

Winkhaus AV2 Troubleshooting Guide

Whilst every effort is made to ensure trouble free operation of the door locking system the table below may help to remedy any issues experienced

Symptom	Possible cause	Suggested remedy
Door closing difficulty (appearing that the hooks are firing prematurely)	Dry contacting snibs	Apply light lubrication to the latch and aperture, operating snibs and lock hook box apertures and keep contacting surface
	Wide Air gap to the lock side	Adjust the hinges to give an optimum 4mm gap between keep and lock face plate
As above with flush door	Keep strikes moving due to excessive routing	Pack beneath the strike plates
Stiff key operation	Door not latched correctly (This can be proven by temporarily holding the hooks back with a suitable tape)	Relieve pressure on the hooks by gently pulling on the door externally or pushing internally to operate
	Incorrectly adjusted keeps (The latch is the compression point, the hook sides should not contact the keeps)	Adjust keeps accordingly
	Deadbolt fouling within the keep	Adjust keeps accordingly
	Slow key operation, allowing the hooks to contact the keeps	Relieve pressure on the hooks by gently pulling on the door externally or pushing internally to operate
Unable to operate the locking system (blocked)	Hooks fouling inside the keeps Door dropped or incorrectly positioned keeps	Attempt to lift the door leaf whilst operating the lock (see door fitting guide)
	Excessive air gap to the lock side	Adjust the door leaf closer to the lock side (see door fitting guide)
Hooks and latch not throwing	Lock drive strip fouling on routing etc	Locate and relieve cause