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General Information

The keys to minimizing repairs on Won-Door folding partitions are proper installation and routine preventive maintenance. A Won-Door folding partition is designed for maximum flexibility and resilience enabling it to withstand shock and abuse. Fewer moving parts greatly reduce the chance of damage or failure. Under normal operating conditions an extended lifespan is assured.

We encourage you to read through this entire manual in order to familiarize yourself with the general repair and maintenance of a Won-Door folding partition. When a specific repair is needed, it will be necessary to reread thoroughly the section regarding the repair as well as related sections. The appropriate parts and materials can then be ordered. A VHS format video tape demonstrating the repair techniques in this manual as well as our “Parts Catalog” – complete with detailed drawings and part numbers you’ll find helpful in all Won-Door repair work – are available upon request.

Preventive Maintenance

Routine maintenance checks should be made every six months. The following list outlines potential trouble spots which could cause rough operation or premature wear.

1. Bottom sweep binding or panels touching the floor
2. Track separation from the header
3. Track obstructions
4. Gaps in track joints
5. Track joints misaligned
6. Broken rollers or rollers out of track
7. Bent roller pins
8. Broken lead post trolley
9. Broken lead post locks and latches
10. Hinges – split or dragging
11. Fiberglass or liner dragging
12. Track needs lubrication

If you are experiencing any of the problems listed above, refer to the Table of Contents for the page or pages which detail the specific method of repair. Repairs to Won-Door folding partitions will only be necessary to improve the opening and closing operation of the door or to improve its appearance. Therefore this manual only covers these two basic areas.
Rough Operation Due to Bottom Sweep Binding or Panels Touching Floor

A Won-Door folding partition will always retain its original dimensions. Therefore rough operation caused by binding bottom sweep will probably be caused by the natural settling of the building or settling due to weather conditions such as snow load.

Trimming Sweep Strips
Won-Door folding partitions are designed to accommodate moderate settling through the use of a heavy vinyl strip attached to the bottom of the door. Rough operation or binding will result if sweep strips are not trimmed properly. Extend the partition out to the fully closed position. Use a razor or utility knife to trim the sweep flush with the floor as shown in Figure 1. Open and close the partition a few times to make sure that it operates freely, making light contact with the floor across the entire length of the partition. If the fiberglass liner is touching the floor, trim it to no more than 1/4" above the floor.

Track Separation From the Header
Check to see that the track is snug at all points against the header. If not, check inside the track to see if track screws are loose or missing. Move partitions away from the loose track and tighten screws. Replace missing screws with 2" #8 or #10 oval head sheet metal screws. Do not use round or pan-head screws.

Header Adjustment – for T-09 track types only (see adjustable mount details on pages 16 and 17)
If the header has been hung from bolts or threaded rods, and the ceiling has not been tied into the header, then adjustment can be made. Remove the snap-in soffit at the sides of the track by applying firm pressure against the inside portion of the bottom leg of the soffit. Adjust the exposed nuts upward thereby raising the header until the bottom sweep strip of the partition rides easily across the floor. Care must be taken to make sure that the header is parallel with the floor with a maximum tolerance of +1/8".

Field Cutting of Folding Partitions
If the previously described methods do not solve the problem or seem inadequate, the partition will have to be cut off. This operation should be considered a last resort because of the considerable time and expense it requires.

Dividing the door into sections and hinge removal
- Detach the door jamb from the wall by removing the phillips head screws from the jamb extrusion. (See page 15.)
- Divide the partition into even sections. Won-Door folding partitions have no interior connections except at the lead post and jambs. Each section should contain an even amount of panels – to avoid excess weight each section should contain no more than 18 panels, depending on the height of the partition. By locating where the top and...
bottom sweeps are joined together with pop rivets, sections can be separated in the same places they were connected during installation. Separate one section from another by removing the connecting vinyl hinge (remove outside hinges only).

- To remove hinges, use a pair of pliers to bend the sweep clips out of the way (Figure 2). (Please note, before you begin this procedure, the top sweep clip should be pulled out of the top of the panel.) Grip the end of the hinge and pull it down and out of the panel grooves until the metal hinge clips are exposed (Figure 3). Continue to pull until the hinge clips are freed and peel the hinge back several inches (Figure 4). The entire hinge can then be removed by sliding it down the panel grooves and out from the bottom.

- After removing the panel hinges, remove the screws that attach the wing panel to the leadpost. Each panel section should be banded tightly together and tagged to identify its position within the complete door before removal from the track. Remove the shortest piece of track (and trim if necessary) and slide all lead posts and door sections to this point to be taken down. Door sections may be quite heavy so use caution when removing them.

