



# Rollerdor

THE ROLLER GARAGE DOOR SPECIALISTS

## Operation, Maintenance and Servicing Manual

Edition 2022/01



SCAN FOR FITTING  
INSTRUCTIONS  
FOR RD55



SCAN FOR FITTING  
INSTRUCTIONS  
FOR RD77



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# WELCOME TO ROLLERDOR

Thank you for your purchase from Rollerdor Ltd which we understand is a significant investment for you and your property, we have combined a great design with exceptional UK manufactured build quality, which has enabled us to have all our products independently tested for UKCA mark and create the possibility to offer the secured by design accreditation.

With this in mind please find the following guide on how to operate and maintain your newly installed product, which with the appropriate maintenance and servicing as outlined in this manual will lead to many years of trouble-free operation and prolong the life of your product.





# CARE OF YOUR PRODUCT

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- ✓ Because of the moving parts the curtain can mark over time, this is caused by the rolling action of the curtain against the rings, straps, barrel and as the curtain rolls on itself when dust and debris build up; this is normal and not considered a product defect. Other contact areas such as door seals and guides may also create marking. This is a characteristic of all roller doors and does not affect performance, wiping with a damp cloth and the use of a mild detergent should be used to remove any excessive dirt/grime to maintain its appearance and to reduce the risk of the surface being damaged, this must be done at least monthly in areas with a salty air environment (within 7 miles of the coast).
- ✓ Marks on the paint finish can be cleaned with many types of car polish but chips in the paint work should be touched up to prevent corrosion and oxidation of the aluminum. Please remember to isolate the power to the unit before washing or repairing the paintwork.
- ✓ The motor and curtain have been designed to be lubrication free so you must not oil or grease the guide rails.
- ✓ Make sure there are no foreign items that have been collected in the guides i.e: stones, sticks, leaves, etc.
- ✓ Make sure where the closing edge of the curtain makes contact with the floor is kept clear of all foreign objects as they may get embedded in the rubber of the door.
- ✓ When operating your door it is always advised to have a clear line of sight of the whole curtain of the shutter and watch the curtain close fully before leaving.
- ✓ Your product is designed to work smoothly by the motor, it is not designed to overcome a badly running or damaged door, if you witness this while in operation please make contact with your installer to rectify the problem, to stop additional or future damage occurring.



# OPERATING INSTRUCTIONS

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When operating any electrical product you should always have a clear line of sight of the curtain of the shutter and check to make sure there are no obstructions in the way, please ensure that when the curtain is running the operative and any other people stand clear of the moving parts. Children should never operate the controls or play near the curtain when it is in operation either opening or closing.

**Please Note:** When opening or closing you must monitor the product until it has completely finished it's operation as activation of the safety device on closing may cause the curtain to reopen a short distance.



**Warning: You must have a clear line of sight of the whole curtain when it is in operation. Failure to do so may result in harm to persons or damage.**

## KEY SWITCH OPERATION

To open, turn the key to the right and hold until curtain reaches top limit and stops.

To close, turn the key to the left and hold until the curtain is fully closed and completely compressed at its bottom limit, if there is someone or something in the way release and the curtain will stop.

To stop at any time during operation, return the key to the center.

## ROCKER SWITCH OPERATION

To open, press and hold the open (▲) button until the curtain has traveled to its top limit.

To close, press and hold the close (▼) button until the curtain is fully closed and completely compressed at its bottom limit, if there is someone or something in the way release and the curtain will stop.

To stop at any time during operation, release the button.

## CONTROL BOX OPERATION

To open, press and release the open (▲) button on the control box and the curtain will travel to its top limit.

To close, press and hold or press and release the close (▼) button on the control box and the curtain will travel all the way to its bottom limit.

If there is an obstruction or to stop at any time, press and release the stop (■) button on the control box.



## ROLLER SHUTTER (INDEPENDENT OPERATION)

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

To close, press and hold the close (▼) button on the remote control handset and the curtain will travel all the way to its bottom limit, if there is an obstruction release the button and the curtain will stop.

