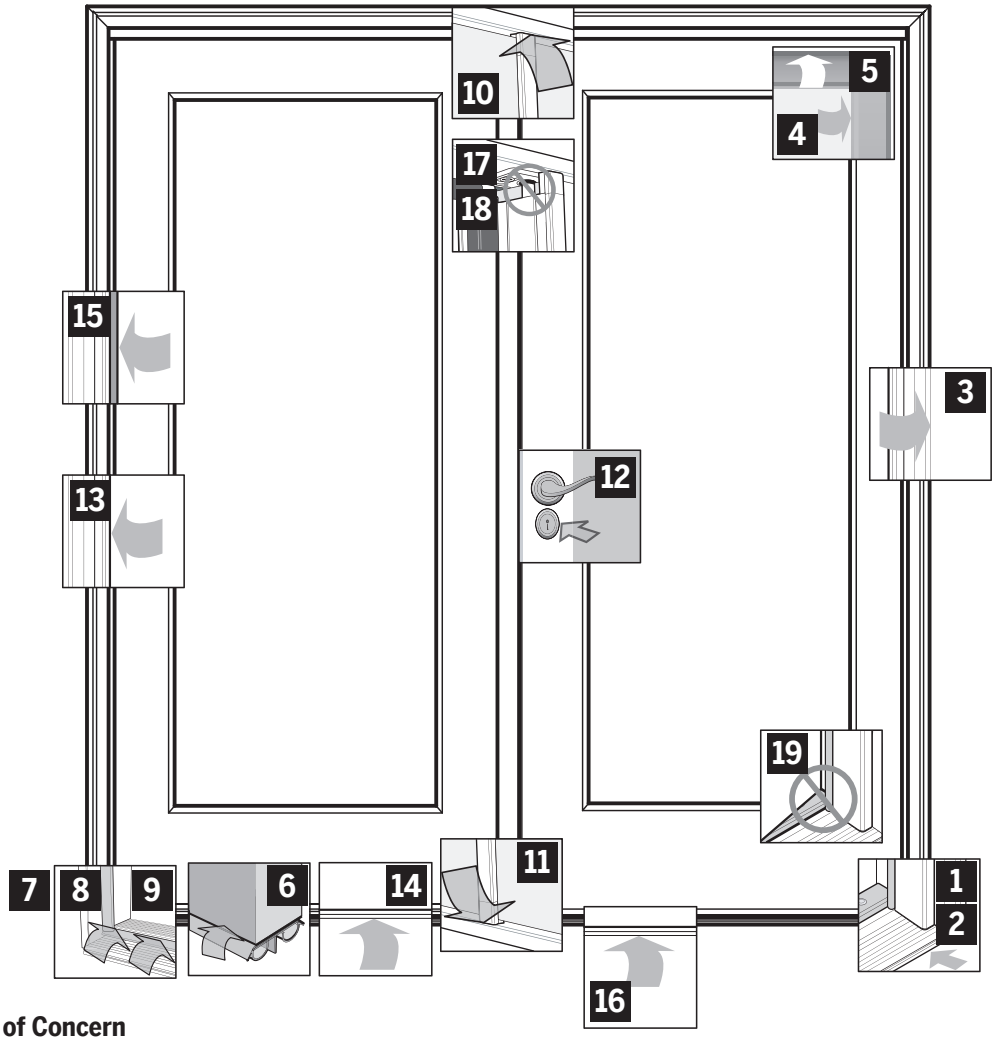
Troubleshooting and Remedies

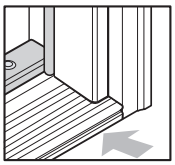
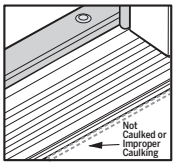
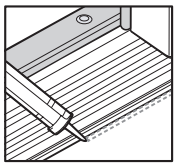
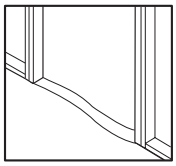
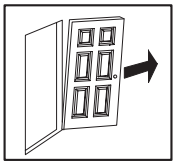
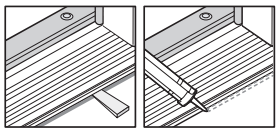
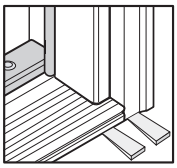
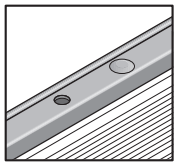
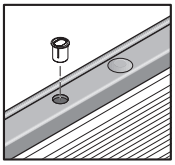
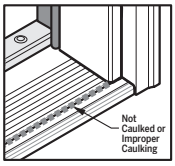
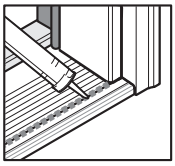
Troubleshooting Guide:
Issues of Concern



