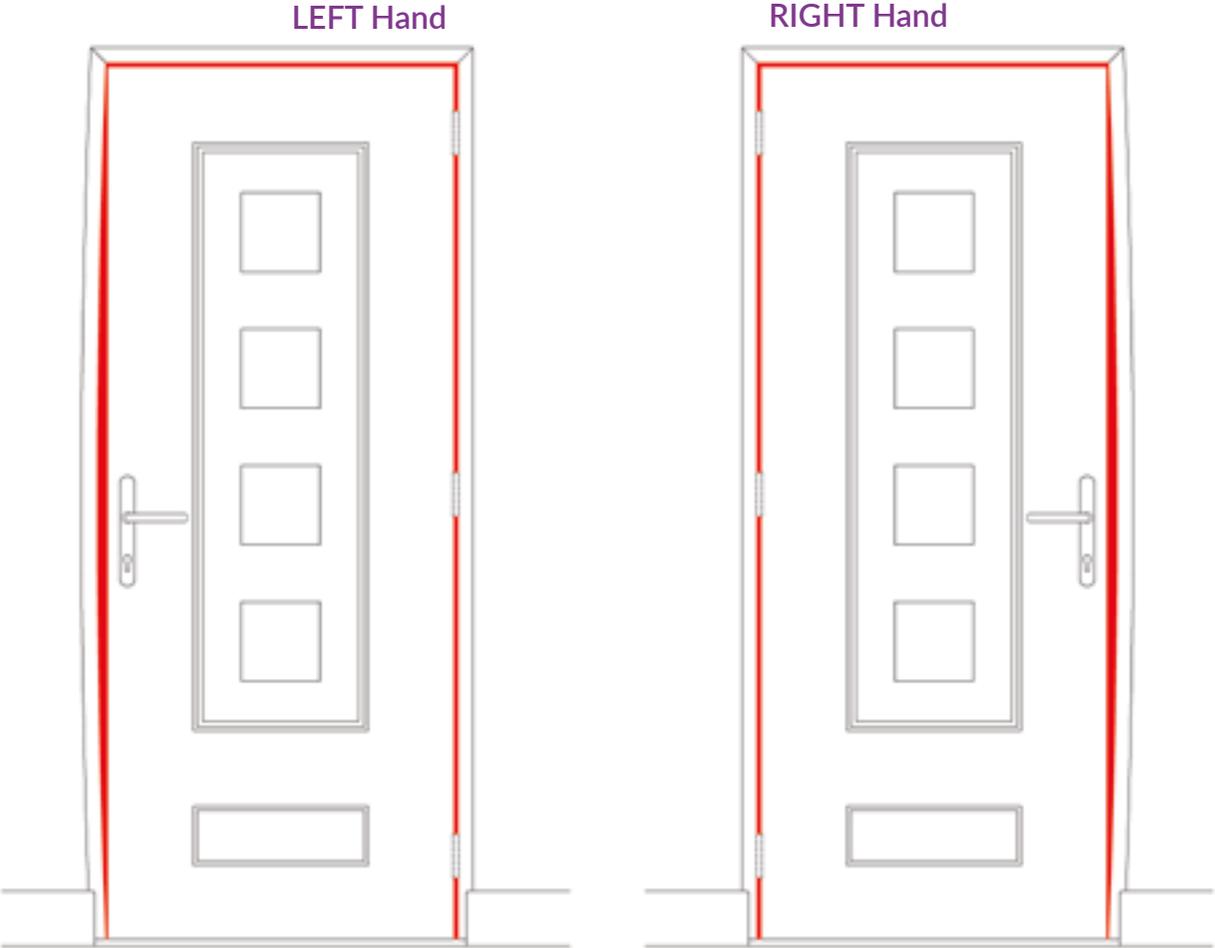


4. Check the lock side gaps are equal to the hinge side gaps. If the gaps are not equal repeat steps 1, 2 and 3 until they are equal and parallel.



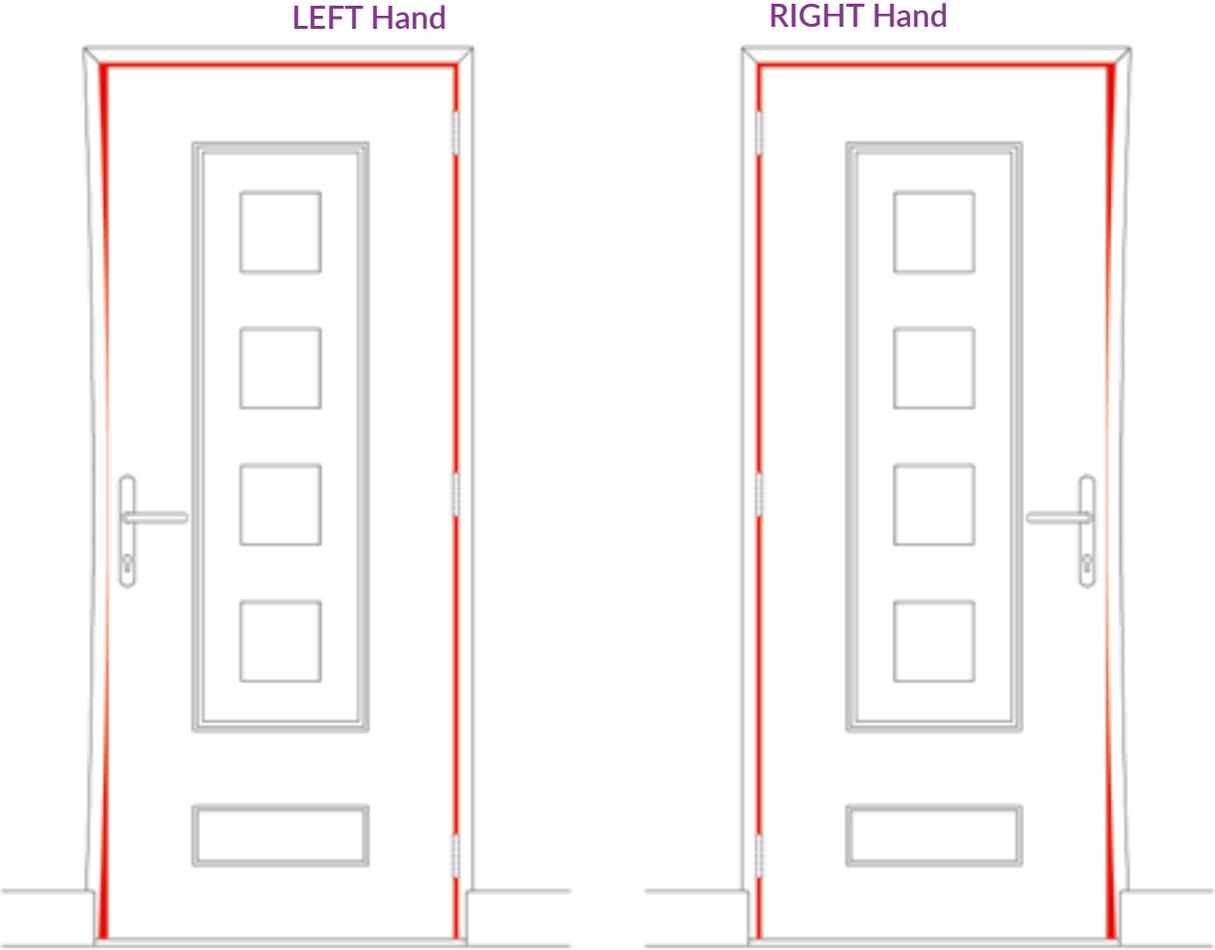
Remember it doesn't matter on the handing of the door:
Clockwise increases the hinge side gap.

Side gap with an under packed frame



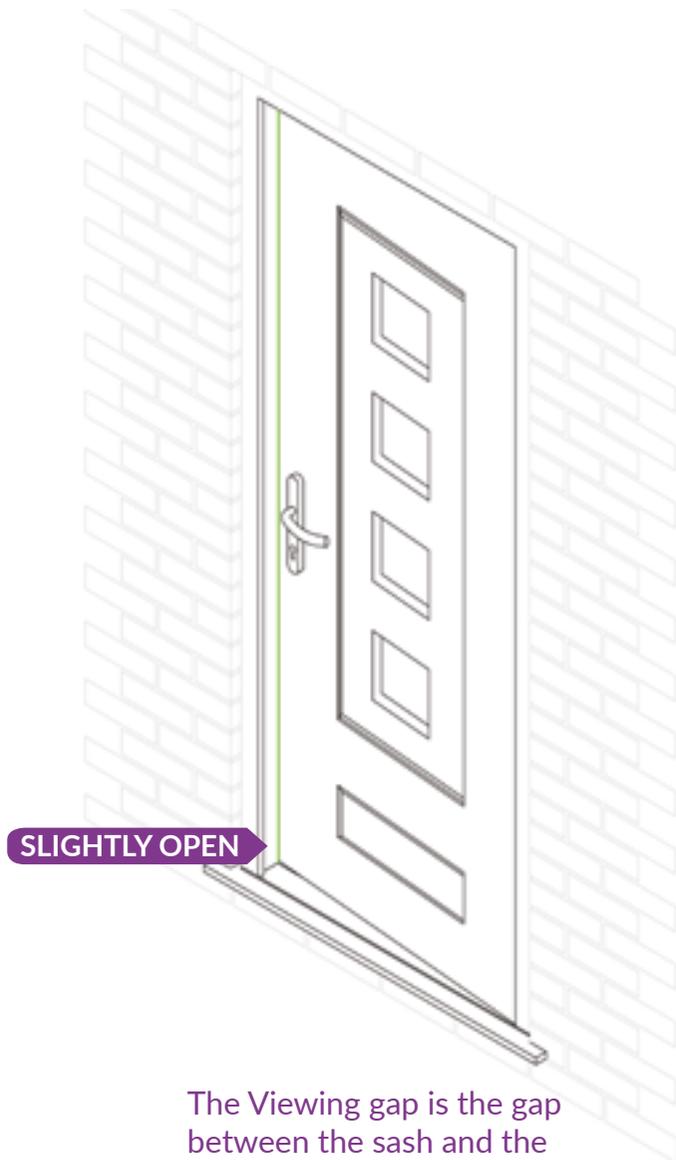
If the side gap changes more than 2mm along one side then the **frame** needs adjusting as this is a fitting issue.

Side Gap with an over packed frame



If the side gap changes more than 2mm along one side then the **frame** needs adjusting as this is a fitting issue.

Viewing Gap Specification



The Viewing gap is the gap between the sash and the frame when the door is slightly open as shown.

The Viewing Gap should be parallel the full length of the door.

- If the viewing gap is parallel the lock will operate correctly.
- If the viewing gap is not parallel it will have an effect on the lock operation.
- The lock will function with a 2mm deviation on the viewing gap from top to bottom but this will slightly effect the door operation.
- If the viewing gap is out by more than 2mm But less than 4mm then go to the **CENTRE KEEP ADJUSTMENT**. (This can be adjusted BUT it will effect the door operation)
- If the viewing gap is out more than 4mm the frame needs adjusting.

