



Serenity  
Sliding Door Systems

# Surface Mount **System Guide**

Installation + Maintenance

# **Thank you for choosing Serenity Sliding Door Systems**

This guide covers the installation of the Serenity Sliding Door Systems® Surface Mount System. For information on our other models please contact us.

## **Contact Us**

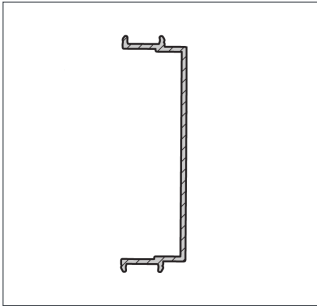
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**Version 6.23**

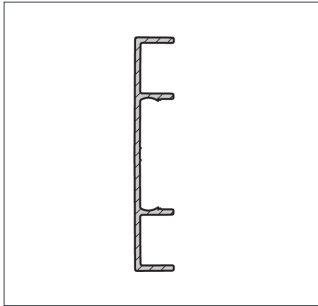
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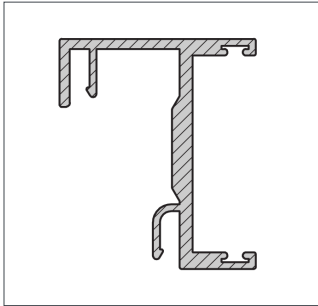
# Parts Overview



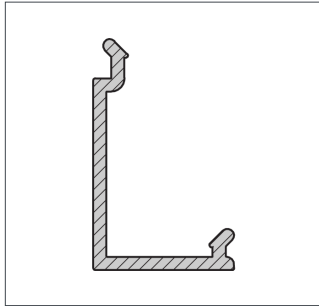
**Cased Opening Frame**  
Attaches to Rough Opening



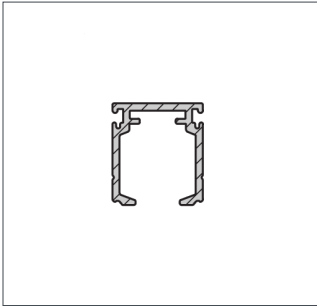
**2" Snap-On Trim**  
Attaches to Cased Opening



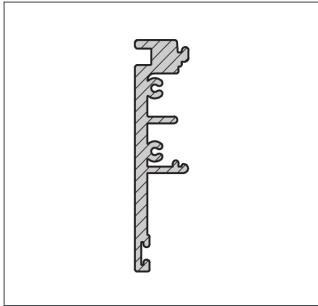
**Receiving Channel**  
Attaches to Leg Trim



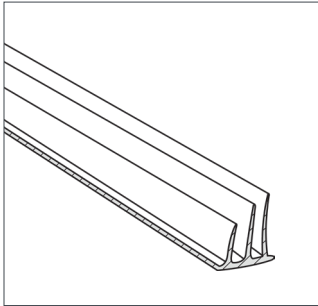
**Rec. Channel Cover**  
Attaches to Rec. Channel



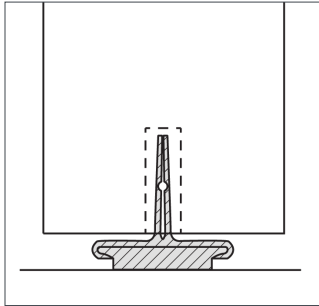
**Track**  
Attaches to Backer



**Backer**  
Attaches to Header Trim

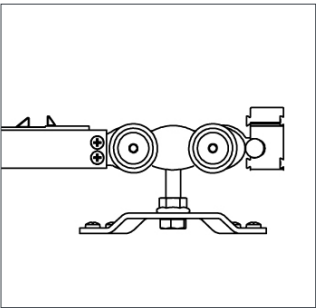


**Sound Gasket**  
Attaches to Back of Door

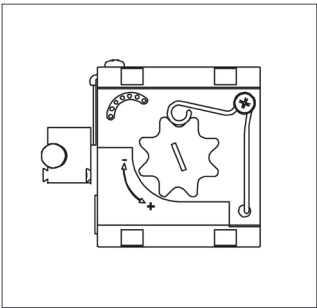


**Floor Guide**  
Attaches to Floor

**Closing Options:**

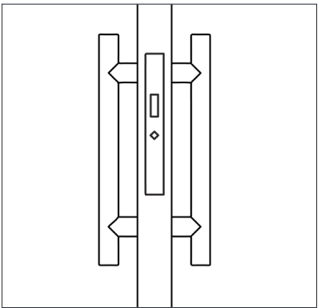


**Soft Close**

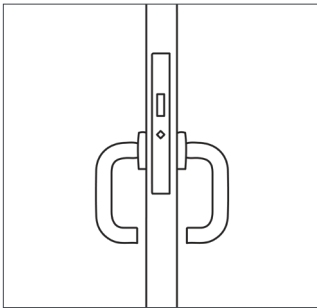


**Spring Close**

**Handle Options:**

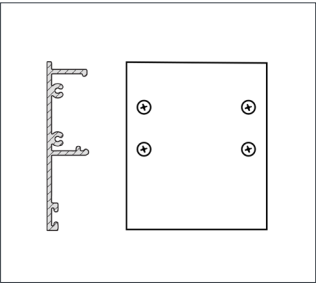


**Ladder Pull**

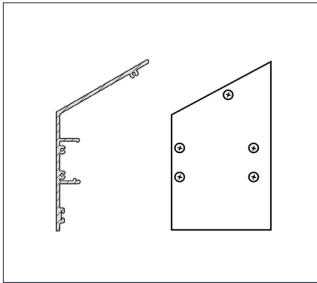


**Lever**

**Valance + Endcap Options:**



**Standard**



**Sloped**

## Screws Included:



All parts should be inventoried upon receipt. Any shortages must be reported to Serenity in writing within five business days from the received date.



