

# Gate Operator Trouble Shooting Procedure

## 1. Motor Does Not Run

### a. AC/SOL LED is OFF:

- Check battery breaker switch to make sure it is ON.
- Check the motor breaker to make sure it is turned to ON position.
- Make sure the AC Switch is ON and if necessary use a multi meter to check the input voltage to make sure it is 115VAC/220VAC.
- Using a multimeter to check the Power input at the main board is 24-28 VDC.

### b. AC/SOL LED is ON:

- Check the motor breaker to make sure it is turned to ON position.
- Check the motor wire connection to make sure every wire is firmly connected inside the terminal connector.
- Check limit switch wires to make sure the close limit switch wire is connected to Common/GND, and the other wire is connect to the normal close position.
- Disconnect all the external accessories first. Then check it to see if the motor can run. Sometime the Photo beam sensor, edge sensor, loop detector, or other safety sensor prevents the motor from running.
- Turn OFF the AC switch, Turn OFF the battery breaker. Wait for 30 seconds. Then turn the battery breaker and AC switch ON. Then reset the operator(s). This is a hard reset.
- If you use the Multi Code 1090 receiver, please make sure the connection is correct. Connect from the receiver common pin to operator main board +28Vpin, and connect the receiver 24V pin to operator main board GND pin. If your connection is wrong, it can freeze the operator. Next turn the AC switch and battery breaker switch OFF. Wait for 30 seconds. Then turn these two switches back ON. Then reset the operator.
- Check FIRE LED to make sure it is OFF.
- Check STRIKE LED to make sure it is OFF.
- Check EXIT Loop LED to make sure it is OFF.
- Check SAFETY Loop LED to make sure it is OFF.
- Check SAFETY Photo Eye Sensor LED to make sure it is OFF.
- Check Overload Sensor LED to make sure it is OFF.

### c. Power Failure:

- Check battery connection, and check each battery voltage (12VDC) to make sure the battery is still at good condition.

### d. Overload Sensor and Alarm are ON:

-- Press STOP button once to silence the alarm. Check the gate path to make sure everything is clear of obstructions. Double check to GATE SNS is set correctly. Normal SNS setting is at 2 O'clock. If needed, set sensor to 11 O'clock, 9 O'clock, or to Minimum.

Please disconnect all the input devices to test the gate to make sure the operator work normally without any input device connect to it. Sometime a bad loop detector can cause the Overload sensor and Alarm come ON.

Note: Sometime if the gate is heavy over 1500 lbs, and it is an Uphill/Downhill situation. If it stops before contact the Open/Close limit switch when it going uphill. You might need to flat the ground a little more in order to get the operator work smoothly.

## **2. Problems While in Motion**

### **a. Stops then Reverse:**

- Please check the gate path to make sure the path is clear with obstructions.
- Double check the GATE SNS is set correctly. Normal setting is at 2 O'clock. If need, set sensor to 11 O'clock, 9 O'clock.
- Check the gate hinge, or wheels, or other hardware to make sure everything is working normally.
- Reset the gate operator to learn again.

### **b. Travel over the Limit Switch:**

- Check the limit switch to make sure it is good.
- Check the limit switch wire to make sure the connection is correct.

### **c. Does Not Close Automatically:**

- Check TIMER pot to make sure the setting is correct, or not. Normally set to 12 O'clock.
- Check other external safe devices like Loop Detector, Photo Beam sensor, Edge Sensor, Radio to make sure none of them are activated.

## **3. Primary / Secondary Gate Configuration**

### **a. Gates Open and/or Closes in Opposite Direction (Swing Gate).**

- Switch the OPEN DIR LEFT/RIGHT switch to the other direction.

### **b. Gates Do Not Close at the Same Time (Swing Gate).**

-- Check the P/S SYNC pot to make sure it set to 12 O'clock. Then press reset button to reset the operators.

**c. Gates Do Not Close in Preset Order (Swing Gates).**

-- Check P/S SYNC pot to make sure the setting is correct. If it is correct, press rest button to reset the operators.

-- Check DIR switch to make sure one operator is set to secondary.

-- Please make sure that every external device only connects to the Primary gate operator. Nothing should connect to Secondary gate operator. If any input device is connected to the Secondary unit, please change it to connect to the primary unit. Then press Reset to rest the operators.

**d. Sometime One Gate is Much Slower than the Other Gate.**

-- Please make sure that every external device only connects to the Primary gate operator. Nothing should connect to Secondary gate operator. If any input device is connected to the Secondary unit, please change it to connect to the primary unit. Then press Reset to rest the operators.

**e. Gates Hit Each Other (Master/Slave Slide Gates ).**

-- One gate over traveled. Make sure the limit nut has set correctly.

-- Please make sure the end user never use pad lock to lock the gates together. Only maglock can be used to lock the gates. Please correct this problem then reset the operators.

## 4. Others

**a. Gate does not open at times and Alarm is ON (Swing Gate).**

-- Please make sure the arm position in set up correctly. Make sure the arm does not put a lot of pressure on the output shaft when the gate starts to open.

**b. Gate(s) does not Open or Close and Alarm is ON.**

-- Please make sure the There is a 4-pin terminal plug into the J8 GUARD connector with a short wire that short GND & STOP pins.

**c. Operator Makes Beeping Sound.**

-- Check battery. Battery voltage is low. Please make sure the battery breaker is ON, and the battery wire connection is good, and the charge led light is ON on the main board.

-- If these steps are OK and the unit is still making the beep sound, then it is time to replace the batteries. Please replace both batteries at the same time.

**d. Sometime gate stops at almost fully open/close position. But it has not contact the Open/Close limit switch yet.**

--Check limit switch to make sure the limit switch is not loose, and it function normally.

**e. Operator does not work after press the open button on the remote control.**

-- Check remote control battery to make sure the battery still has power.

--Check the receiver to see if response to the remote control after you have press the open button. Sometime the receiver maybe defected after using for a while.