

DIAGNOSTICS

The operator is programmed with self-diagnostic capabilities. The UP and DOWN arrows on the control panel indicate the diagnostic code.

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
UP Arrow Flashes	DOWN Arrow Flashes		
1	1	The operator will not close and the courtesy light flashes.	Safety sensors wires may have been reversed, cut or disconnected. Inspect the sensor wires for correct polarity, damage or disconnections.
1	2	The operator will not close and the courtesy light flashes.	There is a short circuit on the wires for the safety sensors. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	4	The operator will not close and the courtesy light flashes.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	There is no door movement or motor accelerates before stopping suddenly.	No RPM pulses have been detected. Check the door manually for balance, binding or obstructions. Internally the possible cause may be the motor, logic board or RPM sensor. Try resetting door travel limits. Contact service centre.
1	6	Door continues to move after the motor stops.	RPM pulses have been detected after motor has turned off. Possible broken spring. Check the door is correctly balanced and not creeping up or down. Contact a door service centre.
2	1 2 3 4 5	Operator fails to operate.	Possible logic board failure. Reboot operator by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	6	Unable to set travel limit down direction. Passpoint has not been recognised during programming.	Check the passpoint module has been activated by the chain Position Tab, during the door travel. Reset the travel limits.
4	1 2 3 4	Door is moving stops and or reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel (refer to "Program the Travel Limits and Force" section).
5	1 2 3 4	Door fails to operate or operates erratically. External accessory wiring failure.	Check the external wiring to the control panel terminal is wired correctly. Turn off power, remove all external wiring (except safety sensors), and retest door operation.
5	5	Door operator fails to operate	Low internal voltage on the Logic Board, possible power transformer or logic board failure. Service required, call a trained service specialist.

TROUBLESHOOTING

1. Operator doesn't operate from either door control or remote:
 - Does the operator have electric power? Plug lamp into outlet. If it doesn't light, check the fuse box or the circuit breaker. (Some outlets are controlled by a wall switch.)
 - Have you disengaged all door locks? Review installation instruction warnings on page 1.
 - Is there a build-up of ice or snow under door? The door may be frozen to ground. Remove any obstruction.
 - The door spring may be broken. Have it replaced.
2. Door operates from door control but not from remote:
 - Replace batteries in the remote if necessary.
 - If you have two or more remotes and only one operates, review Program Your Operator, Remote and Keyless Entry.
3. Remote has short range:
 - Check the battery in the remote is fully charged.
 - Change the location of the remote control in the car.
 - A metal door, foil-backed insulation or metal siding will reduce the transmission range.
4. Door reverses for no apparent reason and operator light flashes 10 times:
 - Check Safety Beams. If the light on the Safety Beams is flashing, correct the alignment.
 - NOTE: Operator will not close without Safety Beams connected.
5. The door opens and closes by itself:
 - Make sure remote push button is not stuck "on".
6. Door stops but doesn't close completely:
 - Repeat Programming the Travel Limits
 - Repeat safety reverse test after any adjustment of door arm length, close force or down limit adjustments.
7. Door opens but won't close:
 - Check Safety Beams. If the light on the Safety Beams are flashing, correct the alignment.
 - If operator light does not flash and it is a new installation, repeat Programming the Travel Limits.
8. Operator strains:
 - Door may be unbalanced or springs are broken.
 - Close door and use manual release rope and handle to disconnect trolley.
 - Open and close door manually.
 - A properly balanced door will stay in any point of travel while Being supported entirely by its springs. If it does not, call for professional garage door service to correct the problem.
9. Operator hums briefly, then won't work:
 - Garage door springs are broken. SEE ABOVE.
 - If problem occurs on first operation of operator, door is locked. Disable door lock.
 - Repeat safety reverse test after adjustment is complete.
10. Operator won't activate due to power failure:
 - Pull manual release rope and handle down to disconnect trolley.
 - Door can be opened and closed manually.
 - When the power is restored, pull the manual release rope back towards the motor until it springs back to its original horizontal position. The next time the operator is activated, the trolley will re-connect.
 - The Outside Quick Release accessory (if fitted) disconnects the trolley from outside the garage in case of power failure.
11. The operator runs, but the carriage does not move:
 - Check the carriage is not disengaged from the operator
 - Operate the manual release to reengage the operator.
 - In a new installation, the preassembled Motor Shaft Adapter may have fallen out of the chain sprocket assembly. This adapter is installed during the manufacturing process and may have dislodged.
12. The Up and DOWN arrow buttons on the control panel are flashing in sequence:
 - Check the diagnostic code on next page.