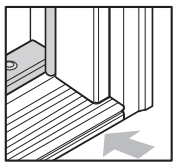
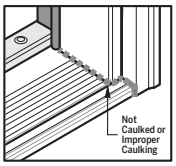
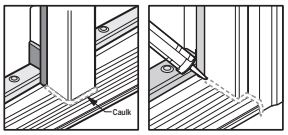
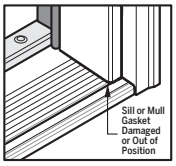
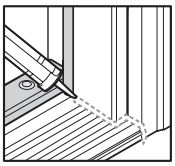
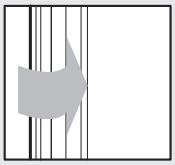
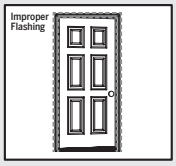
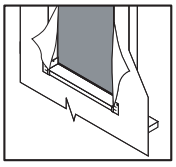
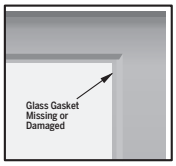
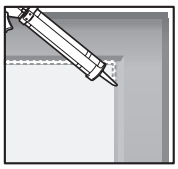
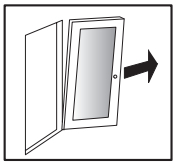
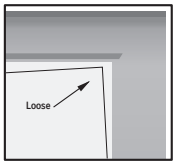
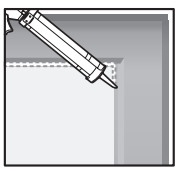
Issues of Concern

1. Water/Air Leak Under Sill (**Page 14**)
2. Water/Air Between Sill and Jamb or Mull (**Page 15**)
3. Water/Air Around Back Face of Jamb (**Page 15**)
4. Water/Air Between Glass and Panel (**Page 15**)
5. Water/Air Over Hinged Panel Top Edge (**Page 16**)
6. Water/Air Between Door Bottom Sweep & Panel (**Pg 16**) (Inswing Units Only)
7. Water/Air Over Sill - At Middle (**Page 17**) (Inswing Units Only)
8. Water/Air Over Sill - At Bottom Corners (**Page 17-19**) (Inswing Units Only)
9. Water/Air Over Sill - At Corners or Along Length (**Pg 19**) (Outswing Units Only)
10. Water/Air at Top of Astragal (**Page 20**)
11. Water/Air at Bottom of Astragal (**Page 20-22**)
12. Water/Air Through Lockset (**Page 22**)
13. Water/Air Between Fixed Panel and Frame (**Page 22**)
14. Water/Air Under Fixed Panel (**Page 22**)
15. Water/Air Between Panel Face and Weatherstrip (**Page 23-24**)
16. Water/Air Through/Over Sill Pan (**Page 24**)
17. Astragal Bolts Will Not Engage (**Page 25**)
18. Astragal Bolts Difficult to Slide (**Page 26**)
19. Door Will Not Close/Hard to Close/Hits Frame or Sill (**Page 26**)