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

## ROLLER GARAGE DOOR (INDEPENDENT OPERATION)

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

To close, press and release the close (▼) button on the remote control handset and the curtain will travel all the way to its bottom limit.

## SEQUENTIAL OPERATION

To operate you use only the one button on the remote control handset. This will open the door if closed and close the door if open, The Sequence of operation is Open, Stop, close, Stop, ect . Please note: When opening the door in normal use, or if the safety edge is activated, sometimes the curtain may need to travel all the way to the top before it will close again.



# SERVICE AND MAINTENANCE RECORD

Although your new Rollerdor product is designed to be as maintenance free as possible we recommend that you have it serviced by a professional installer once every 12 months and the maintenance log is fulfilled with the details.

## FIRST SERVICE

Date	Work performed by (Signed)	Work performed by (Print)	Company Name
<b>Completed</b>	<input type="checkbox"/>	Check power supply cable is secured and in good order.	
<b>Completed</b>	<input type="checkbox"/>	Check exterior of curtain and guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all handsets and any addition switches, change batteries on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Remove back box and check straps and rings haven't moved or become loose, tighten as required.	
<b>Completed</b>	<input type="checkbox"/>	Check bottom and top limits of motor, reset if necessary.	
<b>Completed</b>	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust and re-fix as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all Fixing points on the guides.	
<b>Completed</b>	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side and it is secure.	
<b>Completed</b>	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.	
<b>Completed</b>	<input type="checkbox"/>	Check on the condition of bottom rubber seal.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Inspect bulb and change if required.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check safety brake tube end fixing is secure and fully extended.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check magnets are all secure and in correct position, realign and fix as needed.	
<b>Notes</b>			



## SECOND SERVICE

Date	Work performed by (Signed)	Work performed by (Print)	Company Name
<b>Completed</b>	<input type="checkbox"/>	Check power supply cable is secured and in good order.	
<b>Completed</b>	<input type="checkbox"/>	Check exterior of curtain and guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all handsets and any addition switches, change batteries on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Remove back box and check straps and rings haven't moved or become loose, tighten as required.	
<b>Completed</b>	<input type="checkbox"/>	Check bottom and top limits of motor, reset if necessary.	
<b>Completed</b>	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust and re-fix as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all Fixing points on the guides.	
<b>Completed</b>	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side and it is secure.	
<b>Completed</b>	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.	
<b>Completed</b>	<input type="checkbox"/>	Check on the condition of bottom rubber seal.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Inspect bulb and change if required.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check safety brake tube end fixing is secure and fully extended.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check magnets are all secure and in correct position, realign and fix as needed.	
<b>Notes</b>			

## THIRD SERVICE

Date	Work performed by (Signed)	Work performed by (Print)	Company Name
<b>Completed</b>	<input type="checkbox"/>	Check power supply cable is secured and in good order.	
<b>Completed</b>	<input type="checkbox"/>	Check exterior of curtain and guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all handsets and any addition switches, change batteries on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Remove back box and check straps and rings haven't moved or become loose, tighten as required.	
<b>Completed</b>	<input type="checkbox"/>	Check bottom and top limits of motor, reset if necessary.	
<b>Completed</b>	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust and re-fix as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all Fixing points on the guides.	
<b>Completed</b>	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side and it is secure.	
<b>Completed</b>	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.	
<b>Completed</b>	<input type="checkbox"/>	Check on the condition of bottom rubber seal.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Inspect bulb and change if required.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check safety brake tube end fixing is secure and fully extended.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check magnets are all secure and in correct position, realign and fix as needed.	
<b>Notes</b>			



