

# FENTON SLIDING PATIO DOORSET FITTING & FIXING GUIDELINES



**CAUTION SAFETY:** This product needs to be installed by a competent tradesperson with assistance. Two people are required to carry out the installation, as some components are heavy.

The outer frame requires fixing to the supporting structure on all four sides.

**Please note:** Prior to installing this doorset, inspect for damage and do not proceed to fit if any noticeable damage or defect is evident.

This doorset should be stored in a dry flat location before installation.

For further advice contact: Tel: 01664 484 500 Fax: 01664 484 586



SELECTION

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**IMPORTANT:**  
 Installation of these patio doorsets should be carried out by a minimum of two people.  
 Prior to installing this doorset please ensure you have carefully inspected each package. In the unlikely event you discover any damage or defect do not proceed to fit until you have notified JELD-WEN (Phone number to be advised)  
 This doorset and all its components should be stored in a dry flat location prior to and during installation.

## Introduction

Thank you for purchasing a Fenton sliding patio door-set from JELD-WEN.

Your single Fenton Doorset will be supplied sliding either from the left or the right hand side as specified when ordered. Wherever possible all machining has been completed for you, however there are certain operations you will need to undertake during installation.

JELD-WEN timber patio doors are designed and manufactured in Britain and are fully weather stripped to improve performance. Glazing is supplied with toughened safety glass to BSEN12150.

The patio is made from timber which is preservative treated for long life (See biocide regulations information contained within this document) It is supplied in component form, (door leaves are pre-assembled), with all the components you need for easy assembly.

Before commencing read through these instructions very carefully locating and identifying each component.

Fenton patio doorsets are supplied either basecoat stained, primed or fully factory finished. Depending on the product you have purchased i.e. Factory finished, varying levels of additional finishing may be required. Where additional machining has been carried out all untreated surfaces should be suitably decorated.

# 1 Patio Doorsets Fitting, Finishing and Care Instructions

### Unfinished, Patio Doorsets

These doors are manufactured using finger jointed and an engineered construction. The timber used is a natural sustainable product, and if not correctly decorated is subject to changes caused by variation in humidity and temperature. If these doors are exposed to these changes without the correct decoration, movement or distortion such as swelling, shrinking, warping or splitting will occur. Warp in the plane of the door will only be considered a defect if it exceeds 6mm when measured, as deviation from a straight edge on the suspected concave surface of the door in its installed position.

### Handling

When handling these doors care is required to avoid physical damage, use clean gloves and do not drag doors across each other or other surfaces.

### Biocide Regulations 1st September 2013

JELD-WEN exterior joinery is treated with an approved wood preservative and protected against wood decaying fungi.

For all timber windows, door frames, DreamVu™, Farndale & Fenton patio products the active ingredients are tebuconazole, propiconazole and cypermethrin.

Preserved wood should not be cut or otherwise reworked as this will expose un-preserved wood. Any surface which is exposed by cutting or drilling must be re-treated with an HSE approved cut end preservative. Follow the instructions for safe use on the manufacturers' safety data sheet.

### Storage

Doors must be stored in a flat position, and not on an edge or an end. They must be on a level surface and kept clear of the floor on at least three level bearers. The bearers must be longer than the width of the door, and they must be stored in a clean, dry location and should be fully sealed before use. Exposure to sunlight, UV light or extremes of humidity and heat must be avoided, and doors should never be stored in areas which are subject to extremes in temperature. The storage area should have good ventilation and must not have been recently plastered. Special attention should be made in a centrally heated or air-conditioned building where moisture content could build up. Warranty claims for twisting, bowing, shrinking, or swelling that are moisture related (while the doors are not sealed according to our guidelines) will be rejected.

### Sealing

Ensure all end grain to all components are fully sealed prior to assembly. Some areas are difficult to access once assembled so full decoration prior to installation should be completed. Prior to priming or sealing, lightly sand any handling marks or variations caused by exposure and ensure the door is dust free. Do not use wire wool or other sanding materials with steel or iron elements. Knotting solution must be reapplied if knots become visible. It is important that the door is then fully sealed using a suitable base sealer on both faces and all four edges, plus any cut-outs for locks, hinges and letter plates etc. Use two coats of base sealer or primer. Failing to seal doors as suggested in our instructions will invalidate any warranty claims.

### Hanging the door

Prior to hanging this door, inspect for damage and do not proceed to work on it if any damage or defect is evident. Installation of the door constitutes acceptance of aesthetics and quality.



All JELD-WEN factory glazed doorsets carry the CE Mark in line with the requirements of the Construction Products Regulations.



## 1 Patio Doorsets Fitting, Finishing and Care Instructions cont...

### Decoration (unfinished doorsets)

All doors must be finished with medium or high build based stains or paints. Our doors are not suitable for varnishes, waxes, polishes or oils as these products do not correctly seal the door. Three top coats of a branded stain or paint are satisfactory, but door must be treated in accordance with the stain/paint manufacturer's instruction. A light sanding between coats will provide the best finish, and adequate drying time between coats must be allowed. Failure to follow these instructions will invalidate any claims for excessive movement or delamination.

'Low Build' stains, varnishes, Danish Oil or any other finishes should **not** be used. Pigmented translucent finishes generally perform much better than clear. It is recommended that dark coloured stains or paint should be avoided particularly if the doorset is on south or south west elevations. Dark finishes increase surface temperatures and cause excessive drying out; this can lead to surface deterioration requiring more regular maintenance.

We recommend that in areas of severe exposure, external doors should be protected by a porch or hood/canopy in addition to the recommended decorative finish. Regular maintenance of this door should be made to prevent deterioration of the wood, its construction and the finish.

### Maintenance of fully finished products

JELD-WEN fully finished doorsets have a high build factory applied paint (or stained) finish. It is tough, durable and microporous allowing the timber to breath, protecting build up of excess moisture under the coating.

Modest maintenance of the paint coating is important to ensure the long service of these products.

### Step by Step maintenance guide

1. Annual Inspection: The paint finish should be inspected annually for damage, typically caused by a window cleaners ladder or objects being passed through the doorset or window.

If damage is found it must be dealt with promptly by sanding back to the undamaged frame and touching up with a matching microporous paint and top coat.

2. Planned Maintenance: for all factory finished products will depend on your location and exposure – maritime or industrial areas will require more regular decoration than sheltered inland climates. Please refer to [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk) for further information.

The first maintenance cycle should be carried out, regardless of the appearance of the doorset. The original paint finish in exposed areas will have worn away to around half its original specification and will need to be restored back to its original state. Simply wash the frame down with a dilute soap solution, dry and lightly rub down the surface with fine 'wet and dry' sandpaper, grit (280 to 400) grade. Dust off and clean using a damp cloth removing any remaining surrounding dust, then apply one top coat of microporous paint\* over the exposed surfaces.

There should be no need to paint rebates or concealed faces as these should be in good condition and no erosion should have occurred. The doorset finish should then be in good condition until next planned maintenance, recommended in 7 years, unless in an area of high exposure.

\* Microporous paint can be used that are either water or solvent (oil) based. Manufacturers instructions must be followed paying particular attention to temperature at the time of application.

### Condition of Sale

In the event of this door being proven to have a manufacturing defect, where a replacement is needed, the liability of the seller shall under no circumstances exceed the price of the defective door. We shall not be held responsible for any incidental work or for problems resulting from poor workmanship applied to our doors.

The foregoing does not affect your statutory rights.

For more information please refer to our website [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

### Building Regulations:

Please consult with your building designer to ensure compliance with current building regulations such as Approved Documents L&F.

