

Slider Lock

Troubleshooting jammed doors

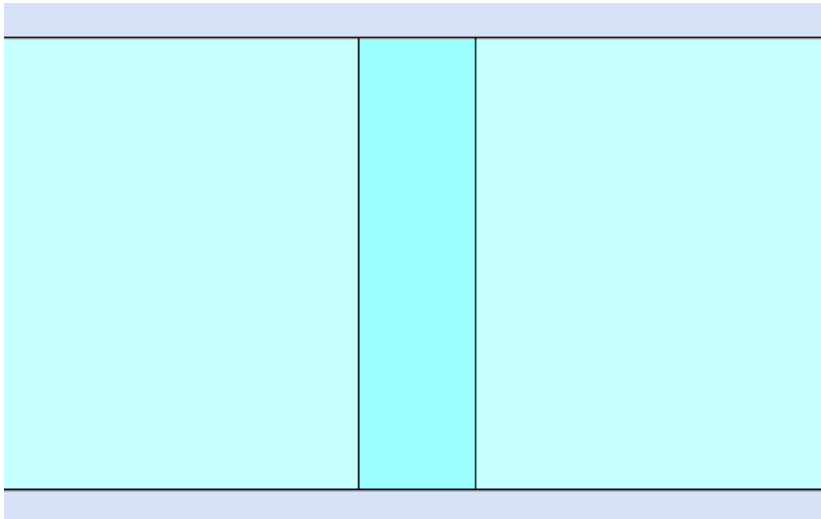
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Intro & Terms

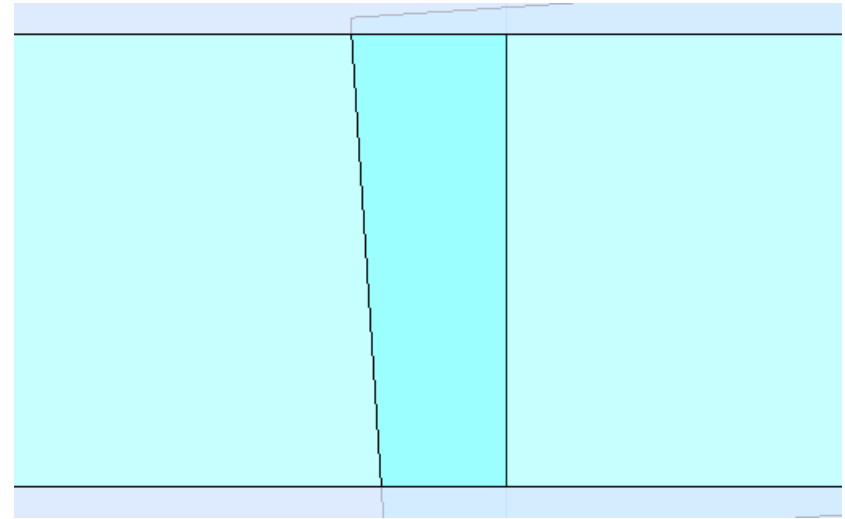
- The most common issues occurs when the doors are pushed beyond the resting closed position to the extreme open position.
 - **Resting closed position:** When the doors are pushed into the closed position and left to rest
 - **Extreme closed position:** When the doors are pushed beyond the resting closed position with additional force applied. This causes the doors to travel further into the closed direction often causing the door to rock up or down on the lock mounting edge.

Resting Closed Position

In an ideal situation: Perfectly square cabinets will present 2 parallel door edges as shown below

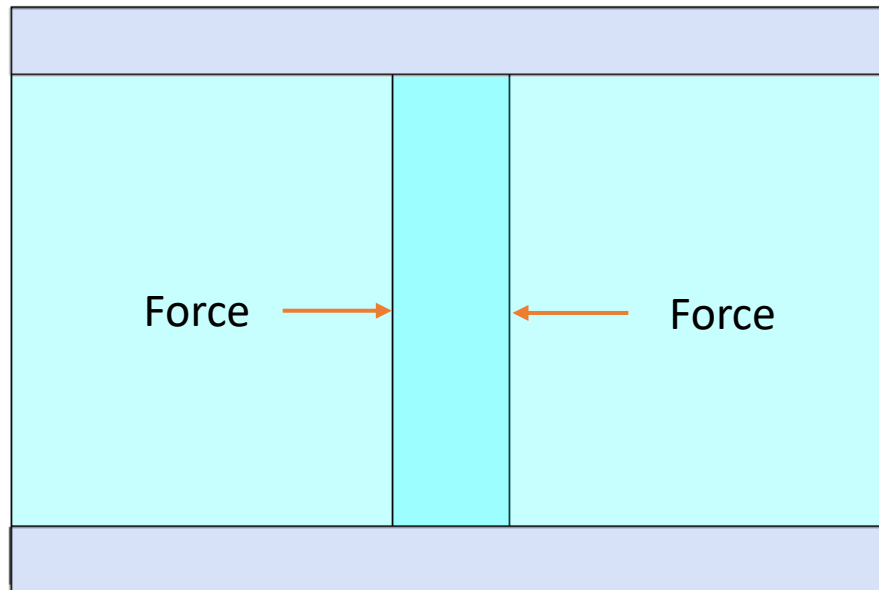


Most in store cabinets are not perfect and will present non-parallel door edges. This can occur for several reasons. Including bent cabinets, poorly installed rollers, debris in tracks, etc.



