

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



DANGER

Serious injury or death will likely occur if the instructions are not followed.



WARNING

Serious injury or death may occur if the instructions are not followed.

NOTICE

Procedures made important must be followed in order to prevent damage to machinery.



CAUTION

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

NOTICE

- ✓ Clean dust and debris on the roller.
- ✓ Do not operate when the door is deformed, cracked, curtain deviation, ...
- ✓ Carry out regular inspection and maintenance, to avoid causing equipment damage and/or personal injury.



DANGER

1. Do not attempt to pass while the door is closed.
2. Keep away from fire or heat sources that may cause fire when performing maintenance.
3. Always ensure safety during setting up and down door stroke.



CAUTION

- ✓ Only trained personnel are authorized to operate or maintain this equipment.
- ✓ Do not operate the door with equipment, forklifts or people directly under the door.
- ✓ Take care to keep your hands, feet and head out of the door's operating range.
- ✓ Always call the manufacturer or your authorized service representative immediately, if a problem occurs.



WARNING

1. Post safety warnings and barricade the door work area above ground to prevent the use of equipment during maintenance/service.
2. Do not use the door if it appears to be damaged or does not appear to be working properly. Consult your supervisor immediately.
3. Disconnect the power before performing any electrical or mechanical service, cleaning or other maintenance on the door. When power is disconnected, always verify using a volt meter.

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. Carefully read and understand the user manual and familiarize yourself with the equipment and controls before proceeding to operate the high-speed door.
2. **DANGER, WARNING, CAUTION** warnings must not be removed unless they are replaced.
3. Do not start the equipment until all personnel in the alerted area have moved out of the operating area.
4. Remove tools or obstacles in the operating area before starting the unit.
5. Keep the operating area clear of obstacles that could cause operator falls.
6. Do not operate high speed door without training and authorization.
7. 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 OPERATION CONTROLS

- The door system is controlled separately for each door. Opening and closing depends on the operator operating on the control cabinet, control box or remote.
- The control by the control box will have 3 buttons: up, down, and stop.
- There is a lock function in the remote, to avoid unwanted opening and closing.



Conventional push buttons and direct control box

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.
- Do not work with the electrical cabinet system without disconnecting the power supply.
- 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.

◆ PERIODIC MAINTENANCE

In addition to daily operator checks, the manufacturer recommends a program of scheduled maintenance and safety checks, carried out regularly by a trained and authorized service technician, to maintain equipment in good working order. Necessary adjustments and repairs can be made that will increase the life of components and reduce unplanned downtime.

Procedures for the periodically planned maintenance program including operational inspection, cleaning, lubrication and minor adjustments are outlined in this manual. We are ready to support planned maintenance by providing trained service personnel who are qualified to meet the maintenance requirements of the Door.

◆ DAILY CHECK OF OPERATOR

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

◆ REGULARLY MAINTENANCE

1. Operators should always test the Door before use to verify that it is operating safely.
2. The manufacturer recommends an operator's checklist. Operators should record daily operation and maintenance problems.

◆ 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 operation of all functions.
5. Adjustments if required (by trained service technician only).
6. Check for missing or damaged baseframe shims.
7. Record inspection findings details and report to management.

