

35 DIAGNOSTIC CHART

Your garage door opener is programmed with self-diagnostic capabilities. The **UP** and **DOWN** arrows on the garage opener flash the diagnostic codes.

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
UP Arrow Flash(es)	DOWN Arrow Flash(es)		
1	1	The garage door opener will not close and the courtesy light flashes.	Safety sensors are not installed, connected or wires may be cut. Inspect sensor wires for a disconnected or cut wire.
1	2	The garage door opener will not close and the courtesy light flashes.	There is a short or reversed wire for the safety sensors. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	4	The garage door opener 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	1-5	Opener fails to operate.	Possible logic board failure. Reboot opener 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 belt Position Tab, during the door travel. Reset the travel limits.
3	2	Unable to set the travel or retain position.	Check travel module for proper assembly, replace if necessary.
3	3	The battery status LED* is constantly flashing green.	Battery backup charging circuit error, replace logic board. *(if applicable)
4	1-4	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).
4	5	Opener runs approximately 150 mm to 200 mm, stops and reverses.	Communication error to travel module. Check travel module connections, replace module if necessary.
4	6	The garage door opener 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 sensor's path while closing.
5	1-4	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, and retest door operation.
5	5	Door opener fails to operate	Low internal voltage on the Logic Board, possible power transformer or logic board failure. Service required, call a trained service specialist.

34 TROUBLE SHOOTING

1. Opener doesn't operate from either door control or remote:

- Does the opener 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 garage 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 Opener, 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 garage door, foil-backed insulation or metal siding will reduce the transmission range.

4. Door reverses for no apparent reason and opener light flashes 10 times:

- Check The Protector System™ (if you have installed this accessory). If the light is flashing, correct alignment.

If the Protector System™ is installed and needs to be removed, the Opener will need to be reprogrammed as follows:

- Remove the IR Beam wiring from the Opener
- Turn the power OFF for 5 seconds
- Turn the power ON for 5 seconds
- Again turn the power OFF for 5 seconds
- Turn the power back on and test the opener for normal operation.

5. The garage 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 The Protector System™ (if you have installed this accessory). If the light on the Beams are flashing, correct the alignment.
- If opener light does not flash and it is a new installation, repeat Programming the Travel Limits.

Repeat the safety reverse test after the adjustment is complete.

8. Opener 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. Opener hums briefly, then won't work:

- Garage door springs are broken. SEE ABOVE.
- If problem occurs on first operation of opener, door is locked. Disable door lock.

Repeat safety reverse test after adjustment is complete.

10. Opener won't activate due to power failure:

- Pull manual release rope and handle down once to disconnect trolley. Door can be opened and closed manually. When the power is restored, press the "GREEN" button in the centre of the trolley assembly. The next time the opener 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 opener runs, but the carriage does not move:

- Check the carriage is not disengaged from the opener. Operate the manual release to re-engage the opener.
- In a new installation, the preassembled Motor Shaft Adapter may have fallen out of the belt sprocket assembly. This adapter is installed during the manufacturing process and may have dislodged.
- In older installations, especially on excessively heavy doors, check the Motor Shaft Adapter has not stripped.

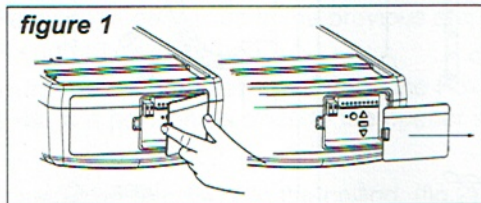
12. The Up and DOWN arrows on the control panel are flashing in sequence:

Check the diagnostic code on next page.

18 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 opener uses a POSITION TAB attached to the belt 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 cannot be programmed.

TO PROGRAM THE TRAVEL LIMITS:

1. Ensure the door is engaged to the opener trolley before setting the limits, otherwise the yellow trolley may move independently and jam into the powerhead assembly.
2. Press the **PROG** Button until the **UP** Arrow Button and indicator LED begin to flash (figure 2).
3. Press and hold the **UP** Arrow Button until the door is in the desired UP 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 UP 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 DOWN position (figure 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 DOWN 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 UP limit. When the door has travelled to the programmed UP limit, the **DOWN** Arrow Button will begin to flash.
7. Press and release the **DOWN** Arrow Button to test the DOWN limit. The door will travel to the programmed DOWN limit. 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 unit into force adjustment mode. The LED (indicator light) will flash quickly.
3. Push the programmed remote control or push the **UP/DOWN** arrow at the programming display bar. The door will travel to the DOWN (close) position. Push the remote control again, the door will travel to the UP (open) position.
4. Press and release the **DOWN** Arrow Button to test the DOWN limit. The door will travel to the programmed DOWN limit.