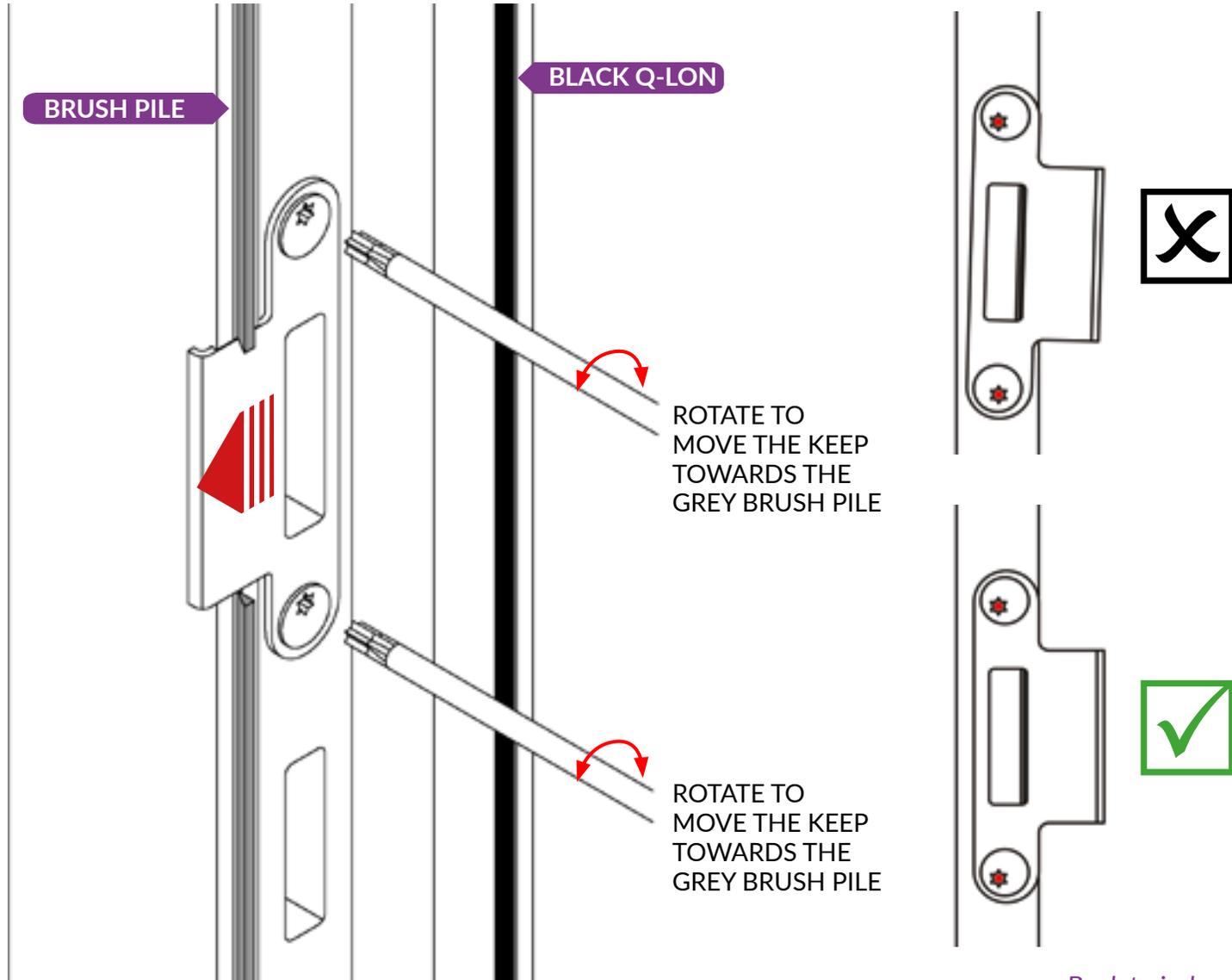
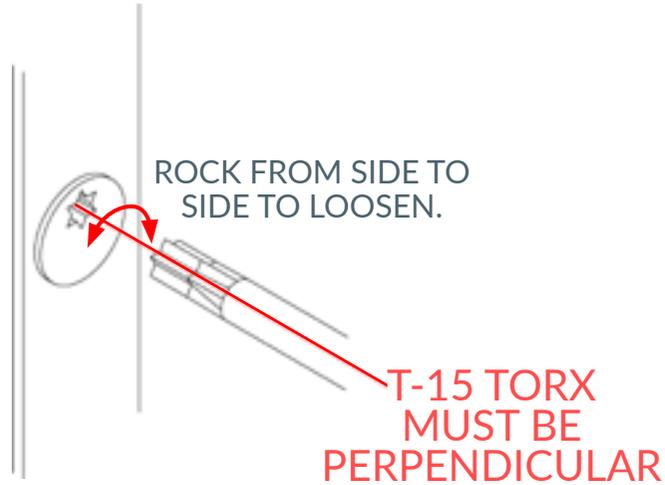
How to adjust the centre keep (Lever/lever standard latch)

How to adjust the centre keep (Bar handle with a switch latch)

How to adjust the centre keep (Lever/lever standard latch)

1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Grey brush pile. Check the Mech, then repeat if necessary.

2. Do exactly the same amount of turn to the top as you do to the bottom.

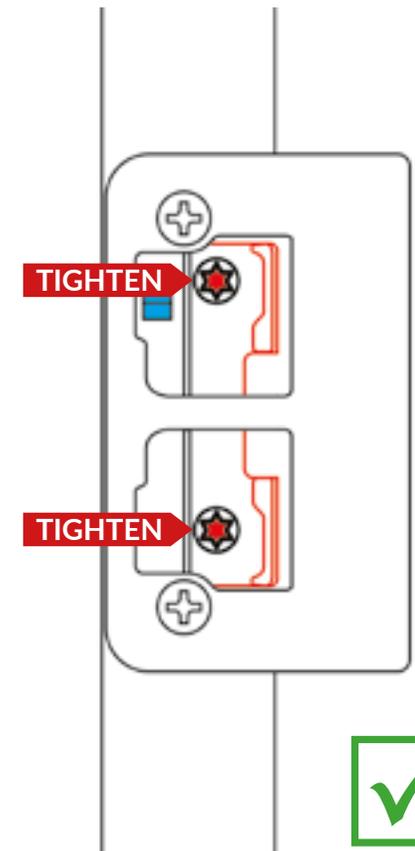
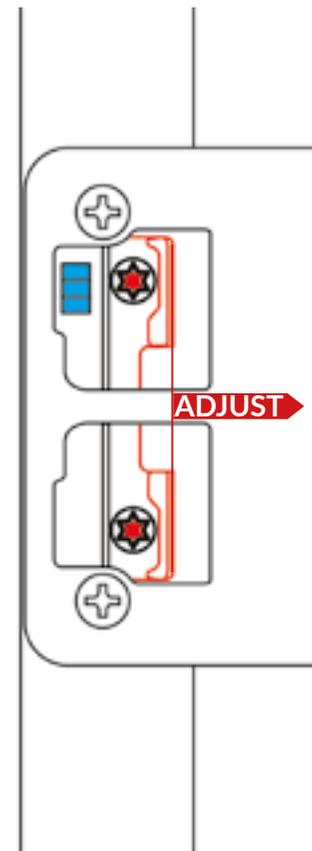
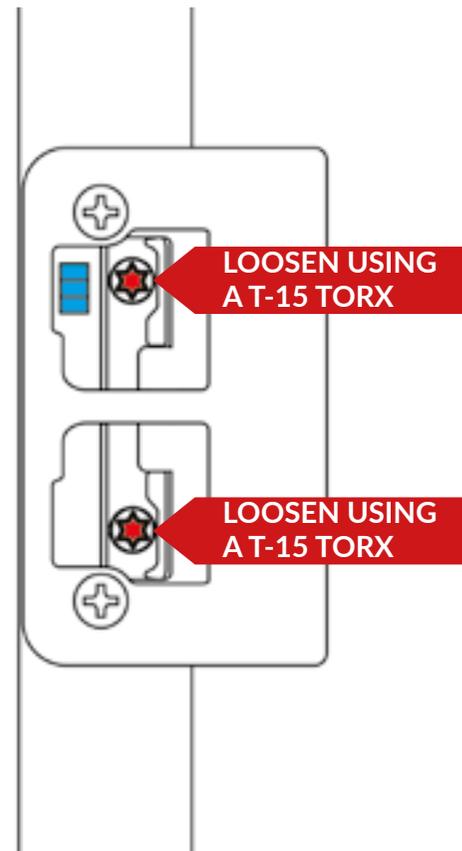
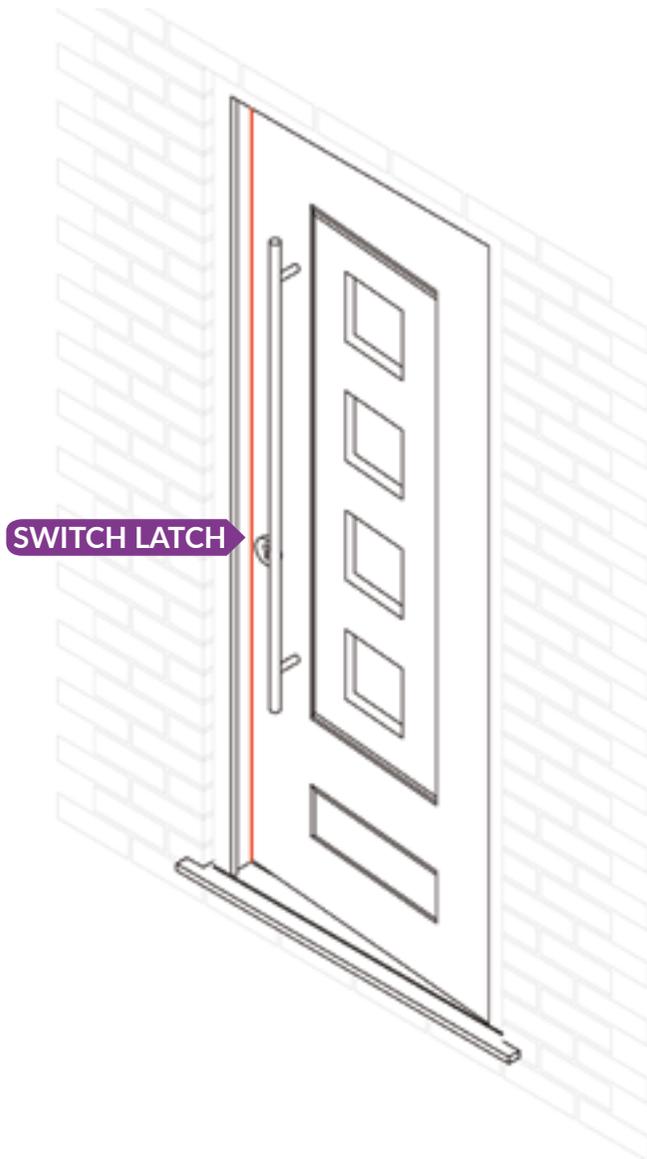


How to adjust the centre keep (Bar handle with switch latch)

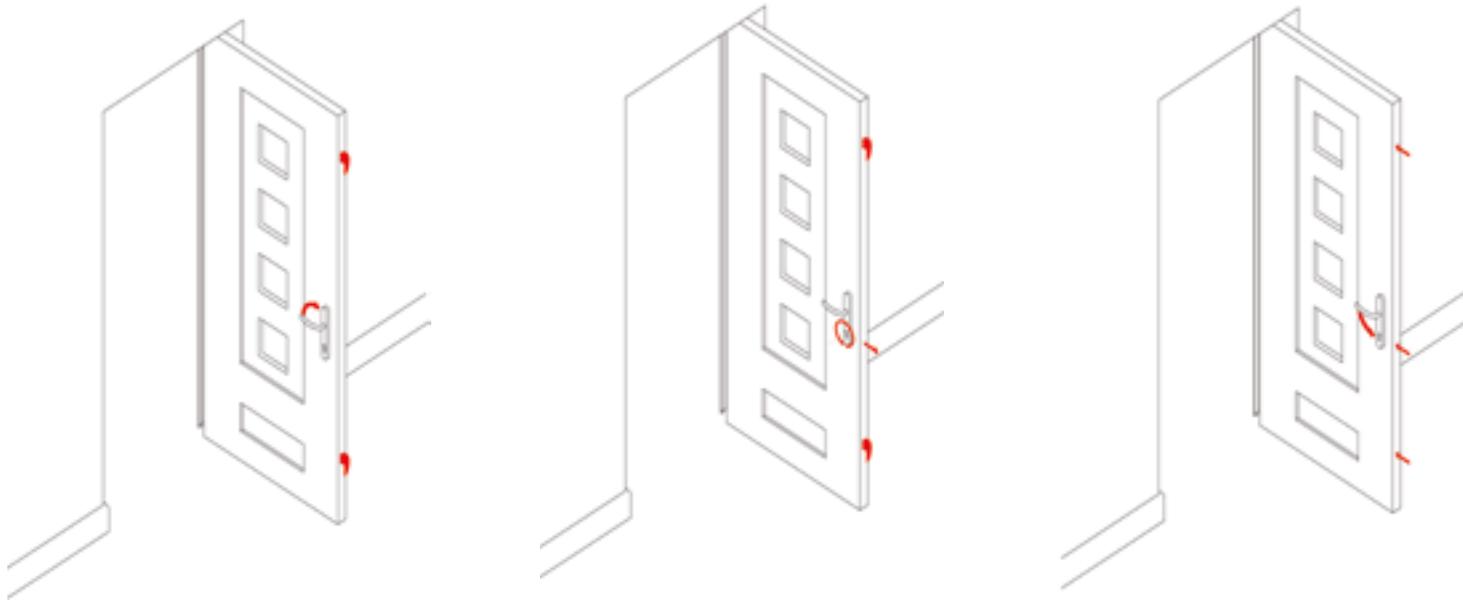
1. Use a T-15 torx to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustment to the internal keep body, to be made.

2. The section highlighted in RED below can now be adjusted to the correct latching position.

3. When the latch is in the correct position tighten up using a T-15 torx.



Lock not working correctly



Open the door and then throw the hooks. Turn the key to lock, then unlock and retract the hooks.

If the issue is there in the open position then it could be a component issue.

The best way to check is to remove the lock and cylinder from the door and then check the parts not in the door. If the problem is still there then part needs replacing. If they work ok when removed then it might have been installed incorrectly or it might be obstructed with swarf. Clean the parts and door slots and re fit the parts.

If the lock works ok in the open position either the head gap, side gaps or viewing gap are out of specification.

