

Certification Information

Question	Answer
Which closers will help me meet my responsibilities under the Equality Act? (BS8300)	1120B, 1130B, 2003V, 2130B, 2320.T, 2420B.T, 2720BD.T, 2721BD.T, 2130B.TE, 2720BD.TE, 2721BD.TE, 996
Can I use a delayed action door closer on a fire door?	Yes if it is CE marked for a fire door. We offer the 2721BD.T & 2720BD.T The closing speed must not be set any longer than 25 seconds.
Is the 2003 door closer fire rated in application 66?	No, it loses two power sizes in this application. Use the 2003V instead.
Can I use a track closer and still meet my responsibilities under the Equality Act?	You can as long as it's one of our cam action closers, or an electromagnetic version. Suitable track closers are 2720 series, 2300 series & 2400 series.
Are all your door closers fire rated?	No. The template adjustable 121 is not rated, but the CE version is. Our strength 2 floor springs and 2800 transom closers are not rated either. The 2003 and 2004 closer is not rated in application 66.
Is the 101 chain spring closer fire rated?	No

Fitting Information

Question	Answer
What bracket is required when fixing a 121 door closer application 66 parallel arm?	121.BRK66.XX
What bracket is required when fixing a 2003 door closer application 66 parallel arm?	2110.BRK66.XX, the bracket should be included in the box
I have a 2130B.H hold open closer, do I need a separate bracket to fix it application 66?	Yes 2130.H.BRK66.XX
Can I replace a 2003 door closer with a 2003V door closer without re-drilling the door?	Yes, the screw holes share a common pattern.
I can't get any latch action adjustment on my door closer? What's causing this?	It suggests that the arm has not been pre-tensioned during installation. Refer to instruction sheets available from our website, allegion.com/uk
Do I need to fit a door stop with my door closer?	Yes in every case unless you use a door limiting stay, or a closer with a built in stop on the arm assembly.
My wall is being damaged by the door slamming against it, even though there is a door closer fitted. Why?	Fit a wall or floor mounted door stop, or a door limiting stay.
I have a loft hatch, can I fit one of your door closers?	No, our closers are designed for vertically mounted doors.



My floor spring has gone faulty and is slamming the door. Could I make the door single action and fit a door closer? Technically it would work, but you would require a lot of effort to open the door as you are trying to compress two springs. Might be better rehangng the door on butt hinges or fitting a new floor spring.

Can I use the 2721.DVP Push side mounting bracket with the 2321 close? Yes suits both

Product Selection

Question

Answer

Do you supply a door closer suitable for use outside? Our door closers are only guaranteed for internal use

Do you offer a door closer suitable for use on a curved head or arched door? No. A solution is to use a concealed jamb closer or a floor spring with a fall off hinge.

I have a double action door, what closer can I use? Either a 2800 concealed transom closer, or floor spring with double action fittings.

I want to fit a door closer on an external door subject to strong wind conditions, which unit do you recommend? It's essential to fit a unit with backcheck, and adjustable strength such as the 2130B or 1130B. For severe conditions consider LCN, they offer a door closer with a feature called AVB (Advanced variable backcheck)

My door is over 1400mm wide which door closer can you offer? The maximum strength door closer we can offer is a strength 6. This can accommodate doors up to 1400mm wide weighing no more than 120 kgs.

What's the difference between a cam action closer and a rack and pinion closer? It relates to the mechanical operation and design of the closer. A cam action closer is generally more efficient and offers lighter operating forces.

What is your equivalent closer to the Dorma TS92? Briton 2300

What is your equivalent closer to the Geze TS3000? Briton 2300

What is your equivalent closer to the Dorma TS93? Briton 2700

I have an old 997 electromagnetic door holder, what's the nearest replacement? 9963/01 closer

Where can the non CE 121 closer be used? On doors up to 950mm that are not designated fire doors. Fire doors require a minimum size 3 closer that is CE marked.