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 unit cannot open and close your door fully, inspect your door to insure that it is not sticking or binding.



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

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- **NEVER** use force adjustments to compensate for a binding or sticking garage 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.

CAUTION

To prevent damage to vehicles, be sure fully open door provides adequate clearance.

figure 2

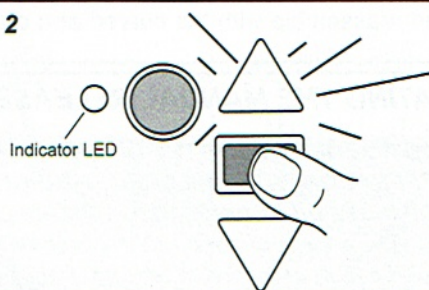


figure 3

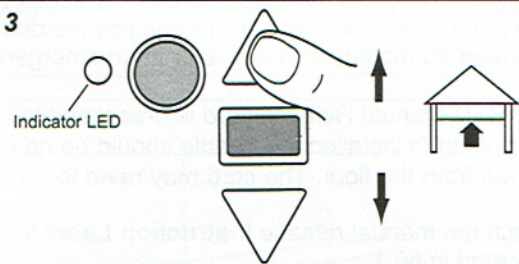


figure 4

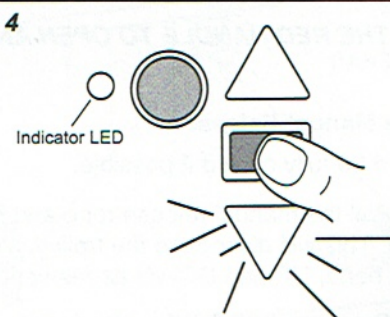
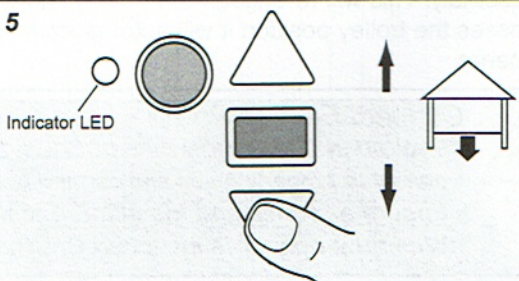


figure 5



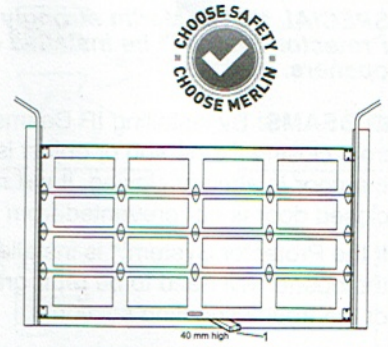
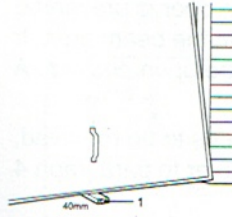
19 TEST THE SAFETY REVERSE SYSTEM



The safety reverse system test is important. Garage door must reverse on contact with a 40 mm obstacle laid flat on the floor. Failure to properly adjust opener may result in serious personal injury from a closing garage door. Repeat test once a month and adjust as needed.

Procedure: With door opened place a 40 mm obstacle (1) laid flat on the floor under the garage door. Operate the door in the down direction. The door must reverse off the obstacle. If the door stops on the obstacle, remove obstacle and repeat Program the Limits and Force Steps, then repeat safety reverse test.

When the door reverses off the 40 mm obstacle, remove the obstacle and run the opener through a complete travel cycle. Door must not reverse in closed position. If it does, repeat Program the Limits and Force then repeat safety reverse test.



20 PROGRAM THE TRAVEL SPEED (OPTIONAL)

TRAVEL SPEED: Automatically selected:

There are two travel speeds available for this opener.

The speed is a function of door travel distance and is automatically set during the door travel limit setting process.

- * Travel distance longer than 2 metres = REGULAR speed
- * Travel distance shorter than 2 metres = SLOW speed (will suit tilt doors best.)