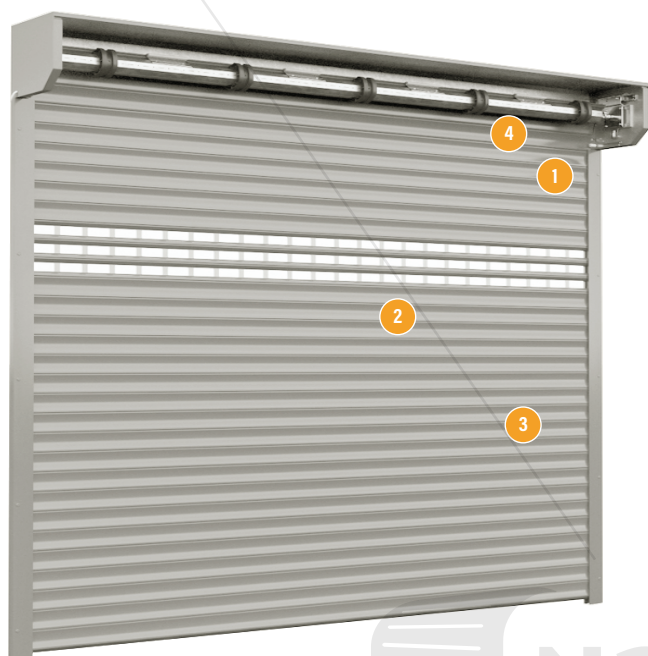
PERIODIC MAINTENANCE CHECKLIST



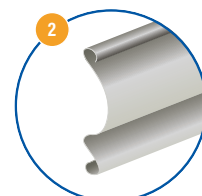
COMPONENT	STATUS OF CHECKING	CHECKING METHOD/ FREQUENCY
GENERAL	Visual inspection: • Door trim (clean the curtain with soap and water). • Check the guide rails. If necessary, it can be cleaned with compressed air.	Visual inspection. (Regular)
FRAME	• Check the engine. • Check to tighten the bolts. • Check bearings, lubricate if necessary. • Check the warning signs for signs of wear, need to be replaced. • Check the guide rails for wobbles or dents. (can be cleaned with compressed air)	(6 month) (more often if necessary)
MOTOR	• Check the wires and cables in the controller. • Check the conduit and cables inside the junction box. • Check safety devices (optical sensor, rollback sensor and emergency stop button) • Operate open/close system functions properly (buttons and other device options, if applicable) • Clean the optical sensor at least once a month or more often if necessary.	(6 month) (more often if necessary)
DOOR SPOKES	• Check for signs of damage on the door spokes. • Operate and ensure that the curtains roll up properly. • Regular cleaning.	(3 month) (more often if necessary)
CONTROL BOX	• Check the control box for damage or abnormal operation.	

04 ROLLING SHUTTER DOOR COMPONENTS

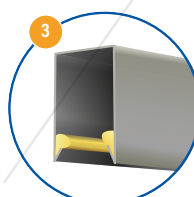
Main components of Rolling Shutter Door include: Door rail, door trim, cable drum, control box and Motor.



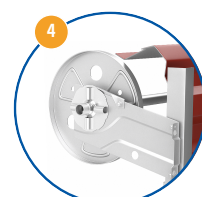
Motor and door pull set by chain



Door spokes 0.6 - 1.0mm



Door rails

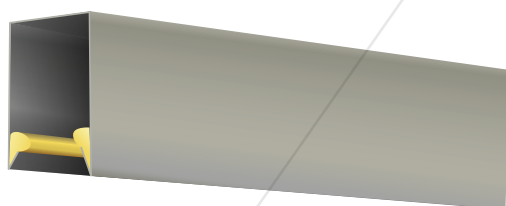


Platen

Door Components

◆ DOOR RAIL

Door rails are made of anti-rust galvanized steel with thickness from 0.6 - 1.2 mm, rails of 5cm, 7cm with noise-reducing rubber grommets.



Door rails

◆ CONTROL BOX

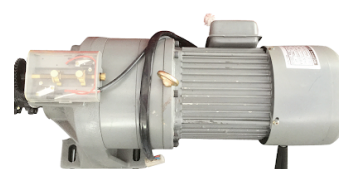
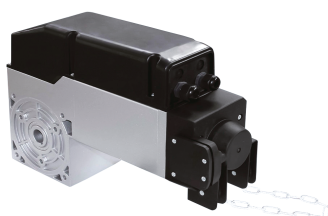
Compact, simple control box, including 3 buttons: up, down and stop.



Push-button

◆ MOTOR

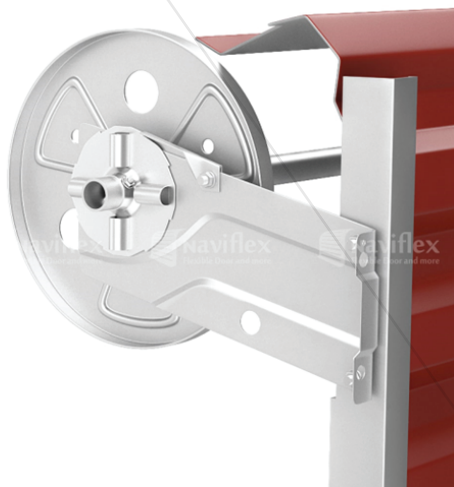
Durable operation, diverse loads suitable for many door sizes from 300 - 2000kg.



