

User Guide

Rollerdor RD55 and RD77 Roller Garage Doors

Edition 2021/1



SCAN FOR FITTING
INSTRUCTIONS
FOR RD55



SCAN FOR FITTING
INSTRUCTIONS
FOR RD77



(TYPE 1) REMOTE CONTROL UNIT

(HOLD TO RUN)

OPERATION BY HANDSET

To open the roller garage door, press and release the left (▲) button on the remote control handset and the door will travel to its top limit.

To close the roller garage door, press and hold the right (▼) button on the remote control handset and the door will travel all the way to its bottom limit, if there is something or someone in the way then release the button and the door will stop.

To stop the roller garage door at any time press and release the bottom (■) button on the remote control handset.



Warning you must have a clear line of sight of the whole of your roller garage door when the door is in operation. Failure to do so may result in harm to persons or damage to your roller garage door.



OPERATION BY BUTTON ON RECEIVER BOX

To open the roller garage door press and release the up button on the front of the receiver box and the door will travel to its top limit.

To close the roller garage door press and hold the down button on the front of the receiver box and the door will travel all the way to its bottom limit, if there is something in the way release the button and the door will stop.

To stop the roller garage door at any time press and release the stop button on the front of the receiver box.



PROGRAMMING REMOTE CONTROL HANDSETS

(HOLD TO RUN)

- 1** Carefully remove the cover by sliding it upwards from the enclosure, there is a membrane ribbon from the buttons on the box to the internal pcb board, make sure not to remove this from the pcb board.
- 2** Slide the black cover down on the remote control handset and you will reveal four buttons (**fig.2.1**).
- 3** With the handset in hand, located the red learn button on the top right hand side of the board next to the digital display (**fig.2.2**) and press and hold till the digital display comes up S.T.U then release.
- 4** Press and release the top button on the handset twice.
- 5** The S.T.U display will flash quickly to indicate success.
- 6** Repeat for all handsets.



fig.2.1

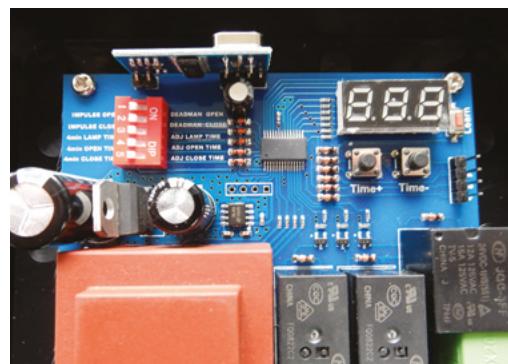


fig.2.2

DELETING REMOTE CONTROL HANDSET'S MEMORY

- 1** Located the red learn button on the top right hand side of the board next to the digital display (**fig.2.2**) and press and hold till the digital display comes up D.E.L then release.
 - 2** Press and release the red learn button again and the D.E.L display should flash.
 - 3** All handsets should now be deleted please test handset to see if this has worked.
-

BATTERY REPLACEMENT

- 1** Remove all three screws from back of the handset and remove front cover
- 2** Carefully remove circuit board to gain access to battery and replace with new CR2032 battery
- 3** Screw back in the three screws then test handset blue light should come on.



(TYPE 2) REMOTE CONTROL UNIT

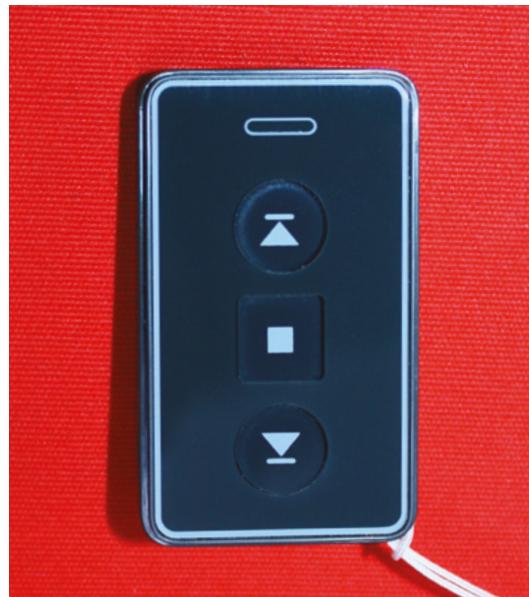
(HOLD TO RUN)

OPERATION BY HANDSET

To open the roller garage door, press and release the top (▲) button on the remote control handset and the door will travel to its top limit.

To close the roller garage door, press and hold the bottom (▼) button on the remote control handset and the door will travel all the way to its bottom limit, if there is something or someone in the way then release the button and the door will stop.

To stop the roller garage door at any time press and release the middle (■) button on the remote control handset.



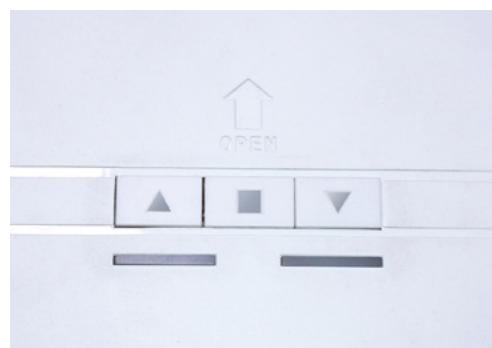
Warning you must have a clear line of sight of the whole of your roller garage door when the door is in operation. Failure to do so may result in harm to persons or damage to your roller garage door.

