



Symptom	Possible cause	Remedy
The opener does not work from the transmitter	Garage door in poor condition e.g. springs may be broken	Check the door's operation
The opener does not have power	The battery in the transmitter is flat	Plug a device of similar voltage (e.g. a hairdryer) into the power point and check that it is OK
The battery in the transmitter is flat	Replace the battery	Replace the battery
Transmitter does not contain Tri-Tran® Technology	The opener has been put into "Vacation Mode"	Check the transmitter has grey buttons and the model number should display V2. Contact dealer for support if otherwise.
Turn off "Vacation Mode"	Coding the transmitter	Ensure the correct button on the transmitter is being pressed.
Door Code LED is flashing yet the opener is not working.	Faulty transmitter	Replace transmitter
One the other/s do not	The chain moves but the door remains stationary	Re-engage the opener
Motor is running but chain is	Damage motor assembly	Contact your dealer for support.
The transmitter range varies or is restricted	Varations are normal depending on conditions e.g. temperature or external interference	Make sure you can see the door when you use the transmitter.
The battery life is exhausted	Position of the transmitter in the motor vehicle	Check the battery status by pressing a button (flashing or no light requires battery to be changed)
The door reverses for no apparent reason	This may occur occasionally from environmental conditions such as areas that are windy, dusty or have extreme temperature changes.	Ensure the door runs smoothly before increasing the force pressure.
If Safety Beams are installed they may be partially obstructed.	Ensure the beam path is not obstructed. Check the alignment.	
The SERVICE LED has started to flash and is beeping numerous times	A Fault has been detected. The fault will be active each time an attempt is made to operate the door.	Record opener function (How many beeps?) then press the SET button once to reset the opener. If the fault continues to be tripped contact 1300 736 410 for support.
The Open (Green) LED and Close (Red) LED are flashing alternatively	Opener is overloaded	Check the doors operation by disengaging the motor and ensuring the door runs smoothly. If necessary make door adjustments or contact your door professional.
The Open (Green) LED continues to flash	Door obstructed when opening	Clear away any obstructions and test door opens correctly. (If door is damaged, contact your door professional).
The Close (Red) LED continues to flash	Door obstructed when closing	Clear away any obstructions and test door closes correctly. (If door is damaged, contact your door professional).
Limits may be cleared		Remove all power sources (including the battery backup). Wait till all lights are out (10-15 secs), then reconnect power. If Red LED is flashing, limits are not set. Reset Limits.

# Troubleshooting Guide

## Important Safety Instructions

This automatic garage door opener is designed and tested to offer safe service provided it is installed and operated in strict accordance with the following safety rules. Failure to comply with the following instructions may result in death, serious personal injury or property damage.



### WARNING!

- The door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.
- When operating the manual release while the door is open, the door may fall rapidly due to weak or broken springs, or due to being improperly balanced.
- The drive must not be used with a door incorporating a wicket door, unless the drive cannot be operated with the wicket door open.
- The drive is intended to be installed at least 2.5m above the floor.
- Do not disengage the opener to manual operation with children/persons or any objects including motor vehicles within the doorway.
- If the door is closing and is unable to re-open when obstructed, discontinue use. Do not use a door with faulty obstruction sensing
- When using auto close mode, a **Safety beam** must be fitted correctly and tested for operation at regular intervals. **Extreme caution** is recommended when using auto close mode. **All safety rules** must be followed.
- Place opener in protected area so that it does not get wet.
- Do not spray with water .
- Disconnect the power cord** from mains power before making any repairs or removing covers. Only **experienced** service personnel should remove covers from the opener.
- If the power cord is damaged, it **must** be replaced by an Automatic Technology service agent or suitably qualified person.
- Connect the opener to a properly **earthed** general purpose 240V mains power outlet installed by a qualified electrical contractor.



