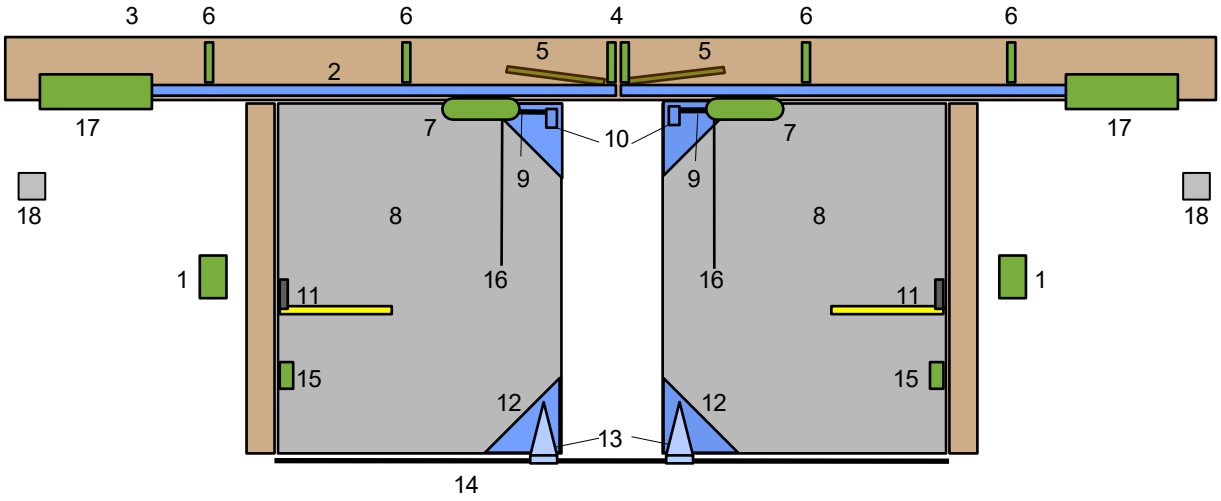
PROPEL

Quick Install Guide



System Overview

The drive system

Split (depicted above) and single sliding doors can be opened and closed with this electrically powered opener and its supplied accessories. Everything you need to automate your sliding doors is provided. Your specific system may vary from this depiction based on options, size of doors, or building construction. The opener is controlled via a transmitter (remote) or a wall station (1). The drive rail (2) is mounted to the header (3) using an end bracket (4), a sway brace (5), and intermediate brackets (6). A motor (7), which is attached to the door (8) by a carriage arm (9) and a reinforced door arm (10), moves along a stationary chain in the drive rail and opens or closes the door.

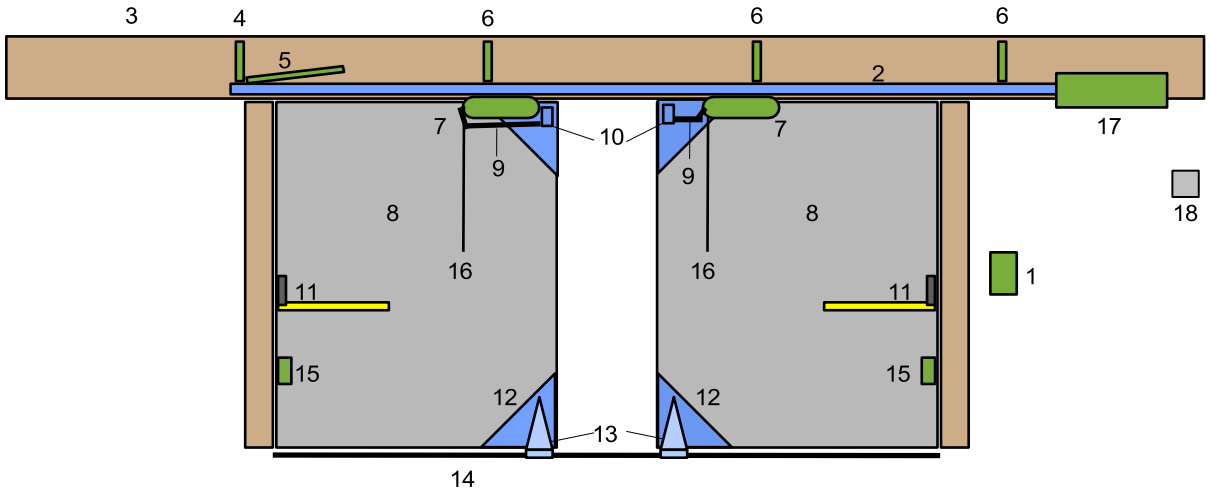
The cinchers. The cinchers (11) guide the rear of the door, ensuring that it engages on the guide rail on the building's exterior. The cinchers also snug the door against the building, replacing jamb latches.

The floor track. The floor track controls the doors' movement and greatly reduces the effects of wind on the doors. A gusset (12) (retrofit applications only) reinforces the door and allows the boot (13) to be mounted to the door. The hinged boot connects the door to the floor track (14). The floor track is mounted to the concrete floor on the inside of the building.