Replacing patio doorsets is notifiable work and MUST either be carried out by a FENSA or other registered installer, or with prior Building Control approval.

Registered FENSA companies can be found at [www.fensa.co.uk](http://www.fensa.co.uk).

**Addition:** These doorsets are not suitable for primary access under this regulation. If this is required you should consider a JELD-WEN French or Single doorset. You can view the full range of at [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

## 2 Tools Required

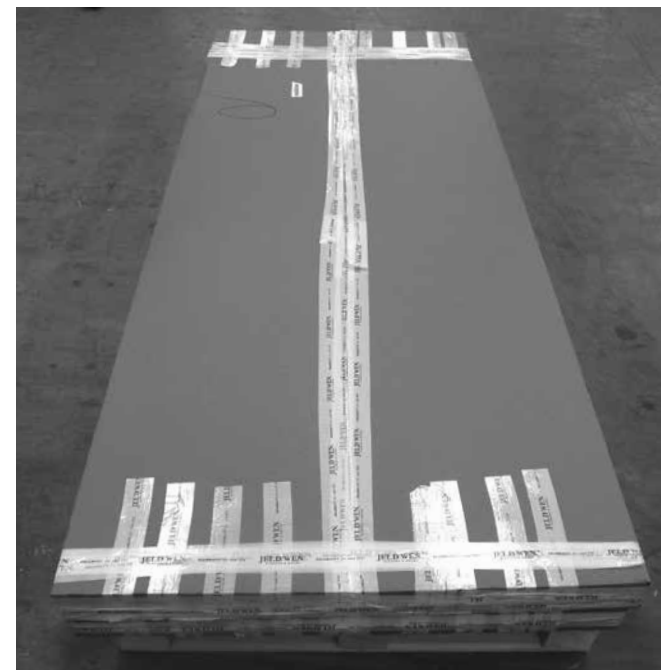
The following tools and items are required to carry out the installation of the doorset.

- Spirit level
- Masonry Drill
- Screwdriver or Power driver
- Measuring tape
- Appropriate Silicone sealant
- Mallet - Rubber headed
- Torx head (T-30)Screw head bit
- Timber drill bit 3mm (pre-drilling)
- Timber drill bit 5mm (check drill bits needed - engineer to advise!)
- Masonry Drill bit 5mm Dia
- Damp proof course (d.p.c.)
- Masonry plugs 7mm
- Fixing tie/straps

## 3 What you receive

The doorset and all its components are delivered on a pallet, check quantities on your delivery ticket are the same as those on the pallet.

If there are any items missing phone JELD-WEN on: 01664 484500



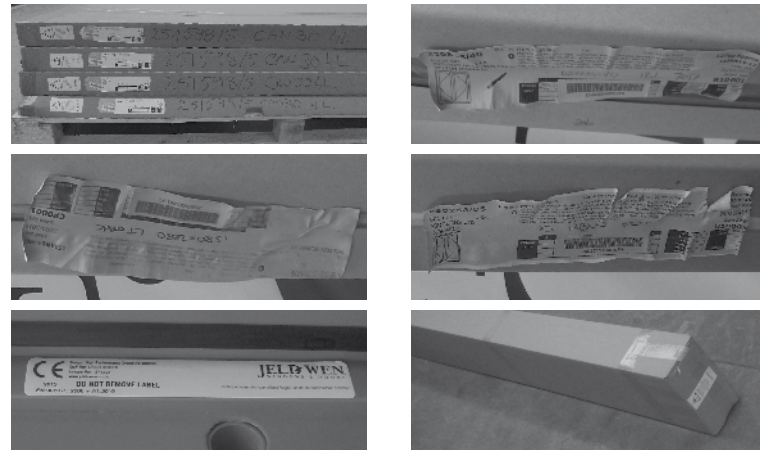
### 3 What you receive (continued)

**Pallet contents:** Door leaves (boxed individually)

**Frame Pack**

**Fenton** (with 4 point hook lock fitted to sliding doors)

- 1600 - 2 Doors
- 1800 - 2 Doors
- 2100 - 2 Doors
- 2400 - 2 Doors
- 3600 - 4 Doors
- 4200 - 4 Doors
- 4800 - 4 Doors



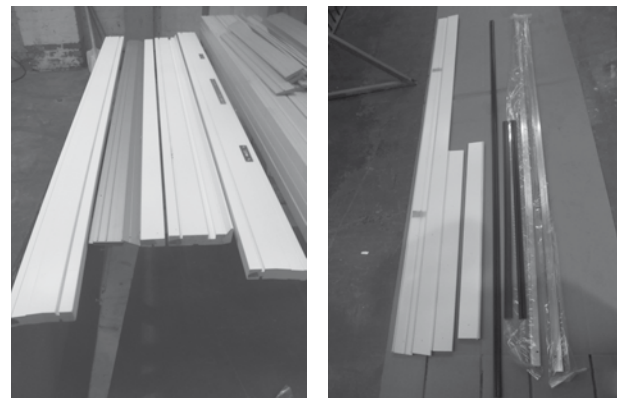
**Wing lights** - Quantity of boxes will depend on the configuration ordered.

### 4 Pack contents

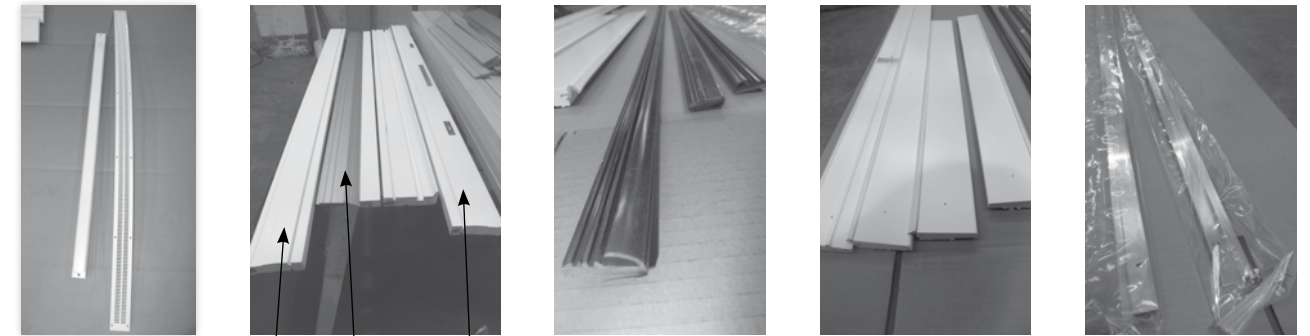
Frame Pack x 1



Contents



### 4 Pack contents (continued)



Internal Vents & Grill    Head X1    Two Part Sill Section    Jamb X2    Locating bars X3    Seal Carriers X4    Interlock X2

