


Troubleshooting Guide

Please use the [Technical Manual](#) in conjunction with this Troubleshooting Guide

Symptom	Recommended Remedy
Door Too Hard To Open Manually	<ul style="list-style-type: none"> Refer to section titled "Adjusting Door Spring Tension" and reduce the door-open spring tension.
Door Will Not Fully Close	<ul style="list-style-type: none"> Refer to section titled "Adjusting Door Spring Tension" and increase the door-open spring tension. The operator must only be installed on doors and frames in good working order, without sticking or binding during normal operation.
Door Arm Rubs On Door Arm Pivot Bracket	<ul style="list-style-type: none"> Refer to section titled "Installing the Operator Mounting Bracket" and lower the bracket mounting position. Ensure that the operator is mounted parallel to the face of the door. If the bottom of the operator is further away from the door than the top, shim the top of the operator mounting bracket to compensate. (Refer to Figures 11 and 12.)
Door Arm Rotates On Triangular Steel Output Shaft	<ul style="list-style-type: none"> Refer to section titled "Installing the Door Arm" and ensure that the door arm coupling screws are tightened evenly (one quarter turn at a time) until fully tight
Door Does Not Open Automatically	<ul style="list-style-type: none"> Refer to figure titled "Connecting the Battery Pack" and ensure the battery is properly connected to the operator. Refer to section titled "Initializing the Remote Control" and program the rf pushbutton switch. Refer to section titled "Programming the Operator" and auto-tune the operator. Refer to section titled "Replacing the Battery Pack Fuse" and ensure the 5-amp slow-blow fuse is good. To verify a low voltage battery condition perform the following: <ul style="list-style-type: none"> Remove the operator bottom cover. Move the door slightly to "wake up" the controls. Observe the DS9 LED. <ul style="list-style-type: none"> If DS9 is flashing green then the battery is good (above 18VDC). If DS9 is flashing red then the battery is low (below 18VDC) Battery can be charged by optional plug in transformer or by allowing manual traffic to restore battery power. Door Stays Open Too Long Refer to section titled "Programming the Operator"
Door Stays Open Too Long	<ul style="list-style-type: none"> Refer to section titled "Programming the Operator" and Auto-tune the operator. Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door hold open time.
Door Does	<ul style="list-style-type: none"> Refer to section titled "Programming the Operator" and Auto-tune the operator. Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door

<p>Not Stay Open Long Enough</p>	<p>hold open time.</p>	
<p>Door Opens Too Fast</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and Auto-tune the operator. • Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door open time. 	
<p>Door Opens Too Slow</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and Auto-tune the operator. • Refer to section titled "Adjusting the Door for Proper Operation" and adjust 	
<p>Door Closes Too Fast</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and Auto-tune the operator. • Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door close time. 	
<p>Door Closes Too Slow</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and Auto-tune the operator. • Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door close time. 	
<p>Door Opening Force Too High</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and Auto-tune the operator. • Refer to section titled "Adjusting the Door for Proper Operation" and adjust the door open force. 	
<p>Can't Remove Door Arm From Operator Output Shaft</p>	<ul style="list-style-type: none"> • Loosen but do not remove the three door arm coupling screws using a 3/16" hex wrench. Insert the blade of a large flathead screwdriver into one of the three slots extending from the triangular shape. then using the shaft as the lever point pry upward on each slot until the door arm pops off. See Figure. 	 <p>Insert Screwdriver Tip Here</p>
<p>Can't Remove Battery From Housing</p>	<ul style="list-style-type: none"> • Refer to figure titled "Connecting the Battery Pack" and note the T shaped channel at the top of battery housing. • Insert a small flat head screwdriver into the slot above the T-channel and gently pry the battery from the operator housing. 	
<p>Can't Initialize</p>	<ul style="list-style-type: none"> • Verify that the CR2032 battery installed in the rf transmitter is good. • Refer to section titled "Initializing the Remote Control" and erase all activation codes 	

<p>Remote Control</p>	<p>THEN:</p> <ul style="list-style-type: none"> • Set and RF switch with a door controller following the instructions in the section titled "Initializing the Remote Control." • Determine if the signal sent by an RF switch is recognized by a controller as follows: <ul style="list-style-type: none"> ○ PUSH the activation switch. <ul style="list-style-type: none"> ▪ LED DS6 shall light red if a signal is received. ▪ LED DS7 shall flash green if a signal is recognized • Loosen the nuts on the back of the switch plate assembly to ensure that the switch is not stuck in the closed position.
<p>Door Stays Open at 90 Degrees</p>	<ul style="list-style-type: none"> • Door Arm Has Slipped On The Shaft <ul style="list-style-type: none"> ○ Refer to section titled "Installing the Door Arm". ○ Refer to Figure 12. ○ Loosen the 3 door arm coupling screws. ○ Ensure the door arm is touching the face of door. ○ Tighten the door arm coupling screws evenly (one quarter turn at a time) until fully tight. Apply as much torque as possible to screws. • Door Arm End Link Washer Has Not Been Installed <ul style="list-style-type: none"> ○ Refer to Figure 12A. ○ Install supplied washer (two are supplied only one is required) • Door Arm Rubs on Door Arm Pivot Bracket <ul style="list-style-type: none"> ○ Refer to Figures 11 and 12. ○ Ensure that the operator is mounted parallel to the face of the door. ○ If the bottom of the operator is further away from the door than the top, shim the top of the operator mounting bracket to compensate. • Spring Force Set Too Low <ul style="list-style-type: none"> ○ Refer to section titled "Adjusting Door Spring Tension". ○ Refer to Figure 17. ○ Increase Spring Force – note operators are shipped from factory at maximum spring force. • Spring Pre-Load Set Too High <ul style="list-style-type: none"> ○ Refer to section titled "Installing the Door Arm". ○ Refer to Figure 12. ○ Remove door arm from the door arm pivot assembly. ○ Decrease pre-load by rotating the door arm end link counter clock wise. ○ Note making the door arm longer decreases preload. • Door Arm Pivot Bracket Too Close To Door Face <ul style="list-style-type: none"> ○ Refer to section titled "Installing to Door Arm Pivot Bracket". ○ Refer to Figure 10. ○ Increase the 6 3/8" dimension shown below to 6 1/2".
<p>Door Stays Open at 90 Degrees Only When Power Operated</p>	<ul style="list-style-type: none"> • Refer to section titled "Programming the Operator" and perform a retune.