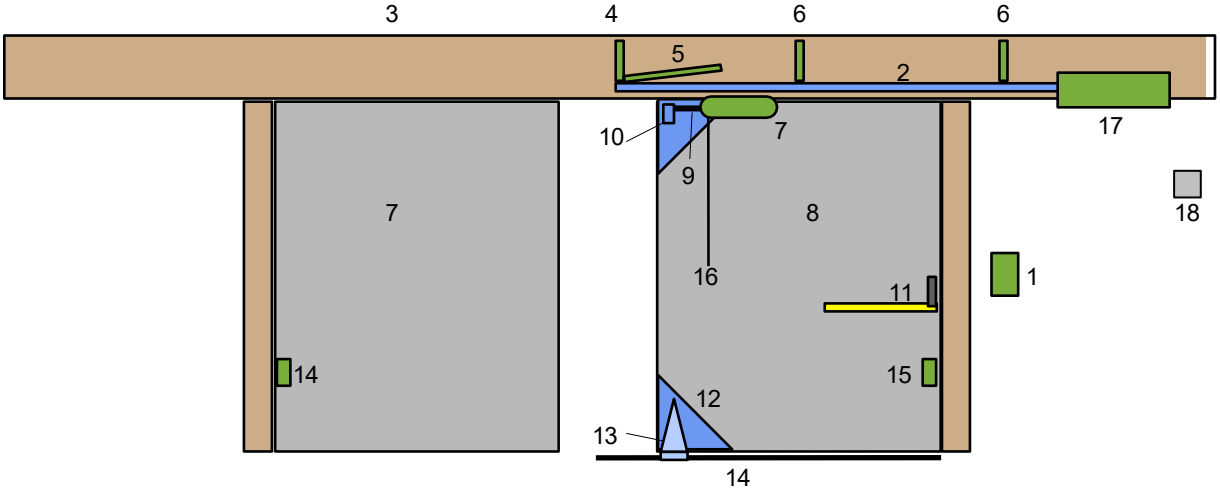
Safety equipment. Photo eyes (15) are used to detect an obstacle that has entered the path of the door. If they "see" an obstacle in the way, the doors stop immediately and retract. The system also has sensors that detect if a door has made contact with an obstacle. If it senses an obstacle, the door will immediately stop and retract. This feature greatly reduces injury or damage to vehicles or other objects. In the event of a power failure, the door can be opened from the inside by pulling the emergency release chain (16).

Electrical requirements. Each control head (17) plugs into a 110 volt outlet (18). The cord is approximately 3' long.

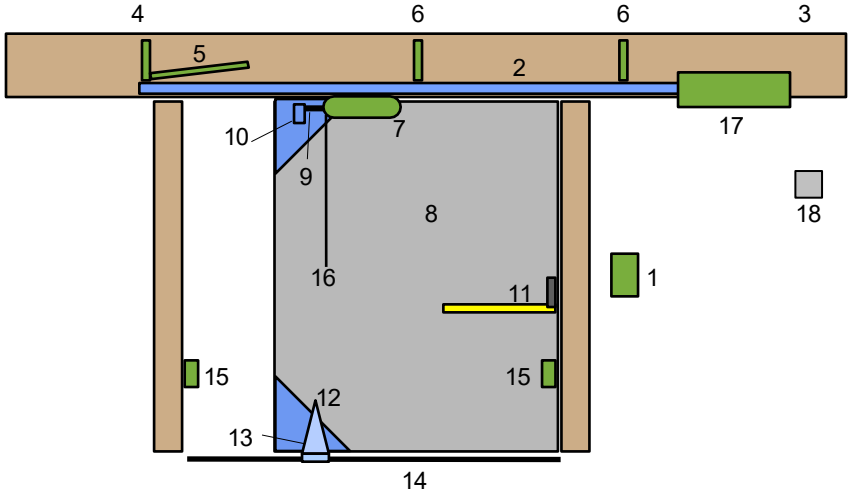
Other door configurations are depicted below.



Small split doors under 12 feet high and 16’ wide



Split Doors, but only automating 1 side.



Single Door up to 24’ wide

STEP 1 - Install the header end bracket (split/twin doors)

Open up the end bracket and bolt together to form a right triangle. You'll recognize the end bracket by the extra 4" piece of punch angle bolted to it. Identify the center of the header over the door opening. Mount the bracket using the hardware provided. Mount the bracket 3"-12" above the bottom edge of the jamb. Connect the sway brace to the End Bracket and to the Header. If you have split/twin doors, you will have 2 end brackets at the center of the header.

STEP 2 - Install the header Intermediate Brackets.
These brackets are mounted at the same height above the bottom of the header as the End Bracket. Open the intermediate bracket and bolt together as shown below. Evenly space the intermediate brackets along the header. For most doors, you'll mount an Intermediate Bracket every 6-7 feet from the End Bracket.

NOTE: I-beam headers may require that you disassemble these brackets and use the punch angle to create brackets that mount directly to the trusses. See photo below.

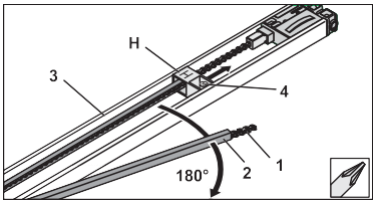
HINT: You will save time and energy if you run the wire for the photocells as you are mounting these brackets. The wire can be run through the holes in the punch angle brackets. Be sure the wire doesn't hang down where it can become caught in moving parts.

STEP 3 - Mount the Door Arms
Locate the door arm and the door arm hardware bag. install the upper gussets at the upper corner of the door. As with the lower gusset, be sure the door is closed to ensure the gussets do not interfere with each other or, in the case of single doors, with the building.