### ELECTROCUTION!

- If garage has no pedestrian entrance door, an emergency access device should be installed. This accessory allows manual operation of the garage door from outside in case of power failure.
- Practice correct lifting techniques (carton weighs approx 9kgs)
- Practice correct lifting techniques when required to lift the door as per installation instructions.
- Ensure ladder is the correct type for job.
- Ensure ladder is on flat firm ground that will take the weight without the legs sinking.
- Ensure user has 3 points of contact while on ladder.
- Examine the door installation, in particular cables, springs and mountings for signs of wear, damage and imbalance.
- The garage door must be **well balanced**. Sticking or binding doors must be repaired by a qualified garage door installer prior to installation of the opener.
- Remove or disengage** all garage door locks and mechanisms prior to installation of the opener.
- Never plug in and operate opener prior to installation.
- Keep hands and loose clothing clear of door and guides at all times.
- DO NOT** operate the opener unless the garage door is in full view and free from objects such as cars and children/people. Make sure that the door has finished moving before entering or leaving the garage
- In order for the opener to **sense** an object obstructing the door way, some **force** must be exerted on the object. As a result the object, door and/or person may suffer minor **damage** or **injury**.
- Ensure the garage door is in good working order by undertaking regular servicing.
- Install the optional wall transmitter in a location where the garage door is visible, but out of the reach of children at a height of at least 1.5m.
- Safety beams must be installed if the closing force at the bottom edge of the door exceeds 400N (40kg)



### CAUTION:

Emergency Access

Muscular strain

Fall from ladder

Garage Door

Entanglement

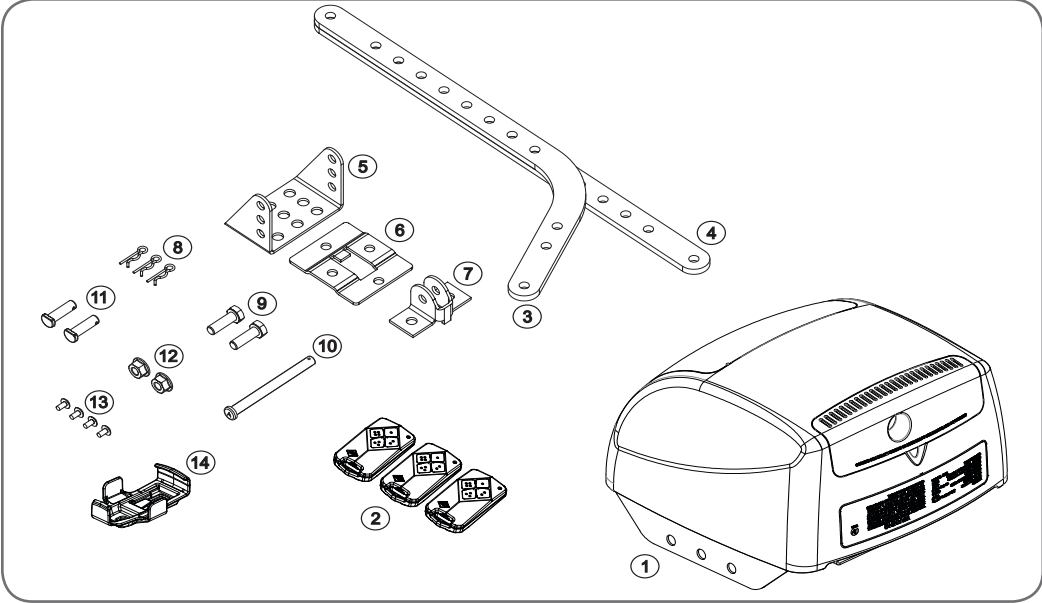
Entrapment under operating door



# Safety Obstruction Forces

## PanelPro™

### Overhead Garage Door Opener Installation Instructions



### Kit Contents

- 1 x PanelPro™ drive unit
- 3 x Transmitters with batteries
- 1 x Bent arm door attachment
- 1 x Straight arm door attachment
- 1 x Wall bracket TS01
- 1 x Door bracket Locator
- 1 x Door bracket
- 3 x Pin Snap SSP 8 ZNU 31080
- 2 x Hex Head screw M8x25
- 1 x Pin 0890
- 2 x Clevis Pin 0829
- 2 x Hex Serration flange nut M8
- 4 x Hex flange screw taptime 'S' M4 x 10
- 1 x Wall/Visor Clip
- PLUS
- 2 x Track Bracket
- 1 x Pre-Assembled Single Piece C-Rail

### Head Room

The minimum height required between the highest point of the door's travel and the ceiling is 25mm.