OPERATION BY BUTTON ON RECEIVER BOX

To open the roller garage door press and release the left (▲) button on the front of the box and the door will travel to its top limit.

To close the roller garage door press and hold the right (▼) button on the front of the box and the door will travel all the way to its bottom limit, if there is something or someone in the way then release the button and the door will stop.

To stop the roller garage door at any time press and release the middle (■) button on the side of the box.



PROGRAMMING REMOTE CONTROL HANDSETS

(HOLD TO RUN)

- 1** Remove the lid of the receiver box by unscrewing small screw at bottom and then sliding the lid up, being careful not to remove plug-in cable from the board.
- 2** Press and release the black programming button located at the top of the receiver box (**fig.3.2**). The green LED on the front cover will start flashing.
- 3** Press and hold the top button on the handset (**▲**). The green LED will flash faster and go out.
- 4** Test handset by pressing either direction, the barrel should move. Repeat with all other handsets that need programming.



fig.3.1

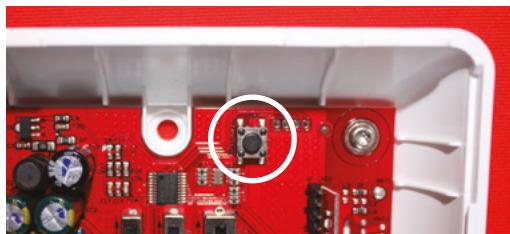


fig.3.2

DELETING REMOTE CONTROL HANDSET'S MEMORY

- 1** Press and hold the black programming button for roughly 3 seconds. The green LED will flash three times, go solid, then rapidly flash. Keep hold until flashing stops (**fig.3.2**).
 - 2** Test to see if remote operates door.
-

BATTERY REPLACEMENT

- 1** Turn the unit over, brace back of handset with figures.
- 2** Pull the cable away to expose the corner.
- 3** Pull the back of the unit away to gain access to the battery, replace with a new CR2032 battery.

For a video guide to changing the battery, please visit:
www.rollerdor.net/tutorial-guide-downloads/



(TYPE 3) REMOTE CONTROL UNIT

(HOLD TO RUN)

OPERATION BY HANDSET

To open the roller garage door, press and release the top left (▲) button on the remote control handset and the door will travel to its top limit.

To close the roller garage door, press and hold the top right (▼) button on the remote control handset and the door will travel all the way to its bottom limit, if there is something or someone in the way then release the button and the door will stop.

To stop the roller garage door at any time press and release the bottom right (■) button on the remote control handset.



Warning you must have a clear line of sight of the whole of your roller garage door when the door is in operation. Failure to do so may result in harm to persons or damage to your roller garage door.



OPERATION BY BUTTON ON RECEIVER BOX

To open the roller garage door press and release the top (▲) button on the side of the box and the door will travel to its top limit.

To close the roller garage door press and hold the bottom (▼) button on the side of the box and the door will travel all the way to its bottom limit, if there is something or someone in the way then release the button and the door will stop.

To stop the roller garage door at any time press and release the middle (■) button on the side of the box.



PROGRAMMING REMOTE CONTROL HANDSETS

- 1** Slide the cover down on the remote control handset and you will see there are four buttons (**fig 4.1**).
- 2** With the handset in your hand, press and release the black programming button located at the top middle of the receiver box just below the fixing screw (**fig.4.2**). The green LED will start to flash.
- 3** Press and hold the bottom left programming button on the handset (●). The green LED will flash faster and go out.
- 4** Test handset by pressing either direction, the barrel should move. Repeat with all other handsets that need programming.



fig.4.1



fig.4.2

DELETING REMOTE CONTROL HANDSET'S MEMORY

- 1** Press and release the black programming button located at the top middle of the receiver box just below the fixing screw, the green LED will start to flash (**fig.4.2**).
- 2** Press and hold the black programming button again and the green LED will start to flash faster. When this happens, release and press again one more time, the green LED will go out.
- 3** Test to see if remote operates door.

BATTERY REPLACEMENT

- 1** Remote control fobs
- 2** Remove the three screws in the back of the handset, turn the handset over and remove the front of the handset.
- 3** Remove the silver collar and take out the insides to allow access to the battery.
- 4** Replace battery with new one (CR2032).
- 5** Carefully replace the front and screw back together.
- 6** Test handset on door, the red LED should come on.



REMOTE CONTROL UNIT (SAFETY EDGE)

(SEQUENTIAL OPERATION AND INDEPENDENT BUTTON OPERATION)

SEQUENTIAL OPERATION

To operate the roller garage door use the top button on the remote control handset ONLY! This will open the door if closed and close the door if open.

Please note: When opening the door in normal use, or if the safety edge is activated, the curtain will need to travel all the way to the top before it will close again.