Motor

ROLLERS

Solidly connected, quiet and smooth operation.



Cable drum

DOOR TRIM

Made of steel or stainless steel, thickness from 0.6 - 10mm, height from 84 - 114mm, powder coated.



Door trim

05 TROUBLESHOOTING



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.
3. Always wear a helmet when working under or around overhead door.

WARNING

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

◆ TROUBLESHOOTING

Before performing the troubleshooting procedure, the following items should be checked:

- ✓ Disconnect the power supply if there is a connection operation.
- ✓ Make sure the voltage is correct at the output locations in the control panel.



FREQUENTLY FREQUENT ERROR:

STATUS	REASON	TREATMENT
ROLLER DOOR NOT WORKING	Power is lost.	Check the power for the devices (when there is power, the door will automatically restart).
	Remote battery out or damaged.	Replace the battery or replace.
	Power outage control box.	Check the wiring from the motor to the system.
	The E-Stop button is tripped or the inverter is faulty..	Switch the open state on the emergency power button or restart the power.
DOOR MAKES NOISE WHEN OPERATING	Too much door handle.	Make sure the door shaft is level, adjust the spokes or replace it.
	Dry oil.	Lubrication.
THE DOOR DOESN'T GO ALL THE WAY UP OR ALL THE WAY DOWN	The limit switch is broken or has a problem.	Replace and reinstall.
THE DOOR AUTOMATICALLY GOES UP AND DOWN EVEN WITHOUT IMPACT	Damaged signal box or faulty suction coil on roller shutter motor.	Check control box and motor.
THE DOOR CANNOT BE OPENED OR CLOSED EVEN THOUGH THE BUTTON IS PRESSED	The reversing device in the bottom bar is stuck.	Open the bottom bar to repair, if not, please contact the manufacturer.

STATUS	REASON	TREATMENT
THE DOOR IS CLOSING WHEN IT STOPS	Loss of power or effect of limit switch.	Check motor electrical and limit switch operation.
PRESS THE REMOTE CONTROL, THE DOOR DOESN'T WORK, ONLY HEAR 2 BEEPS NEAR EACH OTHER	The remote control is locked.	Unlock the remote by holding the button with the padlock icon on the remote until you hear a beep that the remote has been successfully unlocked.
THE OPERATING DIRECTION OF THE DOOR IS REVERSED	Reverse wiring to control the device.	Reconnect the device control wire according to the symbol.
THE DOOR CAN BE ROLLED DOWN BUT NOT UP	Damaged starter or suction coil.	1. Damaged magnetic starter: replace with a removable magnetic starter. 2. Damaged suction coil: replace. 3. Engine fire: rewind.
DOOR SPOKES COME LOOSE FROM THE RAILS	The impact of external forces.	Roll the door all the way up, thread the door spokes into the rails. If the door spokes dented, it may lead to noisy operation.
THE DOOR CANNOT BE PULLED UP, DOWN OR DIFFICULT TO OPERATE	Jammed door spokes or misaligned door spokes.	Check the power steering spring.
DOORS THAT PULL UP OR DOWN MAKE LOUD NOISES		1. Adjusting the door spokes 2. Replace if not adjustable. 3. Check if there are any obstructions on the door rails, 4. Lubricate and clean the door.
DOOR IS GOING UP OR DOWN, STOPPED AND CAN'T MOVE FORWARD		

STATUS	REASON	TREATMENT
MOTOR IS TOO HOT	It may be due to the allowable power supply overload for the controller.	Check the power supply cable.
	The power cord is broken or twisted.	Check the power cord for damage, replace immediately if there are signs of damage.
	Maybe the door usage intensity is too high.	Let the door shut down for 15 minutes and then continue

06 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.

FAULT CODE	FAULT CONTENT	SOLUTION
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.
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.

FAULT CODE	FAULT CONTENT	SOLUTION
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
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.



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