### Quick Install Guide

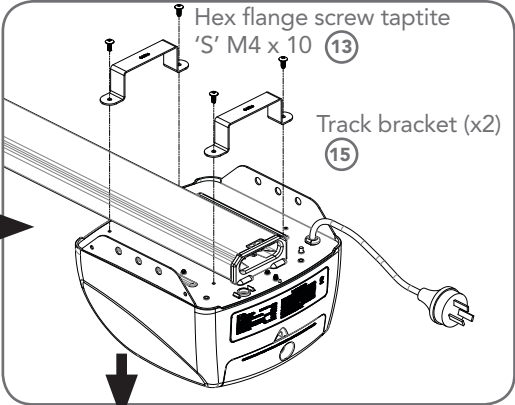
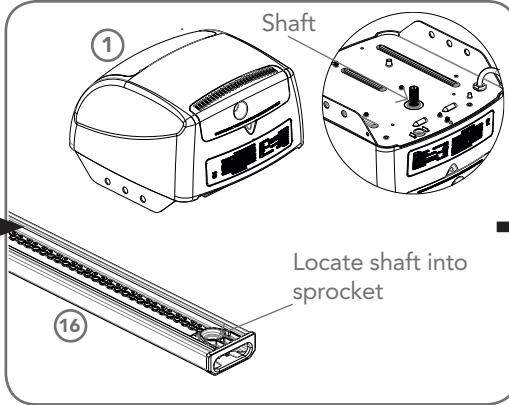
#### C-Rail Attachment

##### Single piece

C-Rails are pre-tensioned during manufacturing for transport. Some extra tension may be required after installation.

If the C-Rail needs to be shortened or lengthened (using the extension kit) ensure these modifications are made to the drive unit end.

To prevent scratching the unit after attaching the C-Rail, place the drive unit back in its packing box.



Open to Determine your Door Type

- Press and hold the FORCE MARGIN Button for six (6) seconds, the beep will sound once.
- The door will start to move and re-calculate force margins. The door can move between the open and close limit positions up to four (4) times (depending on the position of the door and the power up condition).
- A single beep will be heard once the process is complete.
- Test the force again as per Testing Close Cycle and Testing Open Cycle.

#### To Recalculate Force Margins

- Release both buttons. The default setting should now be recalled.
- While holding down the FORCE MARGIN SET button, press the SET button for two (2) seconds.

#### To Recall Factory Set Force

- Hold down FORCE MARGIN SET button.
- While holding the FORCE MARGIN SET button, press the MINUS (-) button. Each press decreases the force margin.
- The CLOSE LIMIT LED will flash each time the MINUS (-) button is pressed to indicate a force decrease.
- If the CLOSE LIMIT LED is on continuously when pressing the MINUS (-) button this indicates that the maximum setting has been reached.
- Test the force again as per Testing Close Cycle and Testing Open Cycle.

#### To Decrease Force Pressure

- Hold down FORCE MARGIN SET button.
- While holding the FORCE MARGIN SET button, press the PLUS (+) button. Each press increases the force margin.
- The OPEN LIMIT LED will flash each time the PLUS (+) button is pressed to indicate a force increase.
- If the OPEN LIMIT LED is on continuously when pressing the PLUS (+) button, this indicates that the maximum setting has been reached.
- Test the force again as per Testing Close Cycle and Testing Open Cycle.