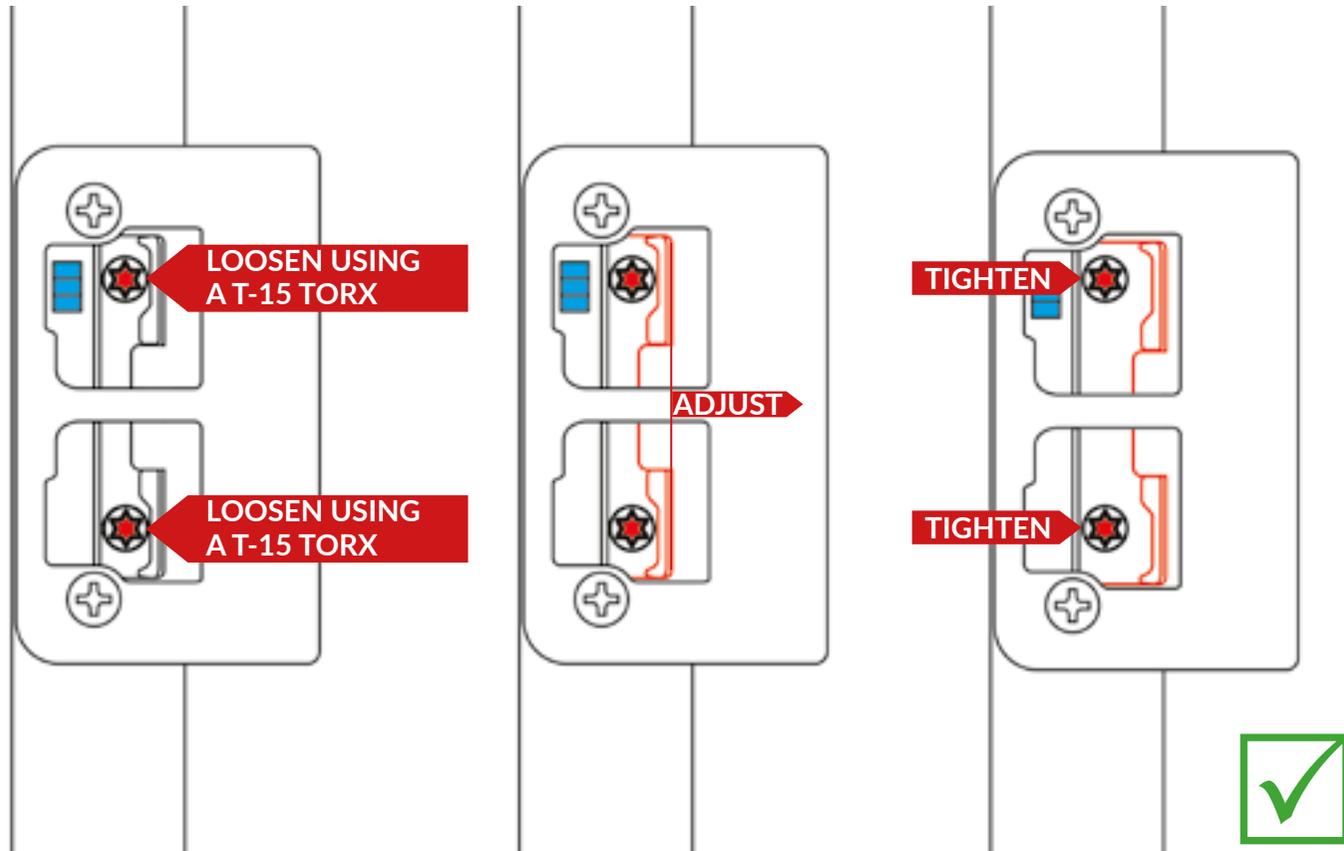
The door is banging on a switch latch

Lubricate the latch before any adjustments are carried out.

1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made

2. The section highlighted in RED below can now be adjusted to the correct latching position.

3. When the latch is in the correct position tighten using a T15 TORX.

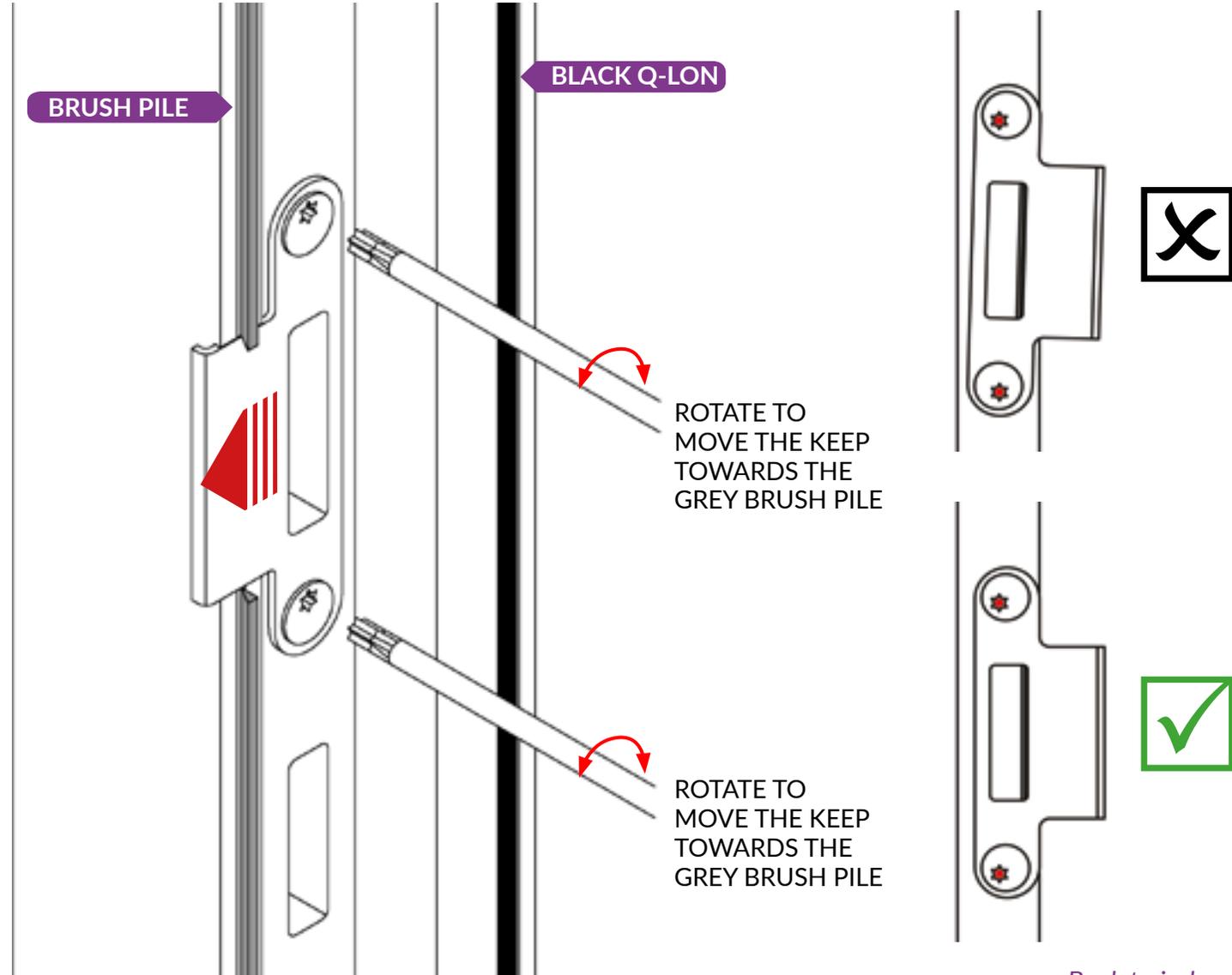
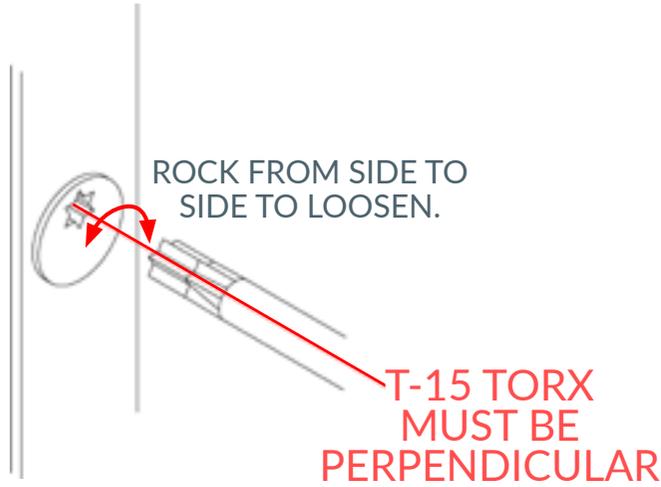


The door is banging on a standard centre keep

Lubricate the latch before any adjustments are carried out.

1. Use a T-15 Torx and insert into the top keep. Rotate to slightly move the adjustable keep towards the Grey brush pile. Check the Mech, then repeat if necessary.

