



Troubleshooting

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
Opener won't work from wall button or radio control.	No power to opener. Short circuit in wires to opener or wall button. Motor Protector trips open due to excessive use.	Check cord to outlet, wall switch and circuit breaker. Isolate by disconnecting the wires at the opener from the wall station. Allow motor to cool for 20 minutes and try again.
Opener works from wall button but not from radio control.	Radio control system non-operational.	Weak or dead battery in transmitter replace. Security code not matched between receiver and transmitter (see page 33) If two or more transmitters don't work, have motor control board tested.
Door does not open and opener light flashes.	Something obstructing door travel. Insufficient opening force. Build up of ice and snow around door.	Disconnect door from operator. Operate door by hand to locate obstruction or call a service person. Adjust opening force. (See Adj. #1 on page 32). Shovel and clear door area.
Door does not open fully and light does not flash.	Open limit not set properly.	Adjust open travel with screwdriver, turn counter-clockwise to desired setting. 1/4 turn equals 1" of travel (see Step 20).
Door stops and does not close fully.	Close limit not set properly.	Adjust close travel with screwdriver, turn clockwise to desired setting. 1/4 turn equals 1" of travel (See Step 19).
Door closes and then returns to fully open position and opener light flashes.	Door arm adjustment. Close travel adjustment is set beyond normal door position. Obstructions on floor.	Adjust door arm (See Step 17 and 18). Adjust close travel with screwdriver, turn counter-clockwise to desired setting. 1/4 turn equals 1" of travel (See Step 19). Check for stones or ice under door and remove.
When activated with door in fully open position, door travels for 1 second, stops, and returns to fully open position and light begins to flash.	Infrared safety sensors out of adjustment or defective. Obstructions in door opening.	Infrared safety sensors alignment should be checked per instructions. (See Step 16). Check for object blocking Infrared safety sensors.
Door reverses travel before reaching fully closed position and opener light flashes.	Activation of obstruction sensing system. Loose or hanging objects on door activating Infrared safety sensor. Insufficient closing force.	Check for binding in door travel (door "stops", door tracks, etc). Remove objects. Adjust closing force. (See Adj. #1 on page 32).
Door fully opens and then light flashes.	Open limit is set too high and trolley is hitting the stop bolt.	Adjust open travel with screwdriver, turn clockwise to desired setting. 1/4 turn equals 1" of travel (see Step 20).