#8 X 2 3/8"

### Backer Screw (Aluminum)

Used to mount Backer to the face of the Cased Opening Frame Header



#9 X 2 1/2"

### Backer Screw (Wood)

Used to mount Backer to the wall



#12 X 2"

### Receiving Channel Screw

Used to secure the Receiving Channel to the Cased Opening Frame Leg



#10 X 1 3/4"

### Hanger Bracket Screw

Replacement screw to mount door to Hanger Bracket



#6 X 1 5/8"

### Aluminum Frame Screw

Used to mount Cased Opening Frame to wall



#5 X 5/8"

### Endcap Screw

Used to secure Endcaps to Valance and Backer



#8 X 1/2"

### Strike Screw

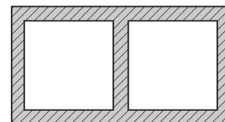
Used to mount strike to Receiving Channel, Used ONLY when there is lock



#6 X 3/8"

### Frame Corner Clips + Screws

Used to mount Corner Clips to Cased Opening Frame



2" X 0.625" X 0.325"

### Backer Shim

Used to shim the space between the top of the Backer and the wall

# Tools Required

3' Level

6' Level

Small Laser Tool

Screw Gun and Drill - shaft with #2 insert bit

3/16" Drill Bit

1/4" Drill Bit

1/8" Drill Bit

Hex Head: 4" Long, 5/16" Diameter

Rubber Mallet

Inflatable Air Shim

3mm Allen Wrench (for Soft Close triggers)

2.5mm Allen Wrench (for Soft Close stops)

#1 Phillips Screwdriver

Two 13 mm Open-end Flat Wrenches (no thicker than 1/4")

Rotohammer

1/4" Rotohammer Bit

Utility knife

Ladder

Two 12-inch Clamps (if only one person installing door)

Caulk, caulk gun and additional drill bits may be needed for drilling the face preps on the doors, depending on what hardware is being used. Lock template should be included in lock packaging; if not, contact Serenity.

# Preparation:

## Verify Consistency Of Wall Thickness

Frames are ordered per approved door submittal and should be consistent with a maximum plus or minus 1/4". Verify consistency of wall thickness. We design some flexibility into the doors by typically providing the frame 1/8" wider than the wall callout size on the blueprints. Make sure walls are not flared at the head and are consistent within 1/4" plus or minus. If wall conditions are not within these tolerances, please notify the GC and Serenity, or the distributor to correct the situation before attempting to install the Cased Opening Frame.

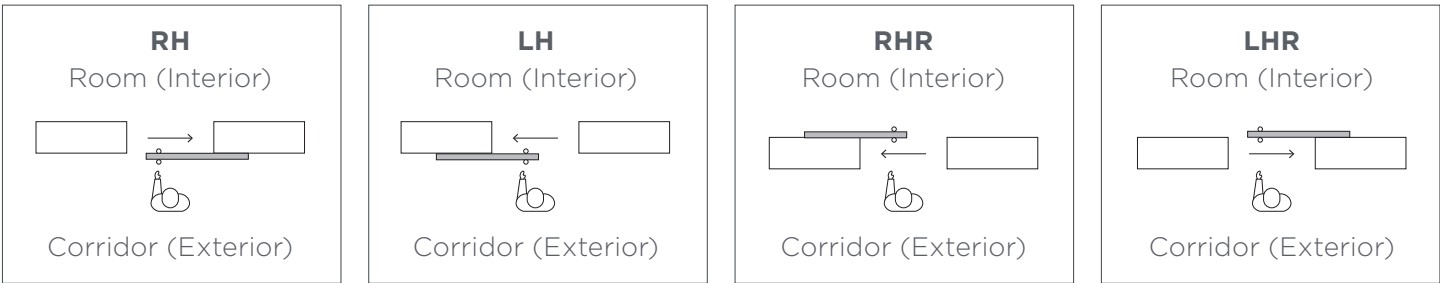
## Verify R.O. and Backing Size

Verify rough opening size and wood backing per shop drawings.

## Verify Sheetrock Size

Make sure all sheetrock is cut flush to the stud. Overhanging sheetrock will impede proper installation of the cased opening.

## Door Handing Chart



## Determine Installation Timing

Determine if frame is to be set before or after finished flooring. (In any case, the wood door should be set after finished flooring.)

### These Are Your Options:

- Frame installed after finished flooring (preferred).
- Frame installed before finished flooring. This is necessary in some cases. For example, if vinyl flooring is to be covered up the wall, the frames need to be set prior to the flooring and a second trip may be required. In such a case, you will need to shim the bottom of the legs/jambs up off the floor to allow for finished flooring thickness.

A note about split flooring: If one side of the door is to be one type of flooring and the other side another, for example, vinyl and carpeting, or even two colors of the same material, position the back edge of the sliding door, not the centerline of the door, at the transition. The proper positioning is shown in the photo at right. When hanging the door, it should be positioned as close to the lower flooring as possible to provide maximum sound protection while still allowing easy opening and closing.

### Flooring (Level)

Verify existing floor is level along the full run of the door (can be verified by Track length). If floor is out of level by more than  $\frac{3}{8}$ " along that distance, possible issues include sound attenuation being lost and proper door functioning being inhibited.



# Step 1: Set The Cased Opening Frame

- A:** Check the dimensions and square of the rough opening. Verify correct cased opening width per shop drawings. Make sure the wall is the proper height and width for the frame and is within tolerance.
- B:** Hold the Cased Opening Header along the top edge of the rough opening and center it in the RO. Then wrap it on over the wall.
- C:** Hold one of the Legs/Jambs at an angle and slip the portion over the wall. Push upward to engage the Leg/Jamb to the header. Then push the rest of the Leg/Jamb over the wall.

Make sure the bottom of the Leg/Jamb is in contact with the floor, UNLESS you are installing the Frame before flooring has been finished. If installing the Frame before finished flooring, shim the bottom of Legs/Jambs up off the floor to the height of the finished flooring.

- D:** Install the second Leg/Jamb. If necessary, pull the header down to make contact with the Legs/Jambs. Use the four Corner Clips as a guide to help with the alignment of the header and the Legs/Jambs. The header will overlap the Legs/Jambs by approximately 5/8" on each side.

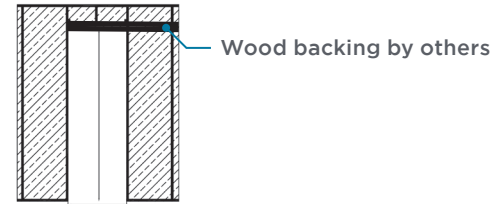


Figure A

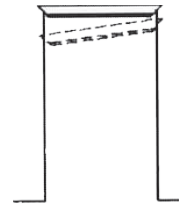


Figure B

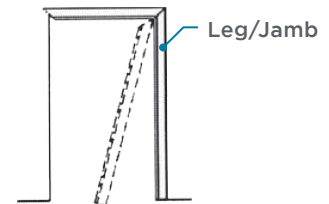


Figure C

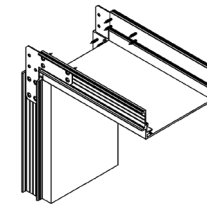
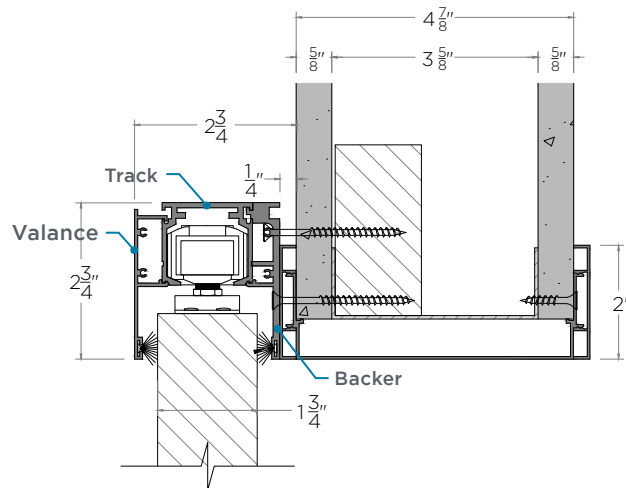