2. Its important to mirror the adjustment made to the top keep, to the bottom keep.

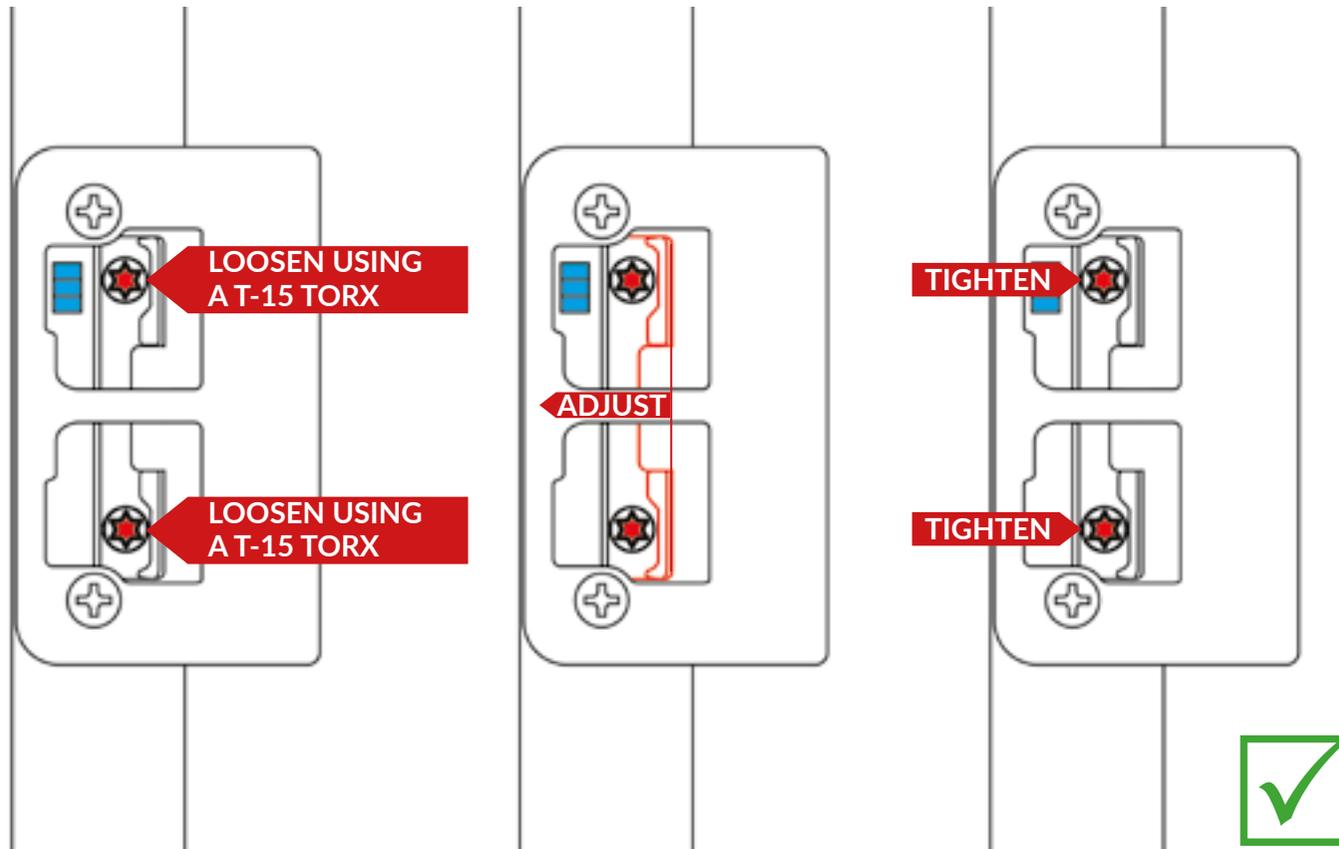


The door will rattle when closed on the switch latch

1. Use a T-15 TORX to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made.

2. The section highlighted in RED below can now be adjusted to the correct latching position.

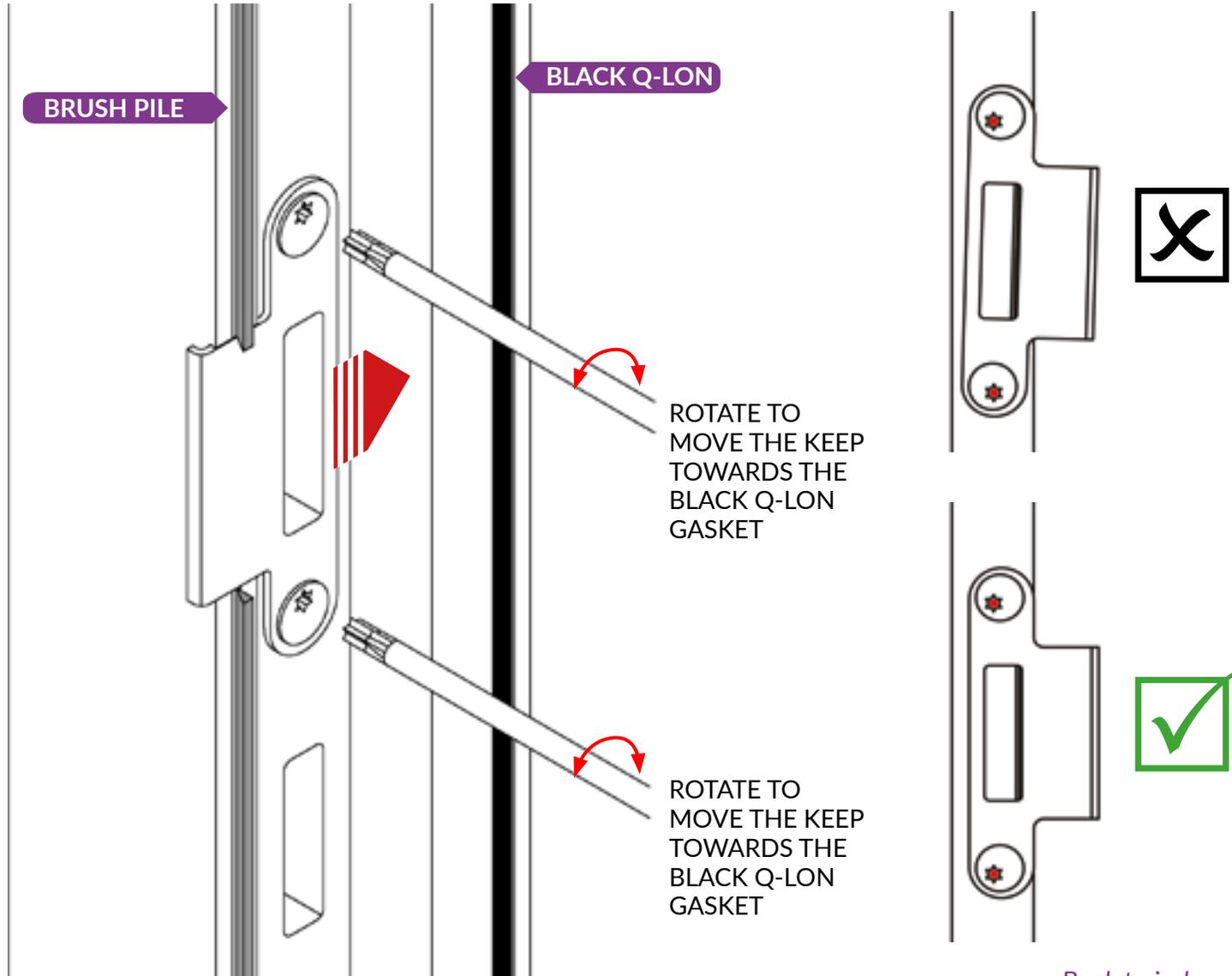
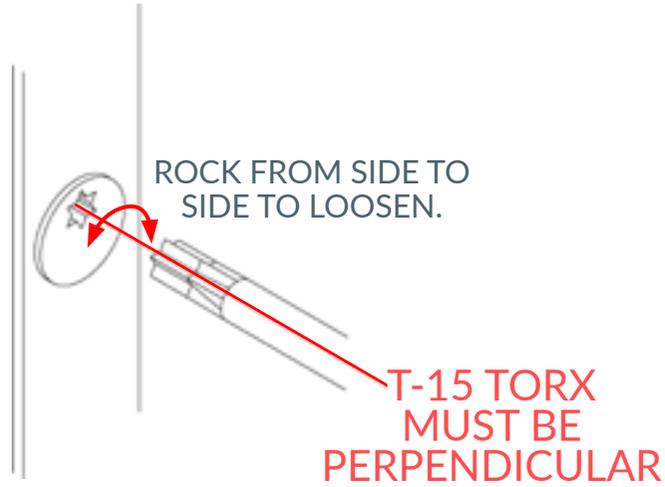
3. When the latch is in the correct position tighten using a T15 TORX.



The door will rattle when closed on the standard latch

1. Use a T-15 TORX and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the Black Q-Lon Gasket. Check the Mech, then repeat if necessary.

2. Do exactly the same amount of turn to the top as you do to the bottom.

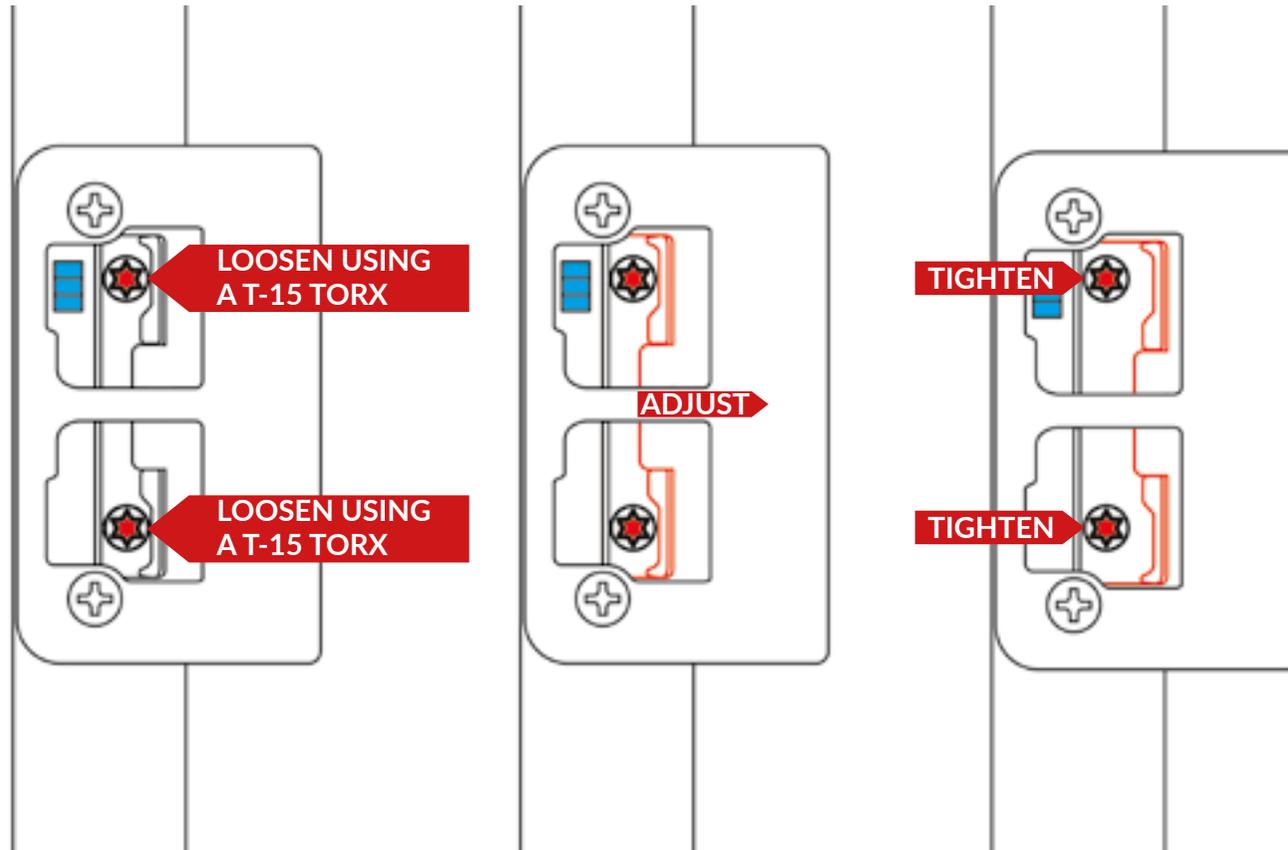


The latch is difficult to retract on a key wind lock

1. Use a T-15 Torx to loosen. The mechanism is serrated, so the T15 screws need to be gently loosened to allow the adjustment to the internal keep body to be made.

2. The section highlighted in RED below, can now be adjusted towards the brush pile.

3. When the latch is in the correct position, tighten up using a T-15 Torx.



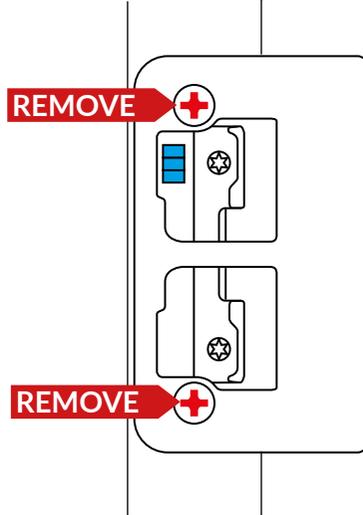
4. In certain circumstances, the homeowner might have special requirements and need the latch to be even easier to operate. This can be achieved by installing a special part called a "Snib latch 10-9" on next page.

Fitting a snib latch 10-9

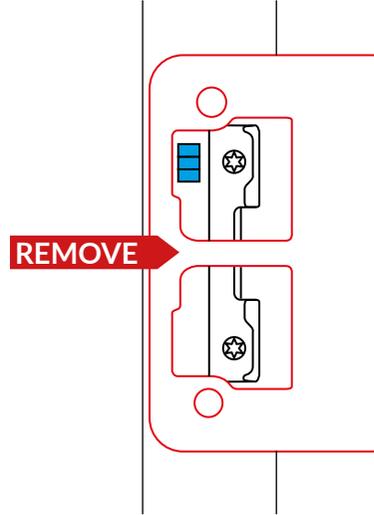
1. Fitting a new snib latch is easier if you remove the centre keep.



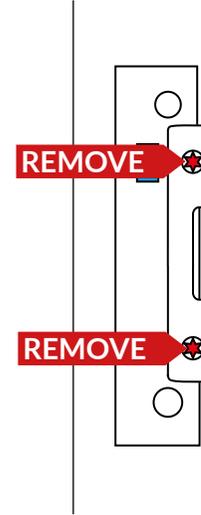
2. Un-tighten and remove x2 cross head screws.



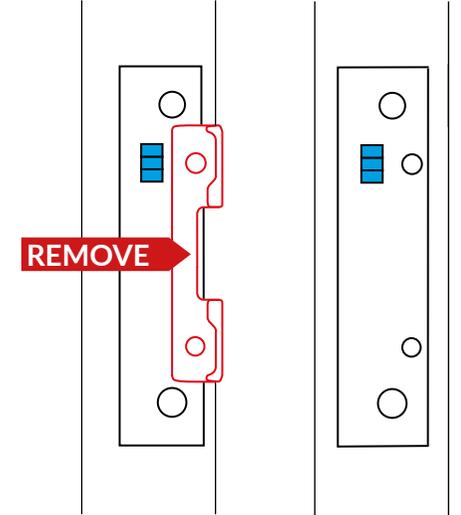
3. Remove the latch striker plate.



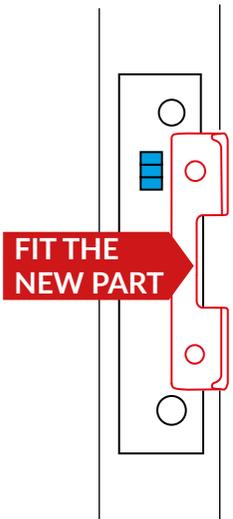
4. Un-tighten and remove x2 T-15 Torx screws.



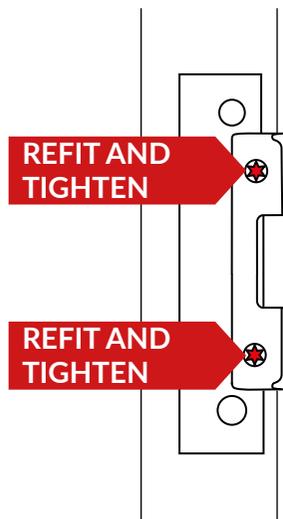
5. Remove the snib plate.



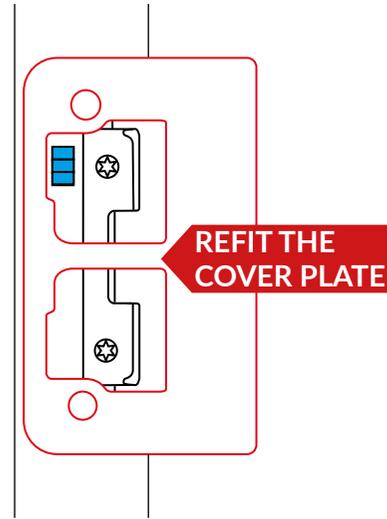
6. Fit the 'new' snib plate. This should sit central on the location holes.



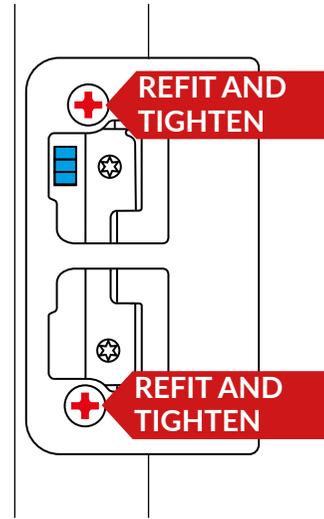
7. Replace and tighten the x2 T-15 Torx screws.