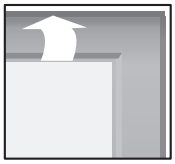
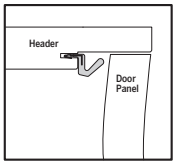
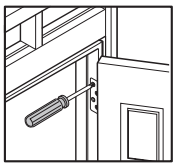
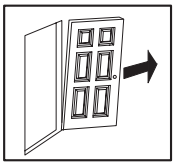
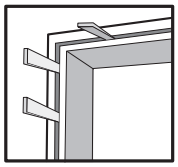
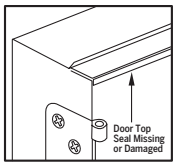
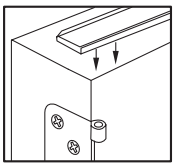
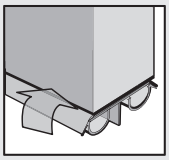
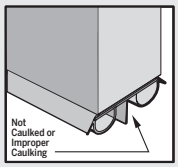
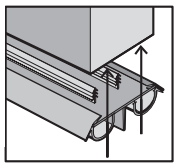
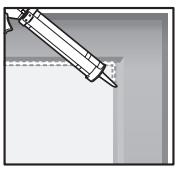
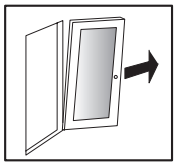
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR LEAK UNDERNEATH SILL 	No/improper caulking between sill bottom and subfloor. 	Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.)	
	Subfloor is uneven. 	Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura® Installation Instructions. (Page 42, Step 9)	
		If subfloor has low spots, shim sill at low spots to a level position. Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.)	
		If subfloor has high spots, remove door unit anchoring fasteners, shim under frame and sill at low spots to a level position. Re-attach sill to rough opening. Seal exterior joints under bottom of sill with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.)	
	Sill bolt cup missing on French unit. 	Install sill cup per Endura Ultimate Astragal Field Installation Instructions.	
	Sill extender joint not/ improperly caulked. 	Seal entire joint per Certified Powered By Endura Installation Instructions. (Page 42, Step 9)	

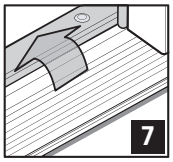
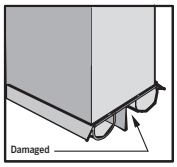
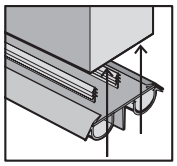
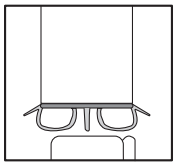
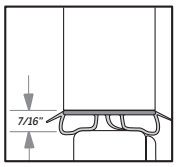
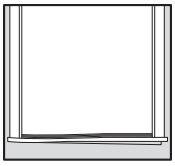
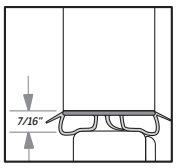
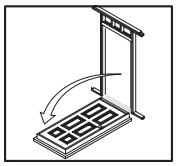
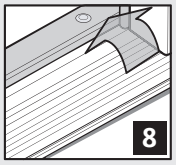
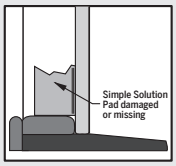
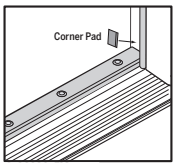
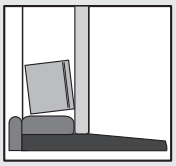
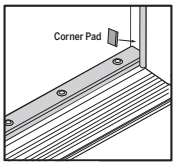
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR BETWEEN SILL AND JAMB OR MULL 	Joints where sill meets jambs or mulls not/ improperly caulked. 	Seal joints with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based) – Refer to Certified Powered By Endura® Installation Instructions. (Pg. 42, Step 9)	
	Gaskets (sill or mull) damaged or improperly positioned. 	Seal joints with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based.)	
WATER/AIR AROUND BACK FACE OF JAMB 	Door unit improperly flashed or sealed to sheathing. 	Re-flash and re-seal door unit perimeter to rough opening and siding. If necessary, remove siding and /or door unit to ensure this is properly done. Ensure head flashing is properly used.	
WATER/AIR BETWEEN GLASS AND PANEL 	Glass frame exterior side gasket missing, damaged. 	Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based).	
		If flush glazing, replace door panel. If insert glazing, replace glass assembly.	
	Insert glass lite loose in panel cut out. 	Remove interior side screw hole covers, tighten glass lite frame screws, reinstall hole covers. Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based).	

