

# Troubleshooting Your New Door Holder

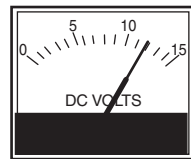
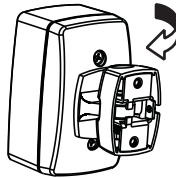
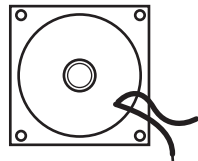
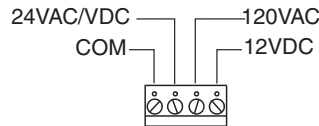
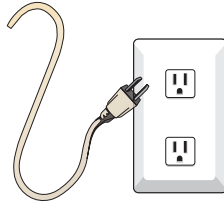
**SARGENT**

**ASSA ABLOY**

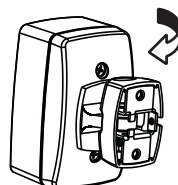
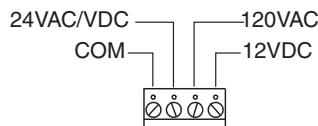
For installation assistance, contact SARGENT at 800-727-5477 • www.sargentlock.com

## 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.

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