Note: If the inside vertical door support has ridges, you may need to grind them down so that the gusset is flush against the door. Alternatively, use washers to shim out the gusset at the leading edge so that the rest of the gusset lies flat. Open the door fully to ensure that the gusset does not hit the building as the door retracts. Screws along the top edge of the gusset must be flush with the gusset or the gusset may hit the building when the door closes, causing the motor to reverse the doors.

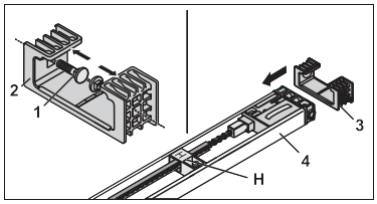
STEP 4 – Prepare the C-rail (drive track)

Rail pre-assembly



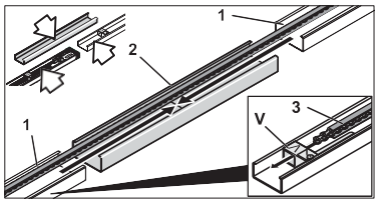
a. The chain (1) is inserted into the plastic chain channel (2). The chain channel guides the chain and also isolates the chain from the C-rail (3). **Please do not remove!**

Rail mount bracket pre-assembly



b. Slide the ceiling bracket (3) onto the C-rail (4) (from position H).

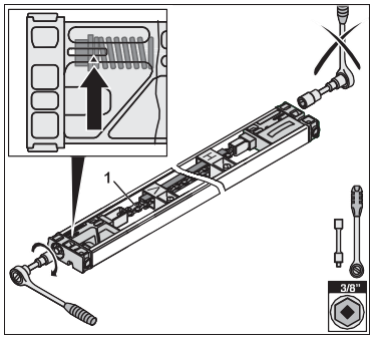
NOTE: The rail mount bracket will not slide over the connecting sleeve (shown below). Place the rail mount brackets on the appropriate sections of track that align with the header brackets (see Step 8) *before* connecting the rail sections with the connecting sleeve. You'll want the ceiling brackets to be spaced 6-7 feet from the end of the assembled rail that is opposite the motor.



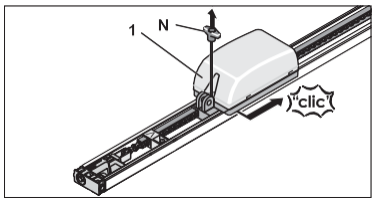
c. Insert both C-rails (1) into the connecting sleeve (2) all the way to the stop position. On the C-rail end that is opposite the motor:

d. Attach tensioner (1) to chain (2) and turn it by 90°

e. Insert slide-in part (3) in the C-rail (4) and place the tensioner (1) into the opening of the slide-in part (3).
f. Place the washer (6) and the spring (7) on the tensioning bolt (8) M8 x 80 mm (8) and screw the tensioning bolt into the tensioner (1) by hand.



g. Tighten the chain (1) using a 3/8“ socket wrench up to the marking. Arrow has to line up with collar of the tensioning bolt.



h. To set the motor carriage into position (1) pull the emergency release cord once (N). Then move the carriage until it locks into place.

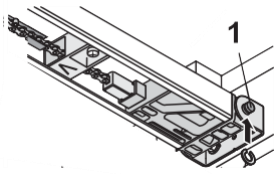
STEP 6 – Hang the C-rail

NOTE: *The control head is always mounted on the side the door retracts to. For example: If you are standing inside the building looking out and the door opens to the right, the control head goes on the right side, too. Likewise, if the door opens to the left, the control head is mounted to on the left side.*

a. Attach the rail end bracket (also seen as 1 in the illustration below) to the end bracket bracket so that the center of the rail is in line with the door arm.. Be sure push the screws up through the bottom of the holes, as shown.

NOTE: This is a two-person, two-ladder task.

b. Close the doors so that the door arm is near the center bracket. The door arm can provide a resting place for the rail, but be careful that the rail doesn't slide off.
c. Walk the opener rail up the ladder to the header.

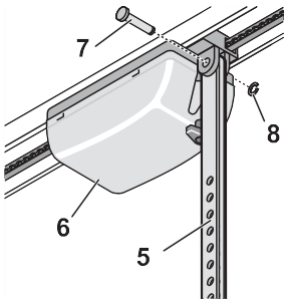


d. Slide the C-rail into the center header bracket and secure with the pin. Attach locking c-clips to secure.

e. Attach rail to remaining header mounting brackets using the ceiling brackets

Note: The rail and control box will extend beyond the jamb header bracket by about 4 feet, depending on the size of your opening.

STEP 7 – Connect the motor carriage to the door arm



a. Attach the j-bar (5) to the motor carriage (6). Guide the bolt, (long) (7) through the holes in the motor carriage and the door arm. Secure with the locking c-clip (8).

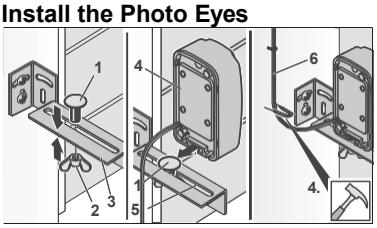
b. Connect the j-bar to the door arm using the angle bracket attached to the door arm.