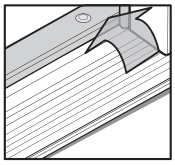
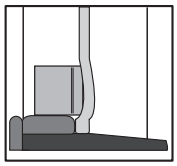
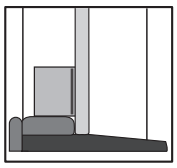
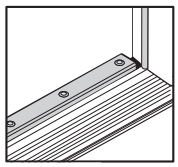
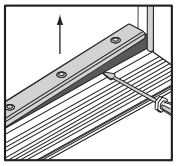
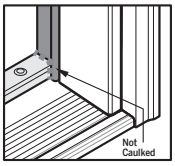
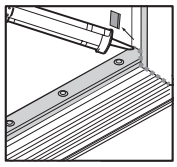
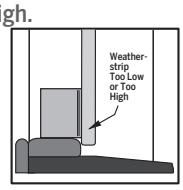
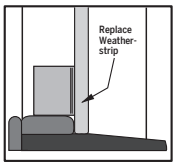
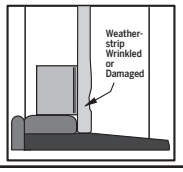
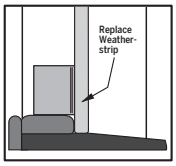
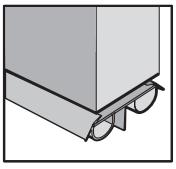
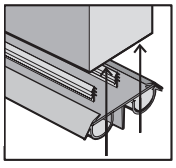
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR OVER HINGED PANEL TOP EDGE 	Door panel not contacting header weatherstrip sufficiently or evenly. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions.) (Page 42, Step 4)	
		Replace door panel.	
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent weatherstrip compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42)	
	Outswing Units Only - Door top seal missing, damaged. 	Replace door top seal per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6)	
WATER/AIR BETWEEN DOOR BOTTOM SWEEP AND PANEL (Inswing Units Only) 	Joint between top of sweep and bottom of panel not/improperly caulked. 	Remove door bottom sweep from panel. Reinstall per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6) Use new sweep if existing one is damaged during removal.	
	Leak through glass down inside panel, out bottom of door skin.	Caulk perimeter of glass frame where it meets the panel face and glass with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based).	
		If flush glazing, replace door panel. If insert glazing, replace glass assembly.	

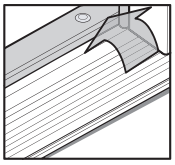
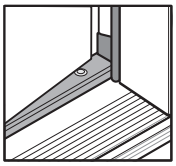
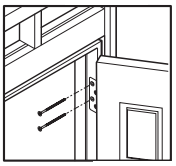
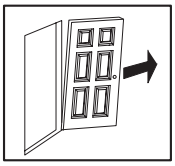
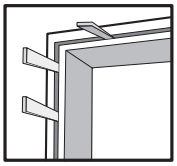
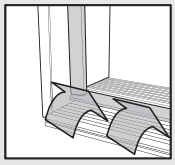
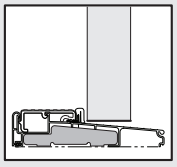
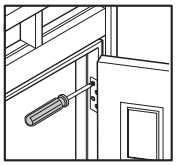
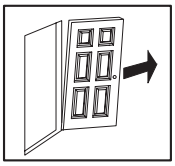
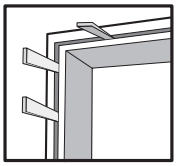
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR OVER SILL – AT MIDDLE (Inswing Units Only) 	Door sweep is damaged. 	Install new door sweep per Certified Powered By Endura® Assembly Instructions. (Pg. 37, Step 6)	
	Door sweep margin is too large. 	Adjust sill cap upwards to ensure proper and even sweep compression. (Target spacing is 7/16")	
	Subfloor uneven, sill dipped down along length. 	Adjust sill cap upwards to ensure proper and even sweep compression. (Target spacing is 7/16")	
		Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura Installation Instructions. (Pages 39-44)	
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) 	Simple Solution® Corner Pad damaged or missing. 	Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions.) (Page 41, Step 8)	
	Simple Solution Corner Pad improperly positioned. 	Remove existing pad(s). Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions.) (Page 41, Step 8)	