#### To Increase Force Pressure

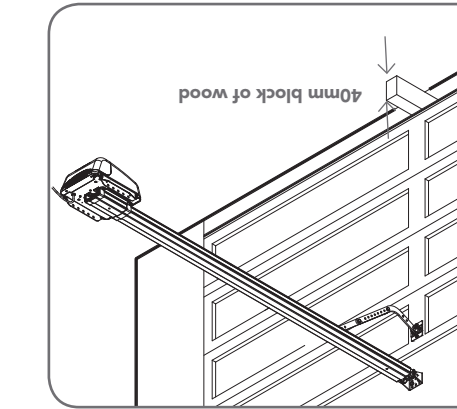
only necessitated by environmental conditions such as windy or dusty areas, and areas with extreme temperature changes.

The Safety Obstruction Force is calculated automatically during setup. Adjusting this is normally only necessitated by environmental conditions such as windy or dusty areas, and areas with extreme temperature changes.

#### Adjusting Safety Obstruction Force

**WARNING!** Take care when testing or adjusting the Safety Obstruction Force. Excessive force may cause SERIOUS PERSONAL INJURY and/or PROPERTY DAMAGE.

**WARNING!** If the door fails these tests, put the opener into manual mode, only operate the door by hand and call for service.



- Press the programmed transmitter to open the door.
- Place a piece of timber approximately 40mm high on the floor directly under the door.
- Press the programmed transmitter to close the door.
- The door should strike the object and re-open.
- Press the transmitter to close the door.
- Press again to open the door.
- When the door reaches approximately half way, firmly grab the door's bottom rail - the door should stop.
- If the door does not reverse readily when closing, or stop when opening, the force may be excessive and need adjusting.

#### Testing Open Cycle

#### Testing Close Cycle

#### WARNING!

Excessive force may cause SERIOUS PERSONAL INJURY and/or PROPERTY DAMAGE.



# Determine the Door Type

## Sectional door with track / B&D Flex-A-Door®

- a. Open the door and find the highest point of travel of the top door panel.
- b. Using a level, transfer this height to the wall above the door and mark a line 60mm above it.
- c. Determine the centre point on the wall above and on top of the door. Draw two lines extending 21.5mm (43mm in total) from each side of the centre point.
- d. Centre the bracket over the intersection of these two lines. Mark centres for holes.
- e. Drill holes into wall and secure as follows: IF CONCRETE OR BRICK 8mm drill bit for holes 8mm (5/6") loxins / dynabolts to secure IF TIMBER min. 50mm wood screw or similar to secure
- f. Leave the drive unit in its packing box on the floor for protection and lift the other end of the C-Rail.
- g. Attach the C-Rail assembly (16) to the wall bracket (6) with the 90mm long clevis pin (11) and secure with the supplied snap pin (9).
- h. Raise the drive unit from the packing box and support it in the horizontal position with a step ladder.
- i. Line up the track perpendicular to the wall.
- j. Secure the perforated angle (not supplied) to the ceiling above where drive unit's mounting holes will be once fully installed.
- k. Connect the drive unit to the ceiling mounted perforated angle with M8x20mm screws and nuts (not supplied). Strips should not extend more than 18mm below centre of drive unit mounting holes.
- l. To prevent moisture on the C-rail running into the powerhead it is recommended a strip of silicon sealant is placed across the top of the C-rail just before the opener.

## One piece door with track (T-Type)

- a. Open the door and find the highest point of travel of the top door panel.
- b. Using a level, transfer this height to the wall above the door and mark a line 60mm above it.
- c. Determine the centre point on the wall above and on top of the door. Draw two lines extending 21.5mm (43mm in total) from each side of the centre point.
- d. Centre the bracket over the intersection of these two lines. Mark centres for holes.
- e. Drill holes into wall and secure as follows: IF CONCRETE OR BRICK 8mm drill bit for holes 8mm (5/6") loxins / dynabolts to secure IF TIMBER min. 50mm wood screw or similar to secure
- f. Leave the drive unit in its packing box on the floor for protection and lift the other end of the C-Rail.
- g. Attach the C-Rail assembly (16) to the wall bracket (6) with the 90mm long clevis pin (11) and secure with the supplied snap pin (9).
- h. Raise the drive unit from the packing box and support it in the horizontal position with a step ladder.
- i. Line up the track perpendicular to the wall.
- j. Secure the perforated angle (not supplied) to the ceiling above where drive unit's mounting holes will be once fully installed.
- k. Connect the drive unit to the ceiling mounted perforated angle with M8x20mm screws and nuts (not supplied). Strips should not extend more than 18mm below centre of drive unit mounting holes.
- l. To prevent moisture on the C-rail running into the powerhead it is recommended a strip of silicon sealant is placed across the top of the C-rail just before the opener.