STEP 8 – Wall Station & Photocells

Mount the wall station. The most common mounting location is the inside face of the jamb. The distance to the floor must be at least 5’ so that children cannot reach the wall station. The wall station is programmed just like the 4-button remote control (see below).

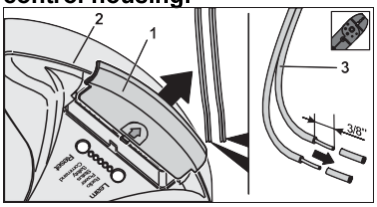
Select the mounting location:
- outside of the range of motion of the door and opener mechanics
- so the user can see the door directly
- when operating the wall station, the user can remain outside of the range of motion of the door and opener mechanics on a flat surface

Install the Photo Eyes

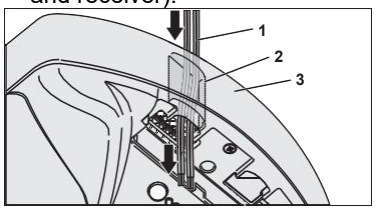


a. Look for a suitable installation position for the mounting bracket (1) inside the building to the left and the right of the door. Typically, the photo eyes are mounted to the door jambs, about 18” off of the floor.
b. Hold the mounting bracket (1) to the wall and mark the mounting points. The height and angle of the bracket can be adjusted through the slotted holes (2).
c. Drill holes for the plywood screws (3).
d. Screw in two plywood screws 6 x 40 mm (3).
e. Pre-attach the carriage bolt M6 (1) and the wing nut M6 (2) to the mounting bracket (3).
f. Slide the transmitter (4) over the head of the carriage bolt M6 (1) and tighten the wing nut M6 (2). The position of the photo eyes can be adjusted through the slotted holes (5).
g. Mount the receiver on the opposite side in the same way.
h. Run the two sets of wires (6) from the photo eyes to the control housing.
i. Use staples to keep wires in place.

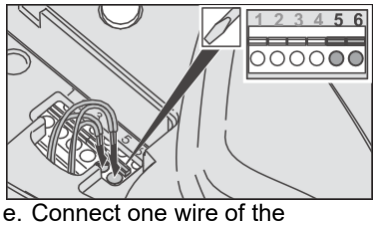
Connect photo eyes to the control housing.



a. Remove the red cover (1) of the control housing (2)
b. Strip off insulation approx. 3/8" from the wire ends (transmitter and receiver).



c. Guide both sets of wires (1) from the .15
d. through the opening (2) into the control housing (3).



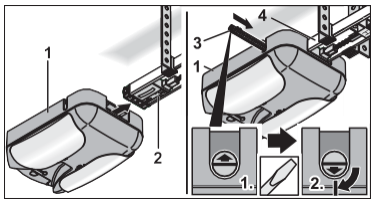
e. Connect one wire of the transmitter to terminal 5 and the other wire to terminal 6.
f. Connect one wire of the receiver to terminal 5 and the other wire to terminal 6.

Adjusting the photo eyes

If the LED in the photo eye transmitter lights up continuously green and the LED in the receiver lights up red, the photo eyes are set correctly. Only the functioning must now be subsequently checked, please see "Testing the photo eyes function" (page 37).

If both LEDs do not light up continuously, the photo eyes have to be adjusted as follows: Loosen the wing nut (1) either on the transmitter or the receiver and adjust the position until both LEDs light up continuously. By loosening the screw (2), the adjustment angle can also be changed.

STEP 9 – Install the Control Head

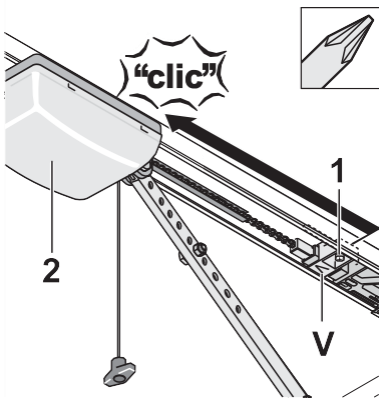


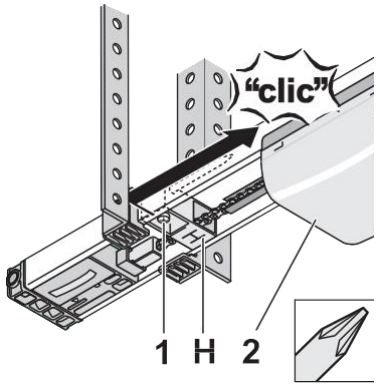
a. Make sure the contact on the slide in part (2) faces down.
b. Slide the control housing (1) all the way onto the rail.
c. Slide in the fastening plastic bolt (3) all the way through the hole of the control housing (1).
d. Turn the fastening bolt (3) a half turn in the clockwise direction up to the stop position using a medium slotted- screwdriver (see graphic). If a half turn is not possible, the control housing (1) is not correctly attached to the C-rail (4). Move the control housing slightly while sliding in the fastening bolts up to the stop position.
e. The electrical contact is established after connecting the control housing to the C-rail. The two contacts supply power (24V) to the motor carriage.

Caution: Do not operate the door until you have set the limit stops. Operating the door prior to setting the limits will result in damage to your system, door, and/or building.

STEP 10 – Set the limit stops

a. Close the door by hand.
b. Slide the limit (with the V marking) all the way to the carriage motor (2) until you hear a click.
c. Tighten the screw (1) with a phillips screwdriver.
d. Open the door by hand.



