# AUTOSLIDE
LSG0 7.30.20

# Troubleshooting Motor Wheel Grinding/Slipping

The AutoSlide functions by mounting a toothed track to a sliding panel and a motorized gear (wheel) to the door frame. When the track and motor wheel don't have enough pressure on each other, the wheel can slip against the track. This mostly happens when the unit is powered on and closes - though it can also occur when the unit is fully closed and starts to open, or when the unit is fully open and starts to close. While primarily an issue encountered during installation, doors can warp/sink (or fixings of the AutoSlide system can come loose) over time; this leads to a decrease in pressure between the wheel and track. Grinding can typically be resolved by increasing pressure/grip between the track and motor wheel.

Causes of grinding
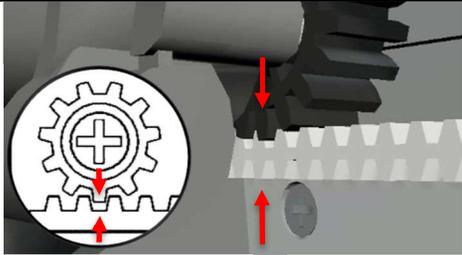
Lack of vertical pressure (most common)

When the track is too low to fully engage the motor wheel (or when the track appears to be engaged but isn't tight enough to keep the wheel from slipping). This can happen due to tracks being installed too loosely against the wheel, or from the door sinking over time. See Methods 1, 2, & 3 to resolve.
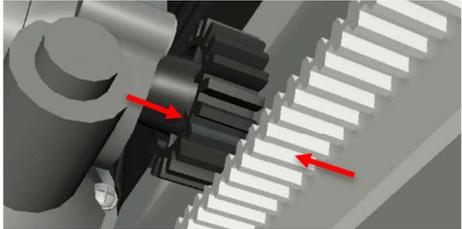

Lack of horizontal connection

When the track doesn't have enough horizontal overlap with the motor wheel. The lack of connecting surface area can allow the wheel to slip. This can be fixed by shimming out the tracks to meet the wheel.
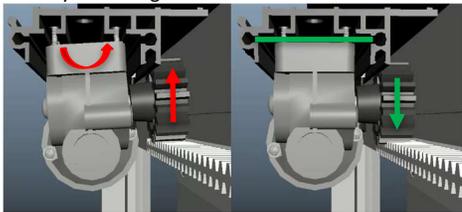

Loose motor or track

Over time the AutoSlide motor or tracks can become loose under heavy use. If you feel the motor barrel is loose, dismount the unit body and tighten the four motor screws securing the motor to the unit body frame. Be sure to also tighten all track fixings.

Method 1: Raising entire sliding door panel
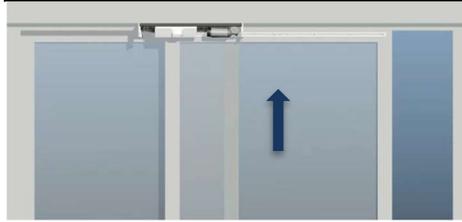
Most sliding doors have height adjustment screws to raise or lower the entire sliding panel (these are usually located at the bottom of the sliding panel). This can be used to raise and tighten the tracks to the motor wheel. Usually there is an adjustment screw on each side of the sliding panel; be sure to raise both sides equally to keep the panel level.
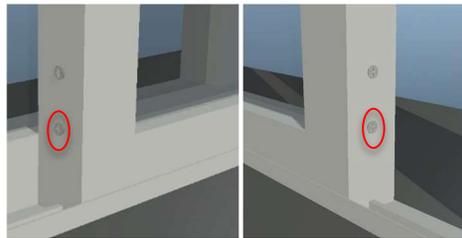

Often doors will have height adjustment screws at the sides toward the bottom

To avoid having too much pressure on the wheel from the track (which can inhibit the wheel from turning), raise the door in small increments (e.g. two turns on the adjustment screw on each side). Test the unit to see if it still grinds; if it does, rotate the screws another two turns, test again, etc. until the grinding stops.

Height adjustment screws can be located towards the bottom on the sides of the sliding panel, or underneath the sliding panel. Typically, height adjustment screws take a #3 Philips. If you're unsure where the height adjustment screws are for your door, look up the door's make and model and contact the door's manufacturer.

## Method 2: Shimming down unit
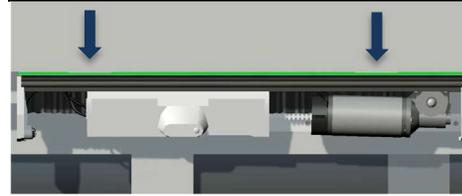
If height adjustment screws cannot be located or are inaccessible, you can shim the unit body down to the tracks instead (in the example the shim is colored green). Again, be sure to not shim the unit body down by too far; too much pressure on the track can inhibit the motor wheel from turning.

A recommended method is to purchase multiple thin wooden slices matching the dimensions of the unit body (19.5" x 2.5") and insert them above the unit body to gradually lower it down to the right height.
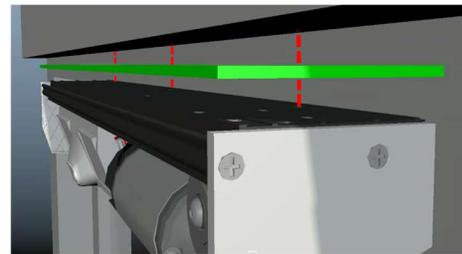

Method 3: Remounting tracks
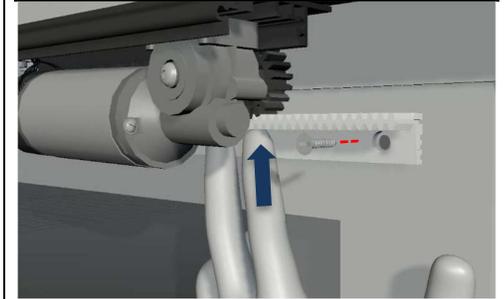
Another method is to remove the track fixings and reinstall the tracks with more pressure on the wheel. New holes may need to be drilled into the track for this method.

As you install each fixing, slide the door so the fixing is near the motor wheel. Drill in the fixing while pushing up on the track where it meets the wheel (as depicted). This is to ensure the track is mounted high enough to be tight against the wheel. Slide the door over so the location of the next fixing is close to the motor wheel and repeat.
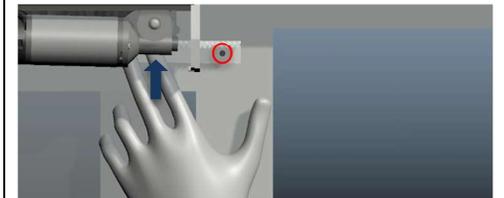
Drill fixing and slide over to next hole