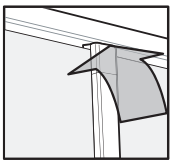
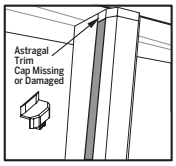
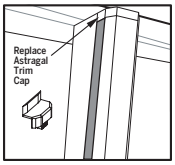
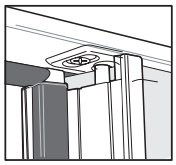
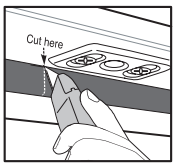
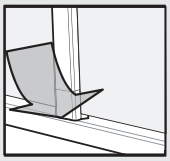
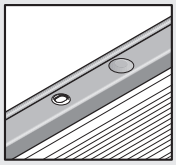
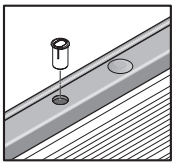
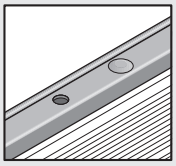
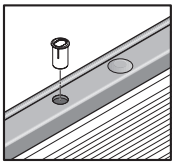
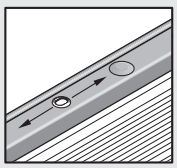
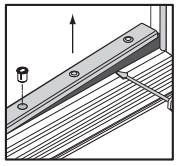
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) (Continued) 	Simple Solution® Corner Pad leg not under weatherstrip. 	Tuck leg under frame weatherstrip. (Refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 8)	
	Sill cap length shorter than active panel opening. 	Remove existing sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions.	
	Joint between sill cap and jamb not caulked. 	Remove existing pad(s). Caulk sill cap/ frame joint, then install new pads per Certified Powered By Endura Installation Instructions. (Page 41, Step 8)	
	Weatherstrip position incorrect – too low, too high. 	Remove existing weatherstrip. Replace with correct length weatherstrip per Certified Powered By Endura Assembly Instructions. (Page 36, Step 4)	
	Frame weatherstrip wrinkled, damaged. 	Remove existing weatherstrip. Replace with new weatherstrip per Certified Powered By Endura Assembly Instructions. (Page 36, Step 4)	
	Door bottom sweep not flush with panel edge – offset inward or outward. 	Remove door bottom sweep from panel. Reinstall per Certified Powered By Endura Assembly Instructions. (Page 37, Step 6) Use new sweep if existing one is damaged during removal.	

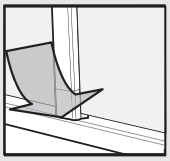
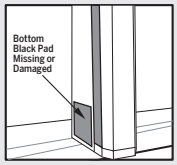
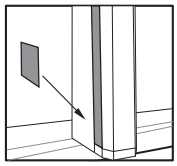
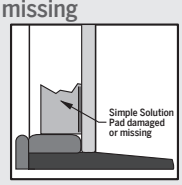
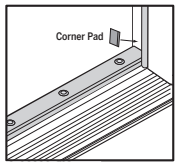
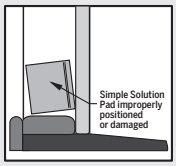
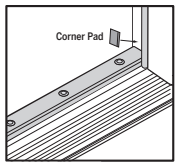
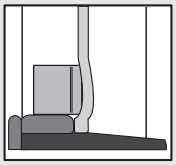
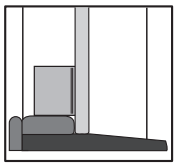
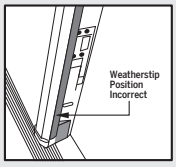
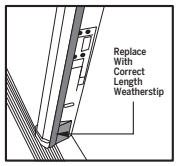
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR OVER SILL – AT BOTTOM CORNERS (Inswing Units Only) (Continued) 	Door panel does not fully contact Simple Solution® Corner Pad. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions.) (Page 41, Step 4)	
		Replace door panel.	
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42)	
WATER/AIR OVER SILL – AT CORNERS OR ALONG LENGTH (Outswing Units Only) 	Door panel not contacting sill weatherstrip sufficiently or evenly. 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42)	
		Replace door panel.	
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions.) (Pages 39-42)	