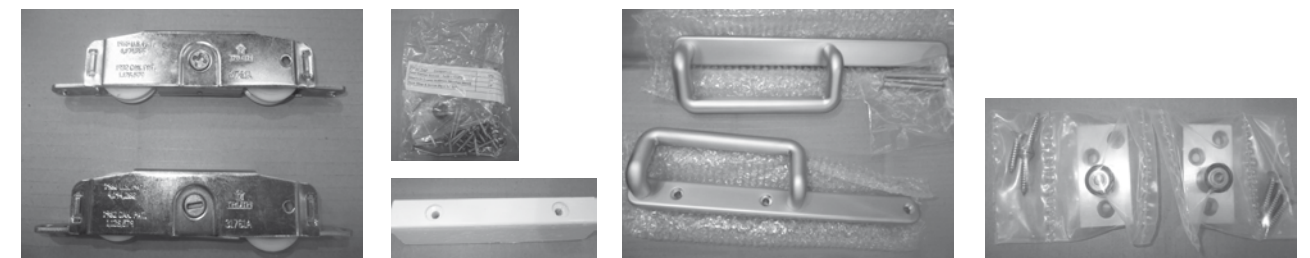


Hardware Box X1

**Hardware Box Contents**



Fitting Instructions    Locking Handles    Security Latch



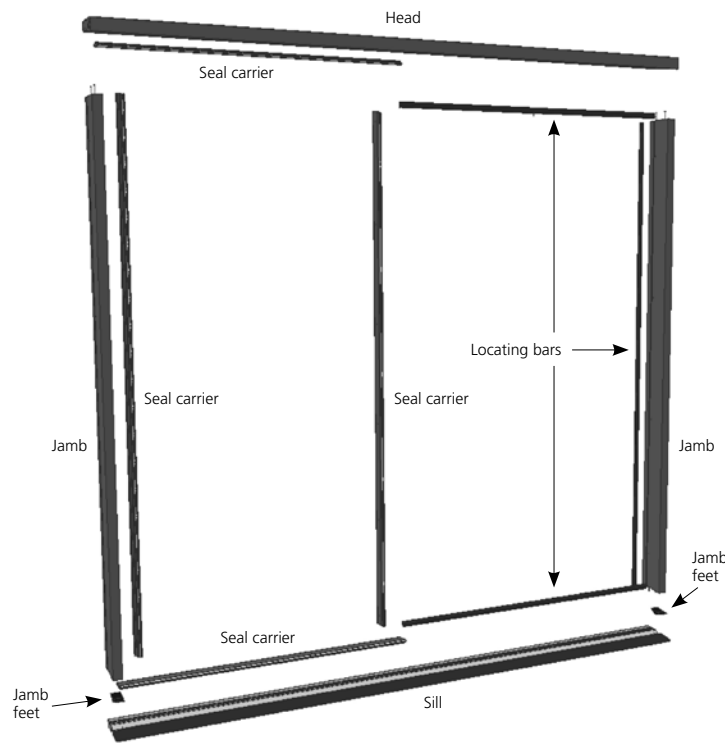
Wheel Sets    Door Buffer Rubber & Block & extra fittings    Dummy Handle (Double Slider)    Top Rollers



Cylinder/Keys    Cylinder/Keys



## 4 Pack contents (continued)



### Frame Fixing Pack

- 2 x Jamb feet
- 40 x Seal carrier screws 4mm x 35mm
- 20 x Screw cups
- 10 x Jamb/Wall fixing screws 7.5mm x 100mm
- 1 x Head fixing screw 7.5mm x 100mm  
(Only required on 2.4m wide and above sliding doorsets)
- 4 x Jamb to sill 5mm x 60mm
- 4 x Jamb to head 5mm x 60mm
- 14 x Interlock screws 4mm x 30mm washer head
- 1 x Door stop buffer + Screw
- 10 x Packers 5mm
- 18 x Packers 1mm
- 18 x 6g x 1/2 Flange HD Pozi (Fly screen screws)
- 6 x Blue Setting Blocks
- 8 x Vent screws
- 8 x Wheel set screws 4 x 40mm
- 6 x Sill ties
- 48 x Sill tie screws 3.5 x 37mm

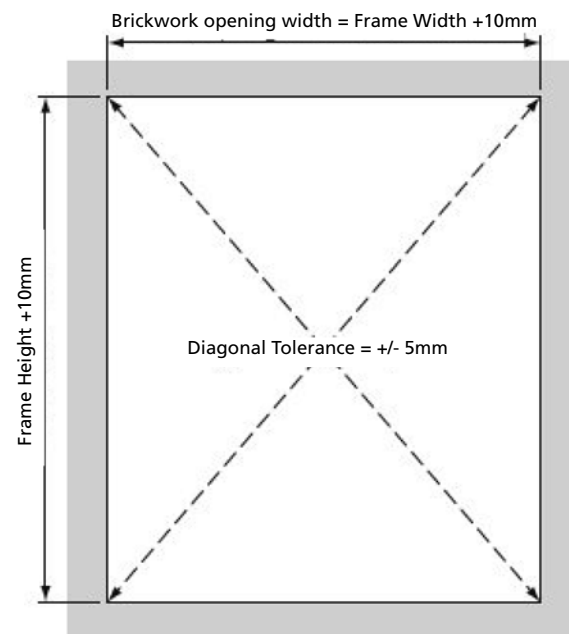
## 5 Structural opening

It is recommended that the opening into which the Sliding Patio Doorset is to be installed is 12mm larger in both height and width than the overall doorset sizes given in the table below:

Module Size	Actual Frame Width	Actual Frame Height
1600	1588	2088
1800	1788	2088
2100	2088	2088
2400	2388	2088
3600	3576	2088
4200	4176	2088
4800	4776	2088

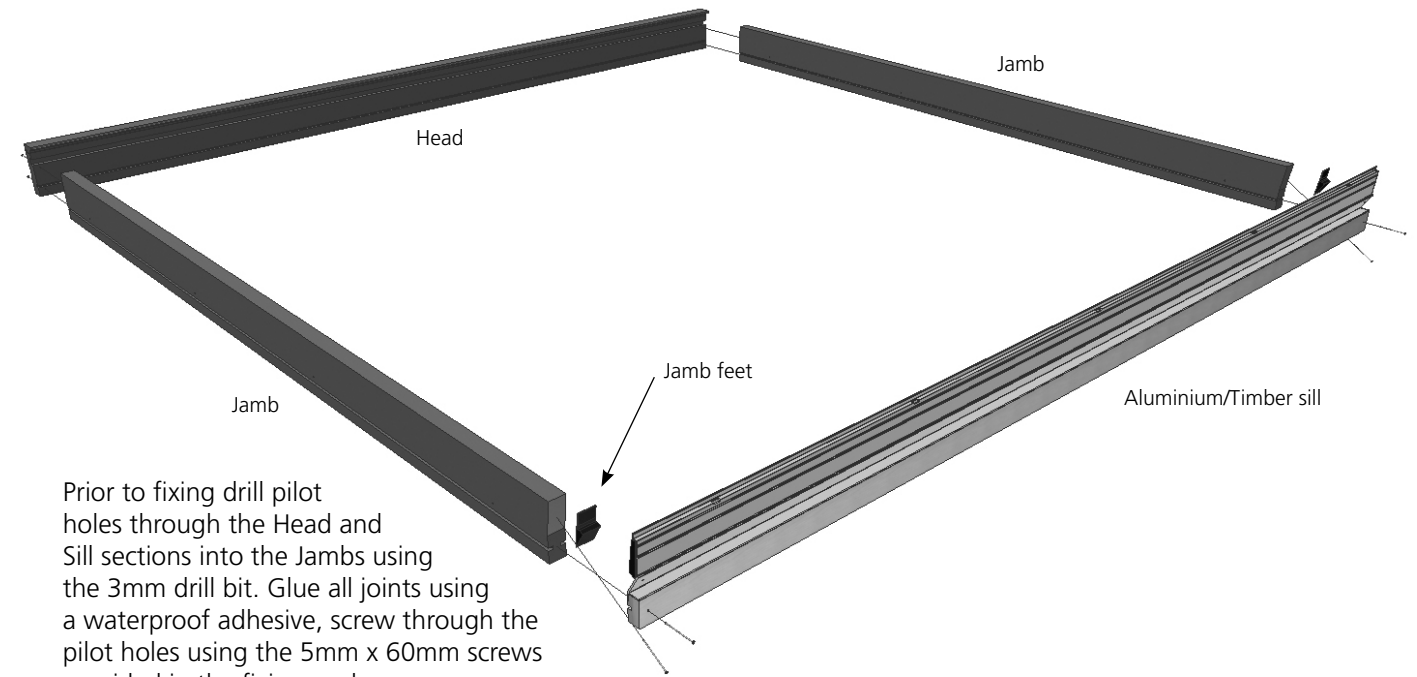
Winglights:	Actual Frame Width	Actual Frame Height
980	968	2088
1130	1118	2088
1280	1268	2088

### Structural Opening



## 6 Frame Assembly

Assemble the frame as shown in this diagram on a clean level surface. Ensure the jamb feet are fitted between the Jamb and sill.