## One piece door without track (Tilt Door / J-Type)

- a. Open the door and find the highest point of travel of the top edge of the door.
- b. Using a level, transfer this height to the wall above the door and mark a line 25mm above it.
- c. Determine the centre of the door. Mark this location both on the line drawn in step (b) and on top of the door. Draw two lines extending 21.5mm (43mm in total) from each side of the centre point on the wall.
- d. Centre the bracket over the intersection of these two lines. Mark centres for a minimum of two holes.
- e. Drill holes into wall and secure as follows: IF CONCRETE OR BRICK 8mm drill bit for holes 8mm (5/6") loxins / dynabolts to secure IF TIMBER min. 50mm wood screw or similar to secure.
- f. Leave the drive unit in its packing box on the floor for protection and lift the other end of the C-Rail.
- g. Attach the C-Rail assembly (16) to the wall bracket (6) with the 90mm long clevis pin (11) and secure with the supplied snap pin (9).
- h. Raise the drive unit from the packing box and support it in the horizontal position with a step ladder.
- i. Line up the track perpendicular to the wall.
- j. Secure the perforated angle (not supplied) to the ceiling above where drive unit's mounting holes will be once fully installed.
- k. Connect the drive unit to the ceiling mounted perforated angle with M8x20mm screws and nuts (not supplied). Strips should not extend more than 18mm below centre of drive unit mounting holes.
- l. To prevent moisture on the C-rail running into the powerhead it is recommended a strip of silicon sealant is placed across the top of the C-rail just before the opener.

### Alternative Mounting Option

The opener can be fastened to the roof by driving a bolt through the C-Rail into a structural timber support. The bolt head's height must not exceed 6mm.

## Mounting Door Bracket & Arms

- a. The door bracket locator (7) is placed over the door bracket (8), on the door's centre line one-third down the top panel and mounted using M6 or equivalent screws (not supplied).
- b. STEEL DOORS ONLY: Bracket can be welded in place.
- c. Assemble the bent arm (4) (connecting to the door) to the right side of the straight arm (5) (connecting to the shuttle) with bolts (10) and nuts (13) supplied in the accessory pack. Always use both bent and straight arms.
- d. Connect the assembled arm to the bracket and the disengaged trolley with clevis (12) and snap pins (9). The angle "A" must be more than 10°.

- a. Mount the door bracket (8), on the door's centre line one-third down the top panel and mounted using M6 or equivalent screws (not supplied).
- b. STEEL DOORS ONLY: Bracket can be welded in place.
- c. Assemble the bent arm (4) (connecting to the door) to the right side of the straight arm (5) (connecting to the shuttle) with bolts (10) and nuts (13) supplied in the accessory pack. Always use both bent and straight arms.
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- a. Mount the door bracket (8), on the door's centre line one-third down the top panel and mounted using M6 or equivalent screws (not supplied).
- b. STEEL DOORS ONLY: Bracket can be welded in place.
- c. Assemble the bent arm (4) and straight arm (5) with bolts (10) and nuts (13) supplied in the accessory pack. Always use both the bent and straight arms.
- d. Connect the assembled arm to the bracket and the disengaged trolley with clevis (12) and snap pins (9).
- e. If installing on a door with a bad wave action, lengthening the arm will assist in reducing this effect.

### CAUTION: Connecting the bent arm the other way around may damage the door. The straight arm should not protrude beyond the heel of the bent arm.