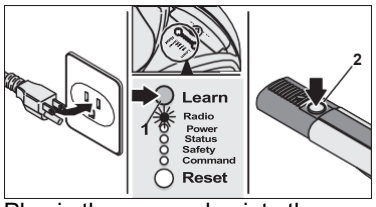


e. Loosen the screw (1) on the limit stop (with the H marking) using a phillips screwdriver and slide the limit stop all the way back to the carriage motor (2) until you hear a click
f. Tighten the screw (1) with a phillips screwdriver.

STEP 11 - TEST THE OPERATOR

Program the remote transmitters and wireless wall station

In order to open, close or stop the opener using the transmitter, the opener has to "learn" the code first. The radio code of the transmitter is transmitted to the receiver (inside the control housing).



Plug in the power plug into the power outlet

Learning the radio code

a. Press the learn button (1) once on the control housing.
The LED (Radio) is solid.
b. Press a desired transmitter button (2). The LED (Radio) flashes briefly.
If the LED (Radio) lights up for a second, the transmitter has been learned.

Operating the opener with the wall station: **Opening, closing, and stopping the door**

a. To open and close, press the button (1) once. The door opens or closes depending on the starting position. The light switches off automatically after 180 seconds.
b. To stop, press the button (1) during the open/close procedure once. The next press of the button (1) causes the door to move back to its respective position.
c. The door arm and boot should not contact the jamb when the door opens. Adjust the limit stops if necessary.

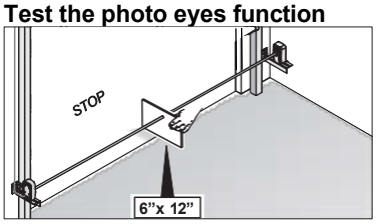
Learning the forces of the door
When the opener is initially connected to the main supply, the opener lights blink. This indicates that the opener is ready to learn the forces of the door.

After the completion of two full cycles (four door movements) the lights will stop blinking.The opener controller automatically detects the required force each time the door moves. If an obstacle (i.e. a person or a vehicle) blocks the door's movement, in the closing direction: the door will reverse automatically; in the opening direction: the door will stop.
a. Press the Reset button on the control housing (1) until the "Status" LED turns off. The LED "Status" blinks while being pressed.
b. Release the Reset button. The light (2) and the LED "Status" blink.
c. Operate the door two full cycles. The light stays on. The learning process is completed. The light will turn off after approx. 180 seconds.

Test the emergency release
a. Close the door.
b. Attach the provided chain to the emergency release cored.
c. Pull on the emergency release chain once.
When functioning correctly, the carriage (1) is now unlocked and the door can now be moved by hand.

Test the obstacle detection function
After the force has been learned, the obstacle detection must be checked. The door must change directions after contacting a 1" (25,4 mm) high object placed against the door jamb.
a. Open the door with the opener
b. Place an approx 1" object (a short 2x4 piece of wood will do) on the floor at the opposite door jamb
c. Close the door with the opener. When the door contacts the object, it must stop immediately and reverse completely. If the door does not reverse,check the basic settings of the limit stop, see chapter "Installation". In all other cases, the opener is defective and must be repaired or replaced. Consult your qualified dealer for advice.

Test the photo eyes function



a. Close the door with the opener. Hold a 6" high white object during the closing procedure in between the photo eyes to disrupt the infrared beam. The door must stop immediately and then reverse entirely. The photo eyes are functioning properly, if the LED lights of both photo eyes are solid
b. If the door does not stop, check the following:
   - if the housing of the photo eyes are dirty,
   - whether transmitter and receiver are correctly aligned with each other,
   - whether the cables are damaged or loose.

STEP 12 – Install the lower triangle gusset.

Note: If the inside vertical door support has ridges, you may need to grind them down so that the gusset is flush against the door. Alternatively, use washers to shim out the gusset at the leading edge so that the rest of the gusset lies flat. Open the door fully to ensure that the gusset does not hit the building as the door retracts.

Mount the triangle gusset to the inside lower corner of the door using the hardware provided.

a. Cut the floor track so that the connected lengths just fit in between the jambs.

b. Lay out the floor track between the jambs.

NOTE: Slide the boot over the floor track before securing floor track to the concrete!

c. Close the door & mount the boot to the lower gusset so that it rides level on the floor track as the door opens and closes.

NOTE: Single doors overlap the building when closed. If the boot is mounted at the edge of the door, it will not allow the door to fully close.

STEP 13 – Fasten the floor track to the concrete.

a. Close the doors & slide the boot over the track.
b. Drill a hole in the concrete under the track hole nearest the boot. Screw the track down.

Hints: Use a fresh concrete drill bit. Raise and lower the drill to help remove dust from the hole. As dust begins to pile up, blow the dust away. Be sure to leave the bit in the hole when you blow or the dust will re-fill the hole.

c. Fully open the door, keeping the boot over the track. Drill a hole in the concrete under the track hole nearest the jamb. Screw the track down.

d. Drill holes in the concrete under the remaining track holes and screw the track down.

e. Repeat for other side.

NOTE: Make sure all the screwheads in the track are flush with the track or the boot will catch on them as the door opens and closes.

