Operational & Maintenance Manual

Products: Enter Product Category / Model Number

Installation Site

Enter Project Name/Site info

Contractor

Enter Contractor Firm Name here

Architect

Enter Architect Firm Info Here

Distributor

Overhead Door Company of ABC
123 Eagle Street
Eagle Town, TX 75067

Enter Company Name Ex: Overhead Door Company of
Enter Street Address
Enter City, ST zip code

Dear Customer:

Thank you for choosing our company as your custom door installation specialist.

The Operation and Maintenance Manual, which is enclosed, has been supplied by Overhead Door Corporation to meet your needs as our customer. Appropriate information for the products installed has been compiled in this manual for your use. We recommend compliance with all of the safety information provided within the manual.

We strongly recommend implementing a preventative maintenance program. Benefits of properly maintaining your door system include:

- Increased operational efficiency and reliability.
- Extended useful life of your equipment.
- Increased probability of dependable equipment performance.
- Elimination of non-budgeted maintenance cost for door service.

As an Overhead Door distributor, we offer you complete product support for your service and maintenance needs. Do not hesitate to call us for assistance.

We hope that you will also continue to consider our company for your future product and installation needs. We are firmly committed to providing the finest in Overhead Door products, accessories, and a level of customer support unmatched in the industry.

Sincerely,

Enter Company Name Ex: Overhead Door Company of

Operation & Maintenance Manual

Rolling Counter Doors

Table of Contents

GENERAL INFORMATION

OVERHEAD DOOR CORPORATION

Overhead Door Corporation, based in Dallas, Texas, is a leading single-source manufacturer of integrated door and operator systems for commercial and residential applications.

Overhead Door is the door solutions provider that delivers expert service and the highest level of performance and reliability. Our comprehensive product line encompasses a wide variety of commercial door solutions including: commercial operators, commercial sectional and rolling service doors, advanced performance rolling doors, and security grilles.

With our nationwide network of more than 400 authorized distributors, we are a leading provider of overhead and garage door systems, and we continue to lead the way with reliable solutions and unmatched professional installation, service and support that keeps customers coming back. The brand trusted for over 90 years, Overhead Door gives home and business owners confidence and peace of mind.

To locate a distributor:
From the United States, call 1-800-929-3667 (DOOR)
International: 1-717-248-0131
http://www.overheaddoor.com/Pages/distributor-locator.aspx

Contact Information:
Overhead Door Corporation
2501 S. State Hwy. 121, Suite 200
Lewisville, TX 75067
Telephone: 1-800-275-3290
www.overheaddoor.com

PREVENTATIVE MAINTENANCE

BENEFITS OF PREVENTATIVE MAINTENANCE PROGRAM

- **Increase operational efficiency, safety and reliability**
- **Extend useful life of your equipment**
- **Reduce probability of equipment malfunctioning**
- **Decrease costly downtime**
- **Decrease long-term repair expense**
- **Priority scheduling for service**
- **Establish relationship with experienced, service-oriented professionals**

RECOMMENDED PREVENTATIVE MAINTENANCE

To keep door in good working condition:

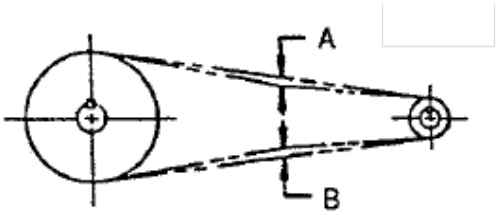
Every three months[1]

- Oil all moving parts except the clutch mechanism on fire doors and the wool pile in the guides on rolling grilles or counter doors. The guides should be lubricated with a paste wax or silicone spray.
- If electrically operated, check the operator gear reducer for oil leakage. If it is necessary to add oil, use Mobile Synthetic Oil (AGMA 7 #SHC 75W90).
- Check the tension of the roller chain between the operator and the door sprocket (see Figure A). If too loose, loosen the operator mounting bolts and slide the operator to tighten the chain (see Figure B). Retighten the operator mounting bolts.
- Oil the interior roller chain on operators without gear reducer.