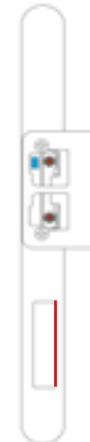
8. Refit the latch striker plate.



9. Refit and tighten x2 cross head screws.

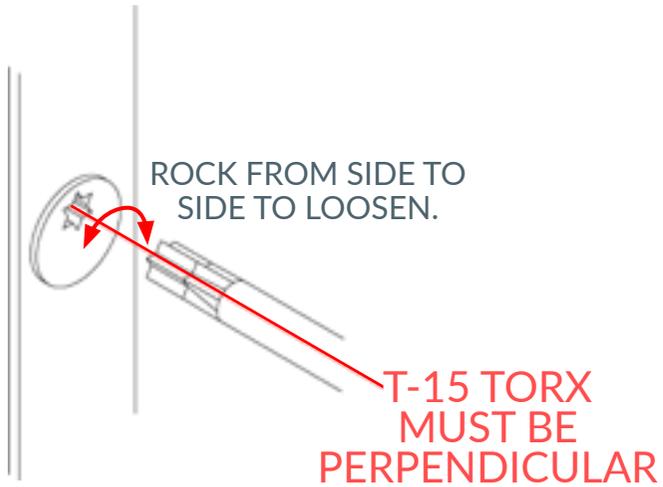


10. Refit the centre keep to the door frame and check the operation. Adjustments can be made as in previous sections



NOTE: If the lock is not operating smoothly after the snib has been fitted, the dead latch receiver may need filing slightly. The filed exposed surface will require a form of protective coating.

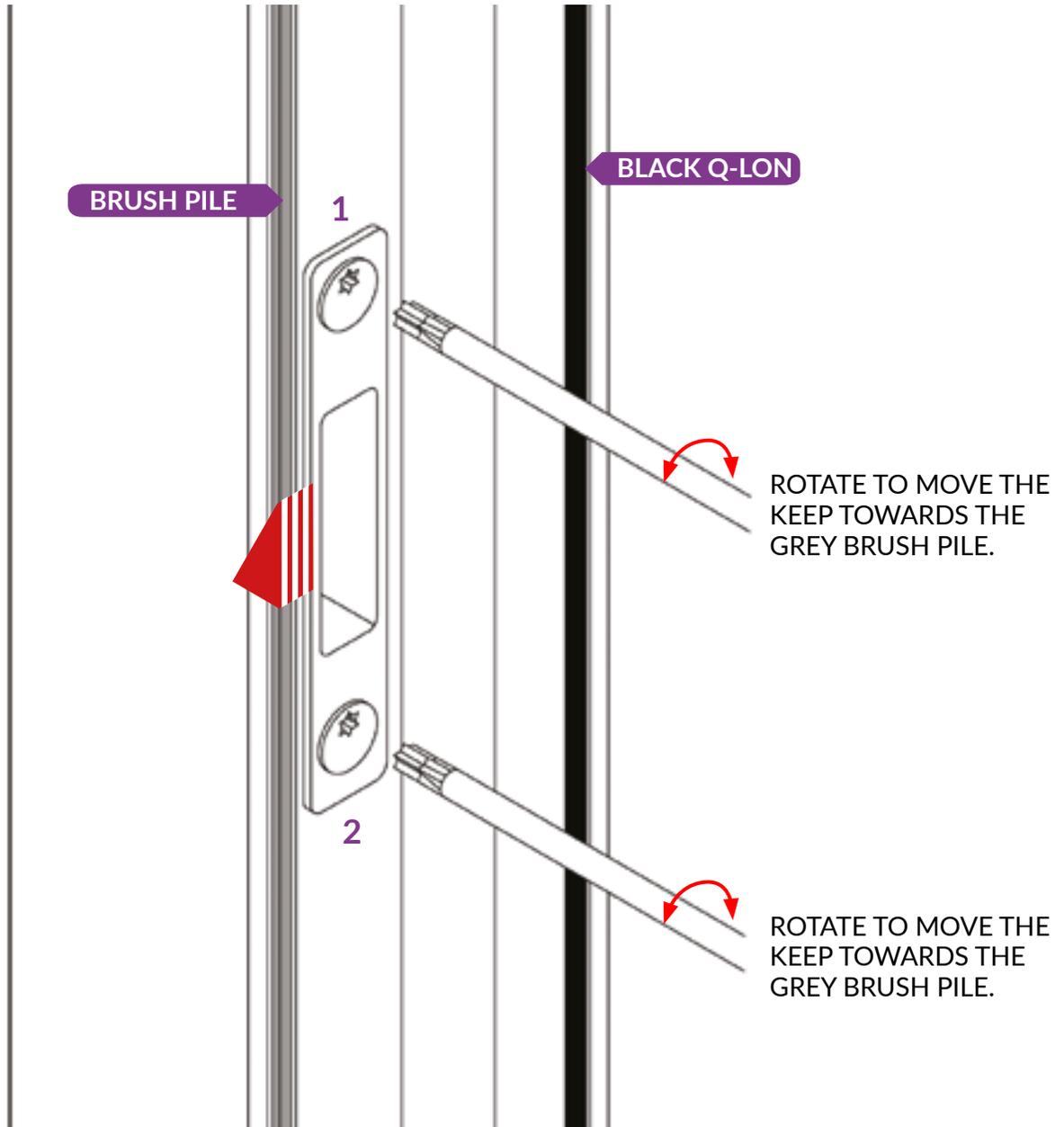
The hooks are difficult to engage



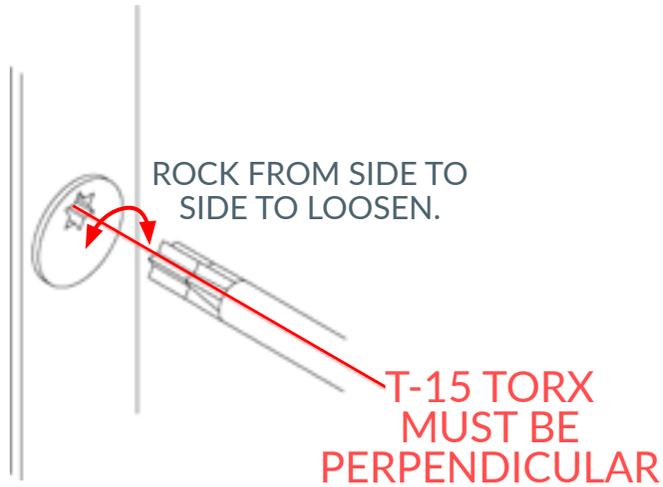
1. Use a T-15 Torx and insert into the top keep. Rotate to slightly move the adjustable keep away from the Black Q-lon gasket.

When adjusting a T15 ensure the torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the lock, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.



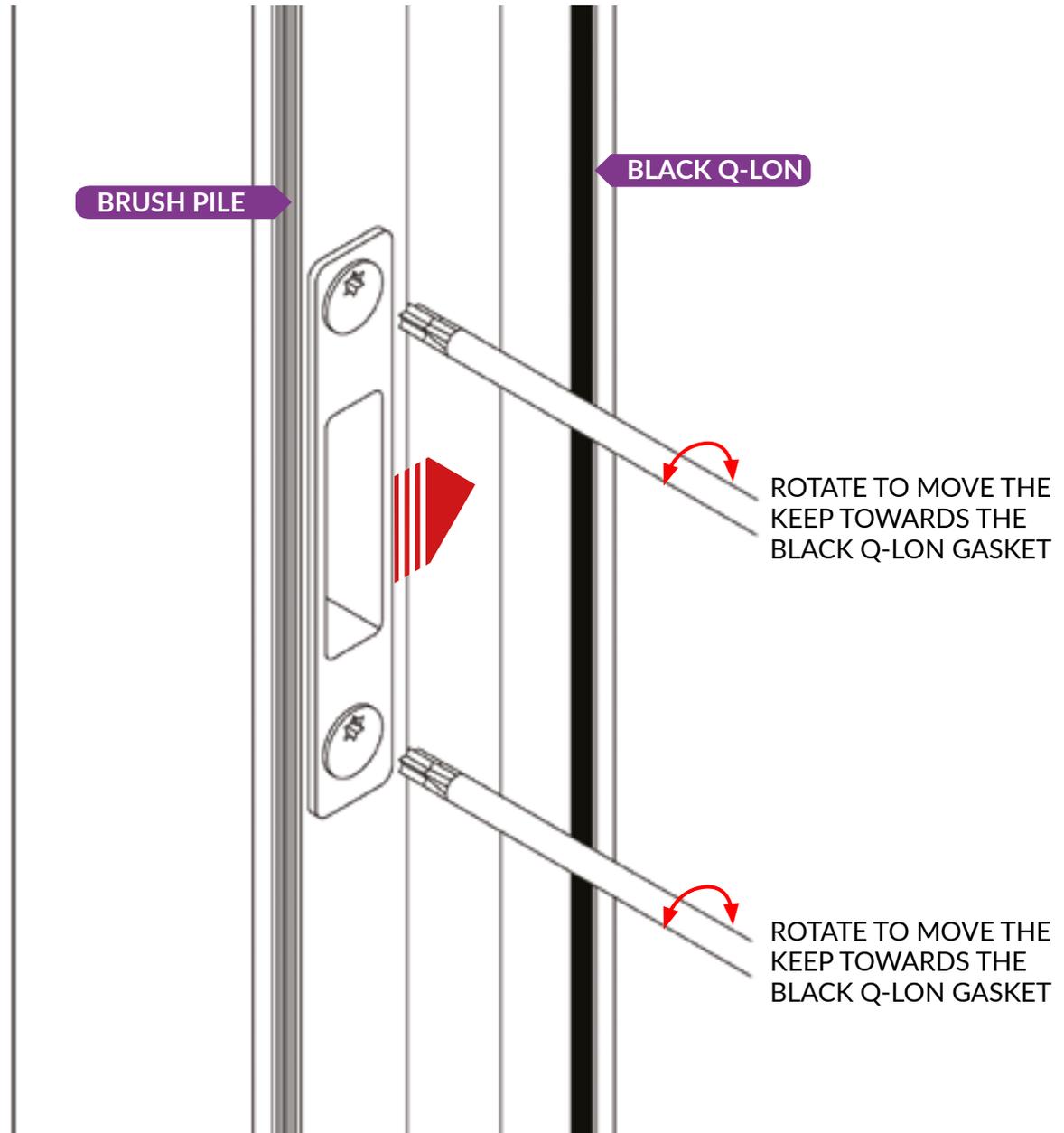
The door rattles when it is locked - not enough compression



1. Use a T-15 Torx and insert into the top keep. Rotate to slightly move the adjustable keep towards the black Q-lon gasket.

When adjusting a T15 ensure the torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the lock, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.



The door is draughty

A draughty door normally arises when there is not enough compression but before you start compression checking there are a couple of other areas to look at.

Check 1 The q-lon gasket

Check that there is no damage to the q-lon gasket, **if there is replace the gasket.**

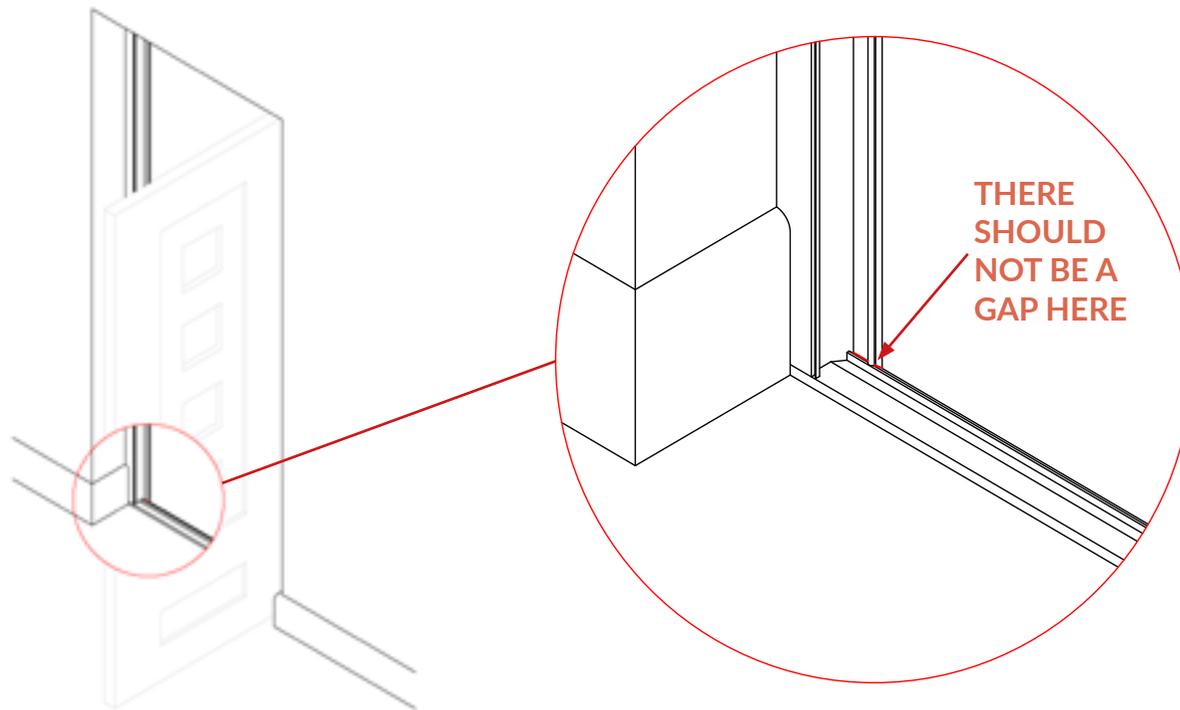
Check that the gasket is not cut short, **if it is replace the gasket.**

Check 2 The threshold

Check that the threshold is sealed to the cill, ensuring that any vent holes are not blocked.