INDEPENDENT BUTTON OPERATION

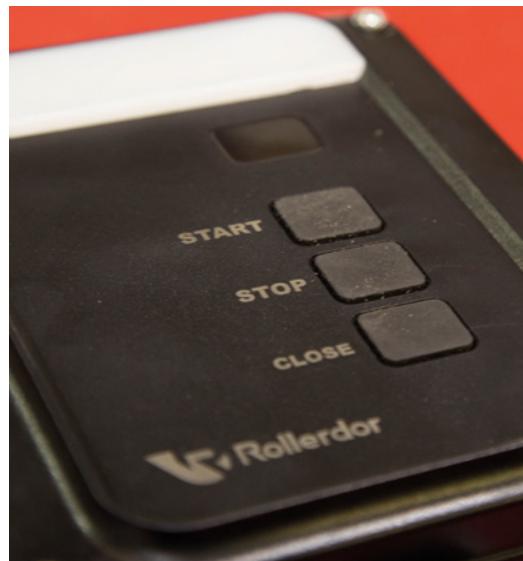
Press and release top button to open the garage door and press and release the bottom button to close the garage door.

OPERATION BY BUTTON ON RECEIVER BOX

To open the roller garage door, press and release the top (**open**) button on the front of the box.

To stop the roller garage door, press and release the middle (**stop**) button on the front of the box.

To close the roller garage door, press and release the bottom (**close**) button on the front of the box.



OPERATION BY WIRELESS KEY PAD

To operate the roller garage door, enter the access code and press OK, the LED will issue a green light for 2 seconds then the door will travel to its top or bottom limit.

If the LED issues a series of red flashing lights, then the access code was incorrect.



OPERATION BY PUSH BUTTON

To operate the roller garage door, press and release the up arrow to open the door and press and release the down arrow to close the door.





PROGRAMMING OF REMOTE CONTROL HANDSETS AND PUSH BUTTON

(SAFETY EDGE)

SEQUENTIAL OPERATION

- 1 Press and hold the “RADIO PROG” button (**fig. 5.1A**). You will hear a beep and the red LED alongside “C1” will illuminate (**fig.5.1B**). Then release the “RADIO PROG” button.
- 2 Press top button on handset (**fig.5.2A**). The panel will beep to confirm it has accepted. Repeat for all other handsets.
- 3 Leave for several seconds and the receiver box will beep twice to confirm end of programming.

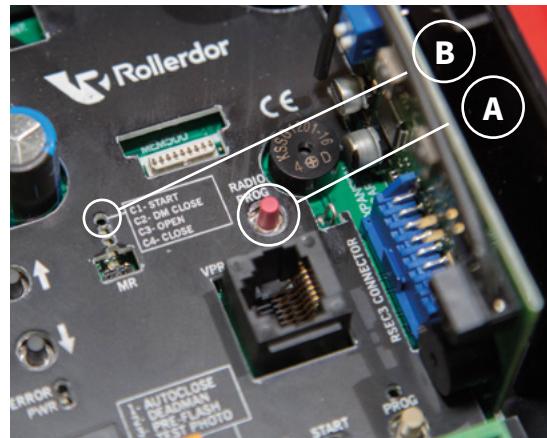


fig.5.1

INDEPENDENT BUTTON OPERATION

- 1 Press and hold the “RADIO PROG” button (**fig.5.1A**). You will hear 3 beeps and the red LED alongside “C3” will illuminate.
- 2 Press top button on handset (**fig.5.2A**). The panel will beep to confirm it has accepted. Repeat for all other handsets.
- 3 Leave for several seconds and the receiver box will beep twice to confirm end of programming.
- 4 Press and hold the “RADIO PROG” button (**fig.5.1A**). You will hear 4 beeps and the red LED alongside “C4” will illuminate.
- 5 Press bottom button on handset (**fig.5.2B**). The panel will beep to confirm it has accepted. Repeat for all other handsets.
- 6 Leave for several seconds and the receiver box will beep twice to confirm end of programming.



fig.5.2

WIRELESS PUSH BUTTON (ONLY AVAILABLE WITH SAFETY EDGE SYSTEM)

INSTALLATION PROGRAMMING TO RECEIVER BOX

Push Button (fig.5.3):

Fit directly to the wall using the 2 fixings making sure it is level and square with the writing at the top.

- 1** Press and hold the “RADIO PROG” button (**fig.5.4A**). You will hear 3 beeps and the red LED alongside “C3” will illuminate.
- 2** Press up Arrow on push button (**fig.5.3**). The panel will beep to confirm it has accepted.
- 3** Leave for several seconds and the receiver box will beep twice to confirm end of programming.
- 4** Press and hold the “RADIO PROG” button (**fig.5.4A**). You will hear 4 beeps and the red LED alongside “C4” will illuminate.
- 5** Press Down Arrow on push button (**fig.5.3**). The panel will beep to confirm it has accepted.
- 6** Leave for several seconds and the receiver box will beep twice to confirm end of programming.



fig.5.3

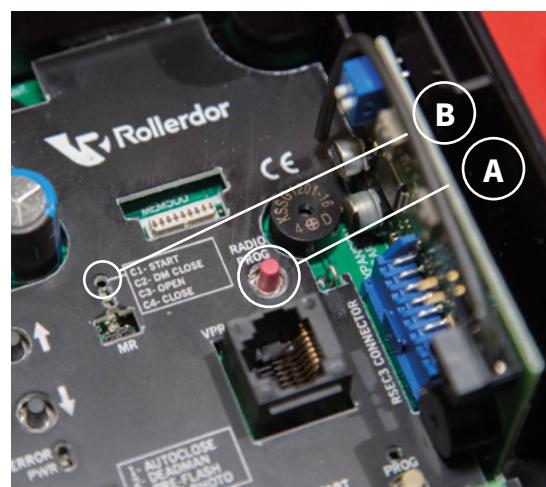


fig.5.4



WIRELESS KEY PAD

(ONLY AVAILABLE WITH SAFETY EDGE SYSTEM)

INSTALLATION

Fit directly to the wall using the 2 fixings making sure it is level and square with the writing at the bottom.