## FOURTH SERVICE

Date	Work performed by (Signed)	Work performed by (Print)	Company Name
<b>Completed</b>	<input type="checkbox"/>	Check power supply cable is secured and in good order.	
<b>Completed</b>	<input type="checkbox"/>	Check exterior of curtain and guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all handsets and any addition switches, change batteries on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.	
<b>Completed</b>	<input type="checkbox"/>	Remove back box and check straps and rings haven't moved or become loose, tighten as required.	
<b>Completed</b>	<input type="checkbox"/>	Check bottom and top limits of motor, reset if necessary.	
<b>Completed</b>	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust and re-fix as required.	
<b>Completed</b>	<input type="checkbox"/>	Check all Fixing points on the guides.	
<b>Completed</b>	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side and it is secure.	
<b>Completed</b>	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.	
<b>Completed</b>	<input type="checkbox"/>	Check on the condition of bottom rubber seal.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Inspect bulb and change if required.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check safety brake tube end fixing is secure and fully extended.	
<b>Comp or N/A</b>	<input type="checkbox"/>	Check magnets are all secure and in correct position, realign and fix as needed.	
<b>Notes</b>			

# POWER FAILURE

If your product is not working correctly please contact your installer for assistance, if it is a normal power outage please follow the instructions below.

## INTERNAL MANUAL OVERRIDE

Hook the crank handle onto the eyelet and hold in line with the eye, rotate the handle until the curtain reaches the open/closed position, being careful to make sure you do not overwind past the stop positions.

When the power returns, use your handset to run one full cycle before using the door as normal.

**Please note: you only need to run a cycle if the manual override is used.**

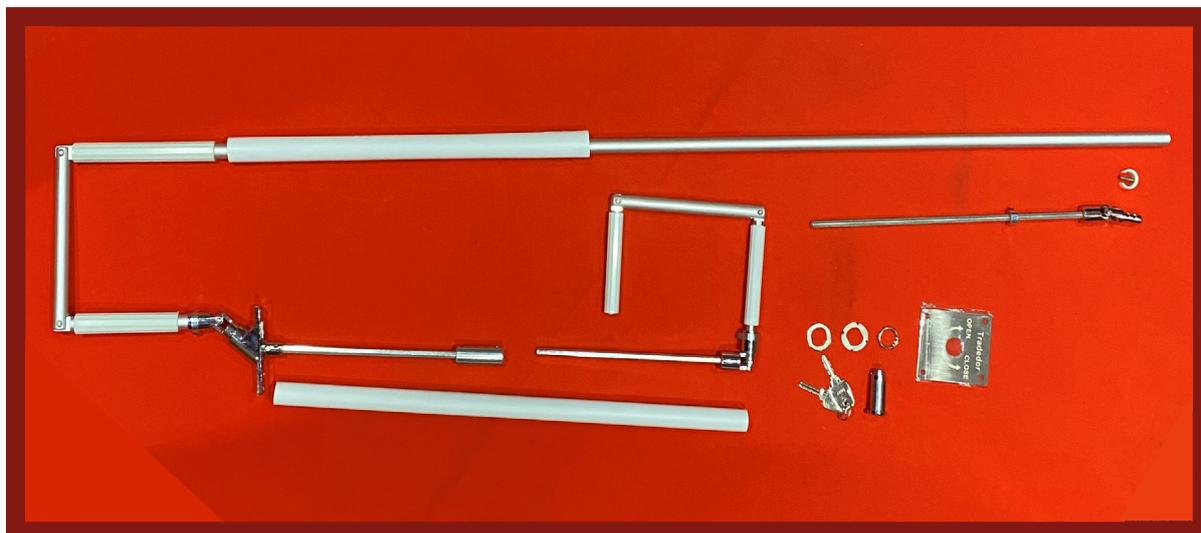
## EXTERNAL MANUAL OVERRIDE

Take your override handle with you and using your key remove the external lock, then insert handle into the hole until engaged.

To operate the door: Rotate the handle until the curtain reaches the open/closed position, being careful to make sure you do not overwind past the stop positions.

When the power returns, use your handset to run one full cycle before using the door as normal.

**Please note: you only need to run a cycle if the manual override is used.**





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# TROUBLESHOOTING

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**Q.**

I was setting the limits 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 provided is a friction drive and as such will generate heat. If the curtain is open and closed a lot in succession (as it is on initial installation) the thermal cut out can kick in, if this happens turn the power off and wind the curtain down by hand so as to allow air to pass over the barrel and cool down, this can take in excess of 45 minutes.