Every six months[1]

- Oil all exposed roller chains, and on electric operators, dry lube the limit switch shaft threads.
- All bearings provided with grease fittings should be lubricated. If so equipped, find bearings located in the drive bracket and tension end of the counterbalance.
- Fire doors should be drop tested unless more frequent testing is required by other codes. Always use the Drop Test Instructions located inside the tension headplate cover.
- On crank operated doors and grilles, the crank assemblies are sealed with grease and should not require lubrication.

[1] The above frequency of maintenance is for normal operation. Severe duty or unusual operating conditions may require modification of the times between maintenance.



A+B must equal more than ¼”

Figure A

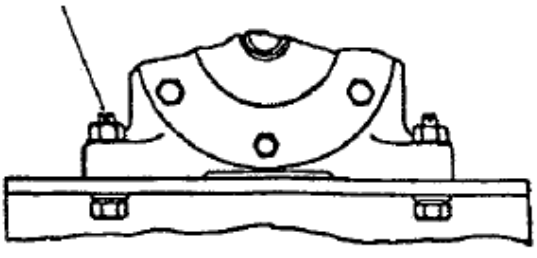


Figure B

TROUBLESHOOTING GUIDE FOR ROLLING SERVICE DOORS

1. DOOR IS HARD TO RAISE BUT EASY TO LOWER.
   SOLUTION: Springs require more turns. Raise door to fully opened position and add spring tension (1/8 turn at a time) until the same resistance is felt lowering the door as is felt raising the door. Adjust tension wheel with steel winding bards 3' long and diameter ½" or ¾".

2. DOOR IS HARD TO LOWER BUT EASY TO RAISE.
   SOLUTION: Springs require fewer turns. Raise door to fully opened position and remove spring tension (1/8 turn at a time) until results listed in example 1 are achieved.

3. DOOR HANGS UP AT ENTRANCE INTO GUIDES.
   SOLUTION:
   a. Bellmouths might be out of position away from the headplate allowing endlocks to wedge. Loosen attachment nut and locate edge of bellmouth snug against headplate and tighten.
   b. Endlocks might have become loose and tilted out of position. Drill out loose fasteners and reattach with suitable fastener.
   c. Curtain might have been bent and damaged enough to wedge in guides. In some cases the bellmouths can be removed from the guide entrance and the curtain lowered outside of the guides and straightened. Be careful not to allow curtain to rapidly unwind off the counterbalance.

4. ELECTRIC OPERATOR STOPS TOO SOON; DOES NOT REACHT THE OPEN OR CLOSED POSITION.
   SOLUTION: Operator limit switch setting has become out of phase with the door. Reset the limit switches. See operator installation instructions for method of resetting limits.

5. OPERATOR DOES NOT RUN.
   SOLUTION:
   a. Verify that electric power is available to the operator.
   b. Verify 24 VAC control voltage form operator transformer.
   c. Verify condition of hoist interlock switch.
   d. Verify condition of slidebolt interlock switch.

SCOPE OF WORK FOR ROLLING DOORS AND ELECTRIC OPERATORS

For the period _____, 20__, through _____, 20__, the following services and inspections will be provided as part of the Preventative Maintenance Program for the rolling door(s) and operator(s):

ROLLING DOORS:

1) Inspect door alignment and level.
2) Inspect slats and endlocks for damage.
3) Inspect guides, bottom bar and hood for damage.
4) Inspect all weather-stripping for wear or damage.
5) Adjust spring and lubricate bearings.
6) Inspect and tighten fasteners.
7) Inspect and lubricate chain hoist.
8) Inspect locks for proper operation.
9) Inspect and tighten all sprockets and shaft collars.
10) Inspect safety labels, placement and condition.

