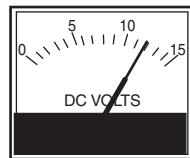
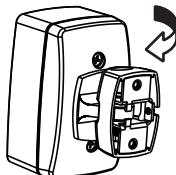
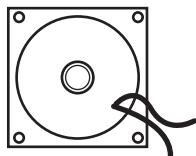
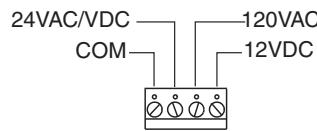
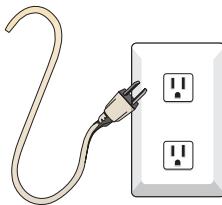


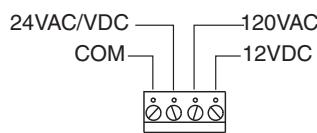
## Troubleshooting Your New Door Holder

For installation assistance, contact SARGENT at 800-727-5477 • [www.sargentlock.com](http://www.sargentlock.com)**PROBLEM**

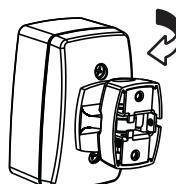
- Does not hold



- Holding force weak (less than 25 pounds)



- Humming sound

**POSSIBLE CAUSE**

- Power not turned on.
- Ground 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%).
- 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 correct power slot on terminal strip.
- 12VAC input instead of 12VDC
- Contact plate not sitting completely flat across the circular ring of the coil.