## Setting the Datum Position

**CAUTION:** The OPERATE button will not function until the open and close limit positions are set.

**NOTE:** The door and shuttle must be engaged into the chain index. The door should be open approximately half way.

**NOTE:** If Safety Beams are to be used they must be installed before setting the travel limits.

### Adjust the Datum

- a. Swing open the controls cover to gain the access to the controls panel and swing back into it position when setup is completed.
- b. Plug the power cord into a mains point and switch power on. The red CLOSE LIMIT LED will be flashing.

**WARNING!** The safety obstruction detection system is inoperable while MINUS (-) and PLUS (+) drive buttons are being used and travel limits are not set.

- c. Press and hold the MINUS (-) or PLUS (+) buttons to move the door to the halfway position. Ensure that the door, shuttle and chain index are engaged.
- d. Using a small screwdriver, turn the DATUM ADJUST screw until the STATUS LED comes on.

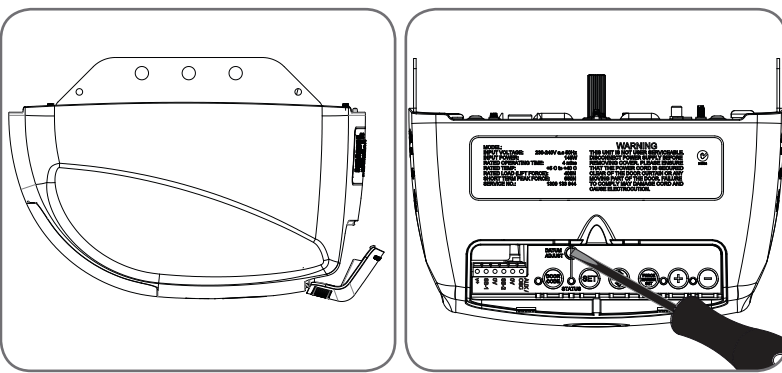
**NOTE:** If the STATUS LED is already illuminated when the door is halfway up, turn the DATUM ADJUST screw until the light goes off, then turn back one notch to illuminate again.

### Setting the Limits

- a. Press and hold the MINUS (-) button until the door reaches the desired close limit position. Single presses will inch the door closed.
- b. Press the SET button to store the close position into memory.
- c. Press and hold the PLUS (+) button until the door reaches the desired open limit position. Single presses will inch the door open.

**WARNING!** The door will automatically close, open and close again once the next step (h) is performed. Ensure that no persons or objects are in the door's path.

- d. Press the SET button to store the open position into memory.
- e. The door will now automatically close and open to calculate the safety obstruction settings. After this, the opener can be operated with the OPERATE button.



### Resetting the Door Limit Positions

Limit positions can be deleted by the following steps:

- a. To reset the limits, press and hold the MINUS (-) button (on the opener) for six (6) seconds until you hear three beeps and the CLOSE LIMIT LED starts to flash.
- b. Release the MINUS (-) button.
- c. Repeat 'Setting Limits' processes to set new travel limit positions.

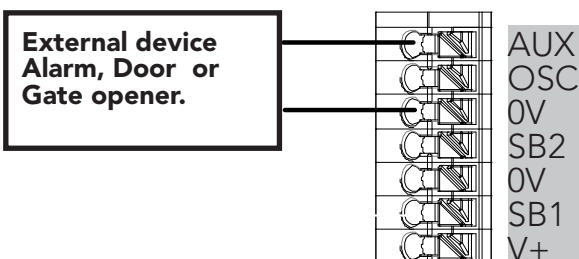
### Setting the PET Mode position

When activated, PET mode drives the door to the preset position from the close position.

- a. Drive and stop the door at the desired PET mode open position by pressing OPERATE or the transmitter button coded for Open/Stop/Close operation.
- b. Press and hold the PLUS (+) button on the opener for six (6) seconds until the PLUS (+) and MINUS (-) LEDs are lit to record the new PET position.
- c. Release the PLUS (+) button.