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**Q.**

I have pressed the button on my handset and nothing is happening.

**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 it be opened by using the manual winding handle? If so then can it be operated after winding? If this still doesn't work please contact your installer, as the safety brake may have engaged and could have damaged the switch. This will need to be re-engaged or, if broken, replaced.
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**Q.**

Every time I press to close, the curtain moves and then it will reopen.

**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 can sometimes think that strong winds are an obstruction and as such will re-open. If this is the case, then activate the hold to run function on your handset or receiver box to close fully and then return to it another day to make sure it is working OK. If this keeps happening contact your installer as the sensitivity on your safety edge may need adjusting.

**Q.**

When closing it came into contact with an obstacle and I didn't stop 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 it came into contact with an obstacle and I pressed stop then pulled the obstacle out of the way but the curtain dropped and now it will not move.

**A.**

- 1** Can you open by using the winding handle? If so, then try the buttons on the box after winding, if the door still will not work then you will need to contact your installer as the safety brake on your door may have engaged and could have damaged the switch. This will need to be re-engaged or, if broken, replaced.
- 2** If you can't wind the curtain 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.**

Check the batteries in your safety edge device as they may need replacing, make sure to replace them with a like for like battery and to check the polarity, until you have replacements the door can still be used on a hold to run function by pressing and holding the close button on the handset.

**Q.**

My curtain will open but when I try to close it will not move?

**A.**

- 1** Check the batteries in your safety edge device as they may need replacing, make sure to replace them with a like for like battery and to check the polarity, until you have replacements the door can still be used on a hold to run function by pressing and holding the close button on the handset.
- 2** Check the receiver box are there any warning lights or any audio beeps to highlight a problem, if so check the Installation instructions for your control system or contact your installer for advice.



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# DECLARATION OF CONFORMITY

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## DECLARATION OF CONFORMITY - CUSTOMER / INSTALLER COPY

### THE SUPPLY OF MACHINERY (SAFETY) REGULATIONS 2008

**Model:** .....

**Size (W x H):** .....

The above power operated shutter (shutter, operator, safety devices, etc.), has been assembled, installed, connected and tested in accordance with the manufacturer's instructions, at the following site address and is in conformity with the provisions of the Supply of Machinery (safety) Regulations 2008, the Electro-magnetic Compatibility Regulations 2016 & Radio Equipment Regulations 2017. The Transposed Harmonised Standards used in the design of the above shutter are as follows: EN 13241-1:2003 + A2:2016.

**Site Address:** .....

.....

**Declaration (made by installation engineer):**

**Signature:** .....      **Print name:** .....

**Date:** .....      **Company:** .....

**Declaration and instruction received by (User/Customer):**

**Signature:** .....      **Print name:** .....

**Date:** .....

## **DECLARATION OF CONFORMITY**

No. 1104 CPR 10-2013

**Rollerdor Head Office:** Unit 10-12 Jarrold Way, Bowthorpe Employment Area, Norwich NR5 9JD

**PRODUCT NAME:** RD55 & RD77 Roller Garage Door & Roller Shutter

**IDENTIFICATION NUMBER:** RD55 & RD77

The company above declares under its own authority that the door above is fully compliant with:

- Machinery Directive 2006/42/EC
- Supply of Machinery (Safety) Regulations 2008

The company additionally declares that the door is in compliance with the following directives:

- 2014/30/EU – Electro-Magnetic Compatibility Directive (EMC) ▪ Electro-Magnetic Compatibility Regulations 2016
- 2014/53/EC – Radio Equipment Directive (RED)
- Radio Equipment Regulations 2017 ▪ EN 13241:2003 + A2:2016

**Signed for and on behalf of the manufacturer by:**

**NAME:** Colin Browne (Managing Director)

**DATE:** February 2022

**SIGNED:**



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