Storm Door Troubleshooting, Care & Maintenance Guide

LARSON

Use this guide to ensure that your Larson® storm door always works and looks its best. Always follow manufacturers' instructions when using cleaning and maintenance products.

Troubleshooting Guide

Quickly remedy any problems that may arise. Find your symptom in the guide to determine possible causes and their solutions.

SYMPTOM	POSSIBLE CAUSE	SOLUTION
Storm Door		
Door won't open to 90 degrees.	Closer is mounted incorrectly.	Door bracket may need to be moved nearer to the hinge side. Review closer installation instructions.
Door or window is leaking.	Water is getting behind the door from above.	First, make sure the door surface is dry, then caulk behind and around the drip cap.
	Drainage weep holes are blocked.	Inspect and clean any debris from the weep holes located on the outside of the door below or at the bottom track of the window.
Door is not closing.	Unpainted portion of closer rod is extended too far or not far enough.	Door closer requires adjustment. Review closer installation instructions.
	Handle latch is not in line with the strike plate on the latch rail.	Realign the handle latch and strike plate.
	Too much air pressure between entry and storm doors.	Raise bottom expander or use window to allow air to escape. Increase closer speed.
	Hinge rail screws are too tight.	Loosen hinge rail screws a quarter turn to relax tension.
	Door opening is not square.	Shim behind latch or hinge rail to square the opening.
	Bottom expander is dragging against the threshold.	Raise expander so the sweep touches the top of the threshold.
	Hinge rail is bent or broken.	Contact Larson support at larsondoors.com/support or call 1-888-483-3768.
Excessive heat build-up behind door.	Air is not circulating properly.	Raise the bottom expander or ventilate using screen so that air can circulate.
Condensation on door.	Warm air is trapped between the entry and storm door.	Check the seal around the entry door for any leaks and replace if necessary.
		Use a dehumidifier.
		Raise the bottom expander or ventilate using screen so that air can circulate.
Dirty surfaces.	Normal use, or leftover dust or sealant from manufacturing.	See general cleaning instructions.
Surface cracking or peeling.	Weather seal damage.	Contact Larson support at larsondoors.com/support or call 1-888-483-3768.
Hinge Rail		
Door hits drip cap when closing.	Hinge rail is positioned incorrectly, or the pilot hole was drilled in the incorrect location.	Ensure that the hinge rail overlaps the top of the door by 1/16" to 1/8". Once the hinge is in the correct position, mark, pre-drill, and reattach the door as in the installation instructions.
Excess gap between door and drip cap.		
Screw Covers		
Missing or damaged screw covers.		Available for select models. Purchase online at larsondoors.com/support or call 1-888-483-3768.

NEED HELP? CALL US.

Call 1-888-483-3768 or go to larsondoors.com/support to receive assistance from customer service, including:

- Installation Support
- Replacement Parts
- Warranty Information

SYMPTOM	POSSIBLE CAUSE	SOLUTION
Latch Rail		
Door closes on latch side at the top and bottom of the door but not the middle.	Door opening is not plumb.	Shim behind latch or hinge rail to plumb the opening.
Handleset		
Deadbolt is not locking, or it is getting stuck in locked position.	Deadbolt is hitting edge of latch rail or is catching against the brickmould.	Chisel out clearance in the brickmould to freely accept the bolt. A minimum depth of 3/4" is required.
Handle push button is sticking.	Handle screws are too tight.	Loosen handle screws.
	Spindle hole is too small.	Refer to the handleset installation template and enlarge hole.
	Spring behind the push button is reversed.	Ensure that the spring has the wide end against the door's surface.
	Spindle is not centered.	Ensure that the spindle is in the center of the push button.
Handle has to be lifted to be able to open door.	Handleset is installed upside down.	Reverse latch nose. Install with key cylinder below the outside handle. Refer to handleset installation instructions for details.
Door does not latch shut.	Latch cannot engage strike plate.	Adjust strike plate.
Entry and storm doors require different keys.	Select models can be keyed alike to your entry door	Purchase online at larsondoors.com/support or call 1-888-483-3768.
Multi-Vent Screen		
Glass inserts are loose, there is a gap at the top of the window or the window is leaking.	The screen is not secured in the window.	For best seal, both glass and screen inserts must be in window.
	Glass inserts are reversed.	Bottom glass panel is wider and should be installed in the inside track. Top glass panel is narrower and should be installed in the track closest to the screen.
Top glass panel cannot be lowered.	Bottom glass must be raised first.	Lift bottom glass panel all the way up to reach finger pulls on the bottom of the top glass panel.
Retractable Screen		
Screen will not open or close.	Screen cassette is out of the brackets.	Remove screen assembly cover and ensure screen is properly seated.
	Screen cassette is stuck.	Lower glass insert halfway. Open door to place hands on both sides of the glass and pull down about 6", then release.
	Screen cassette has failed.	Contact Larson support at larsondoors.com/support or call 1-888-483-3768.
	A fray in the screen is caught in the roll.	Remove screen assembly cover and carefully cut loose wire. Do not remove screen roll as this will lose screen tension.
Screen is out of track.	Screen was blown out by heavy winds.	Reset screen by raising glass insert completely before lowering.
Window will not latch.	Glass frame is bowed.	Tap edge back into place or contact Larson for replacement at larsondoors.com/support or call 1-888-483-3768.
	Shipping clip is still in place.	Remove shipping clip.
	Glass is separated, broken or cracked.	Contact Larson support at larsondoors.com/support or call 1-888-483-3768.
Interchangeable Screen		
Retainers fall out.	Retainers are installed incorrectly.	From inside the home, install either the glass or screen panel – not both – and center it in the window. Place the retainer in the interior track and snap the retainer into the channel at a 45-degree angle. Starting at the top of the window, press down every 2" to 4".
Built-In Screen		
Can the screen vent from the top of the window?	Built-in screens can only vent from the bottom.	Screen and glass panels are permanently installed in door.
Screen is cut or torn.		Contact Larson support at larsondoors.com/support or call 1-888-483-3768.

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Care & Maintenance

DOOR FINISH

General Cleaning

Wash using soap and water or a general-purpose cleaner like Formula 409® or Windex® with a soft cloth. If you use a cleaner, apply it to small areas and rinse afterwards. Never use acetone or products containing esters, ketones or aromatic or chlorinated hydrocarbons.

Removing Excess Glue or Sealant

On composite surface doors, use Goof Off® in moderate amounts with a soft cloth. On aluminum doors, use SoftScrub® or a mild cleaner. Apply a general-purpose adhesive remover and remove with a soft cloth. Do a small spot test to check that it will not damage the paint before applying.

CLEAR GLASS

Wash using household glass cleaner or a solution of warm water and mild detergent with a soft cloth or paper towel. You may also use a solution of four parts water to one part vinegar.

SPECIAL CARE: LOW-E GLASS

Clean the glass using plain water with a clean, soft sponge or lint-free cloth to remove surface grime. If needed, wash the surface again with a solution of four parts water to one part vinegar. Dry with a new soft cloth. If the glass is exceptionally dirty, streaks may appear when it dries. Repeat the previous steps until streaks are removed.

Note:

- The use of rubber squeegees is **not** recommended as they can create hard to remove streaks.
- **Never** use any type of scraper or abrasive cleaner on Low-E glass.
- For hard to remove spots such as crayon or grease, use isopropyl alcohol or Goof Off. Afterwards, clean the full glass panel using the standard method above.

HINGES & HANDLESET LUBRICATION

Handleset and hinges may require occasional lubrication with silicone spray lubricant or lithium-based oil. See handleset cleaning instructions below.

EXPANDER & HANDLESET

Wash using household glass cleaner or a solution of warm water and mild detergent with a soft cloth or paper towel. Do not use a brass cleaner or steel wool.

IDENTIFYING YOUR SCREEN

If you are unsure of your door's screen type, use the following information to identify it. If the screen is cut or torn, contact Larson for support at larsondoors.com/support or call 1-888-483-3768.

- **Retractable Screen** – Retractable screens fully disappear into a cassette above the window. It does not have moveable screen panels.
- **Interchangeable Screen** – Either a full glass or full screen panel will be in the door. The other panel is not stored in the door.
- **Reversa Screen** – Reversa Screen models include a screen insert that can be moved to the top or bottom of the window.
- **Built-in Screen** – Built-in screens feature a stationary screen panel with moveable glass panels for bottom ventilation.

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