Figure D

## Step 2: Install Backer

- A:** Align the Backer on the face of the 2" header Snap-On Trim. The Backer should be positioned to the edge of the Frame Leg Trim and bottom of the Header Trim. Use a quick clamp to hold it if necessary.
- B:** Predrill and use the provided Backer Screws to secure the Backer onto the face of the Cased Opening, starting with the bottom holes. The self-tapping Backer Screws (Aluminum) are used on the lower part of the Backer. Use the other Backer Screws (Wood) for the remaining top holes of the Backer.
- C:** Slip the Filler Trim behind the section of Backer where there is a gap between the wall and Backer, flush with the bottom of Filler Trim and Backer. Drill pilot holes ( $\frac{3}{16}$ " ), using the existing holes in the Backer as guides, through the Filler Trim before attempting to screw in the Backer Screws.
- D:** Use the Backer Screws to hold both the Backer and the Filler Trim in place. If the Filler Trim is short, push it flush with the side opposite of the opening. Do not screw in the top screws until all the bottom ones are secured. Before tightening the top screws, put  $\frac{3}{8}$ " Backer Shims behind the top of the Backer, next to each of the screws. This prevents the tightening of the screws from warping the shape of the Backer.



Step 2 Detail

Scale 4"=1'-0"

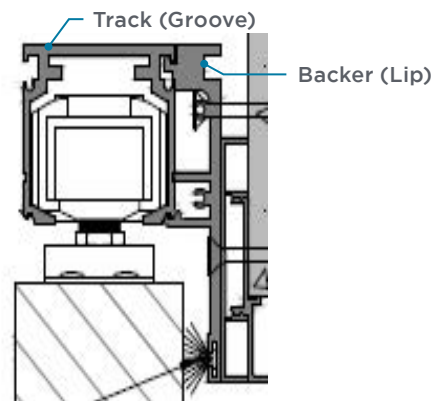
### Installer Note:

- Self-drilling screws are used on lower part of Backer that goes into the cased opening frame only. Use wood screws on the remainder of the Backer.
- Have solid side of Filler facing Backer.
- Use shims for top screws of Backer.
- Any gap involving filler should be next to frame.

## Step 3: Install Track

Snap in the Track. You may need a rubber mallet to do this. Hold the Track at a 45-degree angle to the Backer so that the groove at the top of the Track is positioned to roll into a lip in the Backer (see drawing). Using the rubber mallet, hit the Track at the top of the face to snap into place. Hitting the Track at the bottom of the face, or with too much force, will warp it and may cause the Wheel Sets to malfunction. Start on one end and work your way to the other.

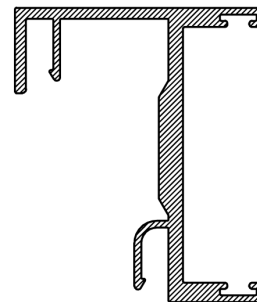
**Installer Note:** When putting Track onto Backer, do not hit lower part of track face with mallet as track will bend.



## Step 4: Install Receiving Channel

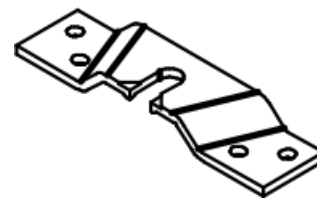
Raise the Receiving Channel up to the bottom of the Backer and shim underneath in necessary. Hold the pre-drilled Receiving Channel flush with the face of the cased opening leg/jamb and secure with self-tapping Receiving Channel screws.

**Installer Note:** Pre-drill Receiving Channel Holes into Trim prior to installing screws.



## Step 5: Install Hanger Brackets & Hang Door

- A:** Hanger bracket holes should be predrilled on the doors from Serenity. Use predrilled holes to mount brackets. If holes are not predrilled from factory, proceed to Step B.
- B:** Cut out “Door Screw Template” from the back of the guide (Page 19). Set the door on the floor along one long edge. Note that the bottom edge of the door has a groove in it. Starting at one corner that will be an upper corner of the door, measure along the top edge of the door. Do the same on the opposite end of the top edge for the second Hanger Bracket.
- C:** Center the Hanger Bracket on your mark. Double-check that the Hanger Bracket is centered in the 1 3/4” thickness of the door. Use the provided Hanger Bracket Screws to secure the Hanger Bracket. It is important to note the handing of the door so that the open face of the Hanger Bracket will face the cased opening / wall when the door is hung.
- Installer Note:** Center the Hanger Bracket in the 1 3/4” thickness of the door.
- D:** Place the adhesive-backed gasketing 1/4” in. along the back edge of door that faces wall. Be sure the largest fin is closest to the edge of the door. Do not stretch the gasketing as you place it or it will fall off later.
- E:** Using the inflatable air shim, lift the door up to the Hanger Bolts and slide the bolts into the Hanger Bracket.



The open face of the Hanger Bracket needs to face the Cased Opening/Wall when the Door is hung.

**F:** “Reveal” or align the door, adjusting the height of each Hanger Bracket Bolt as needed. The door needs to be plumb with the Receiving Channel and centered between the strips of felt at both sides of the channel. Double-check the bottom clearance: make sure the bottom of the door is not too low or too high off the floor—1/4” to 3/8” from the floor is optimal. The door needs to be as low to the ground as possible, with just enough clearance for the Floor Guide Channel.

**Installer Note:** Do this step after finished flooring is in place.

## Step 6: Position the Floor Guide

**A:** Mark the floor to position the Floor Guide Channel:

- Begin with the door in the closed position, all the way inside the Receiving Channel. Mark on the floor at the back edge of the door (i.e., the end of the door not in the Receiving Channel), just below the center of the groove visible at the door’s bottom edge.
- Open the door a couple of inches out of the Receiving Channel.
- Swing the door out at an angle to the wall, wedging your rubber mallet between the door and the jamb/leg trim to hold the door out of the way.
- Standing behind your mark on the floor, use your laser to shoot a straight beam along the floor over the dot and into the center of the Receiving Channel. Trace the 2” of laser line that is right in front of the jamb/leg trim.