STEP 14 – Install Cinchers

The cincher plate is mounted to the jamb above a door girt (crossmember) about 4-5 feet above the floor.

a. Check to make sure your girt is level as the door opens and closes.

b. Fasten the cincher plate to the jamb such that the vertical pin is near the middle of the girt and the strap is angled slightly upward, about 5º, toward the door. The bottom of the pin should be about 1/2" above the girt. If your girt is not level, you may need to raise (or lower) the plate before fastening it to the jamb.

NOTE: In this application you should mount the Cincher so that the flat part of the black plate is against the jamb.

c. Fasten the edge of the cincher rail nearest to the boot. It should be flush with the edge of the girt, but must not protrude beyond the girt.
d. Pull the door in toward the building. At the same time, push the other end of the cincher rail against the pin and securely fasten it to the girt.
e. Before placing screws in the remaining cincher rail holes, check the motion of the door. The pin should contact the cincher rail in the last few inches of travel. The door should be tight enough that it doesn't move in and out, but not so tight that it restricts door movement.

If necessary. adjust the angle of the cincher rail. Once you are satisfied with the angle, use screws in the remaining cincher rail holes to secure the rail.

STEP 15 – Programming the Wall Station & Remote

Press the learn button (1) once on the control housing.

Press a desired transmitter (remote or wall station) button. The LED (Radio) flashes briefly.

a second, the transmitter has been learned.

Programming additional transmitters. Repeat the above steps. A maximum of 20 button/ storage locations for each radio receiver are available.

If no radio code is received within 10 seconds, the learning process is interrupted and has to be started again if necessary.

Light function

In order to switch the light on the opener on or off separately using the transmitter, a second transmitter button function has to be "learned in".

a. Press the learn button (1) on the control housing two times. The LED (Radio) blinks briefly.
b. Press the desired transmitter button (2).
When the LED (Radio) lights up for a second, the transmitter has been learned.

Deleting a previously learned radio code

a. Press the learn button (1) on the control housing for at least five seconds until the LED (Radio) blinks slowly.
b. Press the desired transmitter button. The LED (Radio) lights up for one second.
c. When the LED (Radio) turns off, the radio code of this transmitter button is deleted.

Deleting all previously radio codes

Press the learn button (1) and hold for approx. 60 sec. until the LED (Radio) turns off. All radio codes have been deleted.

STEP 16 – Test the System.

⚠ WARNING

Wind Warning: ***Never open doors covering more than one opening at a time! Due to the size and construction of sliding doors and the effect of wind on these doors, it is critical that only one building opening be open at a time.***

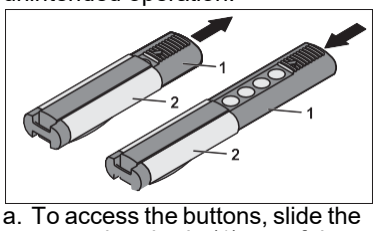
For example, many buildings have an opening on an end wall and another opening on a side wall. The side wall door(s) must be closed before you open the end wall door(s). Similarly, the end wall door(s) must be closed before you open the side wall door(s).

Failure to follow these instructions could result in serious or fatal injuries and significant damage to your building, as well as your Propel Doors system. Please note that wind damage is not covered by your Propel Doors warranty.

a. Attach the following warning labels: finger pinch sticker (cincher plate); foot hazard sticker (lower gusset),
b. Manually open and close the door completely. check if the door runs easily.
c. Make sure all screws and attachments are tight.
d. Engage the motor by pulling the emergency release cord.
e. Plug in the controller.

Operating the opener with the transmitter

The transmitter has a range up to 100 ft (30 m) depending on the surrounding area. When closed, the transmitter is protected by a stainless steel case to prevent an unintended operation.



a. To access the buttons, slide the transmitter body (1) out of the stainless steel case (2). There are positions for each button (a total of 4 buttons).
b. To close the transmitter body (1), slide it back into the stainless steel case (2) up to the stop position.

Opening, closing, and stopping the door

In order to operate the opener using the transmitter, this opener function first has to “learn in” the code of a particular transmitter. See “Program the transmitter”.

a. To open and close the door, press the corresponding button on the transmitter one time (e.g. button 1). Depending on the starting position, the door either opens or closes. The light switches off automatically after 180 seconds.
b. To stop the door, press the corresponding transmitter button during the open/close procedure.
   Pressing the transmitter button again causes the door to move back to its respective starting position.

Turning the light on or off

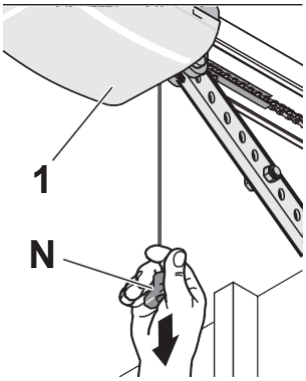
In order to be able to switch the light on the opener on or off separately using the transmitter, a second transmitter button has to be “learned in” and assigned to this function.
See “Programming the transmitter”.

a. Press the corresponding transmitter button once to switch the light on.
   ⇒ The light is switched on and switches off automatically after 180 seconds.
b. Press the corresponding transmitter button once to switch the light off. If the light was automatically switched on during the opener movement, it can only be switched off after the opener movement has completed.

MISCELLANEOUS

Lock or unlock the opener Emergency release from the inside

In the event of a power failure, the door can be opened from the inside using a mechanical emergency release.



