

OPERATING MAINTENANCE & TROUBLESHOOTING MANUAL

*** DANGER:** Do not operate or service this product unless you have read and fully understand the entire contents of this manual. Failure to do so may result in property damage, bodily injury or death.



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01 SAFETY WARNING INSTRUCTION



CAUTION

Instructions marked caution concern safe operating procedure. Failure to comply may result in personal injury.



CAUTION

- ✓ Only trained personnel are authorized to install, maintain or service this equipment.
- ✓ Take care to keep your hands, feet and head out of the operating range of the door.
- ✓ Always call the manufacturer or your authorized service representative immediately, if a problem occurs.
- ✓ Do not use the door if it appears to be damaged or does not appear to be working properly. Consult your supervisor immediately.
- ✓ Carry out routine inspection and maintenance, to avoid causing equipment damage and/or personal injury.

Some other warnings in the guideline



Check



Read carefully, find out



Attention



Do not

OPERATION WARNING



WARNING



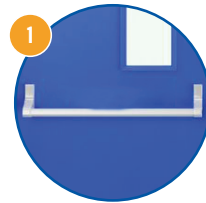
Do not attempt to install, make repairs or adjustments. Only a trained and authorized service technician should perform the installation.



1. Read and understand the instructions for use carefully and familiarize yourself with the equipment and controls before carrying out maintenance or repair.
2. **DANGER, WARNING, CAUTION** warnings must not be removed unless they are replaced.
3. Remove tools or obstacles in the operating area before starting the unit.
4. Learn how to operate equipment safely. Read and understand the manufacturer's instructions for use. If you have any questions, contact the manufacturer immediately.

02 FIRE DOOR COMPONENTS

The structure of two-leaf and one-wing doors is the same depending on the frame size, and the user's requirements to choose the right door.



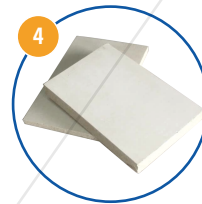
Door hand



Hinge



Window



Insulation material

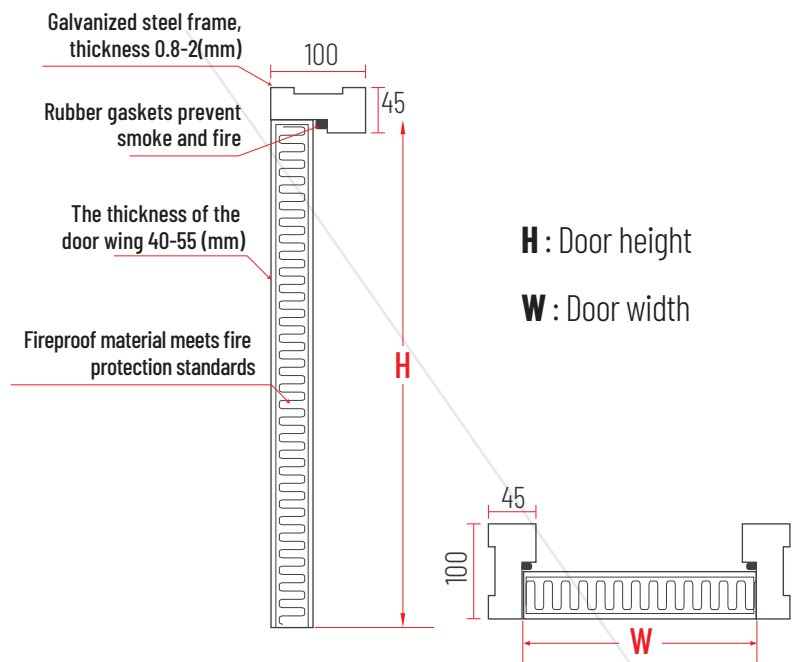


Frame heat

Door components



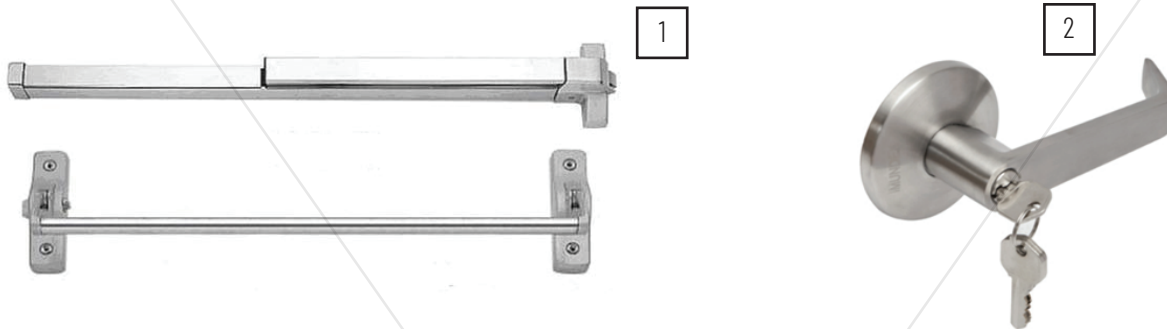
Door components



Door components

OPERATION CONTROLS

Opening and closing the door is very simple: press the door push bar together with the door to open (1). If it is a handle, just push the handle down at the same time push the door out (2).