Prior to fixing drill pilot holes through the Head and Sill sections into the Jamb using the 3mm drill bit. Glue all joints using a waterproof adhesive, screw through the pilot holes using the 5mm x 60mm screws provided in the fixing pack.

Check the corners of the frame are square and the diagonals of the frame are within 5mm of each other, if not loosen screws, adjust and re-tighten.

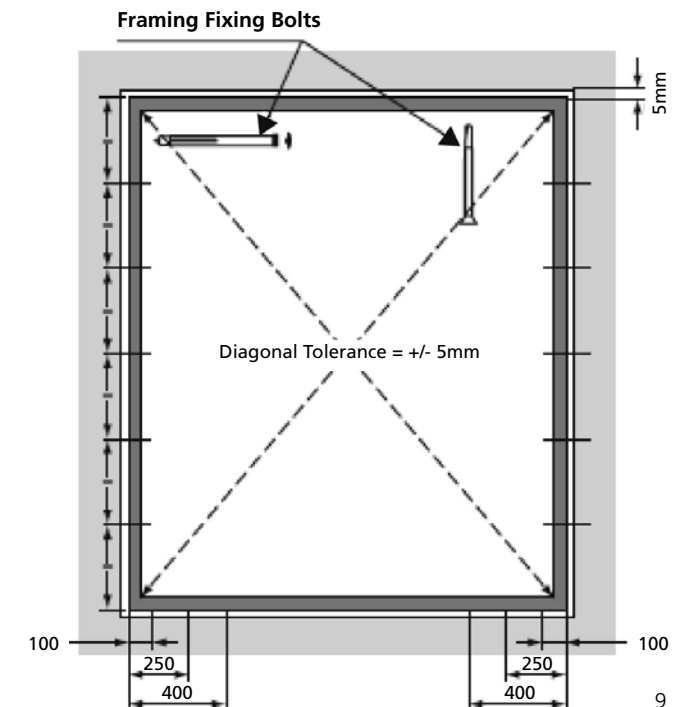
## 7 Fixing the Frame in Opening

It is advisable to pre-drill for the fixing screws. The frame must be fixed in position square and level along the head and sill. Offer the frame into the opening. A 30mm setback over the cavity will ensure compliance to Part L – Robust Detail (Other installation details maybe specified by your building designer)

When the frame is correctly positioned, place 5mm of packing above each jamb between the head and the top of the structural opening.

Then place packers below the sill until the head packers are tight.

Check that the head and sill are level using an appropriate length spirit level, make adjustments as necessary. Then pack at each of the sill fixing points ensuring the sill remains level.



## 7 Fixing the Frame in Opening (continued)

### Fixing Jamb

Use the spirit level to check that the jambs are vertical. Packers should be positioned at each of the jamb fixing points. We recommend 5 fixings, 150mm from each end and 450mm centres.

Whilst the frame is temporarily secured by the packers (ensuring the frame is not knocked out of position) drill 8mm dia. holes into the structure both sides of the frame. Using the jamb wall fixing screws fasten into the structure and tighten ensuring the jambs are not distorted.

### Fixing the Sill

For each of the sill ties locate a suitable fixing point and drill for the 7mm masonry plug (not supplied). Then fix the sill ties using the plugs and the remaining 3.5 x 37mm woodscrews.

**Do Not** secure the sill using fixings through the aluminium section.

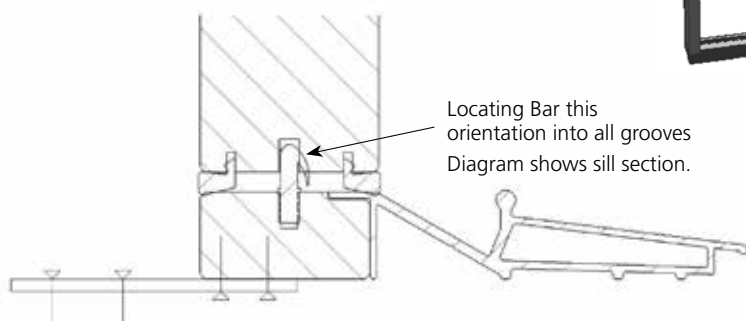
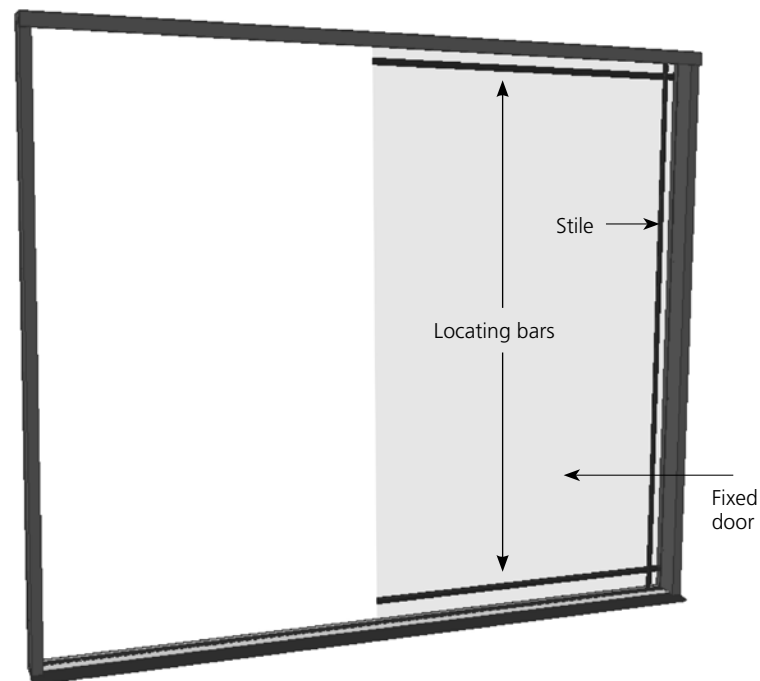
### Fixing the Head

Ensuring the head is not knocked out of position, drill 8mm dia. holes into the structure. We recommend 4 fixings, equal distances apart along the length of the head locate a suitable fixing point and drill for the 7mm masonry plug (not supplied). Then fix the ties using the plugs and the remaining 3.5 x 37mm woodscrews.

Ensure that the diagonals of the frame remain within 5mm of each other.