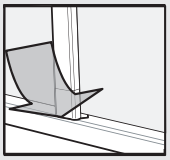
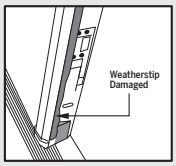
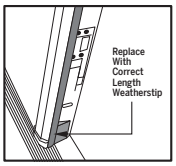
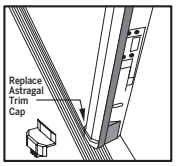
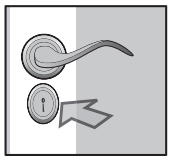
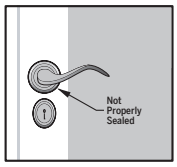
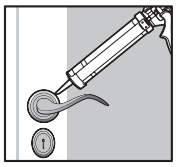
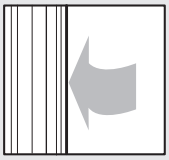
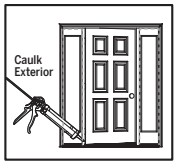
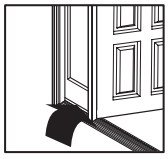
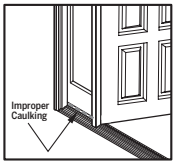
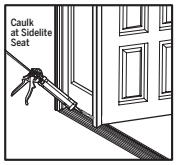
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR AT TOP OF ASTRAGAL 	Finned trim cap missing or damaged. 	Replace finned trim cap with new cap.	
	Header weatherstrip not/improperly slit at finned trim cap edge. 	Slit weatherstrip per Endura Ultimate Astragal Field Installation Instructions.	
WATER/AIR AT BOTTOM OF ASTRAGAL 	Sill hole too shallow for bottom bolt pin – Short cup in sill. 	Remove short cup. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	
	Sill hole too shallow for bottom bolt pin – No cup in hole. 	Drill sill and install cup per Endura Ultimate Astragal Field Installation Instructions.	
	Sill hole out of position – Active door weather strip compression insufficient. 	Remove existing sill cup and sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.	

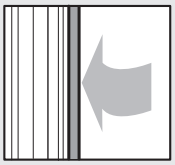
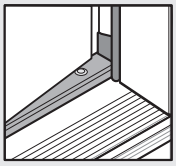
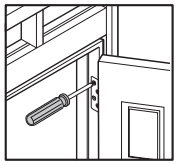
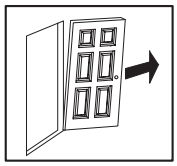
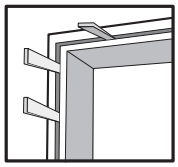
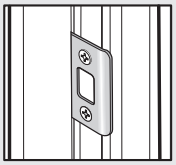
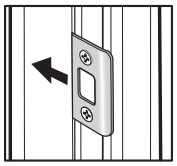
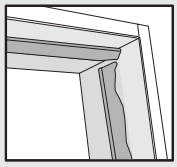
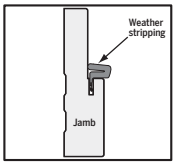
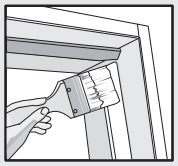
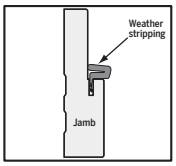
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR AT BOTTOM OF ASTRAGAL **(Continued)** 	Bottom or back black pad(s) missing/ improperly positioned/ damaged. 	Remove existing pad(s). Install new, properly positioned pads.	
	Simple Solution® Corner Pad damaged or missing 	Install new, properly positioned pads. (Refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 8)	
	Simple Solution Corner pad improperly positioned or damaged 	Remove existing pad(s). Install new, properly positioned pads. (Refer to Certified Powered By Endura Installation Instructions) (Page 41, Step 8)	
	Simple Solution Corner Pad leg not under weatherstrip 	Tuck leg under frame weatherstrip. (Refer to Certified Powered By Endura Installation Instructions) (Page 41, Step 8)	
	Weatherstrip position incorrect – too low, too high 	Remove existing weatherstrip. Replace with correct length weatherstrip.	