PROGRAMMING CODES

Master Code:

- 1** Press and hold the * button (**fig.5.5A**) for 3 seconds until the LED issues a slow red flashing light.
- 2** Enter the master code (factory issue 12345678) and press OK (**fig.5.5B**). The red LED will flash faster.
- 3** Press the * button (**fig.5.5A**) then enter the new master code followed by the * button. The LED will flash green.
- 4** Enter the new master code again followed by the * button (**fig.5.5A**). The LED will have a permanent green light for 2 seconds then go out. This means it has been programmed. If the second entry doesn't match the first, the LED will flash red and it has not been programmed.

Access Code

- 1** Press and hold the * button (**fig.5.5A**) for 3 seconds until the LED issues a slow red flashing light.
- 2** Enter the master code and press OK (**fig.5.5B**). The red LED will flash faster.
- 3** Enter your new access code (1 to 8 numbers long) followed by the channel number from 1 to 4 (e.g. 5555 is the number and 1 for the channel so 55551) and press OK (**fig.5.5B**).
- 4** The LED will have a permanent green light for 2 seconds then go out. This means it has been programmed. If you wish for more than 1 access code, then it must be programmed to a separate channel otherwise it will just replace the already stored code.

PROGRAMMING TO RECEIVER BOX

- 1** Press and hold the “RADIO PROG” button (**fig.5.5A**). You will hear a beep and the red LED alongside “C1” (**fig.5.5B**) will illuminate, then release the “RADIO PROG” button.
- 2** Enter the access code and press OK (**fig.5.5B**). The panel will beep to confirm it has accepted the unit.
- 3** Leave for several seconds and the receiver box will beep twice to confirm end of programming.

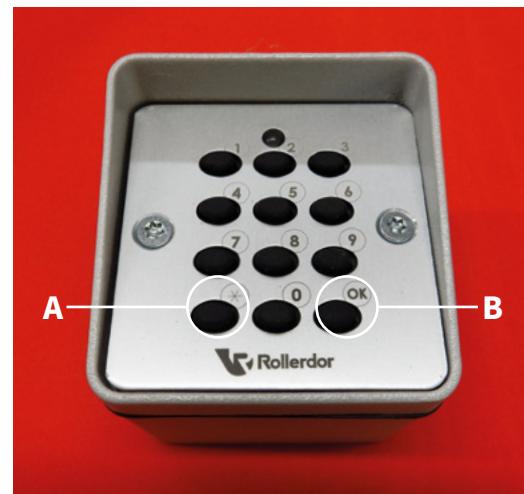


fig.5.5

CLEARING MEMORY OF REMOTE CONTROL HANDSETS (SAFETY EDGE)

- 1** Press and hold the “RADIO PROG” button (**fig.5.6**). You will hear a beep and the red LED alongside “C1” will illuminate.
- 2** Insert screwdriver between the 2 pin terminals on the board (MR) to bridge between them (**fig.5.6**).
- 3** Press and hold the “RADIO PROG” button (**fig.5.6**).
- 4** The panel will beep 10 times and then go into 1 continuous beep. As soon as you hear this, release “RADIO PROG” button and then remove screwdriver from terminals and board will stop beeping.
- 5** Leave for several seconds and the receiver box will beep twice to confirm end of programming.

To clear memory you will need a small screwdriver.

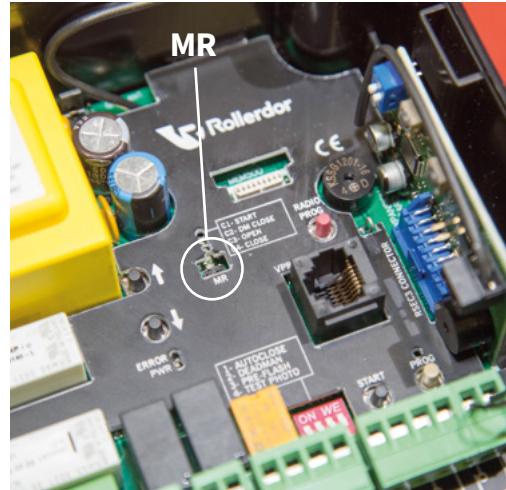


fig.5.6

BATTERY REPLACEMENT

REMOTE CONTROL FOBS

At the back of the handset where the key hook is located there is a small screw which needs to be removed before opening the handset to give access to the battery, which is a CR2032 button cell.