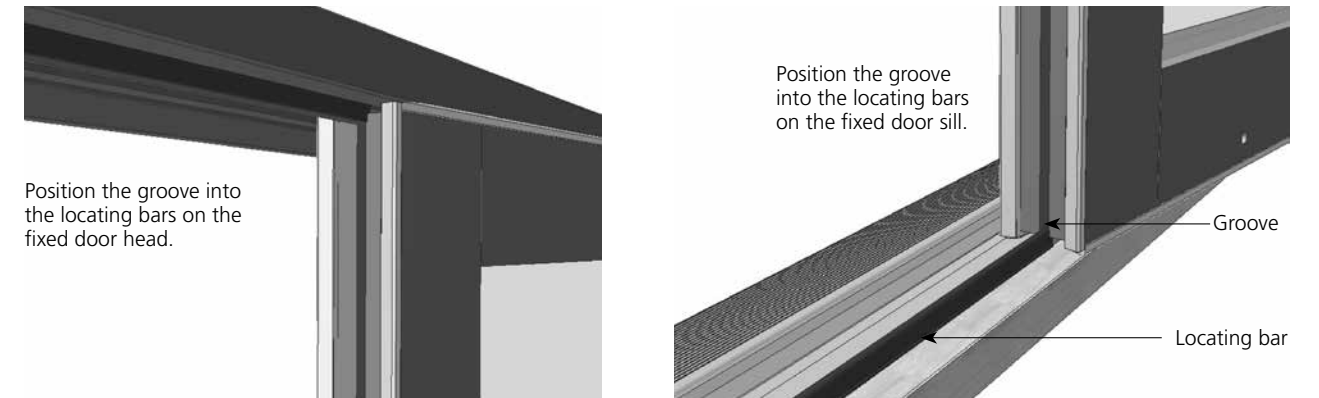
## 8 Fit the locating bars

Push the locating bars into the grooves, machined ready to receive them, in firstly the Head, Sill and finally the fixed door jamb.



## 9 Installing the fixed door

**a** From the inside, slide the fixed door onto the locating/bar, locating the groove in the door at the sill and head. See diagrams below.



**b** Slide the fixed door onto locating bars and butt up against the jamb. See diagrams below.

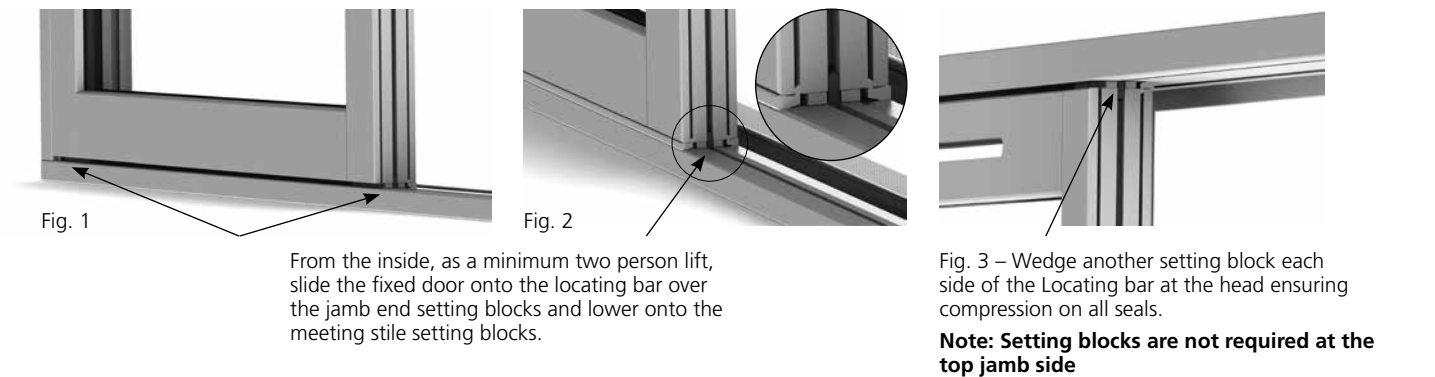
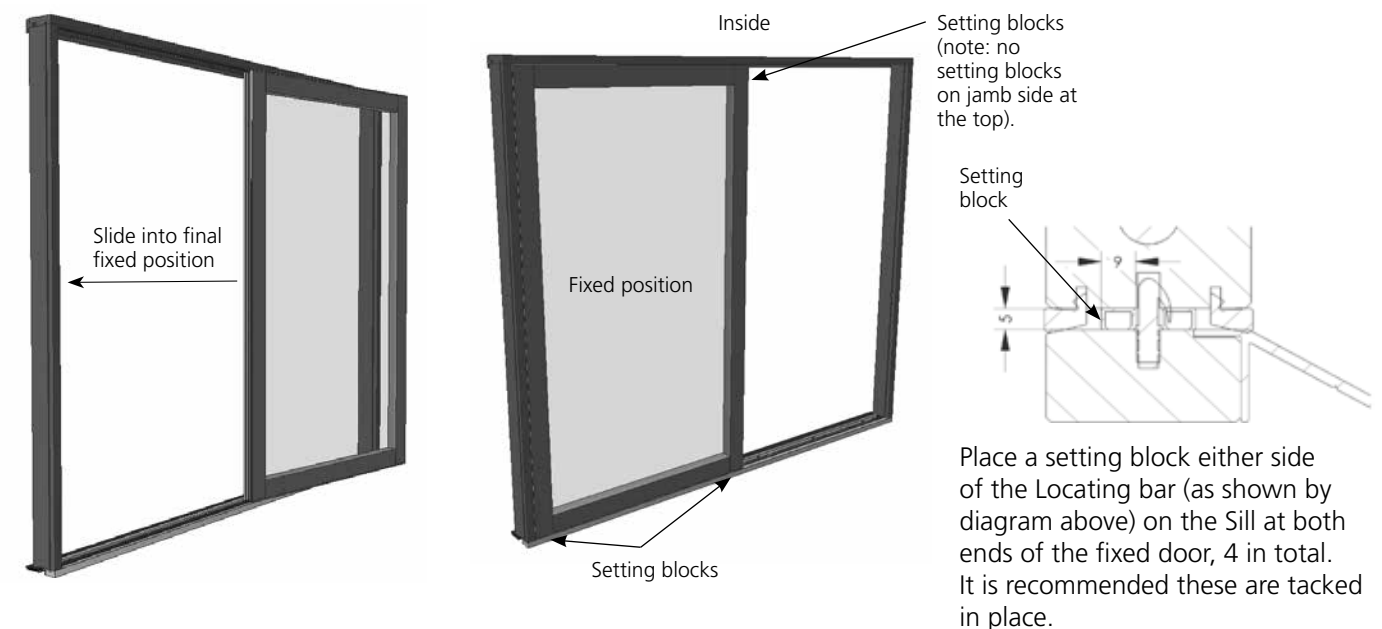


Fig. 1 From the inside, as a minimum two person lift, slide the fixed door onto the locating bar over the jamb end setting blocks and lower onto the meeting stile setting blocks.

Fig. 3 – Wedge another setting block each side of the Locating bar at the head ensuring compression on all seals.  
**Note: Setting blocks are not required at the top jamb side**

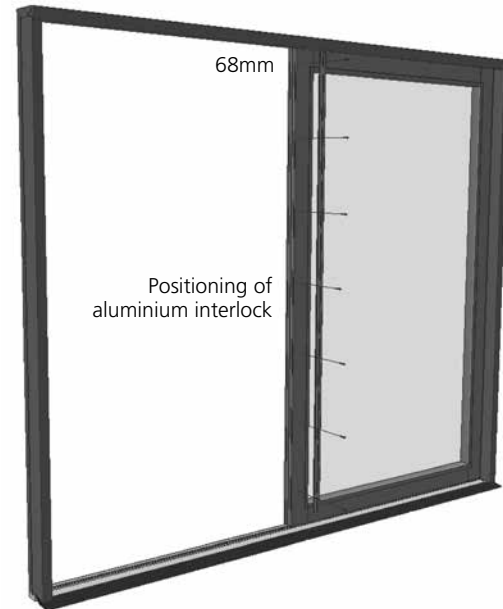
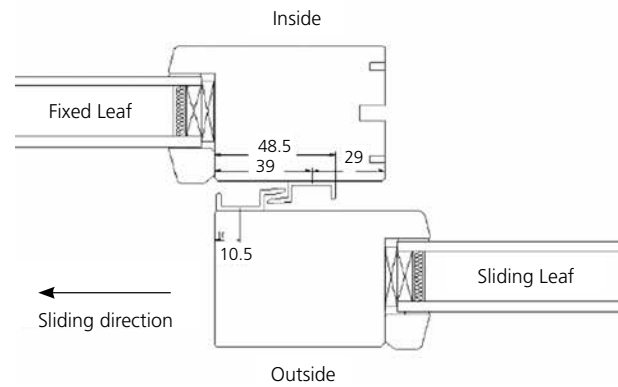


Place a setting block either side of the Locating bar (as shown by diagram above) on the Sill at both ends of the fixed door, 4 in total. It is recommended these are tacked in place.