TRAVEL SPEED: Manually selected:

The speed can be set manually if required, once the travel limits have been set, using the following method.

To activate the alternate speed:

PRESS and HOLD both the **UP** and **DOWN** arrows for 3 seconds. The courtesy lamp will flash once to confirm SLOW speed and twice to confirm REGULAR speed.

To deactivate the selected speed: Repeat the process above (toggle between the two settings).

21 PROGRAM THE LOW STANDBY MODE (OPTIONAL)

Low Standby Mode (sub 1 watt) is activated by the factory to deliver the lowest possible standby power.

In this mode the External Accessories Power and the IR Beams are turned OFF when the door is closed and the courtesy light is OFF.

At mains turn ON: Courtesy light flashes 2 times = Low Standby Mode
Courtesy light flashes 10 times = Normal Standby Mode

The Normal Standby Mode will need to be activated for External Accessories Power.

To Activate Normal Standby Mode:

Turn the mains power OFF.

PRESS and HOLD both the **UP** and **DOWN** arrows simultaneously.

Turn ON mains power while both the arrow buttons are still pressed.

Courtesy light comes on and after 5 seconds another 10 flashes.

Release the arrow buttons.

To Activate Low Standby Mode:

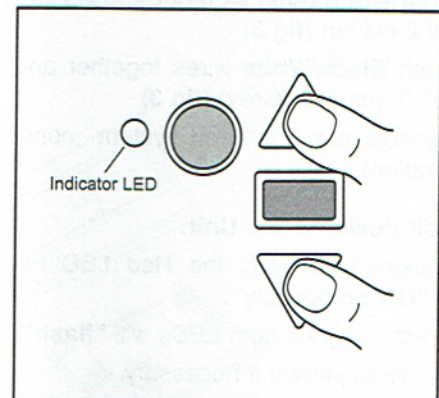
Turn the mains power OFF.

PRESS and HOLD both the **UP** and **DOWN** arrows simultaneously.

Turn ON mains power while both the arrow buttons are still pressed.

Courtesy light comes on and after 5 seconds another 1 flash.

Release the arrow buttons.



23 TIMER TO CLOSE FEATURE (TTC)

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

The Timer to Close feature requires The Protector System™ (IR Beams) to be installed.

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 opener control buttons.

If the door encounters an obstruction while closing, the door will stop and return to the UP position. The Courtesy lamp 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 courtesy 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 to reduce, if needed.
4. Press and release the **PROG** button to save this time (figure 4), Courtesy light will flash once. TTC is now activated.

TEST: Operate the door to the UP position. Keep clear of the IR Beams and check the door closes after the preset time.

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 courtesy light flashes twice.
2. Press and release the **PROG** button to save (figure 4), courtesy light will flash once. TTC is now deactivated.

figure 1

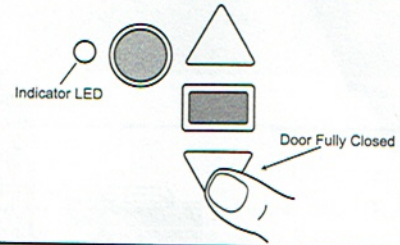


figure 2

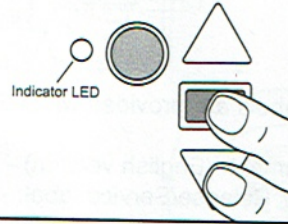


figure 3

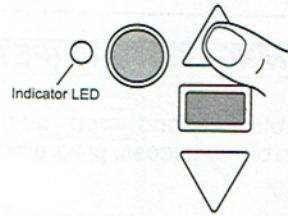


figure 4

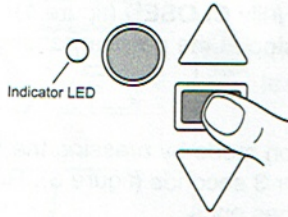
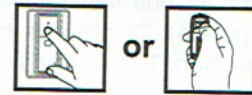


figure 5



24 INSTALLING YOUR E138M WIRELESS WALL BUTTON

NOTE: The wall control supplied with your opener should be pre-programmed by the factory. If adding a new wall control, program into the opener before mounting the unit as detailed in Wireless Programming.

