

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.

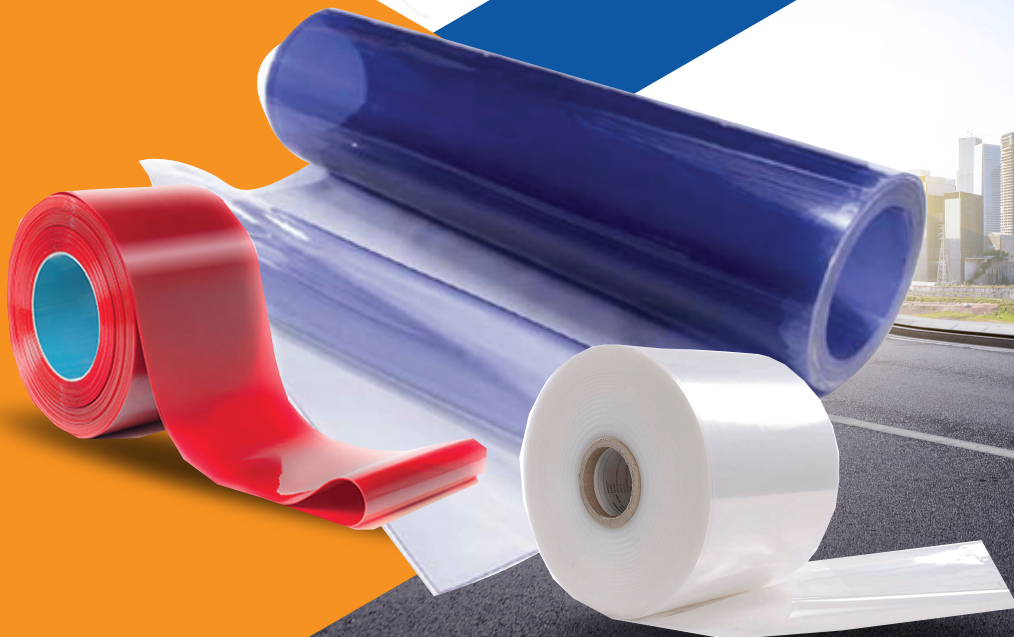


Table of contents

01 ◆ SAFETY WARNING INSTRUCTION	02
02 ◆ STRIP CURTAIN PVC COMPONENTS	02
03 ◆ PERIODIC MAINTENANCE CHECKLIST	03
04 ◆ TROUBLESHOOTING STRIP CURTAIN PVC	03
TROUBLESHOOTING	03
05 ◆ TABLE LIST DISPLAYS ERRORS	04

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.
- ✓ 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



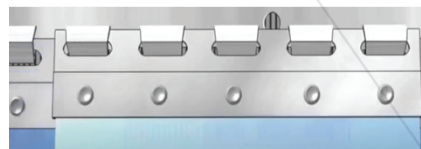
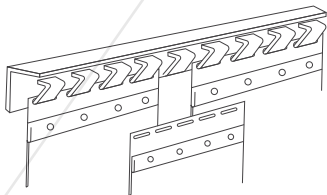
Attention



Do not

02 STRIP CURTAIN PVC COMPONENTS

The structure of the curtains is quite simple, including hanging bars and curtains attached to hanging panels.



Steel door hanger with hooks for attaching the mounting bracket.



PVC curtain is mounted with hanging panels.

03 PERIODIC MAINTENANCE CHECKLIST



COMPONENT	STATUS OF CHECKING	CHECKING METHOD/ FREQUENCY
GENERAL	Visual inspection: <ul style="list-style-type: none"> • Door frame hanger. • PVC curtain. 	Visual inspection. (Regular)

04 TROUBLESHOOTING STRIP CURTAIN PVC



WARNING

Only trained and authorized service technicians should perform the installation. Contact your local dealer or distributor for assistance.

TROUBLESHOOTING



COMMON BASIC PROBLEMS:

COMPONENT	STATUS OF CHECKING	CHECKING METHOD/ FREQUENCY
CURVED CURTAINS	Due to long-term use.	Take down, straighten the curved part of the curtain, roll it up, leave it for a while, and reinstall it in its original position according to the normal installation process.
	Due to chemicals.	
DOOR FRAME HANGER IS LOOSE	Due to the strong pull of the curtains.	Re-attach the screw fixing the hanging bar.
	Due to collision.	
CURTAINS ARE PUNCTURED OR BROKEN	Due to external force or chemicals.	Take down and replace.

05 TABLE LIST DISPLAYS ERRORS

WARNING

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



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	

FAULT CODE	FAULT CONTENT	SOLUTION
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 operator or a higher ratio reducer.
ERR12	Sample Current Failure	Please contact the manufacturer for processing.
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.

FAULT CODE	FAULT CONTENT	SOLUTION
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
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	

FAULT CODE	FAULT CONTENT	SOLUTION
ERR33	Absolute Encoder Failure 2	Please contact the manufacturer for processing
ERR34	Absolute Encoder Reset 3	
ERR35	Absolute Encoder Run Reset	
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.

FAULT CODE	FAULT CONTENT	SOLUTION
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
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 mininature 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.



NAVIFLEX INDUSTRIAL SYSTEM DOOR

✉ marketing@saigonnamphat.vn
🌐 www.navidock.vn

HEAD OFFICE

📍 21 Quach Dinh Bao, Phu Thanh Ward, Tan Phu District, HCM City.
☎ (+84) 938 828 242

FACTORY

📍 No. 27A, Tan Tao, Tan Tao Industrial Park, Tan Tao A Ward, Binh Tan District, HCM City.
☎ (+84) 938 828 242

THE HANOI BRANCH

📍 A3-3205 Ecolife Building, 58 To Huu Street, Trung Van Ward, Nam Tu Liem District, HN.
☎ (+84) 24 7307 3339