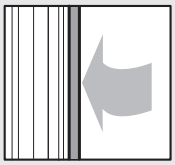
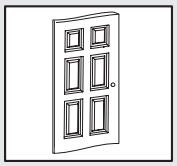
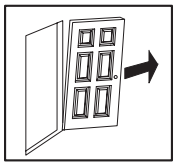
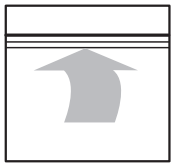
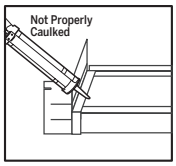
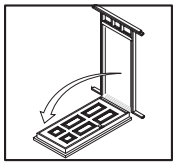
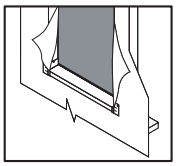
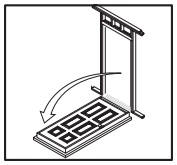
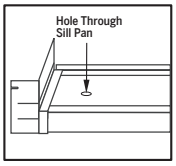
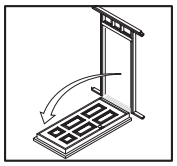
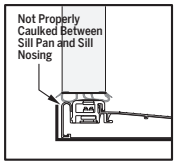
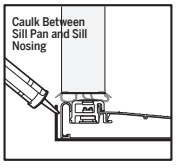
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR AT BOTTOM OF ASTRAGAL (Continued) 	Weatherstrip wrinkled, damaged 	Remove existing weatherstrip. Replace with new weatherstrip.	
	Outswing Only – Bottom Finned trim cap missing or damaged 	Replace finned trim cap with new cap	
WATER/AIR THROUGH LOCKSET 	Escutcheon plate perimeter not properly sealed 	Caulk perimeter of exterior plate with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based)	
WATER/AIR BETWEEN FIXED PANEL AND FRAME 	Joint not properly caulked 	Caulk exterior perimeter of fixed panel at head, jamb and mull with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based)	
WATER/AIR UNDER FIXED PANEL 	Joint not properly caulked 	Caulk exterior joint of fixed panel at sidelite seat with high quality exterior grade caulk (100% silicone or siliconized acrylic, polyurethane, or polymer based)	

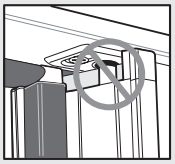
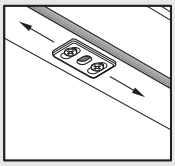
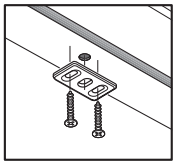
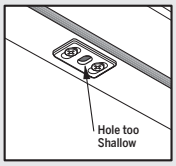
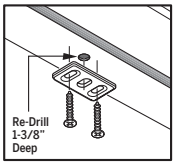
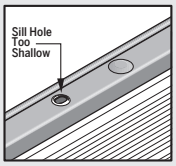
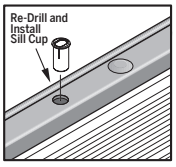
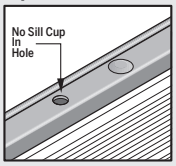
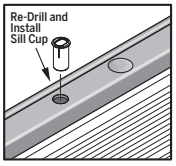
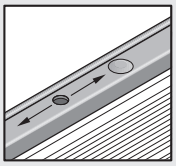
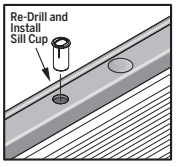
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR BETWEEN PANEL FACE AND WEATHERSTRIP 	Door panel not contacting jamb, head or mull weatherstrip sufficiently or evenly 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 4)	
		Replace door panel	
		Remove existing door unit anchoring fasteners, door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions) (Pages 39-42)	
	Strike plate not set for proper panel compression on weatherstrip 	Adjust or reset strike plate closer to closed position to increase compression of weatherstrip when door panel is latched closed.	
	Weatherstrip wrinkled, damaged 	Remove existing weatherstrip. Replace with new weatherstrip.	
	Weatherstrip painted 	Remove existing weatherstrip. Replace with new weatherstrip.	

