

LCN Senior Swing Frequently Asked Questions

Ordering FAQ's

Will there be new product model numbers to differentiate the new product from the previous?

- Yes. We will be using an IQ suffix on the current model numbers: 2811IQ, 9531IQ, etc.

Will the individual part numbers be changing?

- The previous parts that will continue to be offered for the IQ Senior Swing will not change, with only the "IQ" addition. However, some parts will be changing, and these new parts will have new part numbers.

Can I order a replacement part for the previous Senior Swing models?

- Following the product transition, LCN will be stocking approximately one year of most replacement parts for the previous Senior Swing models. Those can be ordered by using part numbers in our price book or by contacting customer care.

What if an old model was specified but it wasn't ordered until after the product transition?

- All Senior Swing products that have been specified, but not ordered prior to the product rollover date, will be acknowledged and updated to the new IQ series product.

Will this product be available in ProExpress and/or Fast Track?

- This will be available in Fast Track at specific lengths.

Installation FAQ's

What is the minimum clearance on the head frame?

- This minimum clearance for the head frame is 1-3/4" (44mm).

How do I measure the proper door opening width?

- This measurement is the space between the inside jambs of a door opening unless using a sub-frame. For sub-frames, please reach out to our product support team to discuss the specific application.

What is the recommended header length/door width?

- This measurement is changing with the "IQ" Senior Swing series, and "door opening width" will now be required during the order entry process, as opposed to header length. Surface mounted IQ Senior Swings will have covers instead of headers.
- With this in mind, there is no specific "door width recommendation." When ordering a Senior Swing, please input an accurate measurement of the door width and the product will be matched to fit the application.

What is the minimum/maximum door width?

- **2811IQ:** 33" - 48", (49" with a fingerguard)
- **2853IQ & 2863IQ:** 52" - 96"
 - Simultaneous pair - width per leaf = 26" - 48"
- **9531IQ:** 33" - 48"
- **9542IQ:** 33" - 48"
- **9553IQ:** 52" - 98" for push operation
 - 60" - 98" for pull or double egress
 - Simultaneous pair - width per leaf = 24" (push) & 27" (pull) - 48"
- **9563IQ:** 65" - 98."

Independent pair - width per leaf = 24" (push) & 27" (pull) - 48"

When is a mounting plate needed?

- While not required, our recommendation is to use a mounting plate on any hollow metal frames, including metal storefronts for a more robust installation. A mounting plate can also be used for aesthetics on openings with a glass backing.

What is the minimum top rail for a push and/or pull application?

- The minimum top rail for both a push and pull application is 2-3/4" (70mm).

What is the maximum door weight?

- The maximum approved door weight for both the 2800IQ and 9500IQ products is 600 lbs up to a 48" wide door leaf.

Will the new controller and/or motor gearbox mount in an old header?

- The new controller and motor gearbox can be mounted in an old Senior Swing header. Both parts must be upgraded together, as a new controller or new motor gearbox will not be compatible with the old controller or old motor gearbox. These "Upgrade Kits" are available for purchase via part number SSIQUPGRADE, with a -SD for single doors and -DD for double doors (simultaneous pair).

Is the optional telescoping arm threaded?

- The linkage portion of the telescoping arm is not a threaded rod. It will be locked in via a ferrule nut and set screw. Please reference the [Telescoping Push Arm Assembly installation](#) instructions for full details on the telescoping arm installation.

What is the reveal depth for the telescoping arm? The telescoping long arm?

- Telescoping Arm: 1-1/8" - 5"
 Telescoping Long Arm: 5" - 13"
 An extension kit is also available for reveals from 13" up to 18."

Application and Functionality FAQ's

Can AdaptivIQ be toggled On and Off?

- No. AdaptivIQ cannot be turned On and Off. This is built-in, firmware technology that will automatically engage to allow the operator to consistently operate at the settings the customer has programmed.

Does AdaptivIQ automatically adjust to the customer settings or to a factory default?

- AdaptivIQ will adjust the door operation to the settings the customer has configured on the operator - not to a factory default.

How will AdaptivIQ react when it meets an obstruction?

