

















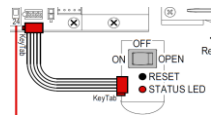


Verify Options 1, 2, and 3 every time.

1	Verify that door operates normally mechanically. If door slams shut on mechanical egress, swing direction is incorrect.
	<ol style="list-style-type: none"> Need to correct the position of the S1 swing switch. Remove fuse and slide switch S1 to other direction. Verify arm installation and re-install fuse and complete a calibration run.
2	Verify arm cut properly and installed correctly.
	<ol style="list-style-type: none"> Push Arm Arm coming off the motor at 90 degrees. Shoe connecting to the door at 18" from hinge jamb. (Center of door on 36" wide door.) Arm requires cutting for most applications. Will go up to a 12" reveal out of the box.
3	Verify Closer has the correct pre-load.
	<p>Remove fuse to power unit down</p> <ol style="list-style-type: none"> Push Arm Remove pin at connecting joint. Portion of arm connected to motor should rotate at least 6 degrees towards hinge jamb. Track Arm Remove Allen screw at spindle. Use hard stop to rotate 6 degrees towards hinge jamb. Re-attach adaptor and screw. <p>Reinstall fuse. Do a calibration run (3) Red Flashes</p>

If the options above do not resolve problem, select from the following solutions.

4	Pair unit and inactive leaf not moving.													
	<ol style="list-style-type: none"> Verify jumper settings on motor jumpers set to M1 and S1 Verify Programming Parameter for Slave: PAR SLAVE / Control Panel / Mech Panel / 3 Pos (Auto) Verify Programming Parameter for MS-2-Leaves PAR Master / MS 2-Leaves /Function Ext Switch / Master-Slave 	<table border="0"> <tr> <td></td> <td>Master</td> <td>Slave</td> </tr> <tr> <td>Jumper settings</td> <td> M1</td> <td> S1</td> </tr> <tr> <td></td> <td> S1</td> <td> M2</td> </tr> <tr> <td></td> <td> S2</td> <td> S2</td> </tr> </table>		Master	Slave	Jumper settings	 M1	 S1		 S1	 M2		 S2	 S2
	Master	Slave												
Jumper settings	 M1	 S1												
	 S1	 M2												
	 S2	 S2												
5	Display reads "OFF" and the rocker switch has no effect.													
	<ol style="list-style-type: none"> Does pressing the "Prog" button on the display restore the unit to "Low Energy" on the display? Someone most likely hit the "OFF" button on the display unit. Display "OFF" will override activation from terminals 1 and 2. Activation on 1 and 7 will over ride "OFF" and work. If the rocker is backward, the display controls will not override. Check the plug connector on ribbon cable that runs from terminal strip to the circuit board at the rocker switch. Verify that the dark strip the on ribbon is facing towards the terminals at motor and facing towards the radius of the rocker switch base. Verify Rocker switch 3 Position setting. <ol style="list-style-type: none"> Param STG / Control Panel / Mech Panel - Should be set to 3 Pos (Off - M) on single or master unit 	 <p>● 3 Pos (Off - M)</p>												

6 | Difficult to open and door slams shut when opening manually

- 1) Swing direction needs to be changed.
Remove fuse to power unit down and move S1 opposite direction to change swing.
Reinstall fuse to power unit back up and do the (8) Flash re-set followed by (3) flash calibration

7 | Door opens about 5° degrees and holds.

- 1) Possible pre-load issue
Power unit down (remove fuse) and verify pre-load. See **Verify Pre-Load** in step 3 above

8 | Single door or one leaf of a pair behaving erratically (door open and closes repeatedly)

- 1) Communication logic break down between operators.
Re-set operator with (8) red flashes. If a pair of doors must do Master first then Slave.
Re-calibrate operator with (3) red flashes. If a pair of doors must do Master first then Slave.

