

# INSTRUCTION MANUAL

Model LM955GBME



## Light Commercial Roller Door Operator

- THIS OPERATOR IS TO BE INSTALLED AND SERVICED BY A TRAINED TECHNICIAN ONLY
- Compatible with Security+ 2.0® accessories
- Compatible with myQ Internet Gateway

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**LiftMaster®**

# SAFETY SYMBOL AND SIGNAL WORD REVIEW

This commercial roller door operator has been designed and tested to offer safe service provided it is installed, operated, maintained and tested in strict accordance with the instructions and warnings contained in this manual.



## WARNING

Mechanical



## WARNING

Electrical

When you see these Safety Symbols and Signal Words on the following pages, they will alert you to the possibility of serious injury or death if you do not comply with the warnings that accompany them. The hazard may come from something mechanical or from electric shock.

## CAUTION

When you see this Signal Word on the following pages, it will alert you to the possibility of damage to your commercial door and/or the commercial door operator if you do not comply with the cautionary statements that accompany it.

### THESE ARE IMPORTANT SAFETY INSTRUCTIONS. FOLLOW ALL INSTRUCTIONS AS INCORRECT INSTALLATION CAN LEAD TO SEVERE INJURY OR DEATH



Keep commercial door balanced. Sticking or binding doors must be repaired. Commercial doors, door springs, pulleys, brackets and their hardware are under extreme tension and can cause serious personal injury. Do not attempt to loosen, move or adjust them. Call for commercial door service.



Do not wear rings, watches or loose clothing while installing or servicing a commercial door operator.



To avoid serious personal injury from entanglement, remove all ropes connected to the commercial door before installing the door operator.



Installation and wiring must be in compliance with your local building and electrical codes. Connect the power supply cord only to properly earthed mains.



Moisture and water can destroy the electronic components. Make sure under all circumstances that water moisture or storage moisture cannot penetrate the electronics. The same applies for openings and cable entries.



After the installation a final test of the full function of the system and the full function of the safety devices must be done.



When operating a biased-off switch, make sure that other persons are kept away.



The operator cannot be used with a driven part incorporating a wicket door (unless the operator cannot be operated with the wicket door open).



Operator may become hot during operation. Appropriate clearance and/or shielding should be supplied by the installer to ensure any cabling, wiring and/or other items cannot come in contact with the operator. If temperature rise exceeds 50°C all fixed wiring insulation must be protected, for example, by insulating sleeving having an appropriate temperature rating.



If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.



Do not allow children to play with operator wall controls or remote controls. Keep remote controls away from children.



Permanently fasten all supplied labels adjacent to the wall control as a convenient reference and reminder of safe operating procedures.



Disengage all existing commercial door locks to avoid damage to commercial door. Install the wall control (or any additional push buttons) in a location where the commercial door is visible during operation. Do not allow children to operate push button(s) or remote transmitter(s). Serious personal injury from a closing commercial door may result from misuse of the operator.



Activate operator only when the door is in full view, free of obstructions and operator is properly adjusted. No one should enter or leave the building while the door is in motion.



An electrician must disconnect electric power to the commercial door operator before making repairs or removing covers.



The actuating member of a biased-off switch is to be located within direct sight of the door but away from moving parts. Unless it is key operated, it is to be installed at a minimum height of 1500mm and not accessible to the public.



Make sure that people who install, maintain or operate the door follow these instructions. Keep these instructions in a safe place so that you can refer to them quickly when you need to.



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.



Use the commercial rolling door operator for its intended purpose. The operator is designed lifting spring-balanced roller doors.



Automatic Drive - Keep away from the area of the door as it may operate unexpectedly.



WARNING! Product includes wireless transmitters and wall controls that contain coin/button cell batteries. Keep wireless devices and batteries away from children. Battery can cause severe or fatal injuries in 2 hours or less if swallowed or placed inside any part of the body. Seek immediate medical attention if it is suspected that a coin/button cell battery has been swallowed or placed inside any part of the body.



