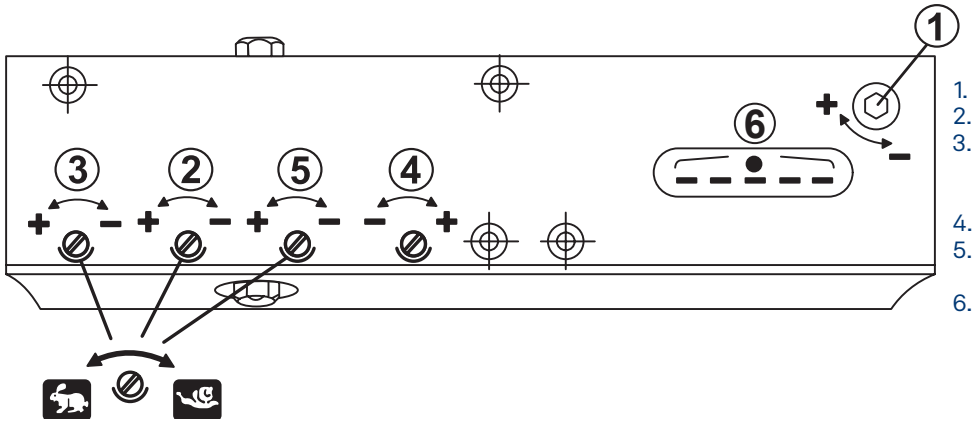
What to do if...

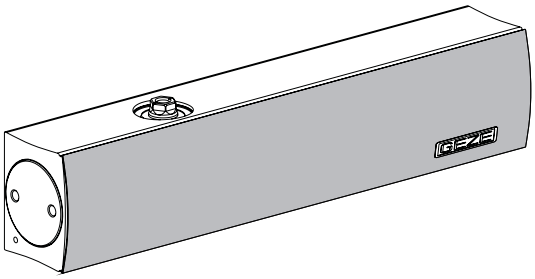
TROUBLESHOOTING MANUAL FOR GEZE DOOR CLOSERS

Thank for you choosing a GEZE door technology system. This document gives you an overview of the potential faults with your system and how to possibly rectify them yourself.

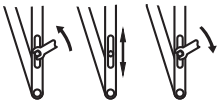
STRUCTURAL DIAGRAM – GEZE DOOR CLOSERS



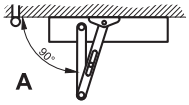
1. Door closer size/closing force
2. Closing speed
3. Latching action (TS 5000/ TS 4000S) / latching action speed (TS 5000 SoftClose)
4. Back check
5. Delayed action (TS 4000 S/TS 5000 S)
6. Closing force display



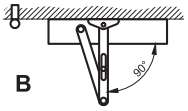
For GEZE TS 4000 only
Latching action setting



with latching action



without latching action



→ Please note that the adjustment screws should only be used with great care and with the right tools
→ Please call a qualified technician for door closers on fire protection, rescue and escape route doors

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DESCRIPTION OF THE PROBLEM	CAUSE	REMEDY
Door does not close	Obstacle preventing the closing process (doors dragging, seals jamming)	Remove the obstacle
	Closing force adjustment (1) too low	Increase closing force adjustment (1) (door closer size)
	Draught	Check surrounding area and eliminate external influences (e.g. window, ventilation system)
	Mechanical hold-open unit latched in	Pull closed until hold-open unit is released
Door closes very slowly	Closing process obstructed (doors dragging, seals jamming)	Remove the obstacle
	Closing force adjustment (1) too low	Increase closing force adjustment (1) (door closer size)
	Draught	Check surrounding area and eliminate external influences (e.g. window, ventilation system)
	Closing speed (2) too low	Increase closing speed (2)
Door closes too forcefully	Closing speed (2) too high	Reduce speed (2)
	Latching action or latching action speed (3) too strong/fast	Reduce latching action or latching action speed (3)
	Door closer is losing oil	Replace door closer
	Draught	Check surrounding area and eliminate external influences (e.g. window, ventilation system)
Doors closes, but doesn't engage in the lock	Closing force (1), latching action or latching action speed (3) set too low	Increase closing force (1), latching action or latching action speed (3)
	Lock latch sluggish	Check, lubricate (note manufacturer's instructions)
Door opens only with difficulty	Sluggish doors / hinges (doors dragging, seals jamming)	Remove obstacle / set hinges
	Incorrect closer size (1)	Reduce closing force (1) (note minimum closing force on fire protection doors)
	Draught	Check surrounding area and eliminate external influences (e.g. window, ventilation system)
Door accelerates shortly before final closing and slams	Latching action or latching action speed (3) set too strong/fast	Check and adjust
Door becomes sluggish from an opening angle of approx. 80°	Back check (4) set too strong	Check and adjust
Optional mechanical hold-open unit without function	Not activated / hold-open angle not reached	Check and set, open doors beyond the hold-open angle
Door closer can no longer be adjusted	Valve screws / adjustment screw over-tightened / damaged	Replace door closer

CONTACT

If a problem persists, please don't hesitate to contact us promptly:

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