

11. Troubleshooting

If an error occurs, the courtesy LED will triple flash and an error code will be displayed on the screen.

Error code	Description	Possible Solution
E1	Safety Beam Active	Align Safety Beams, Check connections, select two-wire or four-wire safety beams with corresponding jumper.
E2	Safety Strip Advice	This is not applicable to SA operators.
E3	Door Imbalanced	Check door tension (Door Service monitor).
E4	Run Time Exceeded	Ensure that correct door type is selected (SE - Sectional, tu - Tip-up).
E5	Current Sensor	The door is too heavy for current force setting, increase the force offset value. Refer to "8.3.3.1. Adjust Safety Offset Value"
E6	Collision	Check door tension, guide rails for any obstructions.
E7	Not enough power supplied to the operator	Check batteries and PSU. Operator cannot run from PSU only.
E8	Drive fault	Check fuse, motor connection and drive circuit.
E9	DOSS fault	Check DOSS connection on PCB
Lb	Low Battery	Ensure batteries are charged / connected.

TABLE 6

**E9 Usually displays when the motor has a blown fuse on the main board
It a normal spade type fuse.**