### WARNING: Important safety instructions

It is important for the safety of persons to follow all instructions. **SAVE** these instructions

# IMPORTANT



DO NOT USE Extension Poles with the LR-Drive (GLD-RDO).

USE WITH WINDLOCKED DOORS:

- Door is professionally installed, correctly sprung and maintained in accordance with manufacturer's instruction
- Door size up to 22m<sup>2</sup>
- Product is only operated in normal conditions, not during adverse wind conditions

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# INTRODUCTION

## OPERATOR SPECIFICATIONS

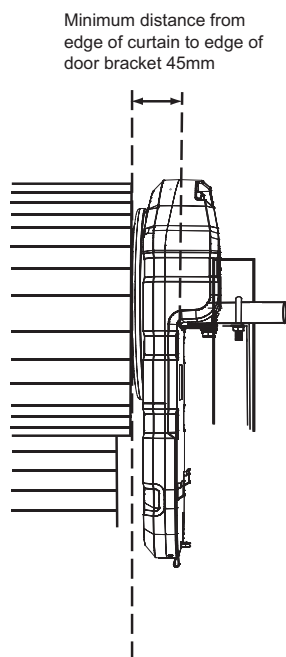
Power Specifications	
Main AC Power Supply	220-240 Vac 50-60Hz
Max. Pull Force	1,300N
Power	150W
Operating Temperature	-20°C to +50°C
Door Specifications	
Max Door Height	5.5m
Max Door Weight	270kg
Max Lift under Spring Tension	20kg
Normal Torque	45Nm
Maximum Door Area	Commercial Steel Spring-Balanced Roller Doors up to 28m <sup>2</sup>
Max. Door Cycles	50 cycles / day
Dimensions	
Operator Height	470mm
Operator Width	280mm
Operator Depth	95mm (Door Curtain to Wall)
Transmitter Specifications	
Hand Transmitters	64 devices
Keypad Transmitters	2 devices
Operator Frequency	433-434MHz, 868 MHz
Usage	
Indoor Use Only	

## DOOR REQUIREMENTS

The maximum allowable height is 5.5m (light commercial door) with a maximum curtain area of 28m<sup>2</sup> (door height in metres multiplied by the width in metres). The door must be of corrugated sheet construction, spring balanced & of a mass not exceeding 270 kg. Door axle diameter must not exceed 35 mm.

Ensure that there is at least 45 mm from the edge of the curtain to the edge of the bracket. If the roller door drum is on the edge of the curtain or is a smaller diameter, additional clearance may be required. (Ensure there is a power point near the operator.)

**NOTE: The installer is required to check that the temperature range marked on the drive is suitable for the location.**



## WARNING

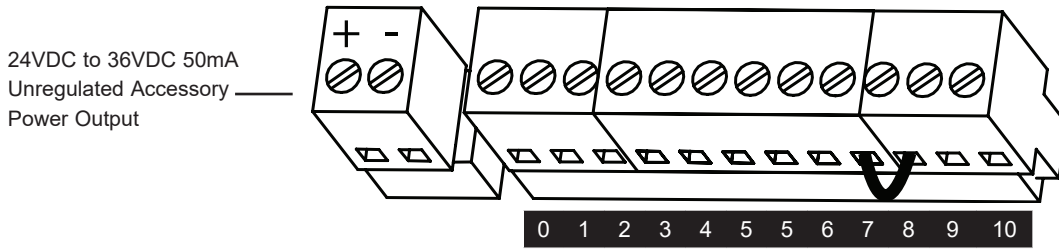
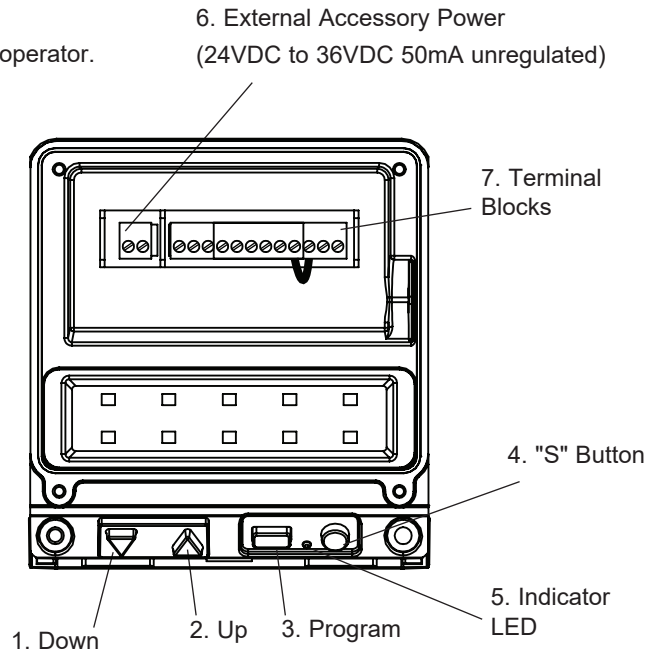
A 240V General Purpose Outlet (GPO) ie. Power Point must be available in close proximity to the operator. This fitting is not part of the operator hardware and must be supplied by the consumer.

