



Timetables for Field Service

The following time schedules should serve as useful tools in estimating time to repair Total Door Systems. Prepared with cooperation from Distributors across the nation and members of the Master Technician Team, the times shown are actual hands on repair times.

Caution: All repairs must be done by a factory-trained installer. Sending untrained personnel can void the Manufacturer's Warranty and can result in wasted labor, incomplete repairs and temporary fixes. The Total Door Systems parts kit is a necessary tool for your service department and will reduce the risk of a second trip.

Times reflect one man

- Repair or Replace:
- 1. Hanger rod (H17, H30, H50) .. 20 minutes*
 - 2. Retainer (R-12).. 35 minutes*
 - 3. Blocking Member & Spring (L135ASA) .. 35 minutes*
 - 4. Locking Channel (L-11) ... 35 minutes*
 - 5. Helper Springs (Y-13) . 5 minutes

- Repair or Replace:
- 1. Lever or lock (#60, #82, #83, #84 . Lock Mechanism) .. 15 minutes
 - 2. Grip or slide block assembly. (M32, M33, M35, M52 - M24SA) .. 30 minutes
 - 3. Panic bar and base (Standard or Flush Panic) .. 15 minutes
 - 4. Solenoid, excluding top rail location 15 minutes
 - 5. Solenoid, top rail location .. 15 minutes
(If door needs to be taken down, add 20 minutes)

Reinstall or Replace total opening:

- 1. Single door w/ closers.. 1 hour**
- 2. Pair of doors w/ closers .. 2 hours**
- 3. Double Egress pair w/ closers .. 2 hours**
- 4. Mullion pair .. 2-1/2 hours**

* Time allows disconnecting and reconnecting closer arm.

** The extended time for reinstall or replace segment reflects time allowed for the rework of the frame. (i.e. flatten dimples created by original screws to ensure that the H-12 sets flat on the frame.)

Note: add 15 minutes per leaf for grouted and/or frames greater than 16 gauge.

Typical installation for closers = 30 minutes.

All repairs to doors still under Warranty must have factory approval before repairs begin.

The Distributor is responsible for procuring a PO from the customer for the repairs on doors after the Warranty expires.