



# Durulite Retailer Maintenance Manual

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## Introduction

***Thank You*** for purchasing our Durulite Door Products. We at Chase Doors are confident that your decision will provide years of satisfaction. To ensure years of trouble free use we have provided this manual to assist you in maintaining your Durulite Retailer Doors. It will provide information as to the identity and location of the parts involved in the assembly of the Durulite Retailer Doors. The major portion of this manual will deal with methods used to diagnose and repair the most common problems that may occur with years of use. We hope that you will follow our guidelines and establish a regular cleaning/lubrication/inspection program. Finally, armed with an increased familiarity of the Durulite Retailer Door system and the part numbers involved, this manual will give information that will make it easier and quicker to order replacement parts.

By consulting this manual when you have a problem, you should be able to determine which parts are necessary before calling the factory or your sales representative. If a problem is encountered which is not covered in the manual or to which the solution is unclear, please call our sales department at (800) 543-4455.

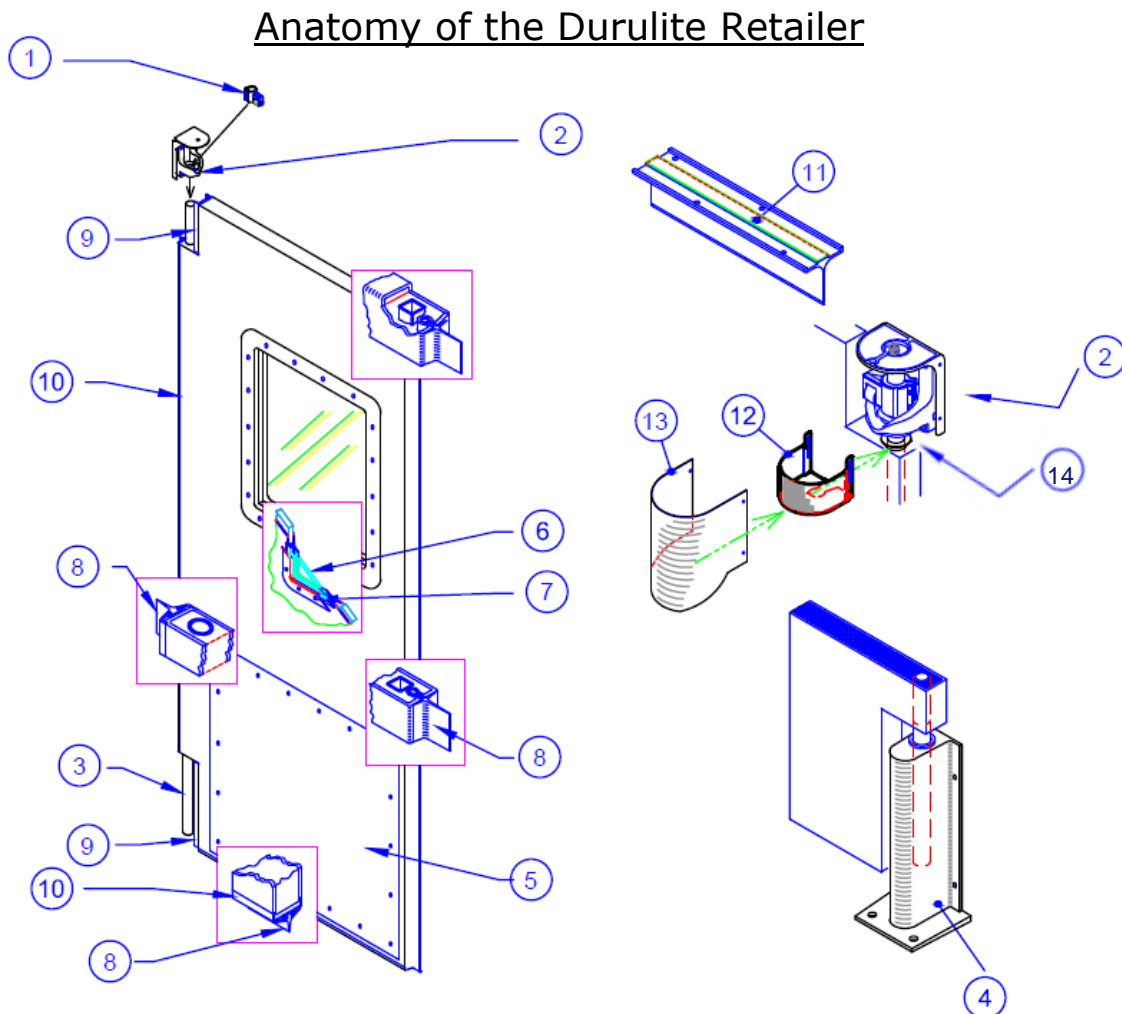
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## Parts List