# INTRODUCTION

## CONTROL PANEL OVERVIEW

Control Panel is accessible under the front cover at the bottom of the operator.

1.	Down Button	Used for initial programming, driving the door down and for displaying diagnostic codes - Digit 1
2.	Up Button	Used for initial programming, to drive the door up and for displaying diagnostic codes - Digit 2
3.	Prog Button	Used to program door limits and other features
4.	"S" Button	Used for programming remote access devices, myQ and manual learning of forces
5.	Indicator LED	Used to indicate various programming modes
6.	External Accessory Power	24VDC to 36VDC 50mA available. Constant supply (no low standby) unregulated.
7.	Terminal Blocks	Used to configure external accessories. See chart below for the function of each terminal block.



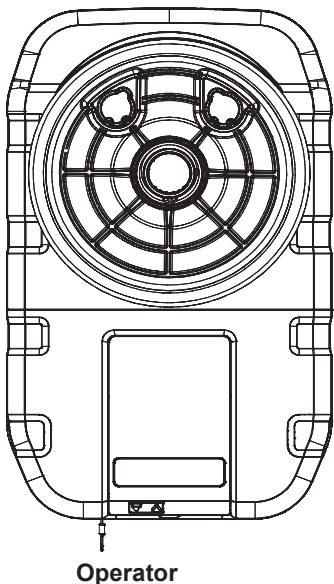
### Terminal Block Functions

No.	Function	Polarity	Comment
0	E-Serial port	+ve	Serial Communication Input
1	Door	+ve	N/O Dry Contact input for Open/Stop/Close wall control
2	Open/only	+ve	OPEN control input / Fire OPEN Input
3	Close/only	+ve	CLOSE control input
4	Hold to close	+ve	N/O Dry contact for HOLD to CLOSE input. Will not override Entrapment Protection System
5	GND	-ve	Common for all wired access control devices / Fire OPEN Input
5	GND	-ve	Common for IR Beam (Entrapment Protection System)
6	IR Beam +	+ve	IR Beam (Entrapment Protection System) input (pulsing type only)
7	E Stop +	+ve	E stop + control (7 & 8 are normally linked)
8	E Stop -	-ve	E stop - control (7 & 8 are normally linked)
9	Accessory Power +	+ve	Regulated power supply +24VDC 150mA while door in motion
10	Accessory Power -	-ve	Regulated power supply negative terminal

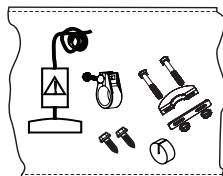
# INTRODUCTION

## CARTON INVENTORY

LM955GBME contains the operator, mounting hardware and accessories.