## 10 Fitting the interlock bars

The interlock bars should be a maximum length of 1842mm. Check the length of the interlock bars supplied and trim if necessary

Fix the interlock bars to the door leaves using the 4 x 30mm washer head screws supplied in the fixing pack  
Offset interlock bars 68mm from the top edge of the door leaf.

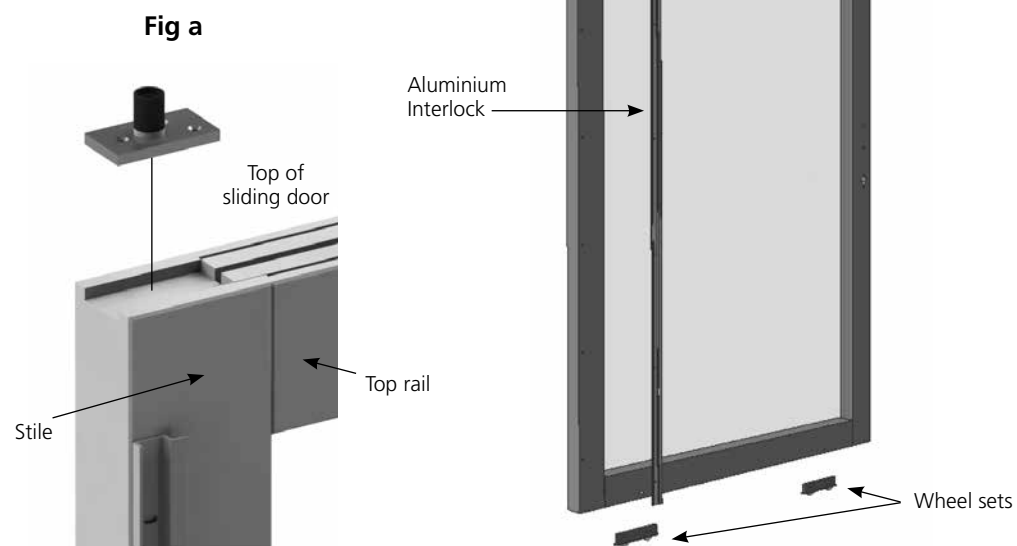


## 11 Preparing the sliding door

Fitting the top rollers, handle and the wheel sets to the sliding door.

### a Fitting the top rollers

Fit top rollers to the top of each stile on the sliding door. Locate against top rail and fix using screws provided.



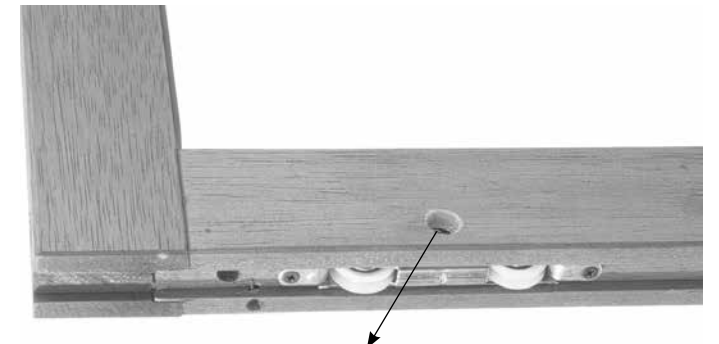
## 11 Preparing the sliding door (continued)

### b Fitting the wheel sets

Locate wheel sets into the pre-routed slots in the bottom of the sliding door leaf.

Once the wheel sets are located fix in position using 4 x 40mm screws.

Please ensure wheels are adjusted so they are fully retracted. This can be achieved by adjusting the screw heads on the side of the wheel sets in a clockwise direction.



**NOTE:** To Adjust wheels turn screws clockwise to retract and anti-clockwise to extend

### c Fitting the handle to the sliding door

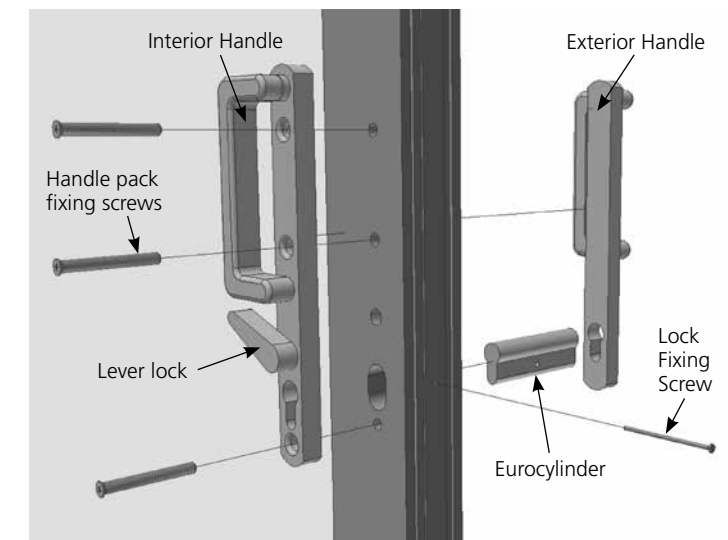
Install the Euro-cylinder through the lock and door stile, align the screw hole and fix using the lock fixing screw.

Align the handle over Euro-cylinder and fix using screws from the handle fixing pack.

Ensure screws are on the inside face of door.

It is important that the lever is in the correct position with respect to the locking mechanism, when fitting the handle.

If the lever is raised, this is an open position, when the lever is lowered, this is a locked position.