STEP 12

PROGRAM THE TRAVEL LIMITS AND FORCE SETTINGS

Travel limits regulate the points at which the door will stop when moving UP or DOWN. The travel limit buttons are located under the access cover on the rear panel (Figure 1)

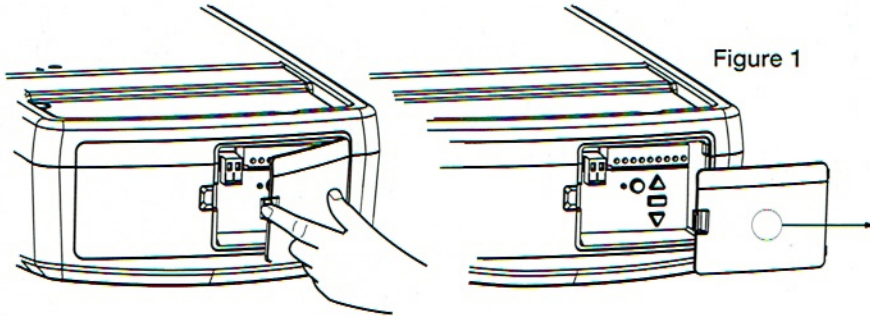


Figure 1

NOTE: This operator uses a POSITION TAB attached to the chain which activates a mechanical passpoint during the door travel. The indicator LED will blink when this occurs. If the passpoint is not activated during the door travel process, the travel limits can't be programmed.

TO PROGRAM THE TRAVEL LIMITS:

1. Press the PROG Button until the UP arrow button and indicator LED begin to flash (figure 2).
2. Press and hold the UP arrow button until the door is in the desired OPEN limit position (figure 3).

NOTE: The UP and DOWN Arrow Buttons can be used to move the door up and down as needed.

3. Once the door is in the desired OPEN limit position press and release the PROG Button. The DOWN Arrow Button will begin to flash (figure 4).
4. Press and hold the DOWN Arrow Button until the door is in the desired CLOSED position (fig 5).

NOTE: The UP and DOWN Arrow Buttons can be used to move the door up and down as needed.

5. Once the door is in the desired CLOSED limit position press and release the PROG Button. The UP Arrow Button will begin to flash (figure 2).

SETTING THE FORCE (AUTO):

6. Press and release the UP Arrow Button to test the OPEN limit. When the door has travelled to the programmed OPEN limit, the DOWN Arrow Button will begin to flash.
7. Press and release the DOWN Arrow Button to test the CLOSED limit. The door will travel to the programmed CLOSED limit position.

The indicator LED will stop flashing. The travel limits and force setting has now been set. Proceed to test safety reverse system.

SETTING THE FORCE (MANUAL LEARN IF REQUIRED):

1. Open the rear access panel. Locate the yellow Learn button.
2. Push the yellow Learn button twice to enter operator into force adjustment mode. The LED indicator light will flash quickly.
3. Push the programmed remote control or push the UP/DOWN arrow button on the control panel. The door will travel to the CLOSED limit position. Push the remote control again, the door will travel to the OPEN position.
4. Press and release the DOWN Arrow Button to test the CLOSED limit position. The door will travel to the programmed CLOSED limit position.