1 x Liftmaster 75EV  
Wired Wall Button



Hardware Bag

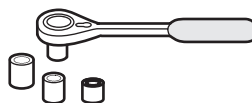
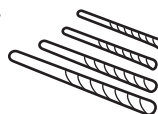
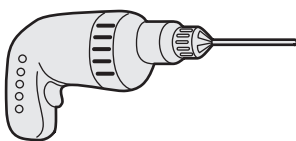
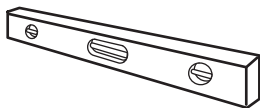
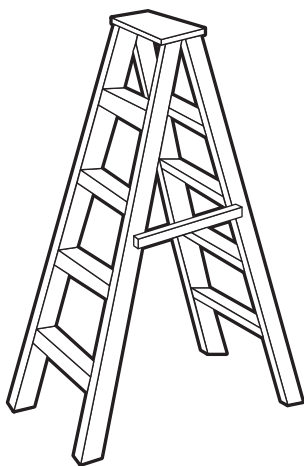


Warning Label

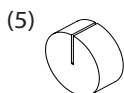
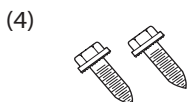
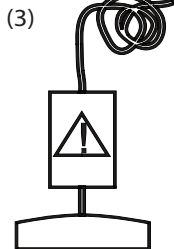
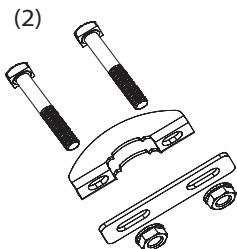
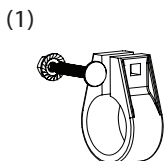


2 x Liftmaster ME965-LM  
4-Channel Keyring Transmitters

## TOOLS REQUIRED



## HARDWARE PROVIDED



- (1) Stop Collar Assembly
- (2) Clamp Assembly
- (3) Release cord
- (4) Self tapping door pinning screws x 2
- (5) Rubber grommet

# INSTALLATION



## WARNING

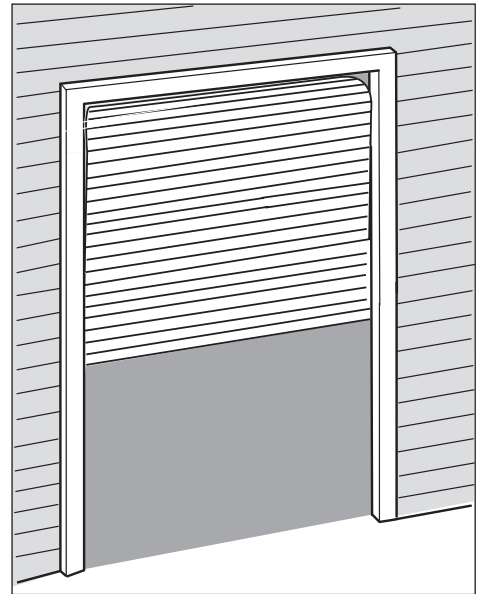
Before beginning installation of the operator check the door is in good mechanical condition, opens and closes properly and correctly balanced

## STEP 1

### TESTING THE DOOR

Complete the following test to ensure your door is well balanced, and not sticking or binding:

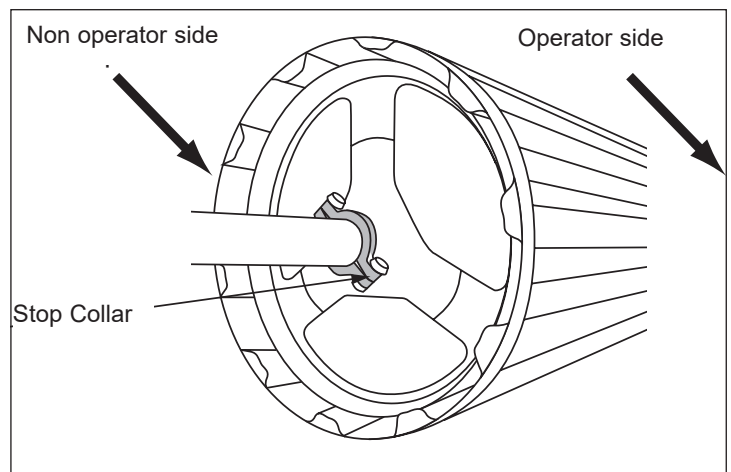
- Disable all locks and remove any ropes connected to the door.
- Lift the door to about halfway and then release it. The door should remain spring balanced.
- Raise and lower the door to determine if there are any sticking or binding points (20 kg of force is the absolute maximum allowable to raise or lower the door in any position).
- If your door does not hold in place or the door binds, sticks or requires excessive force to move, call a qualified door technician before installing the operator.



