

Automated Gate Troubleshooting Guide.

Before calling for an engineer to visit your site, please take just a minute to check the following...

Symptom	Possible Cause	Suggested Solution
Gates do not open	Power failure	Restore power when possible
	Low battery in remote	Replace battery
	Safety Cells are obstructed	Keep Safety Cells clean & clear at all times
	Gates are obstructed	Keep operating area clear at all times
	Motors not engaged	Re-lock gate motors.
	Proximity Token/PIN code refused or incorrect	Re-program or replace Token
	Panel Locked-Out due to power interruption.	Turn off all switches and timers in the "ON" position, then turn the power at the control panel off, then back on again.
Gates do not shut	Safety Cells are obstructed	Keep Safety Cells clean & clear at all times
	Power failure	Restore power when possible
	Gates are obstructed	Keep operating area clear at all times
	Panel Locked-Out due to power interruption.	Turn off all switches and timers in the "ON" position, then turn the power at the control panel off, then back on again.
	Force sensing detection	Ensure that the monthly maintenance schedule is carried-out on all hinges etc.
Gates operate erratically	Force sensing detection	Avoid operating gates in gale-force or severe windy conditions.
	Ground Loop triggering	Sweep away snow or standing water.

Safe/Best Practice for gate system management.

During power failure/outage, follow these steps:

1. Switch off the Spur in the cabinet near to the gate.
2. Manually unlock the motors then either open or close your gates **and relock the motors in position.**

When power is restored, follow these steps:

1. Make sure that ALL switches, key actuators, timers and other devices are in the OFF position.
2. Check that gate motors are still locked but free from obstruction/restriction.
3. Ensure the operating area is clear of pedestrian or vehicular traffic
4. Switch on the Fused Spur.
5. Allow the system to settle for 10-15 seconds before operating any of your opening controls.
6. Operate your gate/s as before.
7. Note: The control panel is an "Self Learning" Microprocessor based unit and as-such may require two to three FULL cycles of operation before returning to normal operating condition.

During High/Gale-Force Wind conditions, follow these steps: (Advise two people to undertake this task)

1. Switch off the Fused Spur in the cabinet near to the gate
2. Manually unlock and open the gates, ensuring they are relocked in this position.
3. Restore to automatic operation when normal conditions return.