On low thresholds check the gaskets under the door and replace any that are damaged.

On both sides check that the frame sits on the threshold tightly and that there is no gap. If there is a gap, fill it with clear silicone.



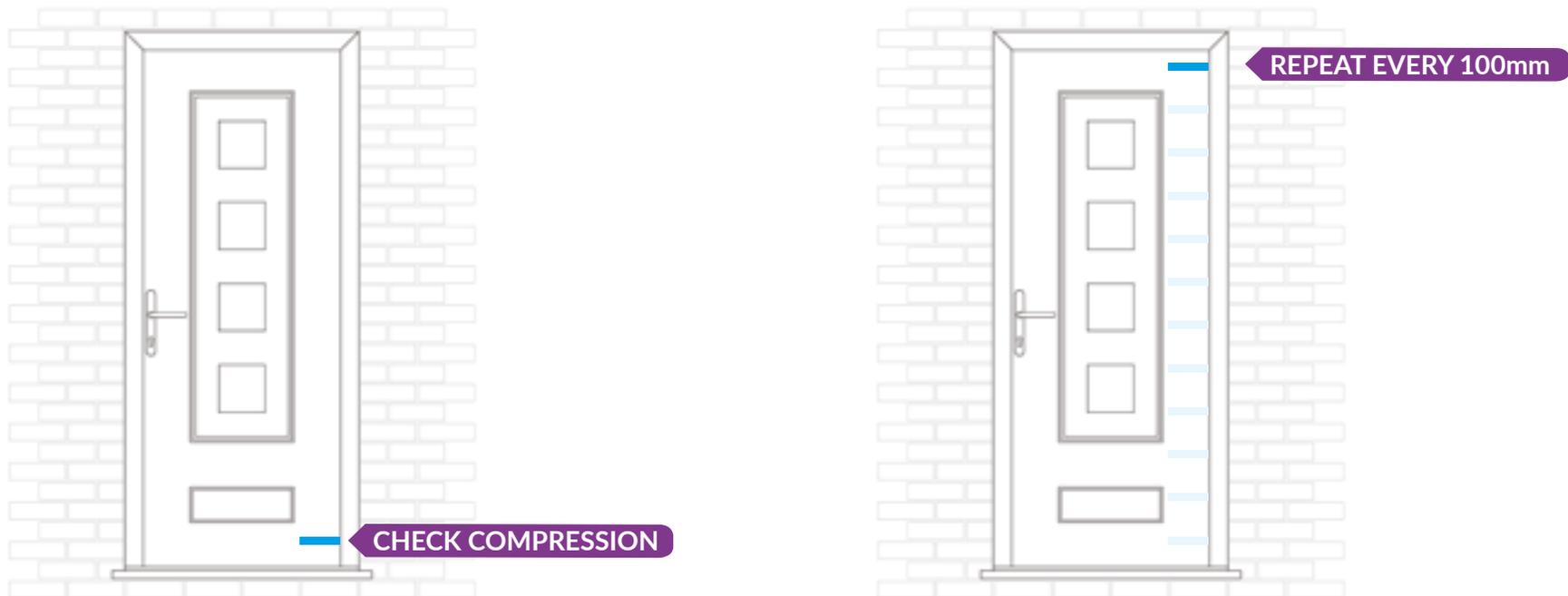
Check both sides
of the threshold.

Check 3 Compression on the hinge side

Using the release backing paper from double sided tape and starting at the bottom and on the hinge side, open the door and position the paper so when you close the door it traps it between the door and the black q-lon gasket. Set the door to the locked position either by lifting the handle or operating the key.

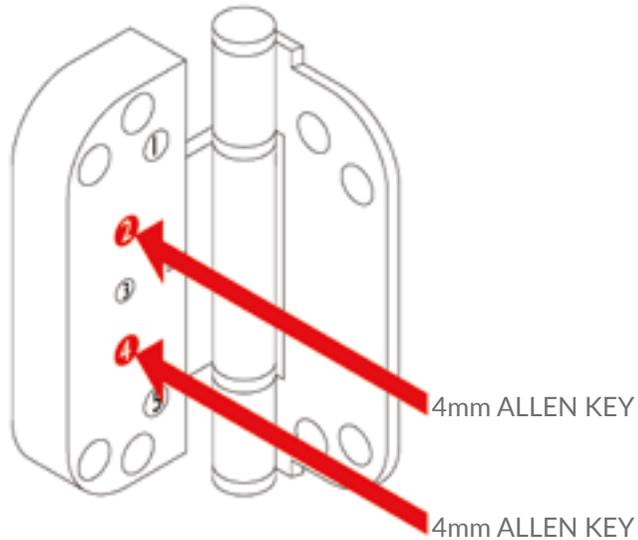
The paper should be trapped so it does not easily move.
If the paper moves easily there is not enough compression and the *hinges need adjusting*.

Repeat this every 100mm along the full length of the door on the hinge side.



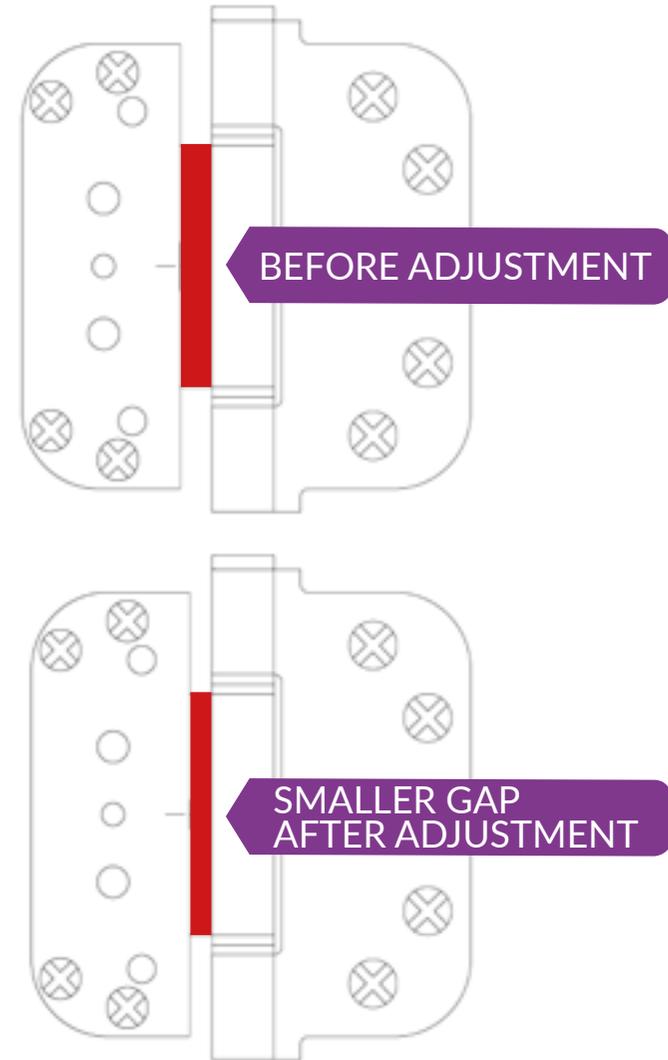
Compression on the hinge side

1. On the top hinge unlock 2 and 4 and push the door sash to slightly close the gap between the door sash and the frame. Lock tight 2 and 4.



2. On the middle hinge unlock 2 and 4 and Push the door sash to slightly close the gap between the door sash and the frame. Lock tight 2 and 4.

3. On the bottom hinge unlock 2 and 4 and push the door sash to slightly close the gap between the door sash and the frame. Lock tight 2 and 4.



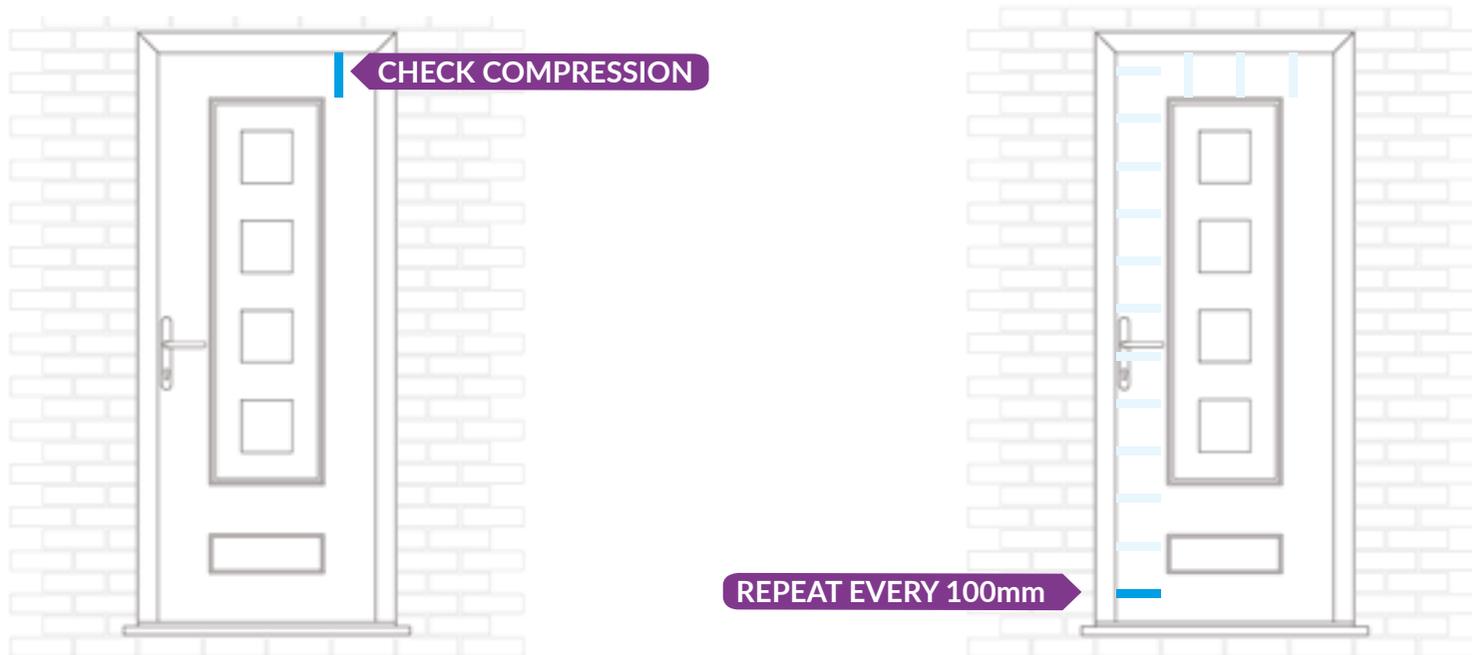
Check 4 Compression on the lock side

Using the release backing paper from double sided tape and starting at the head top and on the hinge side, open the door and position the paper so when you close the door it traps it between the door and the black q-lon gasket. Set the door to the locked position either by lifting the handle or operating the key.

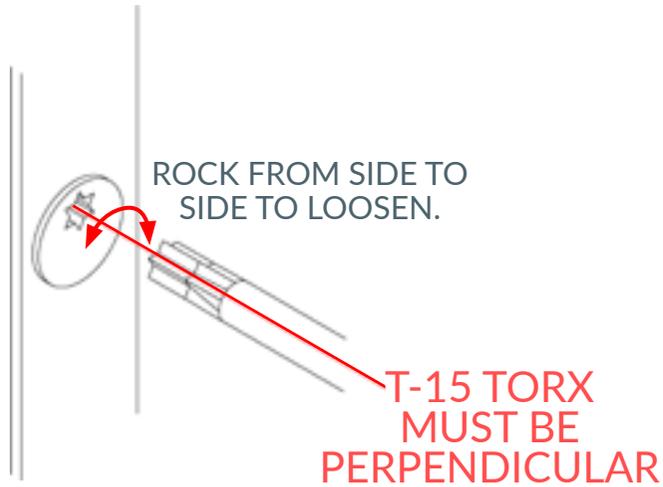
The paper should be trapped so it does not easily move.

If the paper moves easily there is not enough compression and the *keeps needs adjusting*

Repeat this every 100mm along the full length of the door head and then down the lock side.