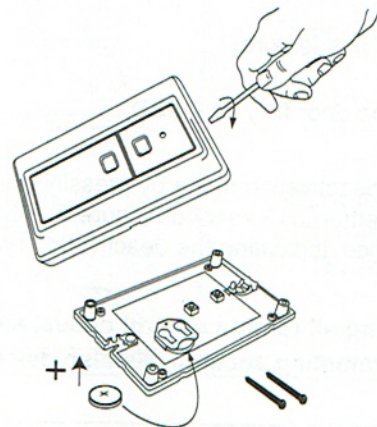
! Disconnect power to the opener before installing this accessory to prevent accidental activation. Locate minimum 1.5 m above the floor.

To install:

- Carefully pry open the E138M and locate the two screws for mounting.
- Attach to the wall using the two screws provided. If mounting to a plaster wall, wall plugs may be required.

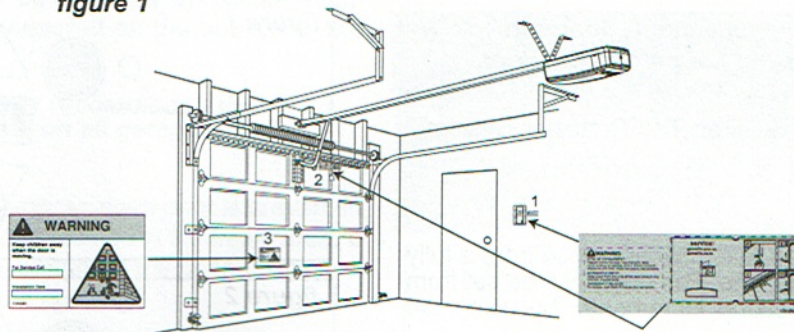
NOTE: Do not overtighten screws.

- Replace the front cover plate.



25 INSTALL WARNING LABELS

figure 1



Three warning labels are provided with this opener: attach as indicated in the fig 1 to a clean and suitable surface.

1. Risk of entrapment: (English version) - place close to a fixed Wall Control(1).
2. EMERGENCY Release/Service label: - place on the Manual Release cord (2).
3. WARNING Child Entrapment: (triangle label) - place on a low inside panel of the door (3).

26 PARTIAL OPENING FEATURE (PET)

This is an adjustable, second stop position suitable for ventilation, pedestrian or pet access, programmed to the Remote Control.

To Activate this feature:

1. Start with the door fully **CLOSED** (figure 1). Drive the opener **UP** (figure 2) and stop at the position required for **PET** access.
2. Enter PET activation mode by pressing the **PROG** and **UP** buttons together for 3 seconds (figure 3). Release when the Courtesy light flashes once.
3. Press the Remote Control button that you have allocated for this feature (figure 4). Do not use the button already allocated for normal operation. The Courtesy light will flash once when the code is accepted.

TEST: Press the Remote Control once, and door will close, press again, and door will return to the preset position. If the door is above the preset position, when the button is pressed, it will fully close.

To Deactivate this feature:

1. Start with the door fully **CLOSED**.
2. Enter PET deactivation mode by pressing the **PROG** and **UP** buttons together for 3 seconds (figure 3). The Courtesy light will flash twice, indicating the deactivation has occurred.

NOTE: Erasing all remote control codes, as in the **Wireless programming** section, will also delete this feature.

figure 1

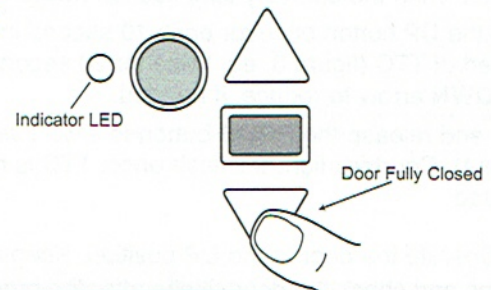


figure 2

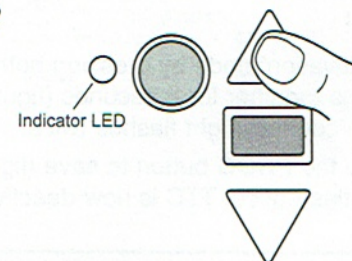


figure 3

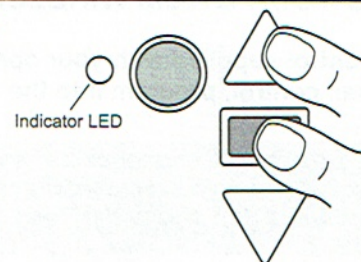


figure 4