- B:** Position the Floor Guide Base in the path of the laser lined up with the beam. Mark the position of the screw holes on the flooring, then drill with a 1/4" rotohammer drill bit. Insert the Floor Guide Anchors into the holes.

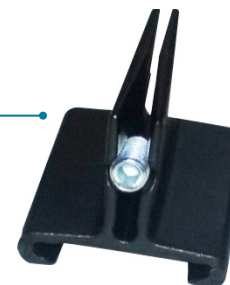
**Installer Note: Skinny Floor Guide Channel with small set screw. 1/4" x 12" rotohammer bit.**

- C:** Place the base over them with the more horizontal hole positioned at the front, closer to the receiving channel. (This will make it easier to make slight adjustments later). Screw the Floor Guide Base to the floor.
- D:** Before positioning the Floor Guide Channel, insert the small Allen screw (set screw) in one end of the channel, as shown. Screw it in with a 2 mm Allen wrench until the outside of the screw is flush with the edge of the guide. This makes the guide slightly wider so the door won't have too much play.
- E:** Remove the mallet that was wedged in at the center of the door to hold the door out at an angle.
- F:** Slide the door closed, then slide the Floor Guide Channel into place over the Floor Guide Base. Position the Channel with the Allen/set screw facing toward the back of door.

**Floor Guide Base** ———  
Position this end toward the front, closer to the Receiving Channel.



**Floor Guide Channel** ———  
with Allen screw in place.



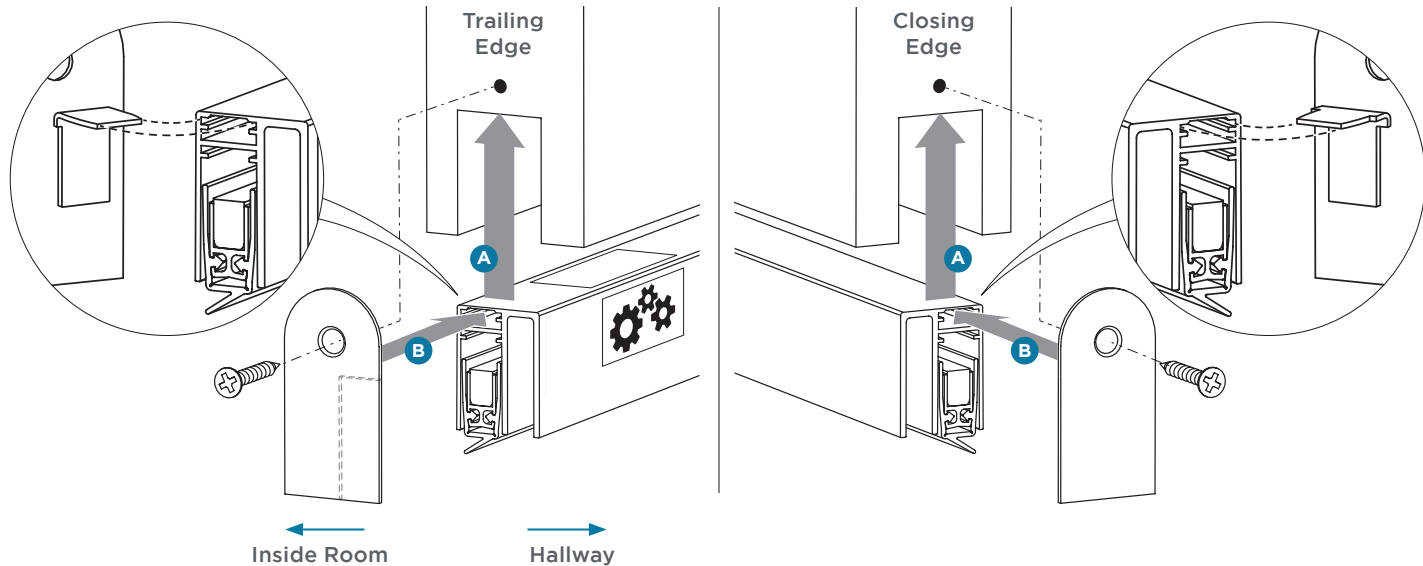


For systems that include an Automatic Door Bottom, proceed to step 7. If your system is not configured to include this part for sound attenuation, skip to step 8.

## Step 7: Install Auto Door Bottom

**A:** Insert the seal noting the handing of the door. The drop seal should face the inside of the room with the floor guide channel towards the corridor.

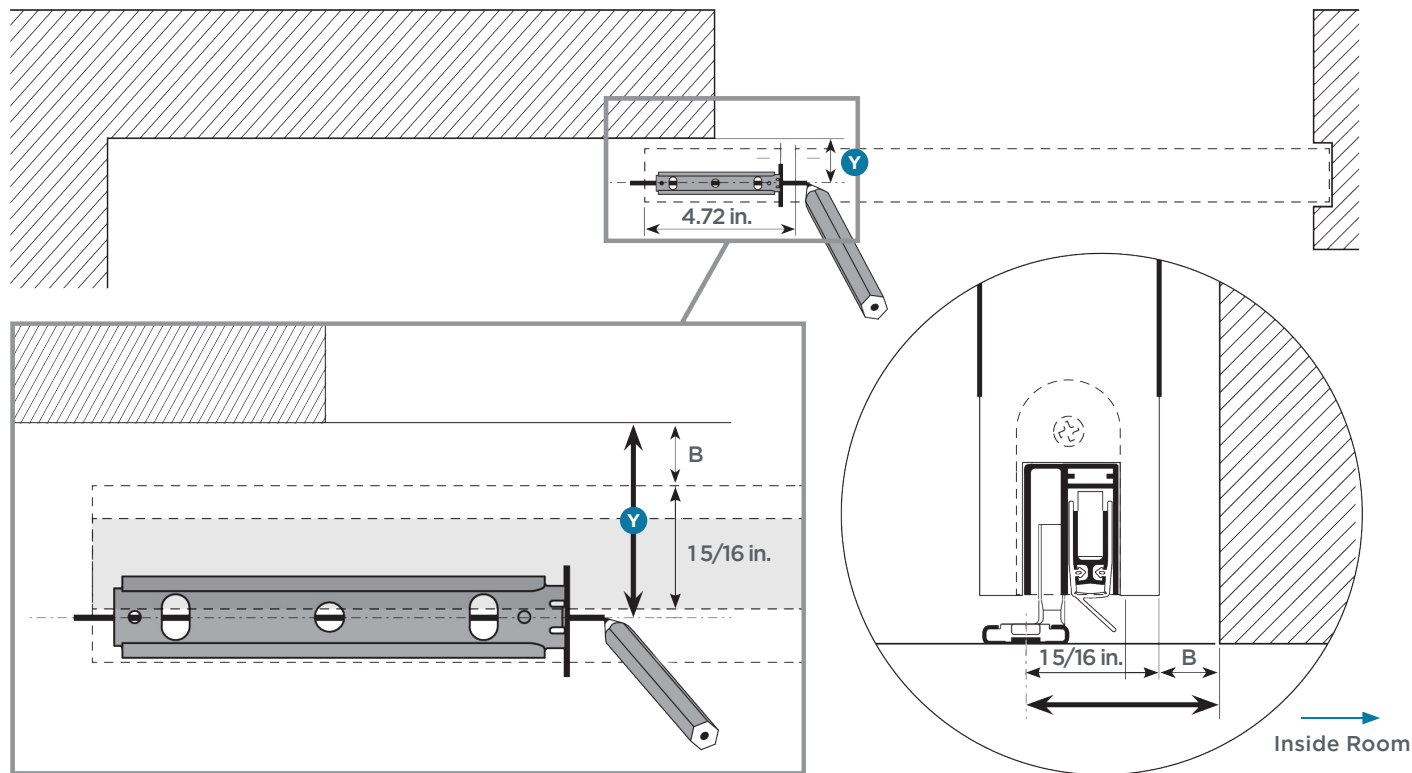
**B:** Fix the angle bracket. Mark and drill pilot hole.