## STEP 2

### INSTALLING THE STOP COLLAR

- Install the stop collar on the opposite end to where the operator is to be installed.
- Fit the stop collar hard against the boss of the door drum. Ensure the U-bolt holding the door shaft to the door bracket is tightly secured.

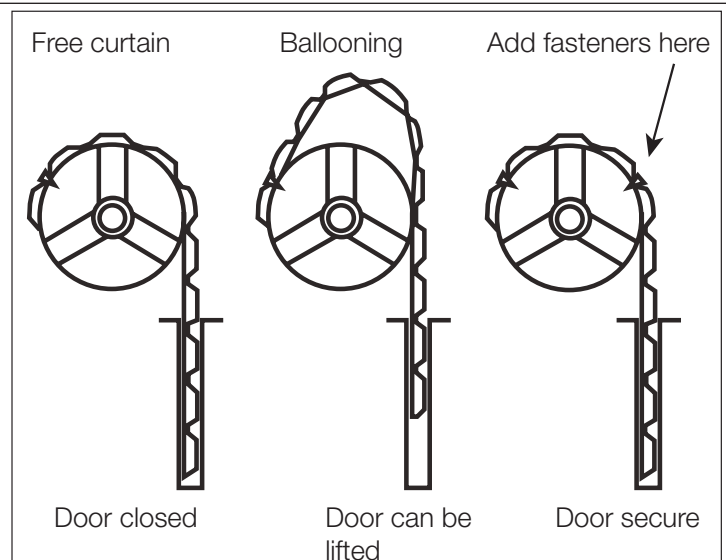


## STEP 3

### PINNING THE DOOR

**Note:** A ballooning door may delay the safety reversal response and can compromise door security.

- To remedy any ballooning place self tapping metal screws or rivets where the curtain leaves the roll. Secure these through the curtain into the drum wheel at each end of the roll.
- After determining the correct fastener location as shown, lift the door approximately half a turn from the closed position to allow access for drilling.



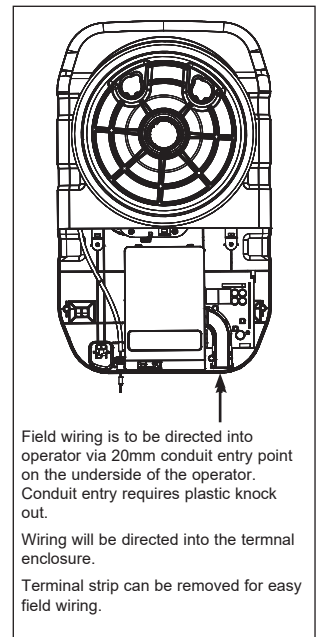
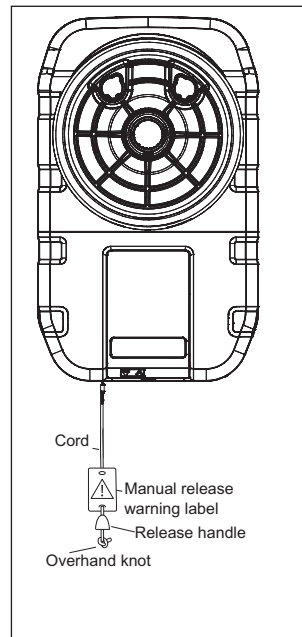
# INSTALLATION

## STEP 4

### THE RELEASE HANDLE & CORD

- Thread one end of the cord through the hole in the top of the red release handle so that "NOTICE" reads right side up as shown.
- Secure with an overhand knot at least 25mm from the end of the cord to prevent slipping.
- Thread the other end of the cord through the loop of the manual release cable.
- Adjust cord length so the handle (when installed) will be no higher than 1.8 m above the floor. Secure with an overhand knot.

