01 Series Trouble Shooting Guide

Down load the "**Service History**" using the Hand programmer (HP) to obtain the current door operating information. From the main screen on the HP press – service menu – history (wait for 2 secs to download). The service messages that can be recorded are listed below.

Service messages	**Explanation**
HP Name	- Name of person / company
Self Learn	- A self learn cycle was initiated
Reset	- 240v Power switched OFF/ON with battery disconnected
Mode change	- Mode switch adjusted
Open obstruction	- Door has encountered an obstruction during the open cycle
Close obstruction	- Door has encountered an obstruction during the close cycle
Mains Fail	- 240v Power has been disconnected
Power Return	- 240v Power has been restored
Battery low	- Battery not connected or low voltage – below 24V
Battery fail	- Battery very low – below 22V
Fire alarm active	- The fire input on the controller is activated
PE Obscured	- Photo cells have been obstructed for longer than the PE timer
PE Fault	- Photo cells not connected or short circuit in PE cell wiring
Security Open	- Sec open or A/hours input has been active for longer than 15 seconds
Charger low	- low mains voltage or controller short circuit
Encoder fault	- Encoder not counting up/down correctly
Lock short	- Lock coil, wiring or controller shorted
Lock fault	- Lock coil not present or open circuit
Climate change	- Climate control has been enabled

Fault	Possible cause	Remedy
Door will not close	Mains power failure	Check the 240 v power is turned ON Check the transformer AC voltage is present using the hand programmer HP – main – info – power - ac volts - approx 30 V
	Mode switch	Check the wiring to the mode switch and that it is turned to Auto mode and not Open mode HP – main – info – I/O – mode switch
	Movement sensors	Check the internal / external sensors are not self activating
	Fire alarm active	Check the **fire alarm** input to the controller is not active (Normally closed contact / wire bridge to remain inactive)
	PE cells	Check there is no obstruction covering the PE cells. Check the connection of the PE cells to the controller, terminal pins bent, not inserted fully etc.., Ensure all wiring is clear of the transformer. Complete a self learn on the PE cells using the HP. Main – Commission – Self learn – PE cells.
	Security system / card reader / P2 Exit button	Check the **security open / a/hrs** input on the Mode Switch connection board and Option board is not active
	Safety stop input active	Check the safety stop input is not active on the options board

	Emergency lock active	Check the emergency lock input is not active on the options board
	Fire alarm active	Check the fire alarm input is not active on the controller. Check the fire dipswitch position in the HP.
	Stone under door	Clean away
	Loose wires	Secure all wires
	Floor guides are dirty or jammed	Clean or replace
Door will not open or not open fully	Mode switch	Check the mode switch is turned to Auto mode and not Off or Lock mode
	Security control	Check door is not locked from security – sec lock input
	Movement sensors	Check the sensors are connected and adjusted correctly
	Safety stop input active	Check the safety stop input is not active on the options board
	Emergency lock active	Check the emergency lock input is not active on the options board
	Fire alarm active	Check the fire alarm input is not active on the controller. Check the fire dipswitch position in the HP.
	240v Power failure	Check the 240v power is connected. Check the door is not set to drive closed on a power failure HP – main – options A – dipswitch – SS open OFF
	Climate control	Check the climate control input on the options board is not active. Check the climate setting in the HP. Main – options A – climate
	Door catching or twisting	Check floor guide, repair or replace if jammed
	Loose wires	Secure all wires
	Stone under door	Clean away
Self learn cycle - door does not open fully or bangs	Test button on controller	Check the test button is not pressed in or jamming on the controller case.
	Motor encoder	Disconnect the battery, turn the switch OFF. Close the door fully, allow a few seconds and turn the switch back ON. Complete another self learn, if the same fault occurs replace the motor
Door will not lock	Hand programmer dipswitch	Check the lock dipswitch is turned to ON in the hand programmer – HP – main – options A – dipswitch

	Key / mode switch	Check the wiring to the mode switch and check it is turned to Lock mode
	Hand programmer	Check the Hand programmer is not connected, as this overrides all other inputs and places the operator into the Auto mode
	Motor – electric lock not fitted	Check on the motor label a lock is fitted – should read 12/4 VDC LOCK
	Security control override	Check the key switch connects directly to the operator (lock input) and not via security
Door has shutdown and can be moved manually.	Hold open signal – mode switch turned to open, sensor held on etc…	Check the door is not held open from an input signal and has been moved by the customer. When the door is held open it can be moved manually and look like it is shutdown (refer **door will not close** fault above).
	Mains power failure	Check the 240 v power is turned ON
		Check the transformer AC voltage using the hand programmer HP – main – info - power – ac volts - approx 30 VAC
	18 / 4 way loom connection at the controller or motor – terminal pins not fully inserted	Disconnect the battery, turn the switch OFF. Check the 18 way and 4 way plugs on the controller - remove and refit.
	Controller	Disconnect the battery, turn the switch OFF. Close the door fully, allow a few seconds and turn the switch back ON. If the same fault occurs replace the controller
Alarm is sounding – Battery low	240V Power has been turned off for a period of time. Download service history to determine.	Check the battery voltage using the hand programmer and allow to recharge or replace battery if necessary HP – main – info – power – batt voltage
	Transformer	Check using the HP the AC voltage from the transformer. HP – main – info - power – AC volts
		Check the 240 v wiring connection to the transformer (unplug from GPO)
	Battery or connection to the battery	Check the connection to the battery and controller. With the power off and battery disconnected unplug the four pin plug at the controller and check pins are fully inserted
	Controller	Measure the charge voltage to the battery – 26-30 VDC. Replace the controller if no voltage is measured.

Door is not closing fully	Motor encoder	Check using the HP that the main screen displays the correct distance. When the door is fully closed the distance should read 0mm. If the distance is incorrect reset the operator and check again. If it continues to display the incorrect distance replace the motor.
	Door catching or twisting	Check floor guide, repair or replace if jammed
	Stone under door	Clean away
Door opens or closes slowly	Obstruction encountered	When the door encounters an obstruction it will slow to an obstruction speed for one cycle. If the door cannot complete one cycle because of high pedestrian traffic then the door will continue at the slow speed. Allow the door to complete the cycle.