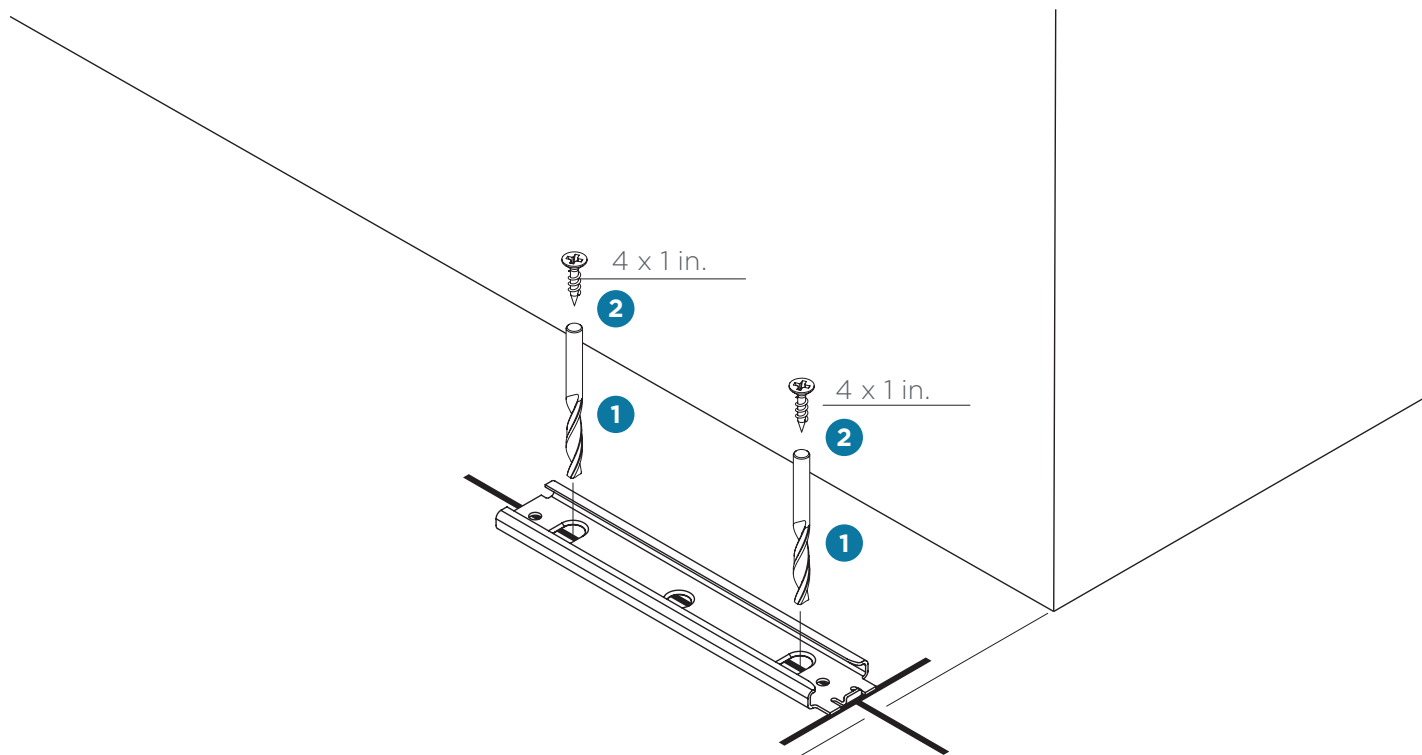
**C:** Push floor guide to trigger drop seal. Mark position of floor guide.

**Installer Note:** Diagram is not exact.

$\textcircled{Y} = 1 \frac{5}{16} \text{ in.} + B$



**D:** Screw floor guide base.





**For systems that include an aluminum door, view the chart on page 20.**

**E:** Push appropriate trigger B into floor plate C. See floor gap E to avoid pressure on floor. Hang door and check operation. If dragging, change trigger by again removing bracket A.