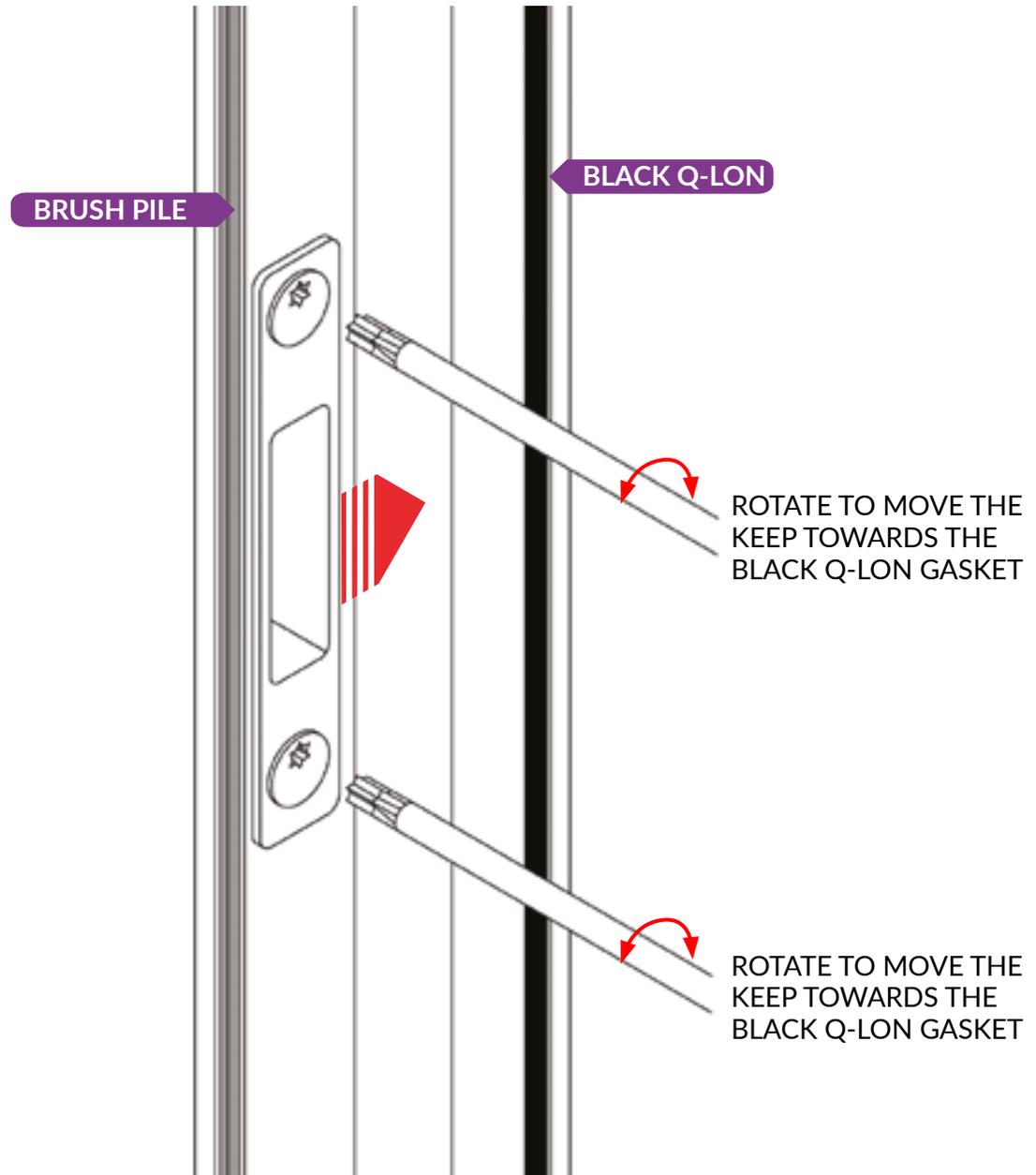
Adjust the compression lock side on the hook keeps



1. Use a T-15 Torx and insert into the TOP keep. Rotate to slightly move the adjustable keep towards the black Q-lon gasket.

When adjusting a T15 ensure the torx bit is fully into the mech and level and adjust $\frac{1}{4}$ of a turn on 1 then $\frac{1}{4}$ turn on 2, then check the lock, then repeat if necessary.

2. Repeat step 1 for all the hook keeps.

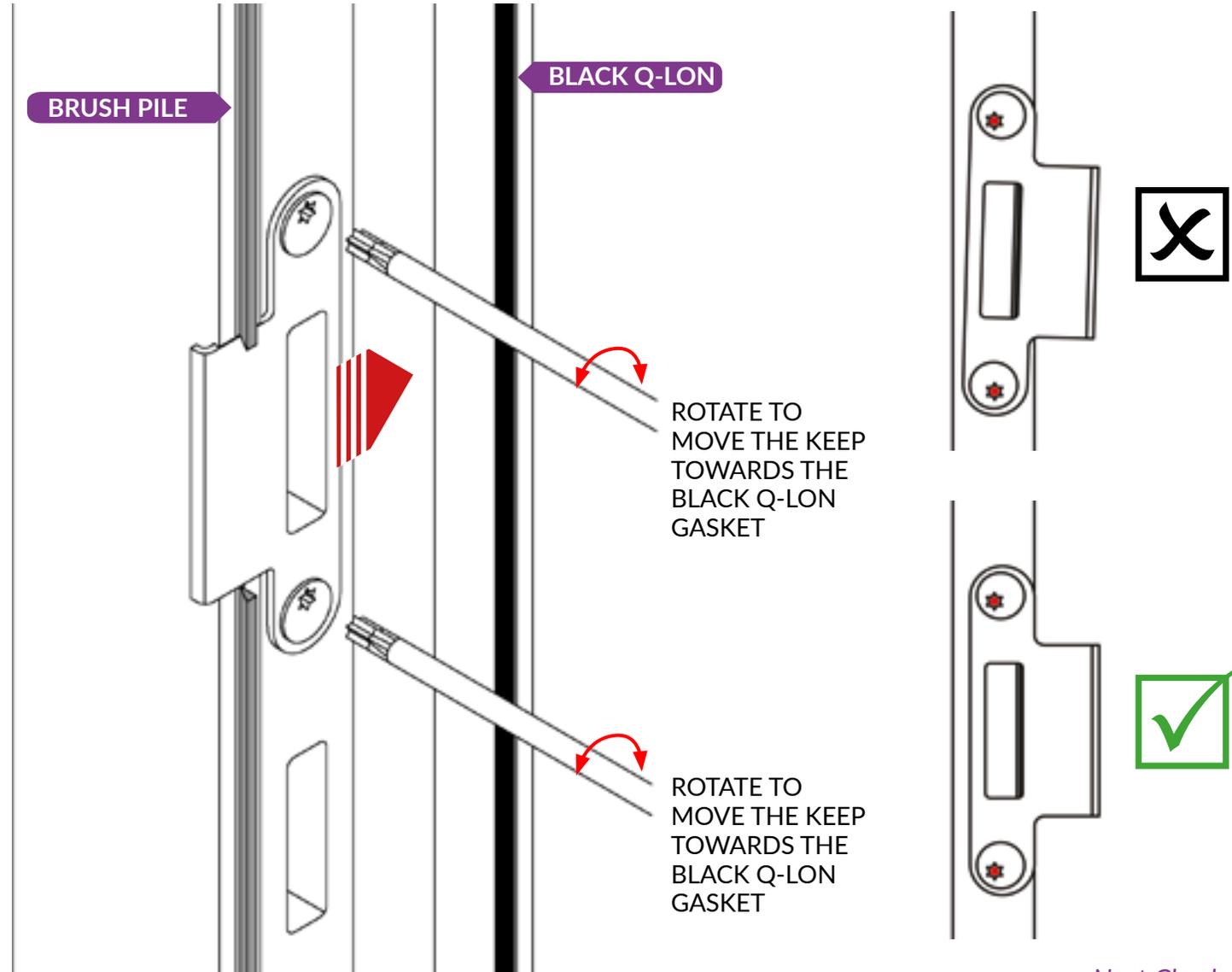
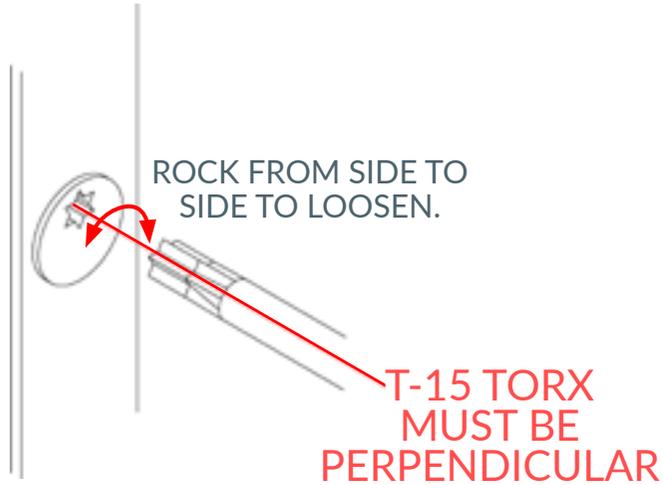


Adjust the compression to doors with a standard latch

If the centre keep is a switch latch click here

1. Use a T-15 Torx and insert into the top keep. Rotate to slightly move the adjustable keep towards the Black Q-lon gasket. Check the lock, then repeat if necessary.

2. Do exactly the same amount of turn to the top as you do to the bottom.

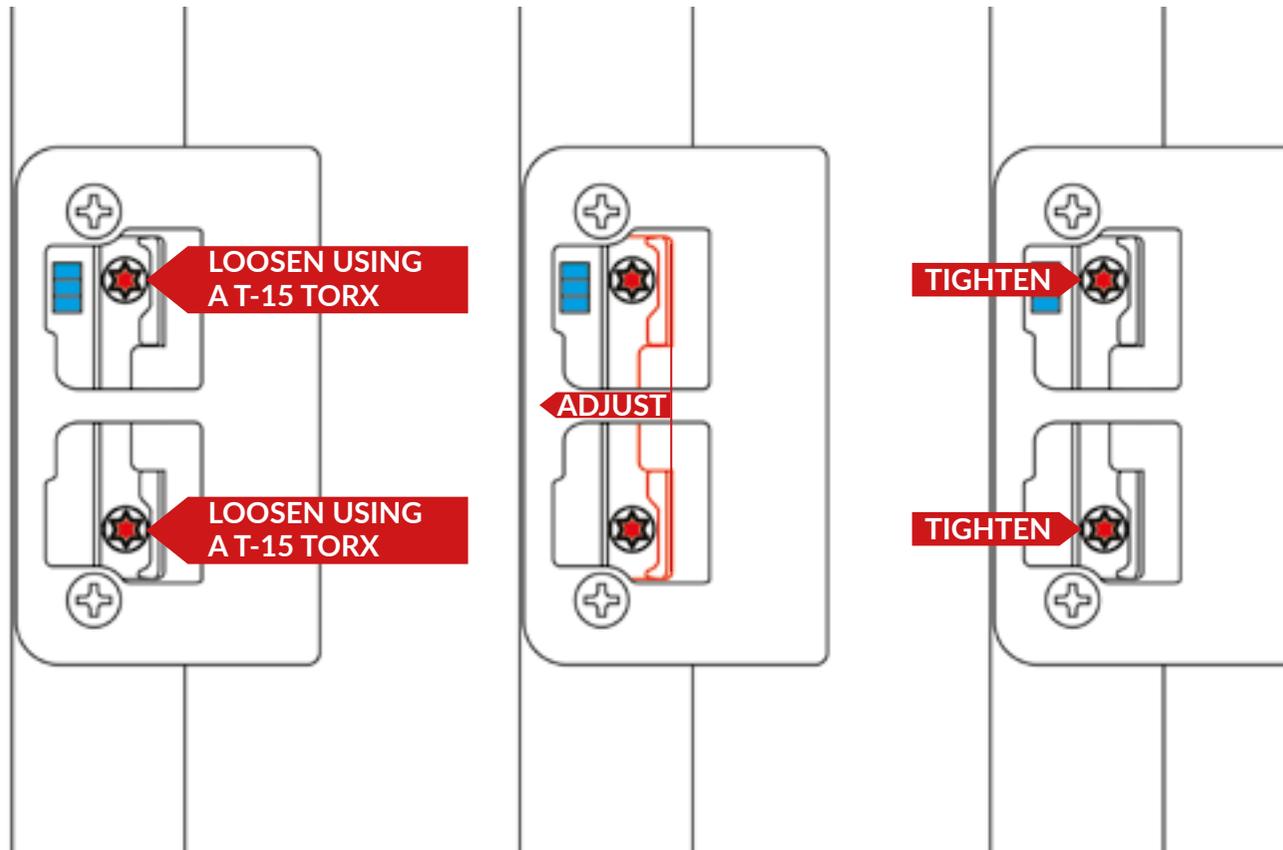


Adjust the compression to doors with a switch latch

1. Use a T-15 Torx to loosen. The mechanism is serrated so the T15 screws need to be loosened enough to allow the adjustments to the internal keep body, to be made

