

Troubleshooting Guide for Latch Retracted Exit Devices

<u>Problem</u>	<u>Symptoms</u>	<u>Probable Cause</u>	<u>Solution</u>
Power not getting to the Exit Device	Red LED not Illuminating	Circuit Breaker Blown	Reset Breaker in at Main Box
		Fuse between transformer and board is blown	Replace Fuse
		Fuse on board is blown	Replace Fuse
	Red LED is illuminated and power is at the door	Wire short in power transfer	Replace power transfer device
No Power Output from the controller	Fuse is blown in exit device.	Positive and negative wires Leading from 781N to exit Device are swapped red to negative and black to positive.	Put the red to positive and black to negative. Replace fuse in the exit device (Littlefuse part #239.004)
	Power at the transformer and circuit board but still no output	Fire Alarm circuit is open	Reset Fire Alarm
	No response from Control Inputs	Fire Alarm Contact is Open	Reset Fire Alarm – Check jumper PJ2 for proper position.
		Faulty Control Switch - Should be normally open and common off of a dry contact relay.	Manually short input terminals to see if unit responds – replace control device if bad.
	Only one or neither of two exit devices are responding when keypad or card reader is being used as a control device.	Incorrect Control Input – 781N is looking for a dry contact input (NOT A VOLTAGE INPUT)	781N Controller may be damaged if voltage input has been made to 781N - remove input device and check operation as above – replace
	781N is Inoperable	Depending on wiring, if the 781N is being activated by a door operator or access control system, the time setting on either of those systems' output may be turned down or inactive.	Set the time delay to the desired time and check the dry contact output for the amount of time the relay is <u>closed</u> . Replace or repair operator and/or access system as needed.
Exit Device receives signal and attempts to pull latch back but will not stay retracted.	Retraction stops or repeats itself.	Exit device is out of adjustment	Refer to exit device installation instructions to get full travel out of push bar. This is a common problem on CVR & SVR Devices.
	Retraction starts and stops once.	Time delay is not adjusted on 781N or control device.	Set time delay on either the 781N, Card Reader, or Keypad.
Two exit devices are activating at the same time instead of one at a time	There are two separate inputs one for one bar and one for the other but only one switch had been activated.	Jumper PJ1 is in the wrong position.	The 781N can be set for either dual or single applications by moving the PJ1 jumper. Refer to the instruction manual that came with the 781N on page 2.
F1 fuse blows when an attempt to activate the exit device is made.	Blown F1 fuse with exit device Fuse OK.	Direct short to ground between the Exit Device and the 781N.	Find and correct ground short and replace F1 (MDL 4) fuse.
781N has power output to the Exit Device but keeps blowing the solenoid fuse.	Exit device solenoid fuse is blown.	The polarity of the voltage output wires are reversed with positive going to negative and negative to positive.	Attach a voltage meter to the voltage output wires at the exit device and then activate the 781N. The meter will indicate which is positive and negative. Hook the positive to the red wire, negative to the black wire, and replace the solenoid fuse if needed (Littlefuse part no. 239.004).