- When encountering an obstruction, the door operation will pause and reserve a few degrees, allowing time to remove the obstruction. The door will then retry the operation. If the obstruction has not been removed after retrying the operation, the door will reverse.

How do AdaptivIQ and Smart Power Boost work together on the closing cycle?

- On the door closing cycle, AdaptivIQ can either speed up or slow down the door within the customer configuration. However, in a situation where AdaptivIQ has reached the maximum configured closing force and the door is still moving too slowly, Smart Power Boost (if enabled) will kick in to add additional force and ensure the door closes securely.

How will Smart Power Boost behave if interrupted by someone manually operating the door?

- If the closing cycle is interrupted by a manual user, our AdaptivIQ and Smart Power Boost can recognize the force as more than wind or stack pressure and will immediately disengage, allowing the user to operator the door manually without resistance.

Will you be able to replace the rocker switch with a key switch (806K)?

- Yes, but the key switch will need to be placed externally and will not fit into the rocker switch space as a "replacement." That space will be filled with an insert, and the key switch will be installed as it traditionally would be.

Will the ST3625 still apply to the Senior Swing IQ?

- This ST will no longer be available. The Senior Swing is only available in the three standard finishes: 628 Anodized Aluminum (ANCLR), 710 Dark Bronze (ANDKB), 711 Matte Black (ANBLK).

Will the serial number be included in the order documentation, or only on the boxes & units?

- The serial number will be on the controller only. The boxes will have a unique number to help identify multiple boxes on the same product, but that will not be the serial number.

Does a controller need to be pre-programmed to operate with one or two MGBs, or can that be setup onsite?

- That will be setup onsite through the calibration process.

Will the IQ Senior Swing require a positive stop for concealed applications?

- For concealed applications that don't have a frame stop, the IQ models will continue to be compatible with our -384F Positive Stop.

Will the Senior Swing IQ require an external stop?

- Our MGB will continue to have an internal stop to prevent mechanically driving the door open past the hold open position, making an external stop unnecessary for most applications. However, for extreme situations (high winds, heavy abuse, etc.), an external stop would be recommended.

Will the operator need to be reconfigured after a loss of power?

- No, the operator will not need to be recalibrated after losing power. All settings are stored locally, allowing the operator to not only maintain the customer settings after losing power, but also making this an ideal operator for blow open scenarios following a loss of power due to a fire alarm trigger.

Can you specify a cover for a frame that extends beyond a door? For example, if there is a 10" window next to a door, can the metal cover be specified to the length of the frame over both, even if the door is only 36" and the total frame is 48"?

- For applications like this, the customer would order the full opening width - inside door jamb to sidelight jamb - and then order an adjusted spindle center if needed for proper placement.

How should I approach an unequal pair of doors?

- For an unequal pair, you should continue to order the full door opening width. For the smaller door, the minimum door opening width is 24" for push side and 27" for pull side mounts.

How does the breakaway option function?

- On a breakaway swing, the door can swing up to 90 degrees in the negative direction. This does require an ST3642. A longer track will be required as well to have enough roller movement to go that full negative 90.

Can the Senior Swing power a Von Duprin QEL?

- Yes. The 24VDC output is rated for 2A, so it has the ampacity to power a Von Duprin QEL and other peripheral devices totaling less than 2 Amps.

Can you elaborate on the fire/breakaway function?

- The fire/breakaway connection is for normally closed circuits which activate when the circuit is broken, such as fire alarm signals. When active (circuit opened), the unit will remain powered but will disable motor functionality to ensure the operator does not open the door.

Will an error code indicate which specific part is at fault?

- Clicking on an error code will give the user additional information about that error, including next steps on how to resolve. The operator may not always know where the root cause of the error is, but following the troubleshooting steps should indicate where the problem exists.

Do I need to initiate the calibration cycle, or will it auto-start?

To ensure safety, the calibration cycle will not start automatically. Follow the prompts on the control box to initiate the calibration cycle.

What does the blow open functionality look like?

- There is now a dedicated input for blow open on our controller. The DPS/Blow Open harness is available to be ordered separately under part number 9530IQ-519. We do recommend a backup power supply for this functionality.