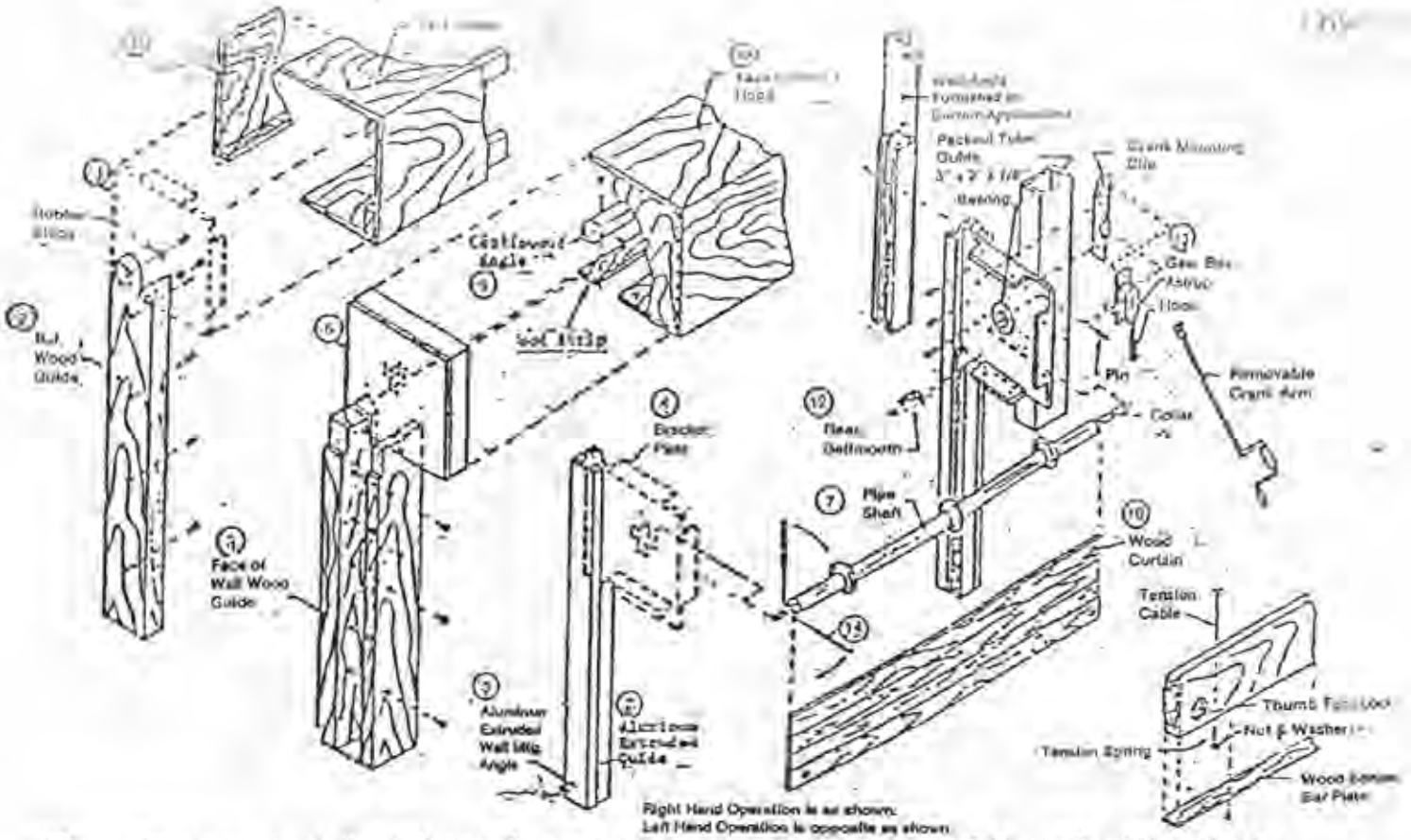
ROLLING FIRE DOORS:

1) Inspect fuse links and replace painted fuse links.
2) Drop test door for proper operation.
3) Check that door is properly reset.
4) Test electric fusible links for continuity (where applicable).
5) Test smoke detector (where applicable).
6) Test hold-open devices and time delays (where applicable).
7) Inspect safety labels, placement and condition.