### Auxiliary Output

The auxiliary output can be used to control alarm or another garage door opener. A valid transmission from the pre-coded transmitter will cause the auxiliary output to pulse for approximately 1 (one) second. The maximum DC voltage must not exceed 35 volts DC. Maximum current must not exceed 80 ma.



Proceed to Coding Transmitters

## Coding Transmitters

### Storing the Transmitter Code

Up to eight (8) codes can be stored in the receiver's memory.

- a. Press the DOOR CODE button and release. The DOOR CODE LED will illuminate to indicate the opener is in Code Learn mode. If a valid code is not stored within 15 seconds the opener will exit Code Learn.
- b. Press the transmitter button (one of four) that you want to control the door. The DOOR CODE LED will begin to flash.
- c. Press the same transmitter button again. The DOOR CODE LED will illuminate for one second and then go out.
- d. The transmitter is now coded to operate the door - press the button to test.

### Setting the Courtesy Light

Although the courtesy light comes on with each operation of the opener, it may also be controlled by a transmitter without operating the door.

- a. Press the DOOR CODE button twice - the DOOR CODE LED and courtesy light will both illuminate.
- b. Press one of the four (4) buttons on the transmitter for two (2) seconds, pause for two (2) seconds, then press the same button again for two (2) seconds. The DOOR CODE LED will illuminate for one second then go out.
- c. Press the transmitter button to test.

### Setting the Vacation Mode

The opener can be programmed into a "Vacation Mode" where the opener will not respond to any transmitter except one preprogrammed unit.

- a. Press the DOOR CODE button three (3) times - the DOOR CODE LED will illuminate and the courtesy light will flash slowly.
- b. Press one of the four (4) buttons on the transmitter for two (2) seconds, the DOOR CODE LED will begin to flash, pause for two (2) seconds, then press the same button again for two (2) seconds.
- c. The DOOR CODE LED will illuminate for one second and then go out, and the courtesy light will also switch off. This indicates the code has been stored.

### Enabling AUX Output

- a. Press the DOOR CODE button four (4) times - the DOOR CODE LED will illuminate and the courtesy light will flash quickly.
- b. Press one of the four (4) buttons on the transmitter for two (2) seconds, the DOOR CODE LED will begin to flash, pause for two (2) seconds, then press the same button again for two (2) seconds. The DOOR CODE LED will illuminate for one second then go out.
- c. Press the transmitter button to test.

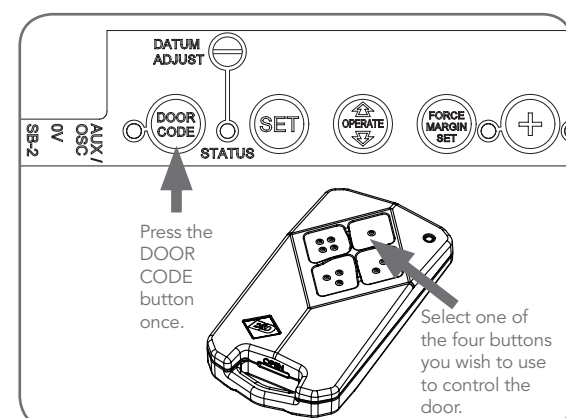
### Setting PET (Pedestrian) Mode

The PET mode position is set during installation.

- a. Press the DOOR CODE button five (5) times - the DOOR CODE LED will illuminate and the courtesy light will flash quickly (twice per second).
- b. Press one of the four (4) buttons on the transmitter for two (2) seconds, the DOOR CODE LED will begin to flash, pause for two (2) seconds, then press the same button again for two (2) seconds.
- c. The DOOR CODE LED will illuminate for one second and then go out, and the courtesy light will also switch off. This indicates the code has been stored.
- d. Press the transmitter button to test.

### To Erase Programmed Codes

If the DOOR CODE button is pressed and held for 6 seconds the DOOR CODE LED will blink rapidly for one second to indicate that all programmed codes have been erased.



**IMPORTANT NOTE:** Only Tri-Tran® Technology Transmitters are compatible with this PanelPro™ product.

Proceed to Safety Obstruction Force