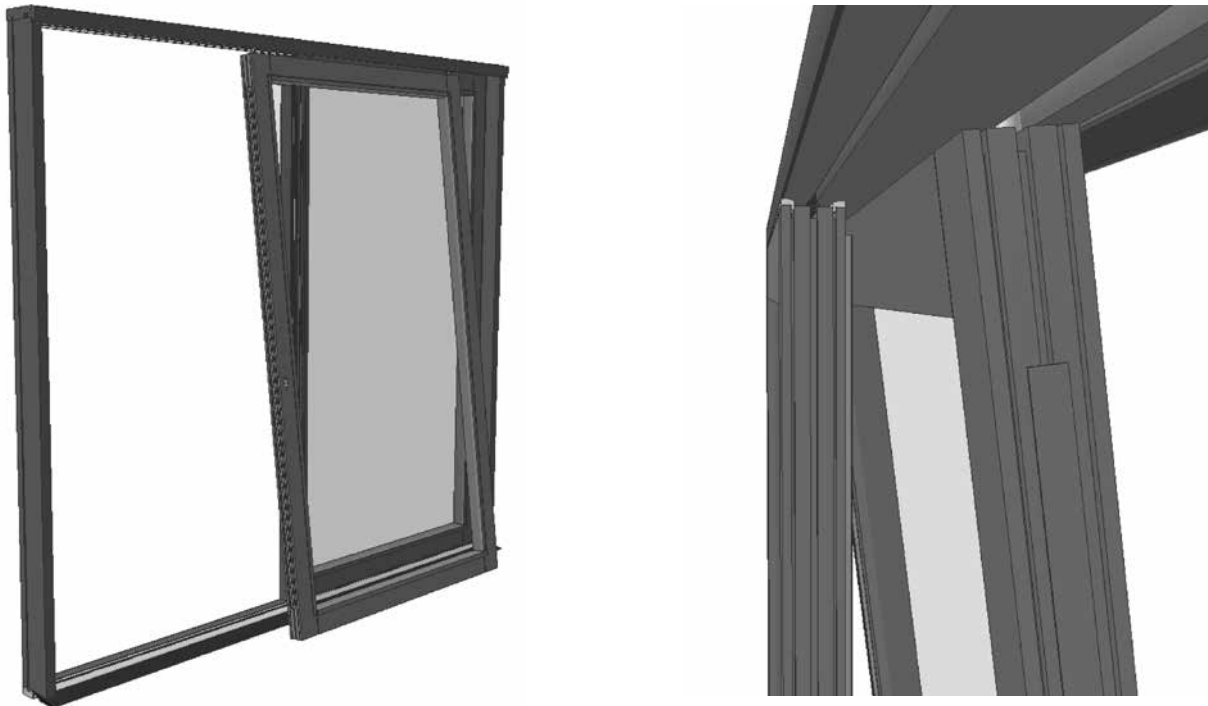


**NOTE:** The lock pins can be adjusted to ensure a tight fit within the keep to prevent excessive movement when the door is locked



## 12 Installing the sliding door

Insert top rollers into the track slot in the head as diagram below. Once inserted, lower the door and locate wheels onto the sill. Ensure all 4 wheels are engaged with the track.



Adjust the height of the door/s by inserting a flat head screwdriver through the pre-drilled hole located at the bottom of the door where the wheel sets are fitted. Raise the door to its maximum height and then lower by half a turn. Once completed insert the wheel adjustment screw cap. (Supplied in the handle pack)



**Safety and Security:** It is important that the doors are adjusted correctly so that there is no more than 1.0mm movement in the vertical direction.

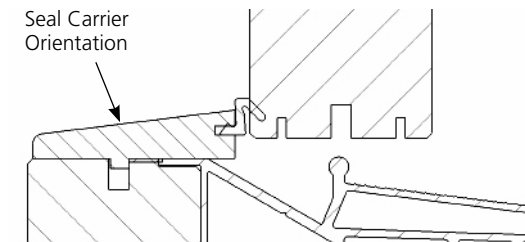
**Note:** Whilst adjusting the doors, one person should lift the door to take the weight off the wheels. Do not raise the door up using the wheels alone.

## 13 Fitting the seal carriers

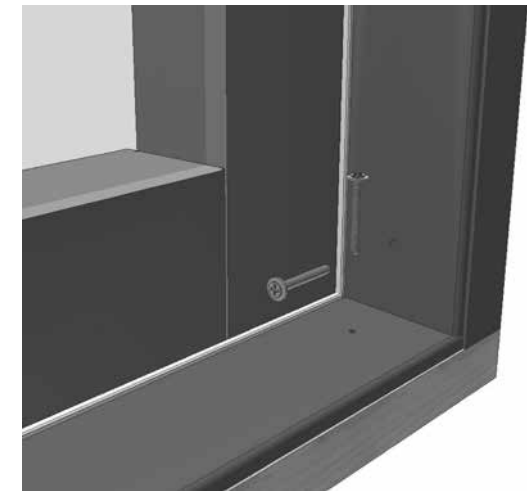
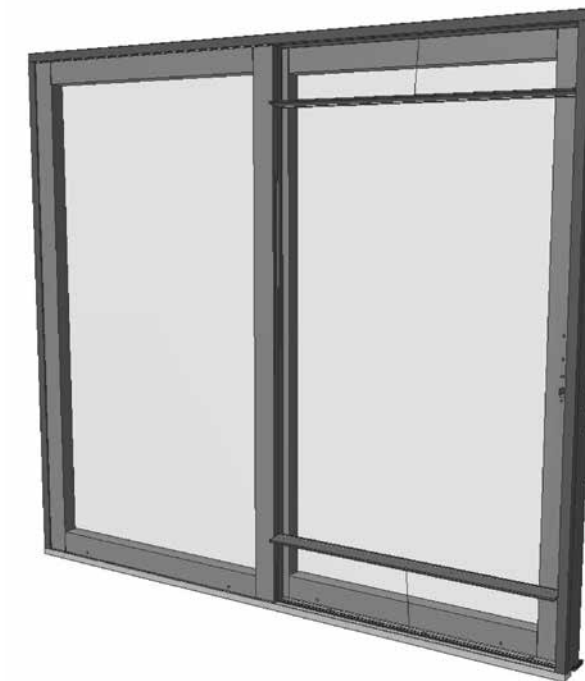
On the sliding door side, locate seal carriers for the head and sill into the 6mm groove (as shown).

Fix in place using the seal carrier screws, 4 x 35mm, and cups provided in the fixing pack.

Once the head and sill carriers have been fitted repeat the process on the fixed door stile and sliding door jamb.



Head and Sill Seal Carriers



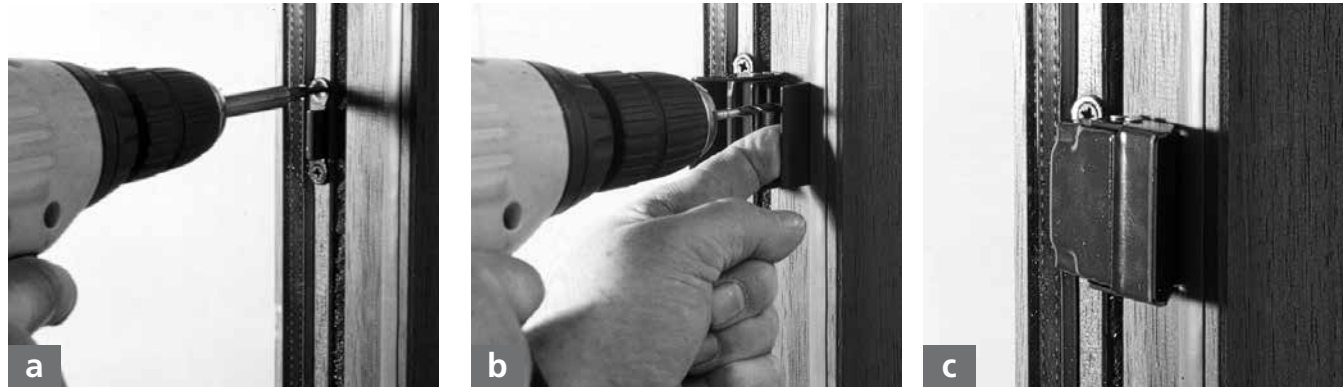
Fixed Stile and Jamb Seal Carriers





## 14 Fitting the security latch

The security latch is fitted at the door meeting stiles when closed. Ensure keep is fitted out of line of the handle when in the open position.

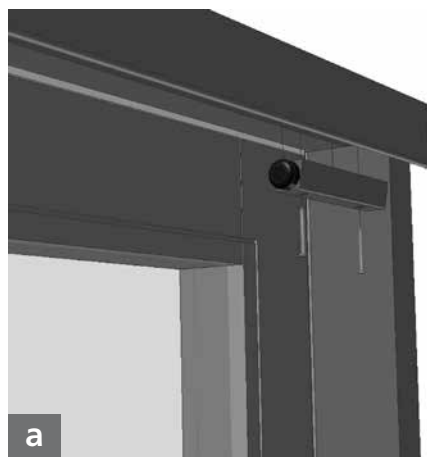


a) Fit keep to sliding door stile.

b) Fit catch to fixed door stile, to suit keep.

c) Catch correctly fitted.