SAFETY EDGE SYSTEM

On the base rail unit on the right side (where the writing is) push at the end of the grey cover and slide to the left. This will give access to the batteries, for the velocity safety edge system it is Qty 2 AA 1.5v alkaline cells and for the Optical Edge system it is Qty 2 3.6v lithium cells.

WIRELESS PUSH BUTTON

Remove the unit from the wall and you will have access to the battery, which is a CR2032 button cell.

WIRELESS KEY PAD

Remove the front of the unit by taking out the 2 screws, you will have access to the batteries, which are quantity 2 AAA cells.



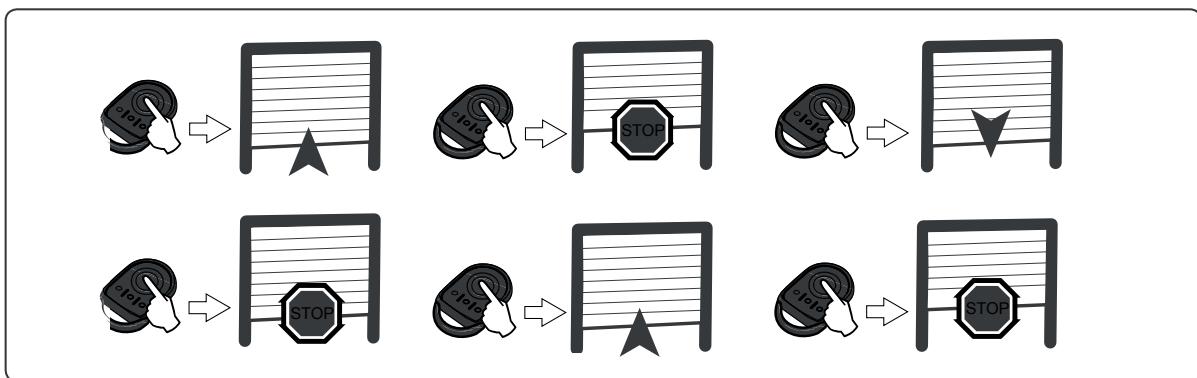
REMOTE CONTROL UNIT

(SOMFY SAFETY EDGE)

USE AND OPERATION

NORMAL OPERATION

Operation with a 2 or 4-button remote control Press the programmed button to operate the door.



OBSTACLE DETECTION OPERATION

During closing, the detection of an obstacle causes the door to stop and re-open partially.

The receiver warning light flashes rapidly to indicate that the door has encountered an obstacle.

To return to normal operating mode, a command must be sent.

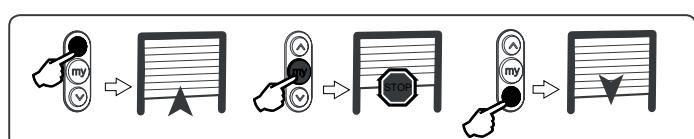
Integrated lighting operation

The lighting comes on each time the motor is switched on. It goes out automatically 2 minutes after the door has stopped moving.

SPECIFIC OPERATION

Depending on the additional accessories installed and the operating options programmed by your installer, the system may have the following specific functions:

Operation with a 3-button remote control



OPERATION WITH ORANGE FLASHING LIGHT

The orange light flashes each time the motorisation is switched on, with or without a 2-second warning depending on the configured parameter setting. It stops flashing when the door stops.

OPERATION WITH CELLS

An obstacle placed between the cells will prevent the door from closing. If an obstacle is detected while the door is closing, it stops, then re-opens fully. The receiver warning light flashes rapidly until the obstacle is removed

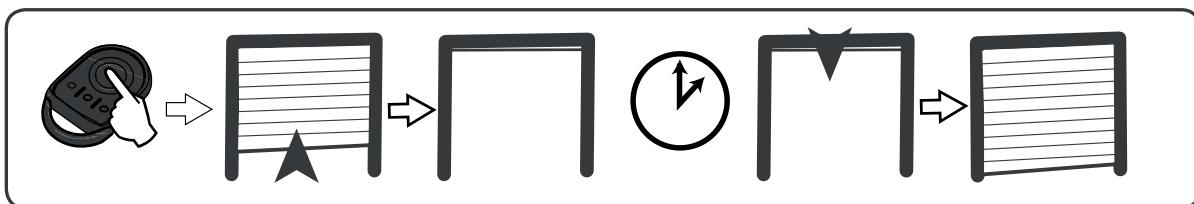
OPERATION WITH THE ALARM

The alarm is triggered for 2 minutes if the door is raised manually. No movement of the door is possible when the alarm is sounding.

When the alarm sounds, press a button on a remote control memorised in the receiver to stop it. The alarm can only be stopped with a memorised remote control.

OPERATION IN AUTOMATIC CLOSURE MODE

Automatic closure of the door occurs out after a time delay programmed during installation.



A new command during this time delay cancels automatic closing and the door remains open.

The following command results in the closure of the door.

ADDING REMOTE CONTROLS

This operation must be carried out close to the receiver.

This operation involves adding a remote control to your installation by copying a remote control already used on your installation.