**NOTE: Final adjustment of handle height should be completed after the operator is installed. If it is necessary to cut the cord, heat seal the cut end to prevent unravelling.**



## STEP 5

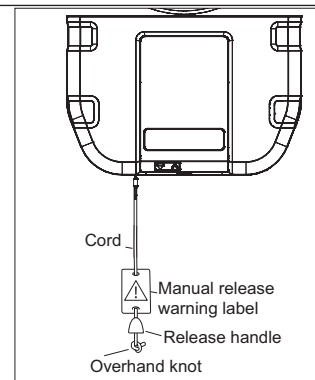
### OPERATING THE MANUAL RELEASE

#### To disengage the operator

Pull the release cord down firmly,  
(operator will make a clicking noise).

#### To re-engage the operator

Pull the release cord down firmly,  
(operator will make a clicking noise).



**Disable all locks and remove any ropes connected to the door.**

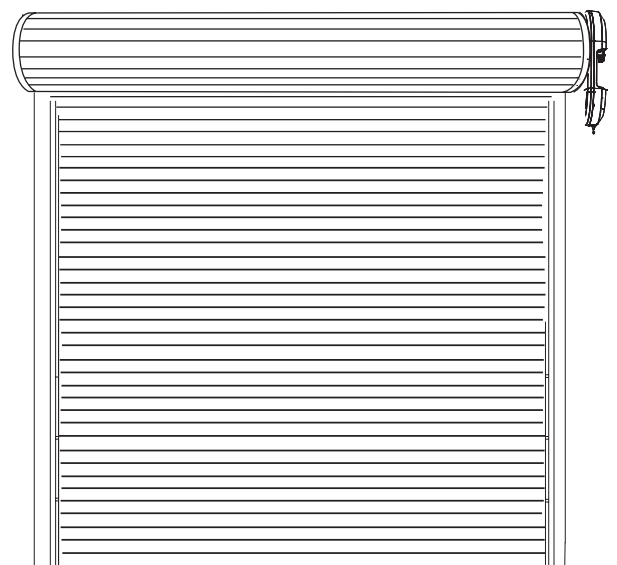
**Take care when operating the manual release as an open door may fall rapidly due to weak or broken springs, or being out of balance.**

## STEP 6

### IDENTIFY LEFT OR RIGHT HAND INSTALLATION

Refer to step 8 for instructions on changing left and right hand operator installation.

LEFT  
(handing must be changed during limit setting, step 8)



RIGHT  
(factory default setting)

Inside looking out

# INSTALLATION

## STEP 7

### INSTALLATION PROCEDURE



Do not allow people to walk under or around the door during the installation process as serious injury can occur.