The LED indicator light will stop flashing when the force has been set. The door must travel through a complete cycle, UP and DOWN, in order for the force to be set properly. If the operator cannot open and close your door fully, inspect your door to insure that it is not sticking or binding.

The Force Setting has now been set manually.

WARNING

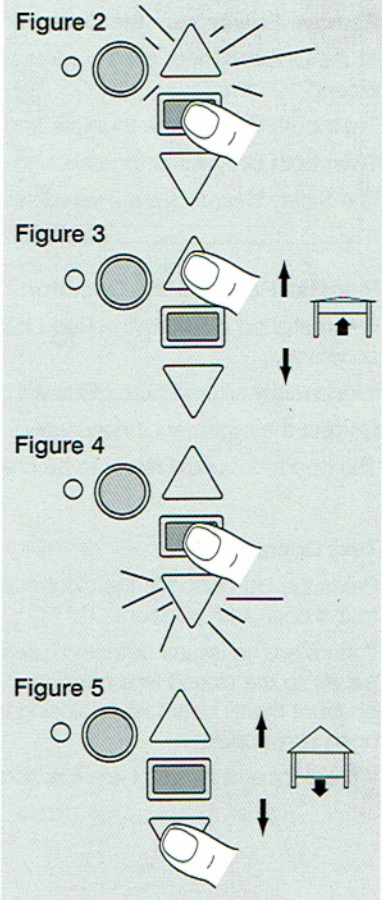
WHEN SETTING THE TRAVEL LIMITS, ENSURE PEOPLE ARE CLEAR OF THE MOVING DOOR TO AVOID INJURY.

Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing door.

- Incorrect adjustment of door travel limits will interfere with proper operation of safety reversal system.
- NEVER use force adjustments to compensate for a binding or sticking door.
- After ANY adjustments are made, the safety reversal system MUST be tested. Door MUST reverse on contact with 40 mm high object laid flat on floor.

Safety Beams must be used for all installations. Installers should ensure that the doors are installed in a compliant manner as per AS/NZS 60335-2-103.

Safety Beams are not needed to perform the travel limits and force setting as described here.



STEP 14

SETTING TIMER-TO-CLOSE

Operation:

This feature allows the door to automatically close from a fully open position after a specified time. The delay can be set from 10 to 180 seconds in 10 second increments, by using the buttons on operator control panel.

If the door encounters an obstruction while closing, the door will stop and return to the OPEN limit position. The LED indicator light will then flash 10 times.

To Activate TTC, or change a preset time:

1. Start with the door fully CLOSED.
2. Enter into TTC Activation mode by pressing both PROG and DOWN buttons together for 3 seconds (figure 2). Release when the LED indicator light flashes twice.
3. Press the UP button once for each 10 second increment required of TTC (figure 3. eg. twice for 20 seconds). Press the DOWN arrow button to reduce, if needed.
4. Press and release the PROG button to save this time (figure 4), LED indicator light will flash once. TTC is now activated.

TEST: Operate the door to the OPEN limit position. Keep clear of the Safety Beams and check the door closes after the preset time.