ELECTRIC OPERATORS:

1) Inspect and adjust limit switches.
2) Inspect and adjust belts.
3) Inspect and adjust brake.
4) Inspect gear reducer.
5) Inspect operator mounting.
6) Inspect and test disconnect.
7) Inspect and lubricate roller chain.
8) Inspect and tighten all sprockets.
9) Inspect safety labels, placement and condition.

INSTALLATION INSTRUCTIONS



Measure the opening prior to the attachment of any materials to the structure. Refer to your field print for width and height.

1. Face of wall wood shutter guides consist of two pieces. The portion of the guide with the thickest bellmouth (1-5/8" thick) is that portion which is fixed to the wall first through the countersunk holes. Next secure the second portion of the guide with the brass plated 1-1/2" long wood wood screws through the countersunk holes.
2. Between jamb wood guides will be affixed in between the opening and the guides are secured through the countersunk holes in the curtain groove.
3. If aluminum guides supplied - mount the aluminum wall angle extrusion to the wall spaced apart exactly as shown on the field print. The holes are pre-drilled for type mounting required. Affix with hardware supplied by the factory. (This is applicable for both face of wall and between jamb mountings.)
4. Secure bracket plates to wall angles of aluminum guides. Brackets to be even in height with the top of wall angle. Check overall height adjust as required. Check between brackets dimensions.
5. Bracket plates that are mounted between jambs application should be secured to adjacent jamb structures.
6. Bracket plates that are to be secured with face of wall wood guides will have the front flange to mount to the lintel.
7. Set pipe shaft assembly into pockets affixed on bracket plates. The drilled end of the shaft must be on the left of the unit. DO NOT INSERT BOLT INTO POCKET.
8. Affix guides to aluminum extruded wall angle, bottom of guide to be exactly even with the bottom of the wall angles. DO NOT INSTALL REAR BELLMOUTH AND STOP ASSEMBLY.
9. Drill and secure continuous angle to 1-5/8" wide wood filler strip, when furnished. Drill and attach assembly to face of wall. Note: strip to be flush with bottom of hood.
10. Bolt the curtain to the pipe shaft assembly, the curtain must pass on the outside of the spring shaft assembly (refer to field print for definition of inside and outside).
11. Close the curtain with the bottom of the curtain reaching the bottom of the guides.
12. Curtain closed, affix the rear bellmouth and stop assembly to the bracket plates when aluminum guide is supplied.
13. Mount crank box assembly to mounting angle at bracket plate, drive shaft of crank box to be in line with sleeve of cylindrical shaft. Attach crank box to mounting angle using (2) 3/8" x 1" Hex bolts with nuts. Press fit 5/16" x 1-1/2" steel roll pin in place. Note: for maximum efficiency and long life, gear of crank box should be periodically greased or lubricated to minimize or reduce frictional or weight load.
14. To place tension on the pipe shaft assembly, two drift pins are needed. There are two (2) holes in the left end of the shaft. With the curtain fully closed, and standing on the inside, insert pin. Push down until the 2nd pin can be inserted into the next hole. Repeat this process until curtain tends to lift from the floor or counter. The tension is locked by inserting bolt through slotted holes in pocket and through shaft, and secured tightly with nut. Test operation of curtain, adjust, if required.
15. In case shutter operation is not smooth enough and easy, check that bearing is seated properly in right end of outer shaft, or shaft is installed square to guides, or that between bracket dimension is correct.
16. Wood hoods are to be placed over the bracket plates and the wood end closures are to fit snug on the outside of each bracket plate. Hoods furnished by others must have bottom of hood close enough to curtain to act as a stop - refer to field print. If wood fascia is provided, it is to be drilled and countersunk to match the face flange on the bracket plates.

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