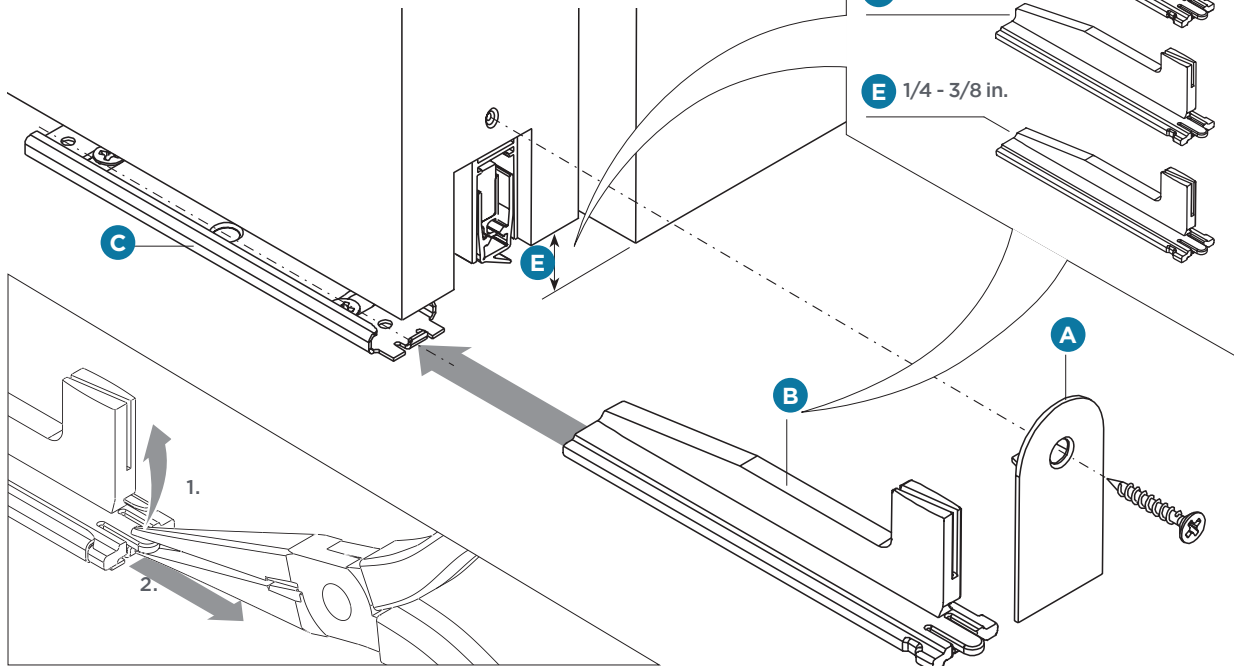
**Installer Note:** “E” represents the door height off of the floor.

#### Trigger Height Options

**E** 1/2 - 5/8 in.

**E** 3/8 - 1/2 in.

**E** 1/4 - 3/8 in.





**If your system does not have an aluminum door, proceed to step 8.**

**E:** Push appropriate trigger B into floor plate C. See floor gap E to avoid pressure on floor. Hang door and check operation.

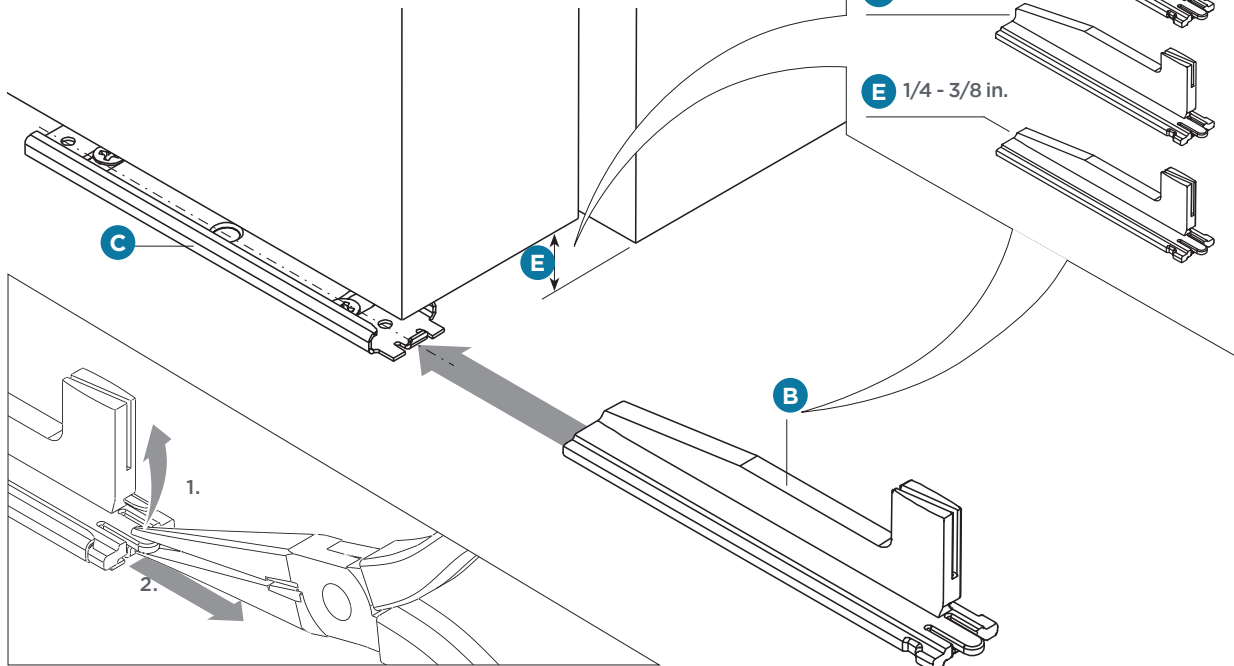
**Installer Note:** “E” represents the door height off of the floor.

#### Trigger Height Options

**E** 1/2 - 5/8 in.

**E** 3/8 - 1/2 in.

**E** 1/4 - 3/8 in.



## Step 8: Install Valance

Hold the Valance at a 45-degree angle to the Track so that the lip of the Valance is positioned to roll into a groove on the Track, as shown. Snap the Valance onto the Track.

**Installer Note:** Have door in open position when installing.

## Step 9: Install Receiving Channel Cover

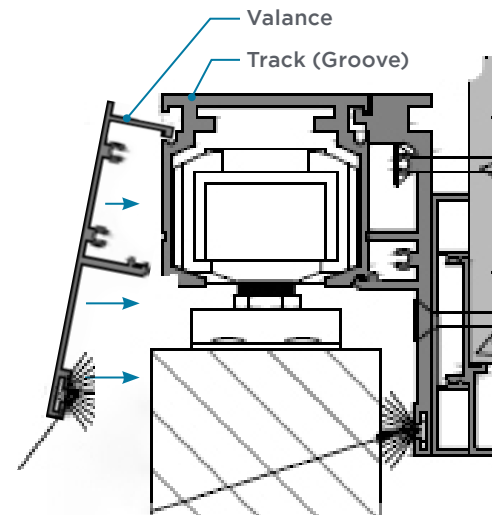
Snap on the Receiving Channel Cover. Use a mallet to tap it into position. Make sure the Receiving Channel and the Receiving Channel Cover are even at the top.

## Step 10: Install Handles, Endcaps, and Labels

**A:** Install the door pull or back to back ladder handle.

**B:** Screw Endcaps onto both ends of the track system securing the Backer to Valance. The Endcaps should be flush.

The Endcap should be tight to the side of the cased opening, with no gap, and flush with the bottom of the Header.