Remote control "A" = "source" remote control already memorised

Remote control "B" = "target" remote control to be added

2 or 4-button remote control

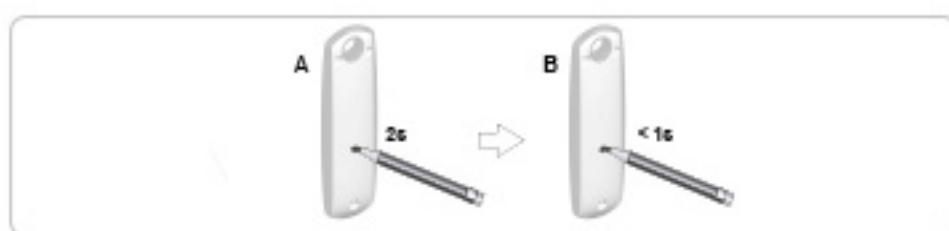


[1]. Press the outer left and right buttons on the previously memorised remote control simultaneously until the green indicator light flashes.

[2]. Press the remote control button A which controls your roller garage door for two seconds.

[3]. Press the button on new remote control B which will control your roller garage door.

3-button remote control

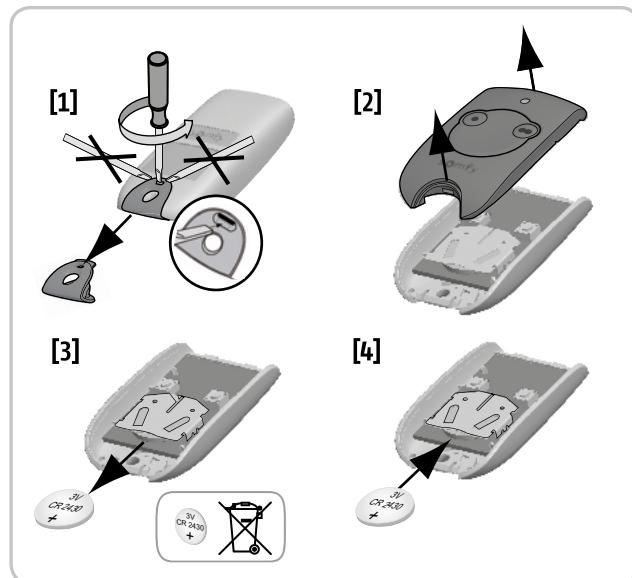




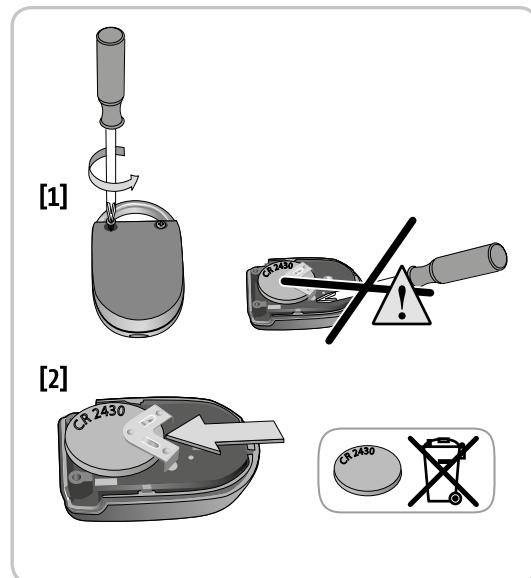
MAINTENANCE

REPLACING THE REMOTE CONTROL BATTERY

[1]. Remove the integrated light bulb.



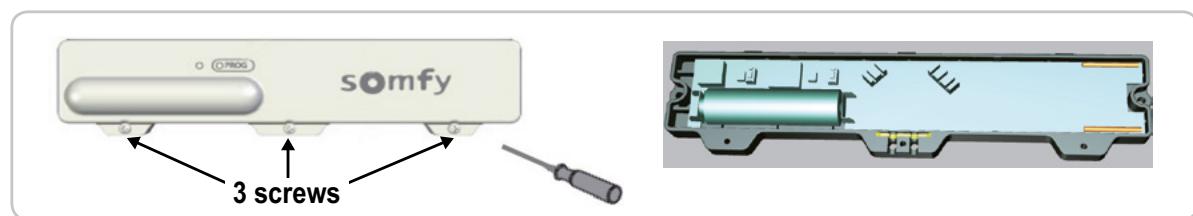
[2]. Replace the E14 - 25W - 230V type bulb.



CHECKING THE OBSTACLE DETECTION OPERATION

Only use an AA 3V6 lithium battery (Somfy part number 1782078).

AA 1V5 alkaline batteries are not compatible.

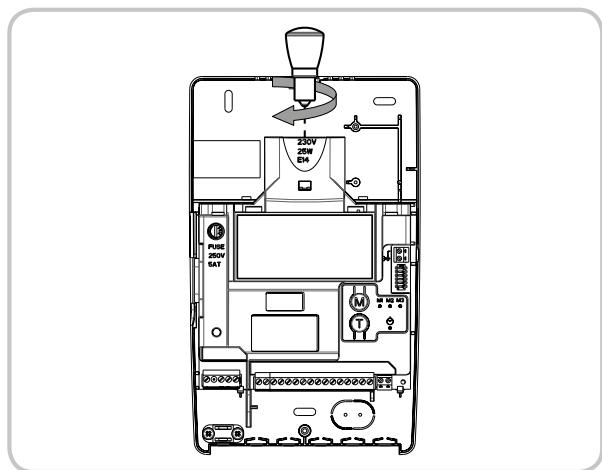


REPLACING THE INTEGRATED LIGHT BULB

[1]. Remove the integrated light bulb.