2. The section highlighted in RED below can now be adjusted to the correct compression.

3. When the latch is in the correct position tighten using a T15 Torx.



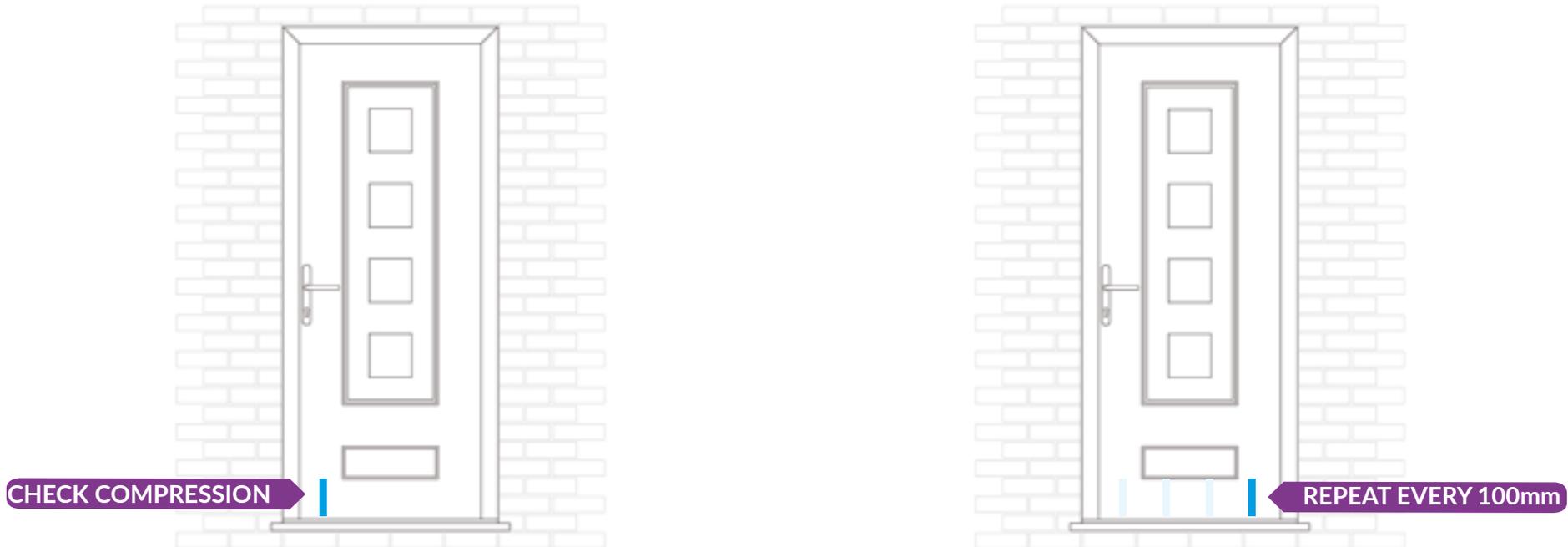
Check 5 Compression to the threshold

Using the 'release backing paper' from a role of double sided tape, position the paper so that when you close the door it traps the paper in place between the door sash and the threshold.

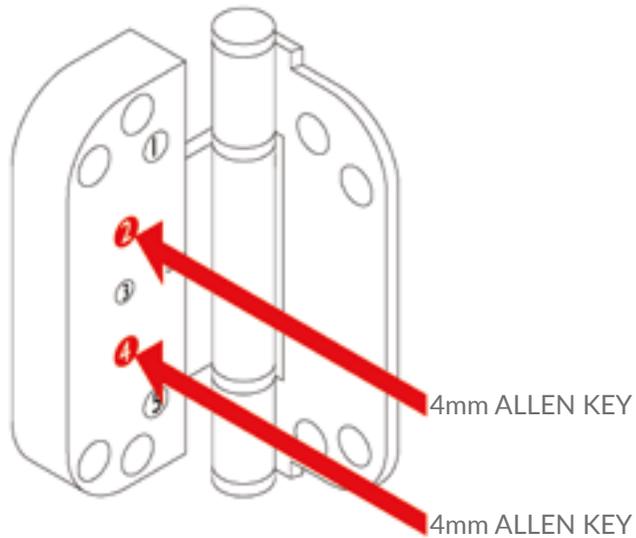
Set the door to the locked position either by lifting the handle or operating the key.

The paper should be trapped so it does not easily move in position. If the paper moves easily there is not enough compression and the *hinges need adjusting*.

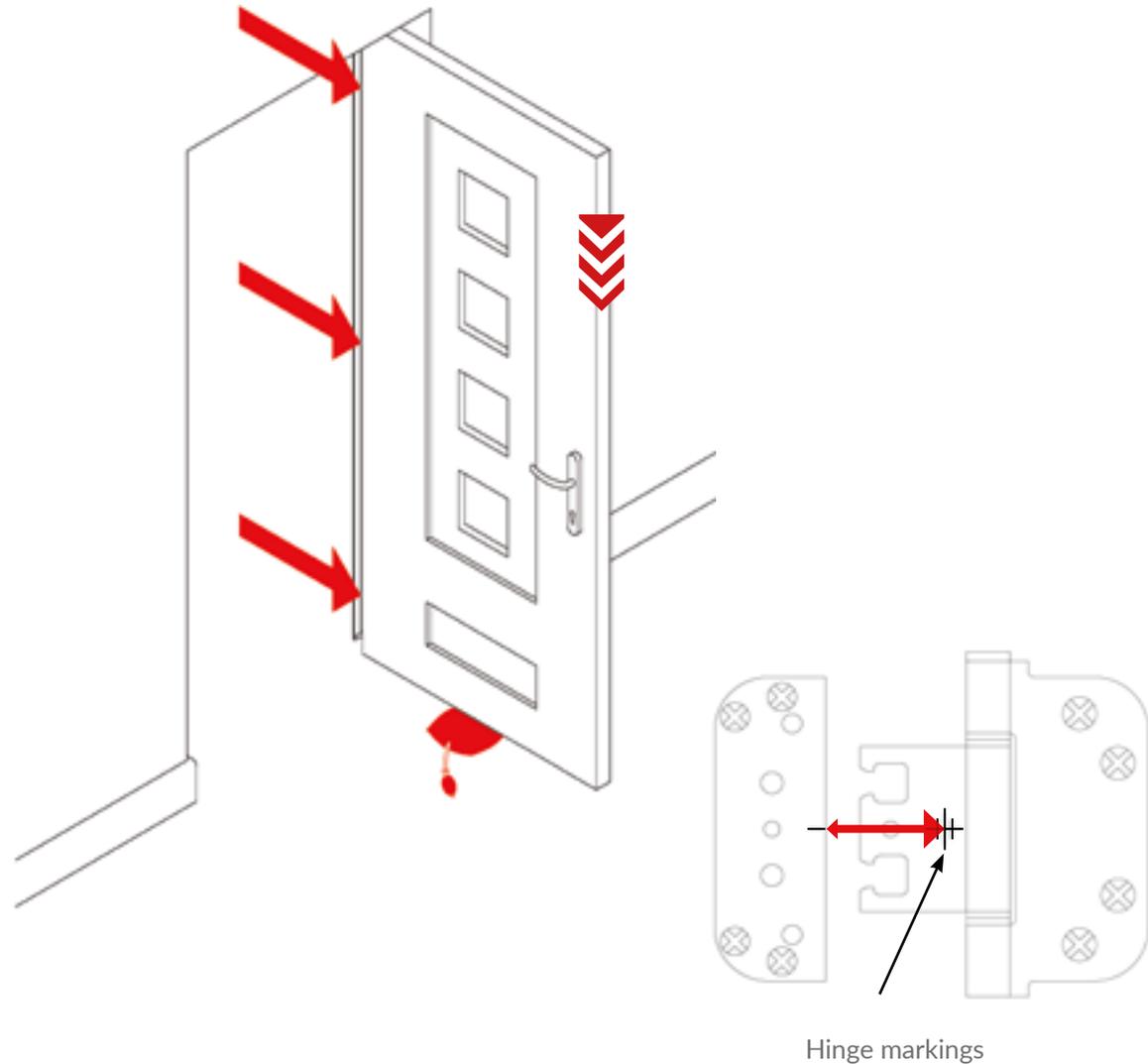
Repeat this every 100mm along the full width of the threshold.



Adjust the compression on the threshold



1. Place a Winbag under the door sash and inflate to support the door.
2. Use a 4mm allen key and unlock the allen Keys 2 and 4 on the bottom and middle hinge.
3. Ensure the door sash is supported and then unlock the allen keys 2 and 4 on the top hinge make sure the door does not come off its hinges.
4. Deflate the Winbag to lower the door to tighten the seal against the threshold.
5. Lock tight 2 and 4 on **ALL THREE HINGES**.



When lowering the sash, it's easier if you tighten the middle hinge first to hold the sash. Then do the top and bottom hinges as it works like a pivot so you can set the compression. Hinge markings are at approximately 2mm increments, to use as a guide.

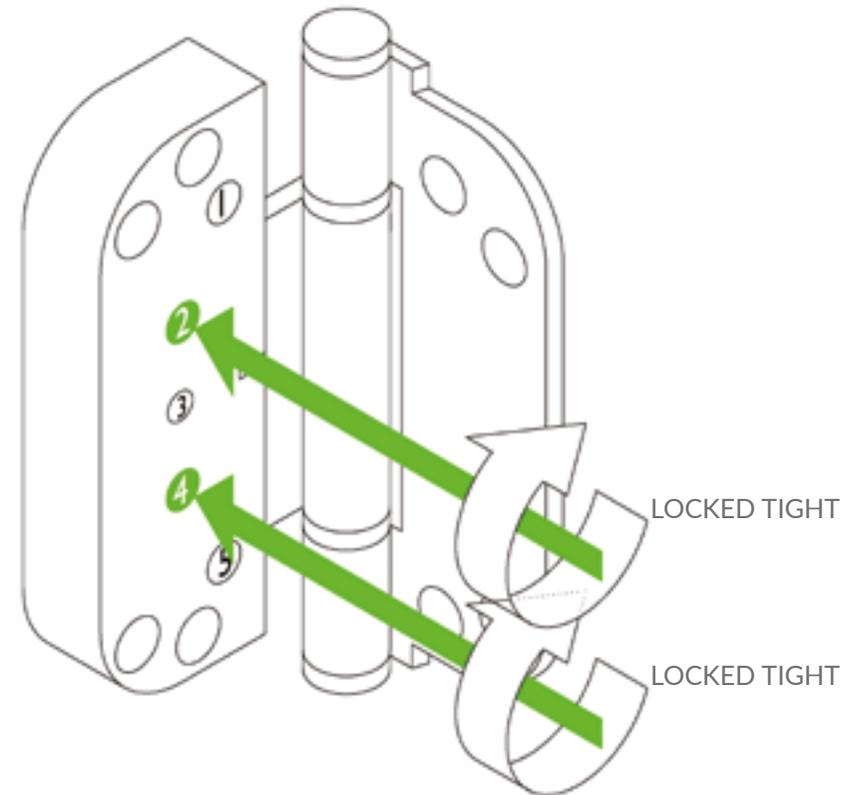
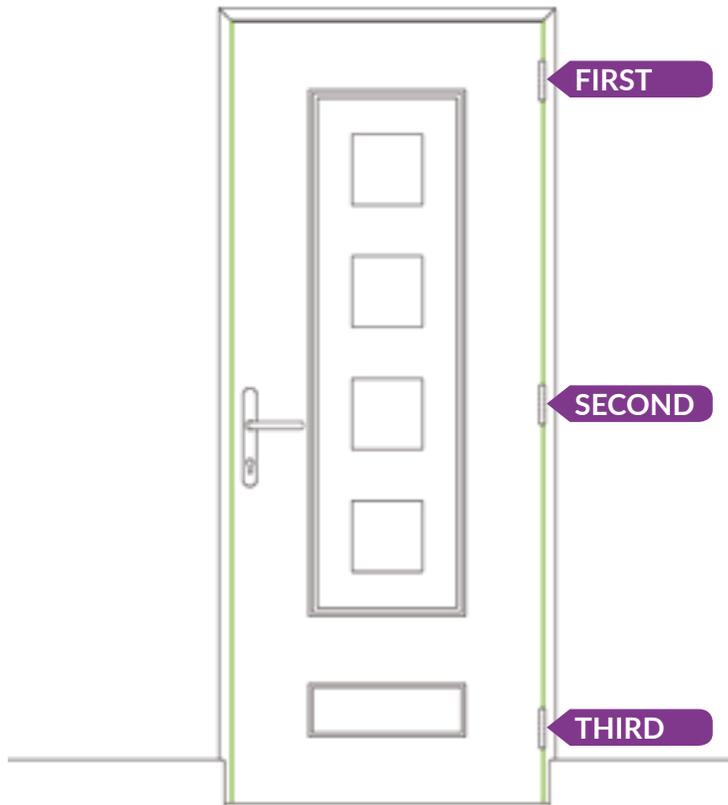
The door is still draughty

If there is compression all the way around to door and there is still a draught (not just cold air caused by metal parts) then Extreme Draught Excluder can be fitted.

The Extreme Draught Excluder prevent air entering in through the vent holes in the threshold, which then can cause a draught around the hinges and centre latch where there is no brush pile gasket protection.

All 3 hinges should be locked tight

Remember to ensure that after making any adjustments to a Rockdoor, it is essential that you have locked all three hinges.



ALL 3 HINGES SHOULD BE LOCKED TIGHT.