Pull once on the handle of the emergency release cord (N). The carriage (1) is unlocked and the door can be moved by hand.

Engaging the emergency release

Pull on the emergency release cord handle (N) once.

⇒ The carriage (1) is now engaged and the door can only be moved by the opener.

Replacing the transmitter battery

WARNING

There is a possible risk of injury or death if you do not observe and comply with the following information. Observe and comply with all listed instructions before handling the battery.

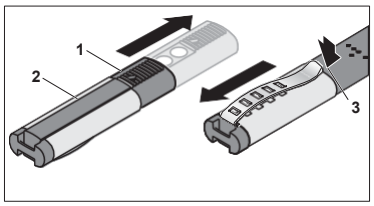
Do not store batteries where children can reach them. A child could play with them and accidentally swallow a battery. Call a doctor immediately if a battery is accidentally swallowed.

Never throw batteries into fire. As they can explode.

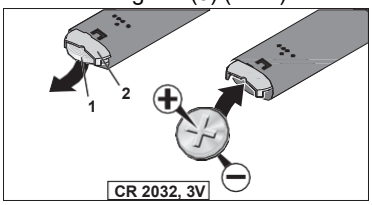
Never dispose batteries together with household waste. Leaking batteries can damage the environment. Please dispose of batteries properly according to your local regulations.

Pack the batteries individually for storage or for disposal. Batteries should never come into contact with metal objects, as they can ignite, discharge, or get damaged.

Only replace batteries with batteries specified in this manual.



1. Slide the transmitter body (1) out of the stainless steel case (2) up to the stop position.
2. Pull the transmitter (1) completely out of the stainless steel case (2) by applying strong pressure at the location indicated in the diagram (3) (latch).



3. Remove the battery (1) from the retainer (2) and install a new battery (type CR 2032, 3 V) in the same position. + side of the battery to the retainer base! (as shown in the diagram)
4. Before sliding the unit back together, check if the battery was inserted correctly:
5. Press a button on the transmitter. The LED must light up. If the LED does not light up, the battery must be installed in the opposite direction.

WARNING

There is a possible risk of injury when assembling the transmitter. You could pinch your fingers when assembling.

Proceed carefully when inserting the transmitter body into the stainless steel case.

Troubleshooting

Problem	Possible reason	Test/Check	Solution
Opener does not operate from either wall station nor transmitter	1. No power present	1. „Status“ LED on control housing is not lit	1. Check the power outlet with a different device, for example by plugging in a drill or a lamp
	2. Electrical supply voltage outside of the tolerance range	2. Have the main voltage checked by a electrician	2. Have the cause repaired by a electrician
	3. Photo eyes not mounted and connected	3. “Safety” LED on the control housing is lit	3. Mount the photo eyes and connect. Terminal 5 and 6
	4. Photo eyes interrupted	4. “Safety” LED on the control housing is lit. Are any objects in the path of the photo eyes?	4. Remove object. Readjust photo eyes
	5. Opener/controller defective	5. Opener does not start with transmitter, wall station or button	5. Have the opener repaired by a specialist or have the opener replaced
	6. Vacation mode on	6. LED “Command” on the control housing illuminated. LED on the wall station illuminated red	6. Unlock the opener by pressing the “Lock/Unlock” button (approx. 8 seconds) on the wall station
	7. Opener has been disengaged via emergency release mechanism	7. Move door by hand	7. Engage the opener by pulling on the emergency release handle
	8. Maximum wire length to wallstation 66ft. (20 m) exceeded	8. LED on the wall station is not illuminated. Try connecting the wall station to the opener with a short wire as a test	8. Connect the wall station using a properly functioning wire
	9. Wall station not mounted or connected	9. Grenn LED on the wall station does not lit up	9. Mount the wall station and connect
	10. Broken wire/ short circuit	10. LED on the wall station or photo eyes do not lit up	10. Repair or replace the wire
	11. Wall station or button incorrectly connected to the opener	11. Opener functions with transmitter and points 6,8,9,10,11 are OK	11. Wall station or button must be connected to **terminal 3 and 4**
	12. Wall station defective	12. –	12. Replace wall station
	13. Rail slide in part (with contact strip) is not in the correct position or is upside down	13. Remove control housing and check if the contacts are visible	13. Slide in part with contact must be on the side where the control housing is attached