Removing sweep and cutting back hinges

- Place individual sections on a table or a good solid work surface for cutting. Sections should be extended and laid flat with the “good” side (the side opposite the sweep clips) facing you in an upward position. Take note how the sweep clips are attached to panels so that they can be reinstalled in the same position after the door is cut. Using a drill with a #30 or 1/8" drill bit, drill through the pop rivets that attach the sweep clips (see page 9) to the panel.

- Once all sweep clips have been removed from the door section, turn it over, “good” side down, with the fiberglass side facing you. Using a pair of pliers, pull the bottom end of each hinge out of its panel slot and peel it back as shown in Figures 3 and 4. Cut from each hinge a length equal to the length of material you plan to cut from the adjacent panels. (For example, if it is necessary to shorten the panels by 1", then the hinge must also be shortened by 1".)
Determining the amount to be cut off

- If your particular track type is #2 or #11, (see track details on pages 12 - 13), the panel length should be exactly 4" less than the total door height (as measured from the bottom of the header to the top of the finished floor) or the panel length should hang 1 7/8" from the finished floor. If your track type is #9, the panel length will be exactly 4 1/4" less than the total door height. The bottom of the panel should also be 1 7/8" from the finished floor.

Note: The fiberglass liner must be folded out of the way before cutting the panels. Do not cut off the liner at this time.

- When you have determined the proper measurement, accurately mark the panels at several points. If the door is an aluminum model, a skill saw with a carbide tipped or abrasive blade can be used for the cutting procedure. If the door is steel, either vinyl covered or painted, use a saber saw or sawzall with a steel cutting blade.

- Lay the panels as flat as possible and, using a straight edge as a guide for your saw, make an accurate cut. It is recommended that you use eye and ear protection during the cutting procedure.

Cutting lead post

The amount to be cut from the lead post is the same as that cut from the panels as described above. Before cutting, detach the lead post from the trolley by removing the trolley bolt. Cut the appropriate amount from the TOP of the lead post and redrill the 3/8" hole for the trolley bolt in the same position.

Sweep replacement

Replace the vinyl sweep strip with the clips attached on the bottom of the panels. If sweep has been previously trimmed or is damaged or worn, order a new sweep strip from Won-Door. (Specify length of door.) Make sure that the sweep clips are flush with the bottom of the panel. At this point inspect all pins, roller bearings and cotter pins and replace any that are damaged. (For installation of new rollers see page 14.) Unfold the fiberglass liner and trim so it ends 1/4" above the bottom of the sweep strip.
**Partition hanging**

- Before rehanging, partition sections should be banded tightly with a belt or rope. One of the most important steps when hanging sections is to make sure that each roller bearing is turned opposite of the roller bearing before it. This is necessary for proper operation and stacking.

- Once sections have been banded and rollers staggered, a short piece of track should be slipped over the rollers as shown in **Figure 5**. (This short piece of track can be found in the track box.) The track will be used to transfer the sections onto the installed track. This method is preferable to feeding the rollers into the track one at a time. Sections must be hung in correct order – jamb sections first, center sections next and lead posts last. The only exception occurs when a floating jamb board is used. Then the floating jamb must be hung before the jamb sections.

- Each partition section can then be raised to the vertical position directly under the header for installation. Lift the section until the transfer track is flush with the header and butts against the installed track. A hand truck may be used for this procedure. By pulling back on the handle the section may be raised into position as shown in **Figure 6**. While holding the section in this position, push it onto the installed track. Take precautions not to let the install track hit you when it falls.

- Once all sections and lead posts are hung, the remaining piece of track can be installed. Make sure the repair track is securely in place and the track joints are properly aligned before proceeding.
Replacing hinges

When all partition sections and lead posts are in the proper position, the sections can be joined together with a vinyl hinge. Starting at the bottom of the end panel in the section, wedge one side of a hinge into the panel bead. Next, wedge the other side of the hinge into the bead of the adjoining panel in the same manner (Figure 7). Hinges are more easily pulled into place when they are warm and/or silicon is sprayed into the hinge grooves of the panels (Figure 8). Using your foot on an object such as a hammer to hold the hinge in position, pull the hinge upward with a pair of pliers, making sure it is continuously retained in both grooves as shown in Figures 9 and 10. Pull the hinge beyond the top of the sections so that the hinge clip is clear, as in Figure 11, then work the hinge clip back down into the panel grooves until the hinge clips are securely locked into place flush with the top of the panels, shown in Figure 12. Moving panels back and forth will relieve friction and let the hinge move back more freely.
Connecting the sweep strips
Once the sections have been hinged together, top and bottom sweep strips must be connected. Begin joining sweep strips by first cutting two inches of sweep from the panel on the left. Then trim 2 inches of “T” shaped bead from the sweep on the right panel as shown in Figure 13. Insert remaining sweep into left hand sweep clip causing the sweeps to overlap as shown in Figure 14. After making pilot holes through the overlapping sweeps (Figure 15), secure with 2 pop rivets (Figure 16). The procedure is the same for connecting the top sweep.