The door handles are designed for simple operation

03 MAINTENANCE

! WARNING

- Do not operate and/or maintain the appliance until you have read and understood all safety instructions and information contained in this manual and on the appliance.
- Keep hands and feet away from the operating points of the door and wear appropriate protective clothing - goggles, gloves and work boots.
- Maintenance/Maintenance must be trained or required by the manufacturer.

OPERATION CONTROLS

Operators should always test before use to verify that it is operating safely. The daily inspection process is quite simple, mainly by observation and opening and closing. Any abnormality during the operation of the door must be reported to fix it as soon as possible, avoiding the door from operating abnormally. This will affect doors and other equipment.

REGULARLY MAINTENANCE

Regular maintenance and upkeep of the door is important for cost and operational efficiency and more importantly; user safety. Faulty doors pose a potential danger to passersby and others working nearby. As with all equipment, keep the door unit in good working order by following the recommended maintenance schedule.

MAINTENANCE PROCESS

1. Clean up, including the Door pit area.
2. Check by observing the device components.
3. Lubrication as required (by trained service technician only).
4. Check opening and closing operation and door handles.
5. Adjustments if required (by trained service technician only).

PERIODIC MAINTENANCE CHECKLIST



COMPONENT	STATUS OF CHECKING	CHECKING METHOD/ FREQUENCY
GENERAL	Visual inspection: <ul style="list-style-type: none"> • Door knob. • Steam handle. The push handle pushes the door by itself. 	Visual inspection. (Regular)
FRAME SET	Visual inspection: <ul style="list-style-type: none"> • Check hinges. • Check the door frame. • Check opening and closing. 	Visual inspection. (6 month)



04 TROUBLESHOOTING FIRE DOORS



DANGER

1. There should be two people involved in troubleshooting. One person operates the door, one checks the problem encountered.
2. Should use supporting means (forklift, lift ladder, ...) to ensure the process is safe.

WARNING

1. When working under high-speed rolling doors. All electrical equipment must be turned off after the doors have been fully opened.
2. Always place safety warnings and barriers in the work area to prevent unauthorized persons from using the equipment before maintenance is completed.

WARNING

Do not attempt to install, make repairs or adjustments. Only a trained and authorized service technician should perform the installation.

TRUBLE SHOOTING



FREQUENTLY FREQUENT ERROR:

STATUS	REASON	TREATMENT
<p>CRACKS APPEAR ON THE DOOR</p>	<p>Temperature.</p>	<p>Remove and replace.</p>
	<p>Humidity.</p>	
<p>OPENING AND CLOSING IS NOT SMOOTH</p>	<p>There is a foreign object stuck in the foot or door hinge.</p>	<p>Remove.</p>
	<p>Hinge is distorted, lack of lubrication.</p>	<p>Align and lubricate hinges.</p>
<p>THE RUBBER GASKET HAS COME OFF</p>		<p>Refill.</p>
<p>THE DOOR FRAME WAS WOBBLY</p>	<p>Impact, external force.</p>	<p>Tighten the mounting positions of drop in anchor, if necessary, you can drill and install additional fixed switches.</p>
<p>DOOR LOCK IS STUCK</p>	<p>Due to improper use by the user, when the handle has not been fully rotated, the door has been pulled open, resulting in the lock being stuck or the front end of the lock being bent.</p>	<p>Apply more oil to the hinge shaft, align the hinge if it is deflected by an external force. If damaged, replace it with a new one.</p>
<p>HYDRAULIC RETRACTOR: DO NOT PUSH THE DOOR IN CLOSED MODE</p>	<p>Due to the fact that the user blocks objects at the door to prevent the retractor from performing the closing mode for a long time, the hydraulic oil in the retracting arm does not return and may lead to oil drying.</p>	<p>Proceed to pull, close and open continuously to return the oil to circulate in the hydraulic contract. However, if the oil is old for a long time, it must be replaced with a new one.</p>

05 TABLE LIST DISPLAYS ERRORS

In addition to the above problems, if you have other problems, please refer to the following table:

FAULT CODE	FAULT CONTENT	SOLUTION
ERR01	Overcurrent	Check whether the cable between the motor and the drive is broken; reboot the power of the device, if it still cannot be eliminated, please contact the manufacturer for processing.
ERR03	Under voltage	Check if the mains voltage is stable, not too high or too low. otherwise, please contact the manufacturer for processing.
ERR04	Overvoltage During stop	
ERR05	Overvoltage During Running	
ERR06	Motor Stall	Check whether the brake is stuck and whether the door body is stuck; otherwise, please contact the manufacturer for processing.
ERR07	Out Of Limit Position	In the jog mode, run the the door back to the limit positions; if the error is still reported within the limit positions, please contact the manufacturer for processing.
ERR08	EEPROM Failure	Please contact the manufacturer for processing.
ERR09	Overspeed	Check whether the cable between the motor and the driver is broken. Otherwise, please contact the manufacturer for processing.
ERR10	Motor Reversion	
ERR11	Overload	The door body is too heavy to exceed the rating of the door operator. Appropriately reduce the duty cycle or replace to higher power door perator or a higher ratio reducer.
ERR12	Sample Current Failure	Please contact the manufacturer for processing.