Troubleshooting

Problem	Possible reason	Test/Check	Solution
Opener does not open or close the door after pressing a button on the transmitter	1. See points 1, 2, 3, 4, 5, 6, 7 above	1. See points 1, 2, 3, 4, 5, 6, 7 above	1. See points 1, 2, 3, 4, 5, 6, 7 above
	2. Transmitter not programmed	2. “Command” LED does not light up when the transmitter is operated	2. Program the transmitter
	3. Transmitter defective	3. LED on the transmitter does not light up	3. Replace the transmitter
	4. Battery empty	4. –	4. Replace the battery, see “Troubleshooting”
	5. Short circuit, for example through contact with the chain and C-rail from damaged chain channel	5. Check the fuse in the opener	5. Replace fuse in the opener, see “Troubleshooting”
Light on the opener does not function	1. See points 1, 2 above	1. See points 1, 2 above	1. See points 1, 2 above
	2. No light bulb installed	2. Open the cover and check if light bulbs are installed	2. Replace light bulbs, see chapter “Using for the first time”
	3. Defective light bulb	3. –	3. Replace the light bulbs, see “Troubleshooting”
Opener stops while the door is closing and opens the door again completely	1. Door contacted an obstacle	1. Check the area of the door’s motion for possible object present	1. Remove object
	2. Photo eyes were interrupted	2. Check LEDs on the photo eyes and “Safety” LED on the control housing	2. Remove obstacle
	3. Photo eyes defective or not aligned	3. LEDs on the photo eyes should be solid. “Safety” LED on the control housing should be off	3. Align the photo eyes to each other
Opener stops while the door is opening	1. Door contacted an obstacle	1. Check the area of the door’s motion for possible object present	1. Remove object
Opener opens the door but does not respond to any commands from the transmitter or wall station	1. Photo eyes were interrupted	1. “Safety” LED on the control housing is lit. Check the area of the door’s motion for possible object present	1. Remove object
	2. Photo eyes defective or not aligned	2. Check LEDs on the photo eyes and “Safety” LED on the control housing	2. Align the transmitter and receiver to each other or replace
	3. End switch “Door CLOSE” in the carriage defective	3. a) Unlock opener and slide the carriage to the middle of the running rail. b) Lock the opener. c) Operate the transmitter or wall station. If the opener still opens and does not close the door, the end switch “Door OPEN” is defective	3. Have the end switch replaced by a specialist

Troubleshooting

Problem	Possible reason	Test/Check	Solution
Opener closes the door but does not respond to any commands from the transmitter or wall station	1. Photo eyes are interrupted by object	1. Check the area of the door's motion for possible object present	1. Remove object
	2. Photo eyes defective or misaligned	2. LEDs on the photo eyes should be solid. "Safety" LED on the control housing should be off	2. Align the transmitter and receiver to each other or replace
	3. End switch "Door OPEN" in the carriage defective	3. a) Unlock operator and slide the carriage to the middle of the running rail. b) Lock the operator. c) Operate the transmitter, wall station or button. If the operator now still closes and does not open the door, the end switch "Door CLOSE" is defective	3. Have the end switch replaced by a specialist
Speed varies while opening and closing the door	1. Opener starts slowly and then accelerates	1. –	1. Immediate running, normal procedure
	2. C-rail dirty	2. –	2. Clean the chain and C-rail and lubricate again. See chapter "Maintenance"
	3. Chain lubricated with incorrect oil	3. –	3. Clean the chain and C-rail and lubricate again. See chapter "Maintenance"
	4. Chain tightened incorrectly	4. –	4. Tighten the chain, see chapter "Installation"
"Radio" LED on the control housing is lit permanently	1. Continuous signal from transmitter. Button is possibly jammed	1. Check all programmed transmitters	1. Remove the battery from the transmitter
"Status" LED on the control housing is lit permanently	1. Opener is in operation	1. –	1. Normal display.
"Safety" LED on the control housing is lit permanently	1. Photo eyes defective or not aligned	1. –	1. Set the photo eyes, exchange or remove object from the monitoring area
	2. Photo eyes wire damaged, i.e. staple	2. Check photo eyes wire	2. Repair or replace the wire
	3. Photo eyes connection wires incorrectly inserted into the connection terminal	3. Pull lightly on the wire. Check if connected to Terminal 5 and 6	3. Reinsert the wire into the terminal. Connect wires to erminal 5 and 6
"Command" LED on the control housing is lit permanently	1. Continuous signal from wall station	1. Check the buttons on the wall station	1. Replace wall station
	2. Continuous signal of a transmitter present	2. Check all transmitters for correct functioning, "Radio" LED is not continuously lit or blinking	2. Remove the battery, see "Troubleshooting" and exchange the transmitter
	3. Continuous signal of an interfering device, i.e. a cell phone or baby monitor	3. Continuously lit or blinking "Radio" LED, check the frequencies with radio scanner	3. –
	4. Opener locked by the wall station	4 LED on the wall station lit up red	4 Press the button (locking) on the wall station for 8 seconds until the LED lights up green

Troubleshooting

Indicator		Problem	Test/Check	Solution
Transmitter (green LED)	Receiver (red LED)			
Off	Off	1. Opener does not function	1. Check the circuit breaker or fuse for the circuit or check the power plug	1. Switch on the circuit breaker or fuse for the circuit or plug in the power plug
		2. Wire broken	2. Check the wire for a short circuit and breakage	2. Repair or replace the wire
Blinks	Off	1. Wire to receiver damaged	1. Check the wire to the receiver for a short circuit and breakage	1. Exchange or repair the wire to the receiver
		2. Receiver defective	2. Have the receiver checked by a specialist	2. Have the receiver replaced by a specialist
Off	Blinks	1. Wire to transmitter damaged	1. Check the wire to the transmitter for a short circuit and breakage	1. Exchange or repair the transmitter
		2. Transmitter defective	2. Have the transmitter checked by a specialist	2. Have the transmitter replaced
Blinks 2 x	Blinks	1. Transmitter and receiver not correctly aligned to each other		1. Align the transmitter and receiver to each other
Blinks	Blinks	1. Light path interrupted		1. Remove the object out of light path
		2. Transmitter or receiver defective	2. Have the transmitter and receiver checked by a specialist	2. Have the transmitter and receiver replaced
Blinks	Blinks 3 x	1. Receiver defective or faulty connection to the opener	1. Check connection	1. Have the receiver possibly replaced

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