9 | Actuator not working (ERROR CODE 39) Overload 24 volt

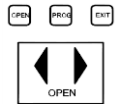
- 1) Polarity issue with actuators when using terminal 1 & 2 on one operator to loop to a second operator trigger.
Must observe positive to terminal and negative from one operator to second operator
May require a power down to rest

10 | Vestibule applications the door opens and does not close (ERROR CODE 60 Interior Sensor)

- 1) Polarity issue with actuators
Must observe positive to Common terminal and negative to Normally Open terminal (or vice versa) on all actuators in loop

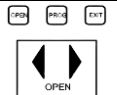
11 | Door opens to 90° and does not close

- 1) What is showing on the display panel
If two arrows and "OPEN" verify rocker switch setting. Should be set to "ON"
If rocker switch is "ON" press "PRG" on display to release the OPEN command. (User pressed open button to test door)



12 | Turning unit on, the Door opens to 90° and does not close

- 1) Display panel shows two arrows and "OPEN"
Someone pressed open button on display. Press "PRG" on display to release the OPEN command.



13 | Display progress bar stuck.

- 1) Communication Error. Controller not seeing the display.
 - a) Check connection between the 4 terminal 25,26,27,28 terminal connector.
Possibly loose wires, or wired wrong. Wht (25) Grn (26) Red (27) Blk (28)
 - b) Check the display for loose wires or for incorrect terminal terminations.
Wire color should match same terminal numbers as the controller Wht (25) Grn (26) Red (27) Blk (28).
 - c) If the above does not correct the problem replace the display.

14 Delay between push button activation and swing too long or too short.

- 1) Too long
 - a) Param STG / Micellaneous / Start Delay / Zero is minum of 1/2 second
- 2) Too Short
 - a) Increase start delay under Param STG / Micellaneous / Start Delay / 20 equals 4.5 seconds (40 maximum 9 seconds)

15 Stagger or delay between active and in-active leaf

- 1) MS-2-Leaves Overlap settings. Delays the in-active door to open after active door and holds in-active until active door closes.
 - a) Adjust Over lap Param STG / MS-2 Leaves / Overlap / Default is 0 (both start and close as independent units)
- 2) Open or Close Sequence
 - a) Open sequence sets time delay between when master opens and slave opening.
 - b) Close sequence sets time delay between when slave begins closing and then master closes.

16 Lock relay will not switching states with activation.

- 1) Check locking function. Go to - Parm STG - Locking - Locking Function. Select always locked. Night Locked -
 - Param STG / Locking / Lock Function / Should be set to "Always Locked" ● Always Locked
 - Param STG / Locking / Lock Type / Should be set to "Standard" ● STANDARD

17 HB sensor or sensor error message.

- 1) Verify if any of the sensor terminal connections are being used.
 - Terminal 5/6 or 8/9 should be open. Terminal 10/11 and 11/12 should have factory jumpers installed.
- 2) Verify Door USA Low Energy and language settings
 - Parameter / Configure System / Door Type / Should be set to USA Low Energy ● USA LOW ENERGY
 - Param STG / Entrance System / Door Type / Should be set to USA Low Energy ● USA LOW ENERGY
 - Param STG / Control Panel / Display Panel / Should be set to English US ● English US

18 Door fights to stay closed.

- 1) Verify Control Panel Setting
 - Param STG / Control Panel / Mech Panel / Should be set to 3 Pos (Off-M) ● 3 Pos (Off - M)
 - Note: The 3 Pos (Auto) setting is for when you are not using the rocker switch. Door will resist opening. Auto Mode helps with stack or wind but not helpful for Manual Egress applications. Requires activation every time to swing properly.
- 2) Verify "Manual Control" setting
 - Param STG / Manual Control / The "When Auto" box should be checked.

19 ERROR CODE ! 92 CONTROL RELAY FAULT

- 1) Possible Software problem. May need to be upgraded to latest release.
 - a) Remove fuse to power unit down.
 - b) Verify swing direction setting and pre-load PER Quick Start Instructions.
 - c) Reinstall fuse to power unit back up.
 - d) Press and hold programming button for (8) flash re-set.
 - If display comes back with same error code replace motor control unit with one having newer software.