Step 8 Detail

NTS

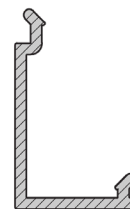


Figure 9

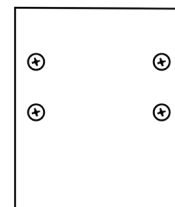


Figure 10

**C:** If the door has locking hardware you may need to drill the face prep on the door. Install the lock into the door and extend the bolt. Line up the strike plate with the Receiving Channel strike prep and mark its correct position in relation to the bolt. Mark the strike prep holes then drill them with a 1/8" drill bit. Using the strike screws that we provided secure the strike plate & dust box to the Receiving Channel and verify that the lock engages. Follow instructions for locks provided. Check submittal for location and application.

**D:** Place the Serenity logo sticker inside the top of the Receiving Channel/ and the Slide sticker above the Lock Cylinder / Ladder Pull. Applying the stickers in this way is part of your warranty.

**Installer Note:** Slide sticker is optional and available upon request.

## Step 11: Verify Stop and Trigger

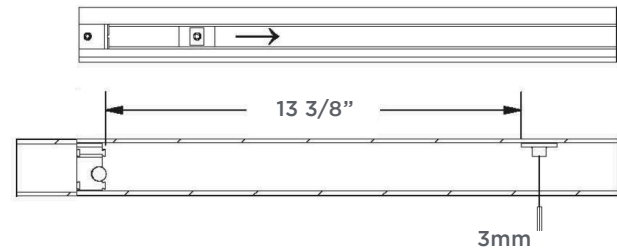
Close door until it barely touches the Receiving Channel. It should measure 13 3/8" from the edge of the Stop to the edge of the Trigger. This is a critical measurement to ensure proper functioning of the Soft Close Assembly. Overextension of the Soft Close Assembly can cause it to fail. Make final adjustments if necessary.



Figure D



Figure D



Step 11 Detail

NTS

**Close Side:** Verify the rollers are touching the stop when the door is fully closed - then verify trigger distance.

**Open Side:** Verify Door hangs into opening 4 1/2" - 5" when the rollers are touching the stop - then verify trigger distance.

# Soft Close Maintenance

The Soft Close Assembly may malfunction if installed incorrectly in Step 11. To resolve this issue, use the following instructions:

## Identify the Problem

There are three potential causes of a malfunction: improper Trigger/Stop placement, abuse, and product defect. Sometimes, there may be a combination of these, but in the vast majority of cases, replacing the Soft Close Assembly, adjusting the Trigger, and educating the user can prevent future problems. We have found that this three-pronged approach will solve the vast majority of issues.

If a project has more than one system malfunctioning, the original installers may have set the Trigger and Stop placements incorrectly. In this case, verify placement on all systems. While the system may continue to function, continued use of the system without adjustment may break the hardware. Both sides of the door have a Soft Close Assembly. If you have a malfunction, it is important to note whether the trailing or closing edge is malfunctioning.



Soft Close Assembly



Wheel Set



Trigger



Stop



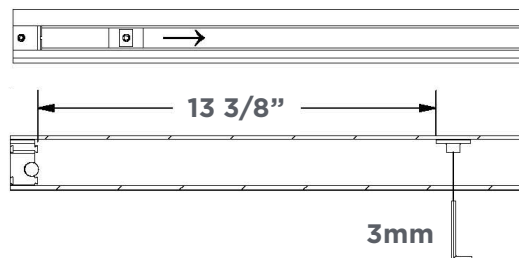
Hanger Bracket

## Door Height, Stop, & Trigger Adjustment

Any time you replace a soft close, it is critical that you adjust the trigger to prevent future malfunctions. If you have recently replaced the soft close by taking off the door, you will need to adjust the reveal so that the door is plumb with the receiving channel. If you have locking hardware, you will want to do this before making any trigger/stop adjustments and verify that the door is at the right height to ensure that the locking hardware can engage. In this case, you will have to adjust the height of the door using the hanger bolts.

### 1. Verify that the trigger is in the correct location.

- A. The distance between trigger and stop should be  $13 \frac{3}{8}$ ".
- B. It is critical to verify that the soft close is functioning properly. If the soft close stops the momentum of the door rather than the stop, you will eventually have a malfunction.
- C. If the soft close is stopping the door short of the stop, move the trigger closer to the stop.
- D. If the door is hitting the stop before the soft close can do a 90% run, move the trigger away from the stop in small increments.
- E. Verify that the trigger is in the correct location every time you move it.



## **2. Verify that the door height is correct and that it evenly fits within the receiving channel.**

- A. If the door needs adjusting, do so by loosening the hanger bolt nut, and then tightening/loosening the hanger bolt on each side of the door. Check the reveal as you go.
- B. Once the reveal is correct, if the opening has locking hardware, you will need to verify that the strike plate is lined up with the dead bolt. Adjust the door height as necessary.
- C. Once you have the correct height and reveal on the door, make sure that it is not rubbing the felt on the receiving channel and fascia. You may need to temporarily reattach the fascia to verify this. Loosen the hanger bracket nut and push/pull the door as necessary.
- D. Tighten the hanger bracket nut without changing the height of the door.

## **3. Verify that the stop is in the correct location.**

- A. The stop should always be the part stopping the momentum of the door. On the closing side of the door, you can verify this by closing the door. The door should not hit the inside of the receiving channel, and the soft close assembly should make contact with the stop. To verify that it is in the correct position on the open side, open the door and measure the door overhang. It should be 5" and the soft close mechanism should hit the stop.
- B. If the door momentum stops before the soft close assembly makes contact with the stop, you will need to adjust the trigger location so that it is closer to the stop.
- C. If the door hits the receiving channel or the door hits an end cap, you will need to adjust the stop location. To adjust it, loosen the stop's setscrew with the door open. Move the stop inside the opening so that when you close the door, the soft close assembly moves the stop close to its final position. Move the door to the closed position then open it again. Move the stop back 1/4" and tighten the setscrew in the stop. Verify that the stop is in the correct location before moving on. You may need to make minor adjustments from here.

## Soft Close Replacement

### 1. Take off the Fascia.

- A. Remove the end caps.
- B. Snap off the fascia from the track.

### 2. Remove the door.

- A. Loosen the hanger bracket nut while keeping the hanger bracket bolt in the same position. You will need two 13mm crescent wrenches to accomplish this.
- B. Pull the door off the hanger bolts and set it to the side.