## 15 Final fittings



### Fitting door buffer

Fix the rubber buffer to the timber block and fix to the underside of the head, ensuring it is fixed against the jamb and against the inside edge of the drip, as shown in the figure above.

**Safety and Security:** If door bounces when coming into contact with the door buffer, it signals that the door is not adjusted correctly. Please refer to step 12 to adjust door.



### Installing vents

Locate the inner vent and fix to the inside recessed slots using the vent screws provided. Locate the outer vent grille and fix using the grille vent screw.



### Fitting the fly screen

Fit the fly screen with screws provided, (6g x 1/2 Flange HD Pozi screws) on the outside of the fixed doors.

## 16 Finishing & maintenance

### Finishing

After finishing the installation of your doorset, check that all the fixings are secure, all the specified dimensions are achieved and seals correctly fitted. This is vital for proper operation and long life of your Patio doorset.

Factory finished product requires no further decoration other than touching up damage that may have occurred during installation. Basecoat stained / primed products should be decorated as soon as possible after delivery and prior to installation. Micro porous paints and medium or Hi-Build wood stains must be used for all exterior products. The manufacturer's instructions should be followed.

### Maintenance

These products must be installed in accordance with accepted good trade practice (and in accordance with supplied instructions where applicable), and maintained in accordance with these procedures or else the warranty shall be void.

### Automatic Closers and Operators

All Door Hardware systems supplied are designed for manual operation only.

### Hardware

Handles, hinges and bearings in buildings are subject to deterioration from everyday use, and also from environmental attack due to atmospheric and other conditions. Maintenance of hardware is even more important in severe environments such as coastal marine areas, and some industrial areas. Even stainless steel products require maintenance to prevent deterioration in some environments. JELD-WEN UK Ltd requires the following minimum maintenance to be followed otherwise the warranty shall be void.

### Track and Bearings

Using a spatula or similar item (not your finger), apply a small amount (typically a 1/4 teaspoon) of white petroleum jelly (Vaseline) or similar lubricant to the inner lip of each side of the top track. Ensure that the wheels pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around bearings. Lubricant reduces wear, improves smoothness and further protects against corrosion of track and bearings. Remove all surface contaminants by wiping all visible track surfaces with a damp soft cloth and a mild detergent, then wipe clean with a clean cloth. In severe environments, apply a thin film of a corrosion preventative by wiping with a soft cloth moistened with one of corrosion preventative products.

## 17 Finishing & maintenance (continued)

### Frequency

The procedures mentioned above need to be carried out as often as is necessary to prevent deterioration in the installed environment, however we recommend the following minimum frequency of application:

- General environments 6 monthly
- Marine and industrial environments 3 monthly

Regular maintenance is required to all hardware, even stainless steel; otherwise the manufacturer's warranty may be voided.

### Handles and Hardware

All hardware should be regularly cleaned using a soft cloth and mild detergent to prevent build up of pollutants such as salt etc. In maritime and industrial environments the intervals should become shorter in some instances week cleaning may be required. Harsh chemical cleaners and abrasive materials should be avoided at all times.

### Leaded lights

Like any natural lead product exposed to the environment lead profile will undergo certain 'atmospheric transformation. This is perfectly natural and it will eventually settle down to take on the traditional weathered lead appearance so admired in ancient buildings. When lead first comes into contact with moisture (rainwater, condensation etc) it may result in temporary discolouration, spotting and even the appearance of white powdery deposits (basic lead carbonate) which in wet weather can run onto the glass (the glass should be cleaned during this process as the deposit can become baked on to the glass if left). Again this is perfectly natural and the temporary blemishes will eventually disappear as the natural patination process continues. Harsh marine and industrial environments may exacerbate this effect. The powder can be safely wiped off from time to time until the natural patination process is fully developed.

The time required to complete this cycle will vary depending on the purity of the lead, the location, time of year, environment, weather conditions and airborne impurities.

### Glass Units

Scratches to external glass faces not reported at time of delivery and shattering caused by thermal shock are not covered under the JELD-WEN product or glass guarantees.

## 18 Guarantees

In keeping with our quality policy, JELD-WEN offers the following guarantees on its products. These guarantees are subject to JELD-WEN UK Terms and Conditions of Sale. Defects that are caused in whole or in part by failure to adhere to JELD-WEN UK recommendations relating to storage, handling, installation, decoration, glazing and maintenance, are not covered by the guarantees below:



Exceptional wear and tear of hardware through extreme use is not covered. JELD-WEN will accept no responsibility for products cut down in size after receipt, or when utility or structural strength is impaired in fitting or application of hardware.

Hinges, aluminium rails and other hardware fitted must never be painted, and must be kept clean and lightly lubricated at all times. Use Vaseline or neutral oil. Keep rivets and moving parts lightly lubricated. Lubricate at least once a year, in coastal areas and/or places with high pollution, clean and lubricate more often.

All joinery shall be installed correctly in accordance with normal trade practices and adequately maintained in service.

The decorative finish applied to external joinery must be maintained in service and moisture must not be allowed to penetrate into the timber throughout its life.

Regular maintenance of the paint or stain finish of the product is essential for the long-term performance of all the components of your patio doorset. The period between maintenance checks will vary depending on the type of paint or stain finish and also the local conditions for the site. External joinery products must be cleaned at a maximum of six monthly intervals using a mild non-abrasive cleaner and soft cloth. Both internal and exterior faces should be cleaned.

Make regular checks to ensure that any drainage holes, channels and spaces are kept clear. Use a soft flexible brush or pipe cleaner with care to remove obstructions.

Annual inspection should be made and touching up carried out as necessary in areas of wear and tear (for example, exposed areas of sills or where the paint film has been breached).

Guarantees to the finished product are also on condition that:

- No physical or chemical damage to the doorset or coating has occurred
- No repairs or alterations to the surrounding buildings have occurred which are detrimental to the joinery performance.
- No failure of the coating has occurred caused by failure of ancillary products, or glazing.
- No damage to the coatings has occurred prior to, or during, installation.
- No damage to the coating has occurred, caused by bad maintenance of the building or poor design of the building.

## 19 Troubleshooting guide

### **My door doesn't lock why?**

Lock pins require adjustment

Lock pins are not aligned correctly with keeps - try adjusting door and door keep plates

Check handle is fitted correctly and check that lever lock is in correct position

### **How do I adjust the door height?**

See Section 12 P12

### **Doors get stiffer and more difficult to slide the wider it is opened?**

The top roller maybe binding on the head, adjust/lower the wheel height

### **How often should I decorate my doors?**

See section 1 P4

### **How often do I have to clean the hardware?**

See section 17 P18

### **Do I need to clean the handles?**

See section 17 P18

### **There is excess movement in the door when locked?**

The lock mechanism is adjustable, ensure the locking pins are adjusted correctly. See Section 11 P13

### **Sliding Door interlock fouls on slave door?**

Is the interlock correctly fitted? Is it the correct length?

Are the sliding door wheel sets correctly positioned on the track.

### **Sliding door is difficult to operate?**

Is the door/wheel set correctly positioned on the track?

Are the top rollers binding on the head, if so the door maybe too high, lower the wheel sets See Section 12 P12

Also check if there is any debris on the tracks clean accordingly.