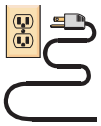
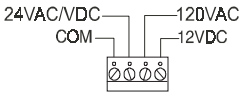
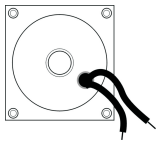
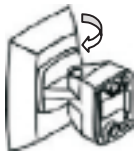
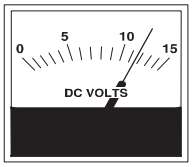
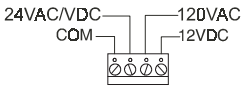
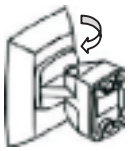
TROUBLE-SHOOTING YOUR NEW DOOR HOLDER:

980999IS (04-13)

PROBLEM		POSSIBLE CAUSE
• Does not hold		Power not turned on.
		Neutral wire not connected to "COM" on terminal strip. Power wire not connected to correct power slot on terminal strip.
		For single voltage coils--one wire attaches to ground, the other is attached to the power wire.
		Contact plate is not sitting completely flat across circular ring of the coil.
		Check line voltage coming from power supply (range +/-10%).
• Holding force weak (less than 25 pounds)		For DC coils reverse polarity. Switch position of wires on terminal strip.
		Dirt or cleaning solvent on contact plate or on circular ring of coil; **wipe with very fine emery cloth.**
		Power wire not connected to <u>correct</u> power slot on terminal strip. 12VAC input instead of 12VDC
• Humming sound		Contact plate not sitting completely flat across the circular ring of the coil.

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience.

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