

Problem	Possible Failure	Possible Solution (brief)
Runner does not move smoothly and/or quietly while opening and closing	panhead screws used to install bottom runner	replace with countersunk screws (mounted flush)
	countersunk screws on bottom runner not flush	replace with countersunk screws (mounted flush)
	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	connection between frame and bottom runner is loose	check the connection and tighten fixing screws if needed
	bottom runner not screwed tight to floor/not enough screws	check/tighten all screws
	bottom runner not parallel to cabinet side	check position and re-locate
	bottom runner and top guide are not in correct positions	check position and re-locate
	cabinet is not level/plumb	level/plumb cabinet
	Floor sags under weight	add more support in center of cabinet beneath the floor
Runner operation is bumpy or gets stuck while opening and closing	panhead screws used to install bottom runner	replace with countersunk screws (mounted flush)
	countersunk screws on bottom runner not flush	replace with countersunk screws (mounted flush)
	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	wheel has a flat spot in it	CONTACT CUSTOMER SERVICE
	wheel not moving properly (too tight/too loose)???	CONTACT CUSTOMER SERVICE
Runner does not soft close as expected	soft close is not snapped into top of frame	check position and snap into place
	soft close is missing	install soft close piston
	Stop catch on top guide is broken off	replace top guide
	Bottom soft closer not engaged	release trigger on soft closer, close cabinet completely and re-open to check
	Unit gets stuck halfway and won't soft close	Verify that runner members are proper connected together
Unit doesn't close completely	door sticks out an inch or two instead of closing	Open unit completely and close push door shut with some force (it should click)
	door bracket not engaged in frame completely	check and re-attach door
	door out of adjustment	follow adjustment procedures to adjust door angle
	runner/guide mounted too far forward	check measurements and re-position

New Installation in Shop/Home

Problem	Possible Failure	Possible Solution (brief)
Unit doesn't open completely	panhead screws used to install bottom runner	replace with countersunk screws (mounted flush)
	countersunk screws on bottom runner not flush	replace with countersunk screws (mounted flush)
	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	Runner/guide mounted too far back	check measurements and re-position
Unit is noisy during opening and closing	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	Floor sags under weight	add more support in center of cabinet beneath the floor
Unit rides smoothly for partial open/close and poorly for partial open/close	Top of support frame not square	Check to see that the frame has been extended equally on front and back
	Top of support frame extended too far and rubbing on guide	Lower frame to reveal approximately 1/4" gap from frame to guide
	Frame is twisted or bent	Replace with new frame
Door isn't aligned/flush to face of cabinet	needs adjustment	follow adjustment procedures to adjust door-remember to loosen center fixing screw, adjust, tighten fixing screw
	runner/guide in wrong position	verify proper depth of runner/guide, re-position if needed
Door has a springboard effect during opening	Frame is not properly engaged and/or tightened	follow the installation instructions (step 7, page 6) to ensure the the frame is fully engaged into slot and fully tightened
	horizontal tilt of frame/runner is level or pitched forward	For best operation, adjust tilt so that the frame is tilted up in the front slightly

Installation in Home-NOT NEWLY INSTALLED

Problem	Possible Failure	Possible Solution (brief)
Runner does not move smoothly and/or quietly while opening and closing	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	connection between frame and bottom runner is loose	check the connection and tighten fixing screws if needed
	bottom runner not screwed tight to floor	check/tighten all screws
	Floor sags under weight	add more support in center of cabinet beneath the floor
Runner does not soft close as expected	soft close is not snapped into top of frame	check position and snap into place
	Stop catch on top guide is broken off	replace top guide
	Bottom soft closer not engaged	release trigger on soft closer, close cabinet completely and re-open to check
	Unit gets stuck halfway and won't soft close	Verify that runner members are properly connected together
Unit doesn't close completely	door sticks out an inch or two instead of closing	Open unit completely and close push door shut with some force (it should click)
	door bracket not engaged in frame completely/become loose	check and re-attach door
	door out of adjustment	follow adjustment procedures to adjust door angle
Unit doesn't open completely	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
Unit is noisy during opening and closing	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	Floor sags under weight	add more support in center of cabinet beneath the floor
Door isn't aligned/flush to face of cabinet	needs adjustment	follow adjustment procedures to adjust door-remember to loosen center fixing screw, adjust, tighten fixing screw
Runner operation is bumpy or gets stuck while opening and closing	bottom runner dirty	remove all parts of bottom runner and clean with lint free cloth and window cleaner NEVER OIL!
	wheel has a flat spot in it	CONTACT CUSTOMER SERVICE
	wheel not moving properly (too tight/too loose)???	CONTACT CUSTOMER SERVICE