[2]. Replace the E14 - 25W - 230V type bulb.



CHECKING THE OBSTACLE DETECTION OPERATION

Every 6 months, check that the door reverses its movement when it encounters an object which is at least 40 mm high on the ground.

CHECKING THE SAFETY DEVICES (CELLS)

Check the correct operation every 6 months

RECYCLING

Do not throw away your scrapped equipment or used batteries with household waste. It is your responsibility to dispose of your electronic equipment in the relevant recycling points.

TECHNICAL SPECIFICATIONS

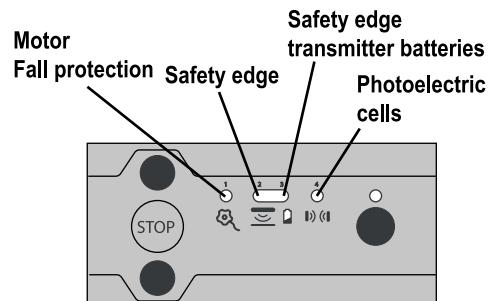
Power supply	196 -253 V 50-60 Hz
Climatic operating conditions	- 20°C/+ 60°C - IP 20
Somfy radio frequency	RTS 433.42 MHz
Number of storable channels	32



OPERATING DIAGNOSTICS

The indicator lights on the front of the Rolixo receiver notify the user of the installation's status.

Indicator light status		Meaning
	Off	Functional installation
	Rapid flashing	Deactivation/activation in progress
	Permanently lit	Installation fault/failure



	Indicator light status					Diagnostics	Consequences	Actions/ Troubleshooting
Motor						Activated motor thermal protection	No movement possible	Wait around 10 minutes.
Radio safety edge						Radio interference on the safety edge transmitter	Opening and stopping ok Closed by pressing and holding down	If a powerful radio system is present on the site (infrared detector, TV transmitter, etc.) and is transmitting on the same frequency, the receiver will wait for the transmission to end before controlling the door again.
						Safety edge transmitter low battery indication.	Opening ok Closed by pressing and holding down	If the fault persists, replace the safety edge transmitter batteries.
						Obstacle detection	Remove the obstacle by automatic partial opening	Check that no obstacle is causing the safety edge to detect.
Photoelectric cells						Cell fault	Opening ok Closed by pressing and holding down	Check that no obstacle is cutting across the cell beam.
						Obstacle detection	Remove the obstacle by full automatic opening	Check that no obstacle is cutting across the cell beam

UKCA – Declaration of Conformity

(According to 89/106/EEC Directive, Annex III.2(ii), second possibility)

Rollerdor Ltd

10 & 12 Jarrold Way, Bowthorpe Employment Area, Norwich, Norfolk NR5 9JD
Hereby declares that Roller garage doors series RD55 & RD77

Applied directives and harmonized standard:

BS EN 13241:2003+A2:2016

Industrial, commercial and garage doors and gates – Product standard –
Part 1: Products without fire resistance or smoke control characteristics.
EC building products directive

Directive 89/106/EEC

Additionally for doors with an electric drive:

Directive 2006/95/EC

Low-voltage directive

Directive 2006/42/EC

EC machinery directive

Directive 2004/108/EC

EMC directive

Conform to the relevant conditions in prescribed combinations with:

AN-Motors electric motors

Tubular electric motor

NM1-PP/50-12, NM2-PP/80-12

Ningbo Dooya Mech electric motors

Tubular electric motor

ED050/12(M), ED059-100 (M)

Josef Timmer

Safety brake

IB/95-17, IB/147

L.N.R

Safety brake

DR-70, DR-140

This conformity is substantiated by the following:

- Protocol on product initial type testing (ITT) type No. 1017-CPD-06.578.210 from 23.05.2013, TUV SUD, Czech Republic (Notified Body 1017)
- Protocol on product initial type testing (UKAS) type No. 0621 from 12.06.2013, Exova Warrington APT (Notified Body 1014)

Characteristics	Technical class, Value / Conformance
Water Tightness	NPD
Release of dangerous	NONE
Resistance to wind load	Class 2 RD55 / Class 3 RD77
Thermal resistance	NPD
Air permeability	NPD
Safe operating	PASS
Definition of geometry of glass components	NPD
Mechanical resistance and stability	NPD
Operating forces (for power operated doors)	PASS
Durability of the performance characteristics	NPD

Manufacture:

Rollerdor
10 Jarrold Way
Bowthorpe Employment Area
Norwich
Norfolk NR5 9JD

Colin Browne
Manager



20/06/2013

Installer: _____

Date of install: _____



SQUARE SAFETY BRAKE REACTIVATION

TEST

The square safety brake device can be re-activated after being engaged without having to take it away from its working position on the header plate and without having to loosen screws. It is possible to use the square bar drive shaft.

With the tube end square shaft inserted into the safety brake, turn slowly into the up position first, then into the down position to check that there are no impediments or problems in the rotation. If the safety brake runs free then the safety brake can be restored, otherwise it must be replaced.