Attaching wall jambs
Jamb moldings are to be reinstalled plumb. Loose sweep ends near the jamb of the partition must be fastened to the wall with a screw and washer and any excess amount trimmed. The ends of the top sweep near the lead post trolley on sound partitions must be tucked inside the door.
Track Repair

Check Track For Obstruction and/or Loose Screws

Gaps in Track Joints
Check for gaps in the track joints. Careful observation of the rollers as they go over each joint will indicate if gaps are big enough to warrant repair. If so, move the partition away from the track piece that needs repair. Detach that piece from the head member by removing the screws from inside of the track. The track can then be taken down and moved to a place where it can be drilled and cleaned. New holes should be drilled and counter sunk close to the factory drilled holes. Clean out all shavings and debris before reinstalling. Reinstall the track making sure that all joints are closed and tight.

Track Joints Misaligned
If the track joints do not appear to match up properly, causing rough operation of the door, they can easily be realigned. Figures 17 and 18 show misaligned and properly aligned track respectively.

Track Centering Alignment
Sound doors with double tracks require those tracks to be exactly 6” (on center) apart across the entire opening. (8” on center for partitions having a stabilizer bar.) After locating portions of track which are not on 6” centers, do the following:
  • Remove track trim.
  • Remove screws from track where tracks are out of 6” or 8” centers.
  • With the use of a hammer and wood block tracks can be brought into alignment.

Track Trim
If the track trim has fallen down or is out of place, refer to the track details on page 12 to see your particular application and follow the appropriate instructions listed below.

TRACK TYPE #2 is either recessed into the ceiling or requires wood trim as shown on track details.

TRACK TYPE #9 may require snap-in soffit that attaches to the header by means of a special bracket. Soffit can be installed by tilting it back and engaging the attachment lips of soffit with the corresponding lips of the bracket in place on the header. Rotate soffit toward the track and with pressure snap it into the track groove. DO NOT INSTALL THE TRACK SOFFIT UNTIL AFTER ALL REPAIR WORK ON THE FOLDING PARTITIONS IS COMPLETED.

PEGBOARD: Track Type #2 has a pegboard between the tracks acting as an air release. If the pegboard has fallen out, it might be possible to tilt the pegboard on a slant and wedge it down into place. The pegboard should be retained in place by means of foam blocks, with pegboard joints tight. If this method won’t work, remove enough screws from the track so that it can be tilted down far enough to slide the pegboard into place.
Broken Rollers or Damaged Panels
On occasion, a roller bearing will break or become damaged while in the track. Pieces of the roller may be lodged in the track causing rough operation. To repair, find the rollers which need to be removed and separate the panel they are attached to from the rest of the partition by removing the hinge. To facilitate the removal, it may be necessary to also remove one of the adjacent panels so that only outside hinges are removed. Refer to the section entitled “Hinge Removal” on pages 4 and 5 for instructions concerning the removal of hinges.

Damaged Pins
To remove an entire pin and roller assembly, use a #30 drill bit to drill through the brazer rivets which attach the pin to the panel. A new pin and roller assembly can then be attached to the panel with a 1/8" pop rivet or sheet metal screw. Make sure that the pin is parallel with the panel and fits snugly in place.

Roller Replacement
To replace rollers, remove the cotter pin and washer that hold the roller bearing to its panel. Place a new roller bearing on the shaft of the pin; then replace the washer and cotter pin.

Panel Replacement
To install new panels, or panels with new pins or roller bearings, follow the steps previously outlined in “Roller Replacement.”

Sagging Half Panels
A half panel that has dropped from its normal position can be repaired. Begin by returning the half panel to its position flush with the other panels. Then pop rivet a small piece of safety chain from the jamb mold to the half panel. (See Panel and Parts Assembly on page 15.)

NOTE: Should the design of the door components on your project differ from what is shown, please contact the factory for additional instructions.
Lead Post Repairs

**Lead Post Trolleys**

Rough operation can also be caused by broken or bent lead post trolleys. Inspect the trolley for damaged or broken trolley wheels. To replace damaged trolleys, remove the short piece of track (see page 5). Next, remove the trolley bolt, pull the lead post to the area where the track has been removed and by tilting the lead post back towards the partition remove the trolley. When ordering new parts be sure to specify the trolley by part number as several different types of trolleys are made for sound and non-sound doors.