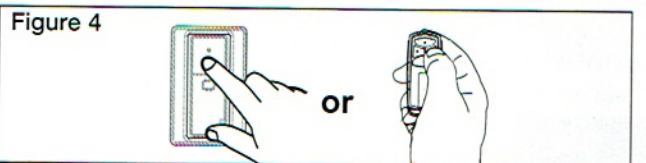
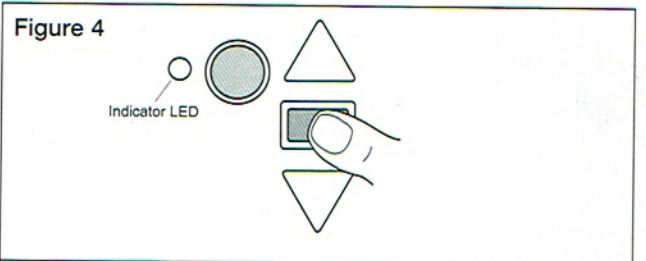
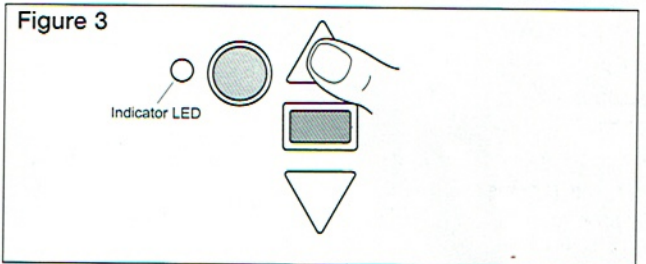
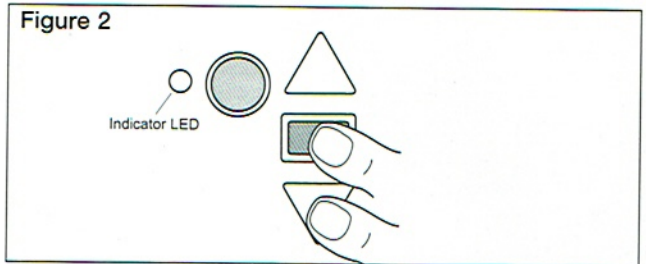
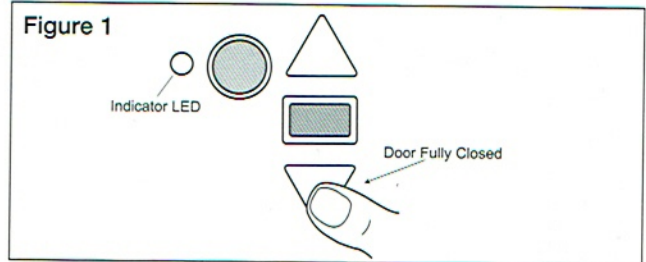
When TTC is set, wireless transmitters and wired trigger inputs will send an "open-only" command to the operator.

To Deactivate TTC:

1. Enter into TTC Activation mode by pressing both PROG and DOWN buttons together for 3 seconds (figure 2). Release when the LED indicator light flashes twice.
2. Press and release the PROG button to save (figure 4), LED indicator light will flash once. TTC is now deactivated.

WARNING

Door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.



COMMISSIONING REMOTE ACCESS DEVICES

NOTE: The transmitter supplied with your operator is preprogrammed by the factory.

Program the Receiver to Match Additional Transmitter Codes:

Using the yellow "LEARN" Button

1. Press and Hold the button on the hand-held remote or wall button that you wish to use (1).
2. Press and release the yellow "LEARN" button on the operator (2).
3. Release the remote button. When the LED indicator flashes the operator has learned the code. If you release the remote control push button before the operator light flashes, the operator will not learn the code.

Now the operator will activate when the remote control push button is pressed.

To Erase all Remote Control Codes

1. Press and Hold the yellow "LEARN" button on the operator until the indicator LED goes ON, and continue holding for approx. 6 seconds, until the indicator LED goes out.
2. Release the button, all codes are now erased.

Wireless Keypad E840G

To set the keyless entry PIN:

1. Locate the yellow "LEARN" button on the door operator.
2. Press and release the yellow "LEARN" button. The LED indicator light will glow steadily.
3. Enter a 4-digit personal identification number (PIN) of your choice on the keypad.
4. Press and hold the ENTER button. Check to see if the operator light flashes. Release the ENTER button after the light flashes.

To change an existing keyless entry PIN:

1. Enter the existing programmed PIN that you want to change.
2. Press and hold the # button until the LED indicator light flashes twice.
3. Enter the new 4-digit PIN of your choice, then press the ENTER button. The light will flash once.
4. To test, enter the new PIN, then press the ENTER button. The operator will activate.

WARNING

Activate the operator only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage while door is in motion. Do not allow children to operate push button(s) or remote(s). Do not allow children to play near the door.

