



**KESSEBÖHMER**  
CLEVER STORAGE

# DISPENSA Pantry

## TROUBLESHOOTING

— CHECKLIST —

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# New DISPENSA Installation in Shop or Home

Problem	Possible Issue	Possible Solution (brief)	Confirmed	Notes
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)		
	Frame is adjusted too high (binding on top guide runner)	Lower the frame height to proper gap		
	Installation is not complete	Complete installation and add weight before testing function		
	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 of ClickFiXx		
	Bottom runner not screwed tight to floor/not enough screws	Check/tighten all screws		
	Bottom runner not parallel to cabinet side	Check position and relocate		
	Bottom runner and top guide are not in correct positions	Check position and relocate		
	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	Replace runner		
	Wheel not moving properly (too tight/too loose)	Replace runner		

Problem	Possible Issue	Possible Solution (brief)	Confirmed	Notes
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	Check frame height gap at the top-lower to proper gap		
Unit doesn't close completely	Door sticks out an inch or two instead of closing completely	Check installation depth of top runner		
		Push door shut with some force (it should click)		
	Door bracket not engaged in frame completely	Check and reattach door		
	Door out of adjustment	Follow adjustment procedures to adjust door angle		
	Runner/guide mounted too far forward	Check measurements and reposition		
Unit doesn't soft-open as expected	Soft open mechanism disengaged	Check mechanism for spring engagement; reengage per instruction video		
Unit doesn't open completely	No weight added	Soft open feature may slow unit before complete extension; this is normal		
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		

Problem	Possible Issue	Possible Solution (brief)	Confirmed	Notes
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, reposition if needed		
Door has a springboard effect during opening	Frame is not properly engaged and/or tightened	Follow the installation instructions to ensure 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		

# DISPENSA Installation in Home—NOT NEWLY INSTALLED

Problem	Possible Issue	Possible Solution (brief)	Confirmed	Notes
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 reopen to check		
	Unit gets stuck halfway and won't soft close	Debris lodged in runner—remove all parts of bottom runner and clean with lint free cloth and window cleaner. NEVER OIL!		
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		

Problem	Possible Issue	Possible Solution (brief)	Confirmed	Notes
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!		
	Screw has come loose	Remove all but installed part of the bottom runner and verify that all screws are secured		
	Wheel not moving properly (too tight/too loose)	Bottom runner needs to be replaced		