

The following are the most frequently received queries regarding Dorgard, with a checklist of solutions.

Dorgard is not releasing to the sound of the Fire Alarm

- Check fire alarm sounds for at least 30 seconds.
- Check fire door is free to close unhindered.
- Check that the plunger has a minimum of 10mm of down travel before the ferrule contacts the floor.
- Check that the fire alarm is louder than 65dB where Dorgard is situated.
- Calibrate unit if required (see Adjusting Sensitivity of Dorgard in your Fitting and Operating Guide).

Dorgard releases to no apparent sound

- As a safety feature, Dorgard has to release to any sound that it hears as being continuous and louder than 65dB as this sound could be obscuring a potential fire alarm.
- Check that Dorgard is on the side of the door that closes in to the door frame.
- Dorgard will release if the door is pushed in the direction of opening (see section on Operating Dorgard in your Fitting and Operating Guide). To prevent this happening fit the Floorplate supplied.
- Dorgard will release every 7 days as part of its self-testing routine.
- Calibrate unit if required (see Adjusting Sensitivity of Dorgard in your Fitting and Operating Guide).

Door creeps closed with plunger fully depressed

- Check that the Ferrule is not worn or damaged. Replace if necessary.
- Check that Dorgard is positioned low enough that the Ferrule makes good contact with the floor when the plunger is depressed. A vertical plunger movement of 10 - 15mm is ideal. Re-position as necessary or fit Floorplate supplied.
- Check that the overhead door closer does not shut the door with excessive force. If so, fit the Floorplate supplied or loosen pressure on overhead closer.
- Check that the Ferrule has enough purchase on the floor surface ie: floor surface is not too slippery. If so, fit the Floorplate supplied.

Dorgard does not retain the fire door in an open position

- Check that the plunger is depressed while standing side on (see Operating Dorgard in your Fitting and Operating Guide).
- Check that the battery compartment is closed and that the batteries are effective.
- Check that Dorgard is not fitted too low on the door. A vertical plunger movement of 10 - 15mm is ideal for the plunger to lock down properly.
- Check that Dorgard is mounted on the side of the door that closes into the door frame.