**Miscellaneous Repairs and Adjustments**

**Latch Adjustment for:**

- **Bi-parting Doors.** Bi-parting door posts consist of a male post with a latch, and a female post with an opening and spring clip to receive the latch. If posts will not latch properly, adjustment can be made to the spring clip in the following manner:

  Remove the front seal from the post and the 3/4" latch plate screw. Slide the latch plate up or down to uncover the spring clip. Loosen the spring clip screws and adjust the spring clip up or down to either increase or decrease friction for proper latching (Figure 19). Repeat steps in reverse order for replacement. To reinsert the seal into the striker, pinch the seal into a “U” shape and insert the legs of the seal into the corresponding grooves of the striker (Figure 20).

- **Single Parting Doors.** Single parting door posts consist of a lead post with a latch and a striker that is mounted on the wall with an opening to receive the latch. If the post will not latch properly, refer to the adjustment procedure for bi-parting posts.

**Lead Post Striker**

If strikers need to be removed or adjusted, they can be detached from the wall. First remove the vinyl seal to reveal the mounting screws. After adjustment, position the striker on the center line of the door, flush and plumb, and reattach with 2" screws. In order to receive the latch, the striker plate must be properly aligned. Reinsert the seal into the striker as described above (Figure 20).
Hinge Replacement
If a hinge is damaged, has come loose, or is dragging on the floor, remove it completely as explained on page 5. Make sure the hinge is properly clipped at each end and reinsert it following instructions in section entitled “Replacing Hinges” on page 8.

Loose Fiberglass liner
On all sound doors, both interior panel walls are lined with a continuous blanket of 2 pound density fiberglass. This liner is held in place with special liner clips. If the liner has fallen down and is dragging on the floor, it can be repaired in the following manner:

Remove jamb moldings from the walls exposing the inside of the door. It may be possible to put a dragging liner back in place by recilpping it to the panels as shown in Figure 21. If the liner cannot be reworked while in place, completely remove it and, starting at the top, reclip it. Make sure to stagger the clips from panel to panel so they will not touch each other when the door stacks.

Lubrication
Using a small glazing knife or similar flat tool, place a small amount of medium duty lithium grease, such as Texaco Starplex 2 grease, on both inside lips of the track. Operate the partition a few times and wipe off any excess grease.

Cleaning
Once a year, or as needed, the partitions should be cleaned. An all-purpose aerosol cleaner is recommended.

Figure 21
Motor Operated Partitions

Material previously covered in this manual also applies to motor operated partitions with the addition of the following:

**Motor Lubrication**
Motor gear box lubrication level should be checked and maintained once a year. Use SAE 80 or 90 gear oil.

**Limit Switch**
Proper opening and closing of the partition is controlled by the limit switch. Written instructions regarding the adjustment of the limit switch may be found on the inside cover of the switch.

NOTE: Should the design of the limit switch on your project differ from what is shown, please contact the factory for additional instructions.

**Drive Chain Adjustment**
Once a year, the drive chain should be checked for tautness. If there is too much play in the chain at any point, it should be tightened. Chain tightening is done from the sprocket and opposite the motor operator in the following manner. Loosen Nut A considerably. Take up the slack by tightening Nut B until the chain is tight. Retighten Nut A. (See Figure 22.)

If the partition fails to operate because the loose chain has come off of the motor drive sprocket and/or the end return sprocket, place the chain back on each sprocket and follow the procedure described above to tighten.

**Motor And Gear Box Replacement**
The motors and gear boxes that are provided on motorized partitions are of the highest quality and should never require replacement under normal operating conditions. However, in the event that replacement is required, please provide the following information for reordering:

- Motor: horsepower rating (1/2 or ____)
- Power requirements (120/240 v. 1 phase or 208 v. 3 phase)
- Gear Box: gear type (See page 19)
Panel and Parts Assembly

PIN & ROLLER ASSEMBLY

VINYL HINGE

VINYL SWEEP – TOP

VINYL SWEEP – BOTTOM

BOTTOM SWEEP CLIP
Track Details — Non-Sound Models

T-11 TRACK

T-09 W/SOFFIT

T-09 W/WOOD TRIM

T-01 TRACK

T-02 TRACK
Track Details — Sound Models

T-01 TRACK

T-02 W/PVC SOFFIT

T-11 TRACK

T-09 W/PVC SOFFIT

T-09 W/WOOD TRIM

T-09 W/STABILIZER BAR
Motor Operator

TYPE 1
(ELECTROL GEARBOX WITH LEESON MOTOR)

TYPE 2
(SUMITOMO GEARBOX WITH LEESON MOTOR)