Technical Specification

Question	Answer
What is the minimum strength closer for use on a fire door?	Size 3
I've fitted a 121 door closer, but it's hard to open the door, what can I do?	The 121 closer is budget closer at the top end of a strength 3 and not as efficient as the 2003V or 2130B closer at size 3 so takes more effort to open the door. Fit a 2003V, or 2130B for more efficiency.
My door slams with the windows open, and struggles to close with the windows shut. What's causing this, and what's the cure?	This situation has been caused by air pressure within the room. It's hard to overcome with a fixed strength door closer. An adjustable strength closer is likely to cure the problem using spring strength as opposed to closing speed. In some cases even the strongest closer will not close the door and intumescent vents may be required to relieve the air pressure. Refer to Technical Services who can do a calculation.
My door closer is slamming the door shut no matter how I adjust the control valves, what can I do?	Check the closer has been fitted in accordance with the fitting instructions. If it's still slamming it may be a displaced pressure control valve. If the closer is very old it may be suffering from piston wear. The closer needs replacing. If the unit is under 10 years old it's likely to be covered by our 10 year mechanical warranty.
My door closer closes fast in the summer but slow in the winter, what's causing this?	It's likely to be an old door closer which doesn't have the current thermo contant fluid in it. Oil gets thick in cold temperatures and thin in high temperatures.
What voltage is the 996 electromagetic door closer?	24 Volts DC. + OR - 10% Anything over 26 volts may cause damage.
Can I convert a 996/01 to 66 application by buying the Fig 66 arm pack?	No, they are completely different units and it's not just the arm that is different.
My door closer is leaking oil, can I refill it?	Not under any circumstances should you attempt to refill the door closer. There are springs under high pressure within the unit, that could cause severe physical injury if the closer is tampered with.
What's the maximum and minimum voltage I can use for my 996 closer?	Ideally they require a constant 24volts D.C but will operate on a minimum 22 volts and maximum 26 volts. Any voltage over 26 volts is likely to cause damage to the solenoid.
What is the maximum cable run for a 996 closer?	This should be worked out by a qualified electrician and depends on gauge of wire used, ambient temperatures, etc. General advice can be given by Technical Services but ultimate calculation needs to be done by installers.
What's the maximum opening angle of a 996 door closer?	110 degrees application 01, 95 degrees application 61, 105 degrees application 66
My 996 closer will not hold open, what's causing this?	In the majority of cases it's due to poor or incorrect installation. Another possible cause is a faulty solenoid. Check installation against the instruction sheets. There is a silver disc behind the magnet that should be impossible to pull off with voltage applied. If disc can be separated, then this indicates a worn out or faulty solenoid. Replacement code is 996/863/UF free only if unit is under two years old.



What is the minimum clear opening door size I can use with my 996 closer?	Application 01 = 370mm, Application 61 = 540mm, Application 66 = 500mm.
Do you offer an electromagnetic door closer or holder that can operate on AC alternating current?	No, all our units operate on 24 volt DC direct current.
The door closer arm is scraping the top of my door when it opens, what's causing this?	Check installation instructions for measurements. The body could have been fitted too low on the door, or at an angle. Another cause could be abuse, such as people swinging on it in schools, prisons, etc, bending it down.
How far do your floor springs open?	120 degrees max
What is the maximum delayed action that can be achieved with the 2720 closer?	Approximately 40 seconds. The delayed action comes in at 70 degrees.
What is the maximum opening angle of the 2320 and 2321 closer?	180 degrees, but 120 degrees when transom mounted
Do you offer a cranked arm for any of your door closers?	No
I have a door 1500mm wide, do you have a door closer that could accommodate this?	No, our size six closers can accommodate doors up to 1400mm wide.
My 9963/01/SE door closer is hitting the door frame when opened past 90 degrees. Can I move it 25mm away from the hinge side to miss the door frame?	No, it's tested and approved in the position specified on the fixing instruction. Consider using a push side mounted 9963/66 instead.
What is the Fig 2 drop plate used for?	To mount a closer on a special plate which screws to the underside of the door frame, enabling a closer to be fixed similar to application 61 push side.

Warranty Information

Question

Answer

How much warranty is given on your mechanical door closers?	10 years mechanical
How much warranty is given on your electromagnetic door closers?	Two years electrical and 10 years mechanical.