RECOVERY MODE

Using the manual handle, wind the door down into the fully closed position making sure not to wind it too far.

Remove the back case of the door, this will be held into position by screws at each end which go through onto the header plates, the safety brake will be at the opposite end of the door from the manual handle.

The easiest and best way is to release the tube end from the barrel, it can be done with the tube end still inserting but this may not work.

With the square bar shaft inserted into the hole of the safety brake use a 18mm spanner to turn in the up position, accelerate until the system comes to a stop. Continue to rotate in the up direction until the system clicks into place (the circuit is on). If the recovery mode does not work, please extend the spanner with a tube to give more leverage, if this still does not work the safety brake will need replacing.

Once having restored the device please check by turning slowly, that there are no impediments in the two directions of rotation as in test then the door should work electronically again.

ROUND SAFETY BRAKE REACTIVATION

TEST

The round safety brake device can be re-activated after being engaged without having to take it away from its working position on the header plate.

With the tube end square shaft inserted into the safety brake, turn slowly into the up position first, then into the down position to check that there are no impediments or problems in the rotation. If the safety brake runs free then the safety brake can be restored, otherwise it must be replaced.

RECOVERY MODE

Using the manual handle, wind the door down into the fully closed position making sure not to wind it too far.

Remove the back case of the door, this will be held into position by screws at each end which go through onto the header plates, the safety brake will be at the opposite end of the door from the manual handle.

Looking at the safety brake you will see that it is a silver or black circle with a different colour centre circle, this could have a small cover going over it and behind this the centre circle which has 4 black screws in it, these screws should be as a clock face **12,3,6 and 9**, if these are out of position they will need to be reset.

To reset them there is a 6mm allen key bolt at the bottom of the safety brake, loosen this off a little (**DO NOT Remove**) and then with a screwdriver or punch you need to tap one of the lips of the gold section round to line up the black screws., once the screws are lined up re tighten the large allen key bolt at the bottom up and the door should work as normal.



MAINTENANCE

Your new roller garage door is designed to be as low maintenance as is possible, but there are some measures that you should take to keep the door working and prolong the life of your roller garage door.

- 1** Always check to make sure there are no obstructions when operating your roller garage door and watch the door close and open fully.
- 2** Regularly clean the curtain of the roller garage door with warm soapy water and a soft cloth.
- 3** Check the guide runners are kept clear of debris and obstructions.
- 4** Check the batteries are working correctly in all your electrical components and replace as needed.
- 5** If you would like to have your door serviced by one of our professional engineers, or are interested in one of our service plans, please contact the office on 01603 743215.

TROUBLESHOOTING

Q.

I was setting the door up and it was all ok but it just stopped and will not move up or down electrically but I can still wind the door by hand.

A.

The motor for the door is a friction drive and as such will generate heat. If the door is sent up and down a lot in succession (like when first installing the door) the thermal cut out can kick in, if this happens turn the power off and wind the door down by hand so as to allow air to pass over the barrel and cool down, this can take in excess of 45 minutes.

Q.

I have pressed the button on my handset and the door is not moving.

A.

- 1** Does the red light come on when you press the button on the handset? If not then change the battery on the handset.
- 2** Is the light on the receiver box on? If not then check the power supply to the control panel.
- 3** Is a noise coming from the motor when you activate it? If so then check the security straps, if these are disconnected or broken you will need to contact the office to purchase some more.
- 4** Can you open the door by using the manual winding handle? If so then try the buttons on the box inside the garage after winding, if the door is still not working then you will need to contact the office, as the safety brake on your door has engaged and has damaged the switch. This will need to be re-engaged or, if broken, replaced.

TROUBLESHOOTING

Q.

I have pressed the button on my handset and the door started to close but keeps opening again.

A.

- 1 Check to make sure there are no obstructions in the way of the curtain and that the guide runners are clear of debris and have not been damaged or dented.
 - 2 The safety edge on the door can sometimes think that strong winds are an obstruction and as such will re-open. If the door will not close then activate the hold to run function on your handset or receiver box to close the door and then return to it another day to make sure it is working OK. If this keeps happening contact the office as the sensitivity on your safety edge may need adjusting.
-

Q.

When closing the door it came into contact with an obstacle and I didn't stop the door in time, now it will not open.

A.

Check to make sure the security straps are ok and are not broken or out of shape. Can the straps bend back on themselves? If this is the case, you will need to contact the office to purchase some more.

Q.

When closing the door it came into contact with an obstacle and I stopped the door and pulled the obstacle out of the way but the door dropped and now it will not move.

A.

- 1 Can you open the door by using the winding handle? If so, then try the buttons on the box inside the garage after winding, if the door still will not work then you will need to contact the office as the safety brake on your door has engaged and has damaged the switch. This will need to be re-engaged or, if broken, replaced.
 - 2 If you can't wind the door up, check to make sure the security straps are ok and are not broken or out of shape. Can the straps bend back on themselves? If this is the case, you will need to contact the office to purchase some more.
-

Q.

My receiver box keeps making a beeping noise when I use it.

A.

The safety edge unit gives off 4 beeps to warn you that the batteries in your base rail unit are getting low on power, please replace with 2 new AA cells.

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