(Some Part Numbers are noted on the part)

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|---|---|
| <ul style="list-style-type: none"> <li>1) Roller Assembly</li> <li>2) Standard V-cam                             <ul style="list-style-type: none"> <li>a. Standard 90°</li> <li>b. 180° Left</li> <li>c. 180° Right</li> </ul> </li> <li>3) Hinge Post (Cannot be replaced)</li> <li>4) Lower Hinge Components                             <ul style="list-style-type: none"> <li>a. Standard 90° LHG</li> <li>b. 90° SS LHG</li> <li>c. 90° Adj. LHG</li> <li>d. 180° LHG</li> </ul> </li> <li>5) Bumpers/Kickplates                             <ul style="list-style-type: none"> <li>a. Spring Bumpers</li> <li>b. Kickplates</li> <li>c. Slide Track Bumpers</li> </ul> </li> <li>6) Windows                             <ul style="list-style-type: none"> <li>a. Standard &amp; ADA Approved</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>7) Window Frames</li> <li>8) Gaskets                             <ul style="list-style-type: none"> <li>a. Blade</li> <li>b. Bullnose</li> <li>c. 180°</li> </ul> </li> <li>9) Hinge Sweep</li> <li>10) Nosing (Back and Bottom)</li> <li>11) Top Seal                             <ul style="list-style-type: none"> <li>a. 2" Standard</li> <li>b. 3" Extended</li> </ul> </li> <li>12)-14) Hinge Seal                             <ul style="list-style-type: none"> <li>12) Hinge Cup</li> <li>13) PVC Hinge Wrap</li> <li>14) Snap Bushing</li> </ul> </li> </ul> |
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## Maintenance Program

A regular maintenance program is the easiest way to ensure trouble free operation of the Durulite Retailer Door. Your program should include a regularly scheduled cleaning procedure. While this is being done, the doors and seals can be inspected visually. Gaskets should be checked for cuts and tears. The top seal and hinge seals should be securely fastened and free from worn spots or tears. The door should open and close freely. When closed, the door should be centered in the opening. Double doors should also seal in the middle where gaskets touch. Bumpers or kickplates should be examined for loose fasteners.

*Our recommendation for cleaning is as follows:*

### **Door Panel and Gaskets**

Wash door panel and gaskets with detergent, either sponged or sprayed on. Dishwashing detergent, mixed with water 1/50, works well. For dirtier areas, commercial cleaners may be used. On white, yellow, or sand colored doors, bleach can be used to remove difficult stains. In areas where greasy or extremely dirty conditions are encountered, it may be necessary to use a steam pressure wash. Use a detergent, rinse thoroughly, dry and apply a plastic treatment, such as ARMOR-ALL, to the panel and gaskets.

### **Window Cleaning**

Wash the window area with a mild soap and dry with a soft cloth. DO NOT use solvents, bleach or petroleum products on windows.

## Troubleshooting and Repair

As with any product designed for impact, the Durulite Retailer door will suffer some wear and tear over years of use. We have developed a troubleshooting procedure to help identify the most common problems and repair directions to assist in returning the door to operational condition. It is important in following the troubleshooting procedures that accurate measurements be taken when needed.

### **Troubleshooting Procedure**

#### General Problems

#### Possible Solutions

1. Doors will not swing properly

A. If problem persists, loosen Roller Assembly cap screws. Swing doors 90° in both directions 2 or 3 times to align hardware. Tighten cap screws.

2. Gaskets binding or rubbing

A. Lower Gasket Binding  
Roller assembly may be loose, adjust height and tighten socket head cap screws.

B. Back Gasket Binding  
Jamb may not be flat in the area between the V-Cam and Lower Hinge Guard. Place shim behind the V-cam or trim gasket.

3. Doors do not seal at center.

A. Check alignment of doors with the centerline of header. If not aligned, readjust as per directions for Roller Assembly (1)

B. Check plumb of hardware and adjust as necessary to correct plumb.

## Ordering

Determine what part you need by using the troubleshooting guide and repair instructions. Find the part number. The Durulite Retailer door is molded in a number of common sizes and then fitted to specific openings by varying the sizes of the gaskets or cutting the bottom or hinge and combining panel sizes. For this reason we need to know the height and width of the opening to get you the proper parts.

*If you are unsure of what is wrong, take these measurements before calling customer service:*

- Width of opening at top and bottom.
- Height of opening at right and left jambs.
- Squareness (top corners to opposite bottom corners).
- Plumb jamb faces. Use a 6" level or a plumb bob.
- Distance from top panels to header.
- Overlap of leading edge gaskets.

**The door serial number will assist us in processing your order.**

Contact the Chase Doors sales department at (800) 543-4455 to order parts and to determine shipping arrangements.