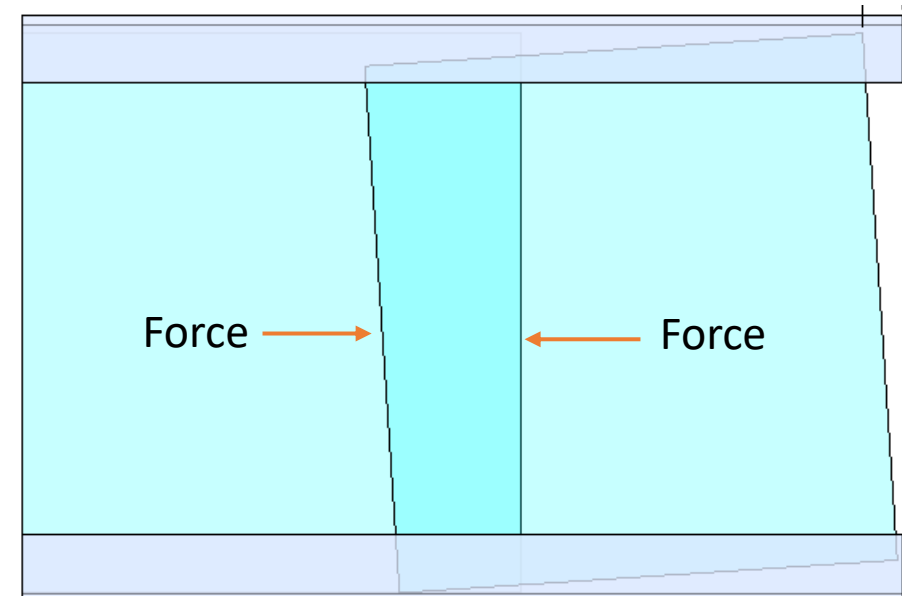
Extreme Closed Position

In an ideal situation: Applying additional force to push the doors into the extreme closed position the doors will not be able to move beyond the Resting Closed Position. Meaning that the door edges will remain in the same position. This is **very uncommon**



***Note:** Force can be applied to the front and/or the back door. **Both doors are capable tilting**

Often the act of forcing the doors into the extreme closed position (or slamming them) will result in the **door tilting** as shown here. This can occur with previously perfectly aligned doors or on doors that were already misaligned. Upon releasing the force gravity will cause the door to return to the resting closed position. This can be difficult to diagnose with a lock installed on the door



How does this cause jamming

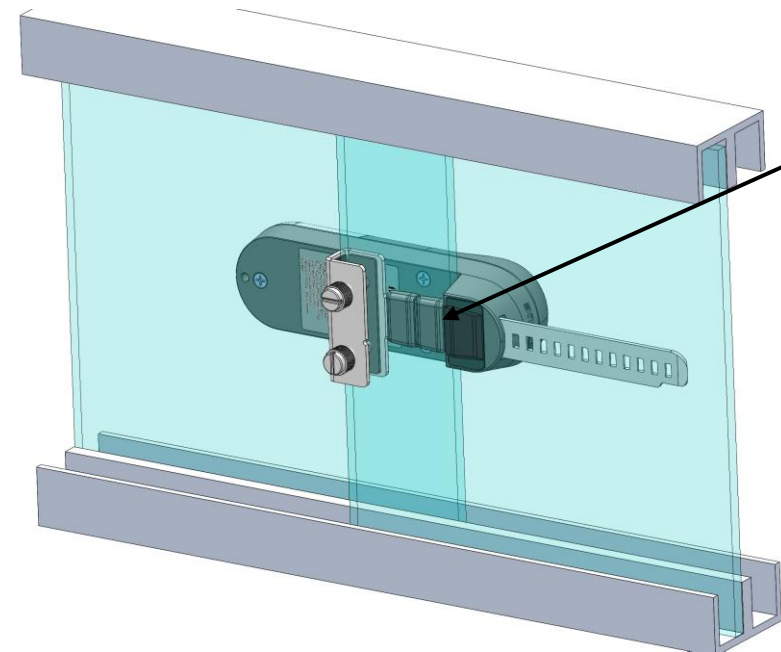
- The slider lock ratchets into the locking holes on the striker plate as the doors are closed. So in the case where a door can be forced beyond the resting closed position into an extreme closed position the slider locking pin engages with the next hole in the striker plate. Once the force causing the door to reach the extreme closed position is released gravity causes the door to want to settle back into the resting closed position causing the slider locking pin to become jammed internally against the striker.
- In this condition the motor inside the lock is not always able to overcome the jammed condition

How to un-jam the slider lock

- Begin with **removing and then reinstalling the batteries**. If multiple attempts have been made the lock may have timed out, meaning it will not respond to unlock commands until it is reset.
- **Unlock the lock.**
- **Quickly force the doors into the extreme closed position** (this alleviates the jam and allows the motor to retract the locking pin)
- **Quickly slide the doors into the open position** to disengage the striker from the slider lock
- If you open the doors too slowly you may need to unlock the lock again and then open the doors.
- Some badly jammed applications may require some additional shaking of the doors during the process of forcing them into the extreme closed position.

Jamming Mitigation

- Adding additional spacers to the striker plate can mitigate the risk of jamming conditions.
 - This prevents the striker plate from travelling too far into the slider lock when the doors are forced into the extreme closed position.



First Point of contact

Multiple spacers may be required. When installing spacers, you should add additional spacers until the spacer to lock body contact occurs just before the doors reach the resting closed position