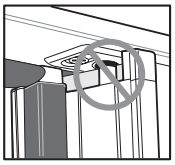
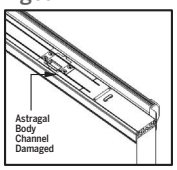
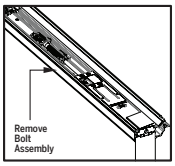
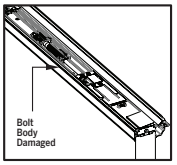
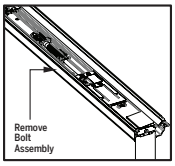
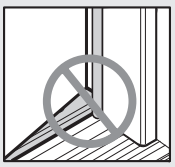
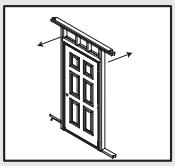
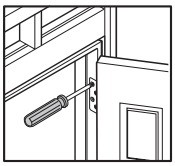
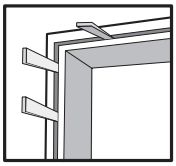
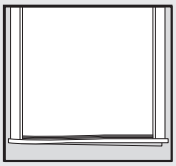
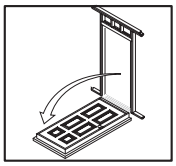
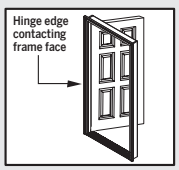
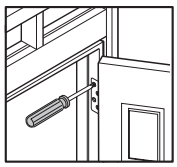
Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
WATER/AIR BETWEEN PANEL FACE AND WEATHERSTRIP (Continued) 	Door panel is warped 	Replace door panel	
WATER/AIR THROUGH/ OVER SILL PAN 	Sill pan end caps, coupler not properly sealed to channel plate 	Remove existing door unit. Remove existing sill pan. Replace Sill Pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura® Installation Instructions. (Pages 39-42)	
	Rough opening flashing not shingle lapped over end caps 	Remove existing door unit. Remove existing sill pan. Replace Sill Pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura Installation Instructions. (Pages 39-42)	
	Hole through sill pan due to sill anchoring fastener or damage 	Remove existing door unit. Remove existing Sill Pan. Replace sill pan per Endura Approved Sill Pan Instructions. Re-install door unit per Certified Powered By Endura Installation Instructions. (Pages 39-42)	
	Gap between sill pan and sill nosing not caulked 	Caulk gap per Endura Approved Sill Pan Instructions.	

Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
ASTRAGAL BOLTS WILL NOT ENGAGE 	Header hole/plate out of position 	Remove existing header plate. Confirm correct hole location and drill per Endura Ultimate Astragal Field Installation Instructions. Reattach header plate.	
Header hole – too shallow 	Re-drill existing hole 1-3/8" deep.		
Sill hole too shallow for bottom bolt pin – Short cup in sill 	Remove short cup. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.		
Sill hole too shallow for bottom bolt pin – No cup in hole 	Drill sill and install cup per Ultimate Astragal Field Installation Instructions.		
Sill hole out of position – Active door weather strip compression insufficient 	Remove existing sill cup and sill cap. Replace sill cap per Endura Adjustable Cap Replacement Instructions. Drill sill and install cup per Ultimate Astragal Field Installation Instructions.		

Troubleshooting Guide:
Corrective Actions

Problem	Cause	Solution	
ASTRAGAL BOLTS DIFFICULT TO SLIDE 	Astragal body channel damaged 	Remove bolt assembly. Repair astragal body if possible. If unable to repair, replace astragal. Attach per Endura Ultimate Astragal Pre-Hanger Installation Instructions.	
	Bolt body damaged 	Remove bolt assembly. Repair bolt assembly if possible. If unable to repair, replace astragal.	
DOOR WILL NOT CLOSE/ HARD TO CLOSE/HITS FRAME OR SILL 	Door unit racked 	Ensure all hinge screws are tight. If short screws are stripped out, replace with longer screws. Ensure long screws run into rough opening frame (refer to Certified Powered By Endura® Installation Instructions) (Page 41, Step 4)	
		Remove existing door unit anchoring fasteners, square door unit, shim and re-anchor to ensure proper margins and consistent contact and compression. (Refer to Certified Powered By Endura Installation Instructions) (Pages 39-42)	
	Subfloor is uneven 	Remove door unit to allow rework of subfloor to flat and level condition, reinstall per Certified Powered By Endura Installation Instructions. (Pages 39-42)	
	Hinge edge of door contacting frame face (hinge bind) 	Remove screws holding hinge leaf to frame – one hinge at a time. Place shim between hinge leaf and frame pocket. Reattach screws. Resulting margin on hinge side should be 1/16". Margin on latch side should be 1/8".	
		Check hinge jamb or mull for straightness with a 6' long level. Move areas too close to panel edge by drilling a pilot hole underneath the weatherstrip, then running a long screw into the rough opening or fixed panel.	