### 3. Remove the existing soft close assembly.

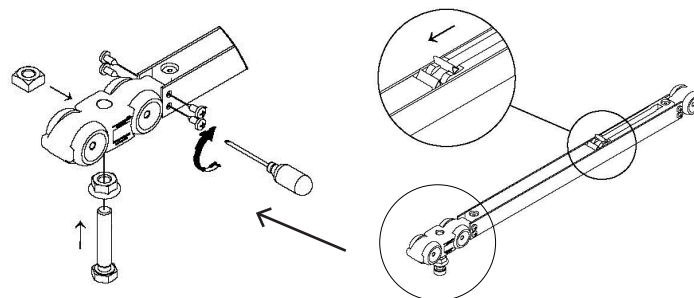
- A. Loosen the stop and trigger on the end you want to remove the soft close.
- B. Remove the trigger and stop.
- C. Slide the soft close out of the track.
- D. Take photos of any damage then send them to the person you have been working with for replacement parts or [info@SerenitySlidingDoor.com](mailto:info@SerenitySlidingDoor.com).

### 4. Assemble the soft close assembly.

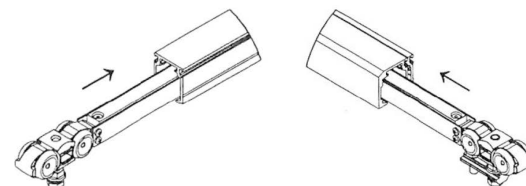
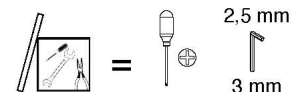
- A. Screw the hanger bolt into the square nut inside the soft close. You may need to reuse the old hanger bolt and square nut.
- B. Charge the soft close before moving on.

### 5. Insert the soft close assembly into the track.

- A. Make sure that the soft close does not catch on the edge of the track as you insert the assembly. If the soft close is not charged inside the track, the system will not function properly.



**Installer Note:** Always charge the soft close before inserting into the track.



Step 5 Detail

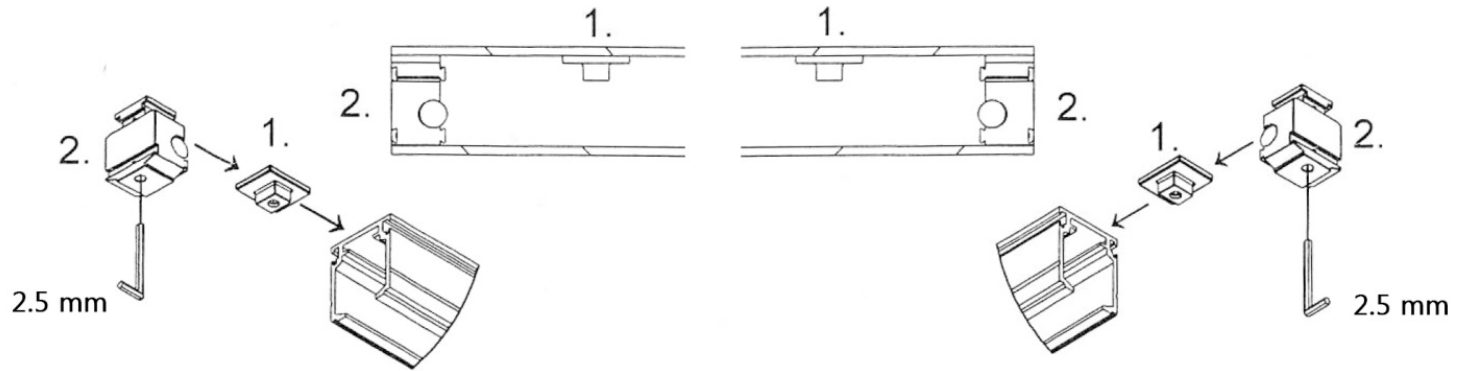
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## 6. Insert the trigger and then the stop into the track.

- A. You can use the indentions in the track to set them in their previous locations for now.
- B. Their location will need to be adjusted later. Ensure trigger and stop are snugged down before moving your soft close assembly. If not, your trigger can get caught in the assembly.

## 7. Hang the door onto the hanger bolts.

- A. Lift the door and slide the hanger bracket on to the hanger bolt.
- B. Use the 13mm wrenches to secure the bracket nut.
- C. Repeat steps 1-3 for adjusting Door Height, Stop, and Trigger properly.



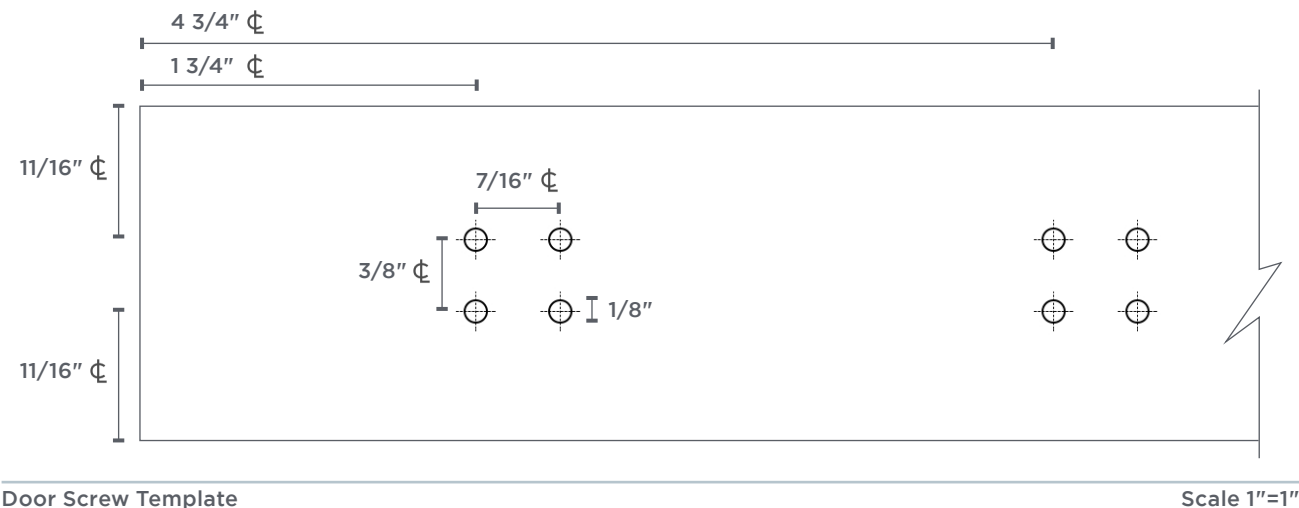
Step 7 Detail

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# Door Screw Template

If needed, remove the page to complete Step 5.

**Screw preparation to be 1 1/4" deep by 1/8" diameter.**



**\*Prep to be performed on both ends of the door\***



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