FAULT CODE	FAULT CONTENT	SOLUTION
ERR13	Motor Encoder Failure	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR14	Initial Rotor Angle Failure	If the error is reported under non-test status, please contact the manufacturer for processing.
ERR15	Communication Failure	Check whether the cable connecting the B1 / B2 / B3 terminal between the controller and the drive is broken or the terminal wiring sequence is wrong; otherwise, contact the manufacturer for processing.
ERR17	Drive Power Failure Detected	Check whether the cable connecting the B1 / B2 / B3 terminal between the controller and the drive is broken or the terminal wiring sequence is wrong; otherwise, contact the manufacturer for processing.
ERR18	Braking Circuit Failure	Check whether the braking resistor is in poor contact and whether the braking resistor cable is broken; otherwise, contact the manufacturer for processing.
ERR19	Absolute Encoder Failure	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR20	Run time exceeded	Please modify the advanced parameter P24 timeout setting.
ERR21	Safety 1 Exceeded During cycle	Please check whether the external device is damaged, replace or repair the external device; otherwise, please contact the manufacturer for processing. The advanced parameter P85 can be modified to 0 to turn off the alarm function

FAULT CODE	FAULT CONTENT	SOLUTION
ERR22	Safety 2 Exceeded During cycle	Please check whether the external device is damaged, replace or repair the external device; otherwise, please contact the manufacturer for processing. The advanced parameter P77 can be modified to 0 to turn off the alarm function.
ERR23	No Limit Settings	Please set Electronic limits.
ERR24	DC24V Failure	After removing all external devices, restart the device. If the fault disappears, the external device has a short circuit problem; otherwise, please contact the manufacturer for processing.
ERR26	Mechanical Limit Failure	Check whether the limit switch is damaged, replace the limit switch; otherwise, please contact the manufacturer for processing.
ERR27	Overheated	Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle.
ERR28	Electromagnetic Brake Fault	Check whether the brake release handle or wire rope is in a normal state, ensure the brake of the motor can be released normally.
ERR29	Absolute Encoder Reset	Please contact the manufacturer for processing.
ERR31	Motor Encoder Failure 2	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR32	Motor Encoder Failure 3	
ERR33	Absolute Encoder Failure 2	Please contact the manufacturer for processing
ERR34	Absolute Encoder Reset 3	
ERR35	Absolute Encoder Run Reset	

FAULT CODE	FAULT CONTENT	SOLUTION
ERR36	Limit Distance Too Short	The number of motor rotations is less than 4 when setting the stroke.
ERR38	Electromagnetic Brake Fault 2	Check whether the motor brake cable is not connected or broken; otherwise, please contact the manufacturer for processing.
ERR39	Motor Encoder Failure 4	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR40	Motor Encoder Failure 5	
ERR41	Absolute Encoder Pos Unstable	Check whether the cable between the motor and the drive is broken or the plug is loose; otherwise, contact the manufacturer for processing.
ERR42	Motor Direction Error In Limit Setting	Set the door opening position with the door closing direction, and set the door closing position with the door opening direction.
ERR43	Proximity Switch Too Close	The distance between the proximity switch and the door opening position is less than 1/3 of the motor rotation.
ERR44	Limit Distance Too Long	The door body stroke setting exceeds the maximum value allowed by the system.
ERR45	Absolute Encoder Direction Failure	During the setting of the door-closing direction, there is no continuous operation of more than 2.3s and the absolute value does not change sequentially according to time.
ERR47	Limit HALL Value Not Match	Please check whether the external device is damaged, replace or repair the external device; otherwise, please contact the manufacturer for processing. The advanced parameter P85 can be modified to 0 to turn off the alarm function

FAULT CODE	FAULT CONTENT	SOLUTION
ERR48	Abnormal Door Position	After entering the electronic stroke setting process, it is not completed successfully or voluntarily quit, please re-set it.
ERR49	Motor Overheat	Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle.
ERR50	Motor Overheat	Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle.
ERR51	Drive Overheat	Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle.
ERR52	Controller Power Failure Detected	If the mains is not disconnected, please check whether the input terminal of miniature circuit breaker is good, and the wiring of L, N on the mainboard is good; otherwise, please contact the manufacturer.
ERR53	Electromagnetic Brake Fault 3	Check whether the motor brake circuit is shorted; otherwise, please contact the manufacturer for processing.
ERR54	Hand Crank Safety Switch	This message is prompted after the hand crank is inserted into the tail shaft of the motor; if it is not inserted, check whether the safety switch or the safety switch connection cable is in good condition.
ERR55	Power Module Overheat	Please suspend the use of equipment and resume use after cooling; or reduce the duty cycle.



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