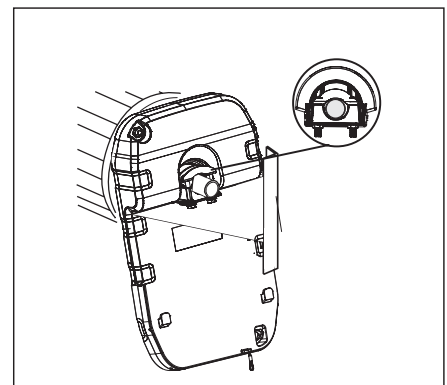
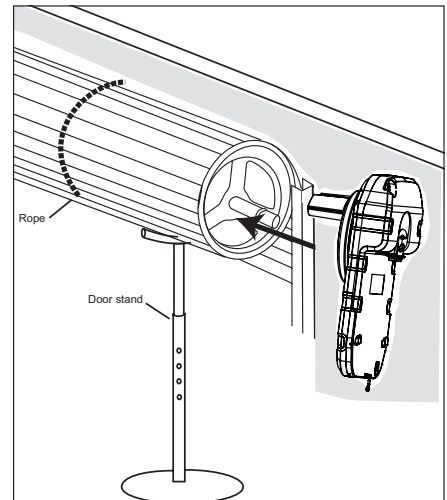
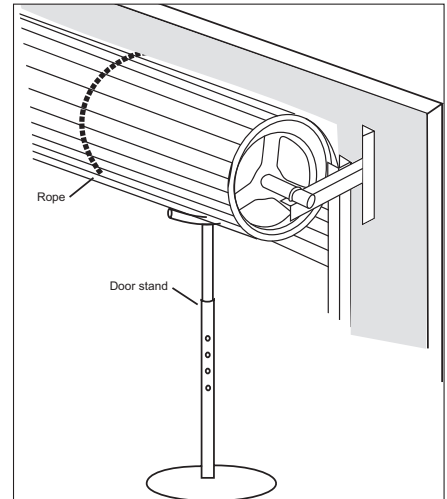
**NOTE:** The operator can be installed on either side of the door. The following instructions are for **RIGHT HAND INSTALLATIONS** (as illustrated i.e. inside the garage looking out). For left hand installations, reverse the instruction terminology (eg LEFT for RIGHT etc).

#### Preparation:

- Place the operator in manual release mode (refer step 5).
- Open the roller door fully. For safety, tie a rope around the door.
- Ensure the door axle U-BOLT and door mounting bracket on the left hand side (non operator side) are securely fastened.
- Support the door with a door stand or similar device to safely support the door.
- Mark the position of the door shaft on the right hand door bracket (for reassembly purposes).
- While the door is supported, remove the right hand axle U-Bolt and door mounting bracket from the wall.

#### Install the operator:

- Slide the operator over the door axle and engage the drive legs into the door drum wheel, either side of a spoke.
- Refit the door mounting bracket to the wall. If the door bracket needs to be relocated due to operator width.
- Clamp the operator on the door axle and door bracket in the marked position using the clamp assembly supplied (tighten to 25 – 28 Nm).
- If side room exceeds 95mm clamp independently to the door axle as illustrated
- Remove all ropes and the support stand.
- Check the operation of the door in manual mode by raising and lowering by hand. It should operate smoothly without sticking or binding. The disengage handle should already be attached less than 1.8 m above the floor.



## WARNING

Connect Electric Power

TO AVOID INSTALLATION DIFFICULTIES, DO NOT RUN THE DOOR OPERATOR UNTIL INSTRUCTED TO DO SO

Connect to properly fused and earthed power outlet.

- Position the power cable away from the door curtain and any moving parts
- Ensure all ropes and installation tools have been removed from the door
- When the operator is switched ON, the operator light flashes and then remains ON.

## STEP 8

### PROGRAM THE TRAVEL LIMITS AND FORCE SETTINGS

Travel limits set how far your door goes up and down. Your operator must also be configured for right or left hand installation. If not the door will rotate in the reverse direction.

**Program Buttons:** The Control Panel diagram on page 6 identifies the Control Buttons and LED layout. Remove the cover.

**Audible BEEP:** An audible “BEEP” also occurs with each button press. This feature can be turned OFF

**Courtesy light:** During the programming sequence, the courtesy light will be at half strength

**NOTE: The LM955GBME operator is factory configured for right hand installation.**

**!** The operator will operate during this procedure. Make sure the door is clear of obstruction. Ensure your hands are away from any moving parts before activating the door.

#### Setting the Right or Left Hand Operation:

Refer to the diagrams on the right for guidance.

Ensure the door is positioned halfway and the operator is engaged (out of manual mode).

Turn the operator Power ON, the courtesy light will turn ON.

1. Press the “P” button for 5 seconds until the indicator LED will flash, as well as the UP or DOWN arrow. For Right Hand setting, UP will flash, and for Left Hand setting, DOWN will flash.
2. To change to the opposite setting, simply press the “S” button, and the opposite LED will flash.
3. When the correct hand setting is selected, Press and Release the “P” program button to accept this setting. (continue)

#### Setting the Door Limits:

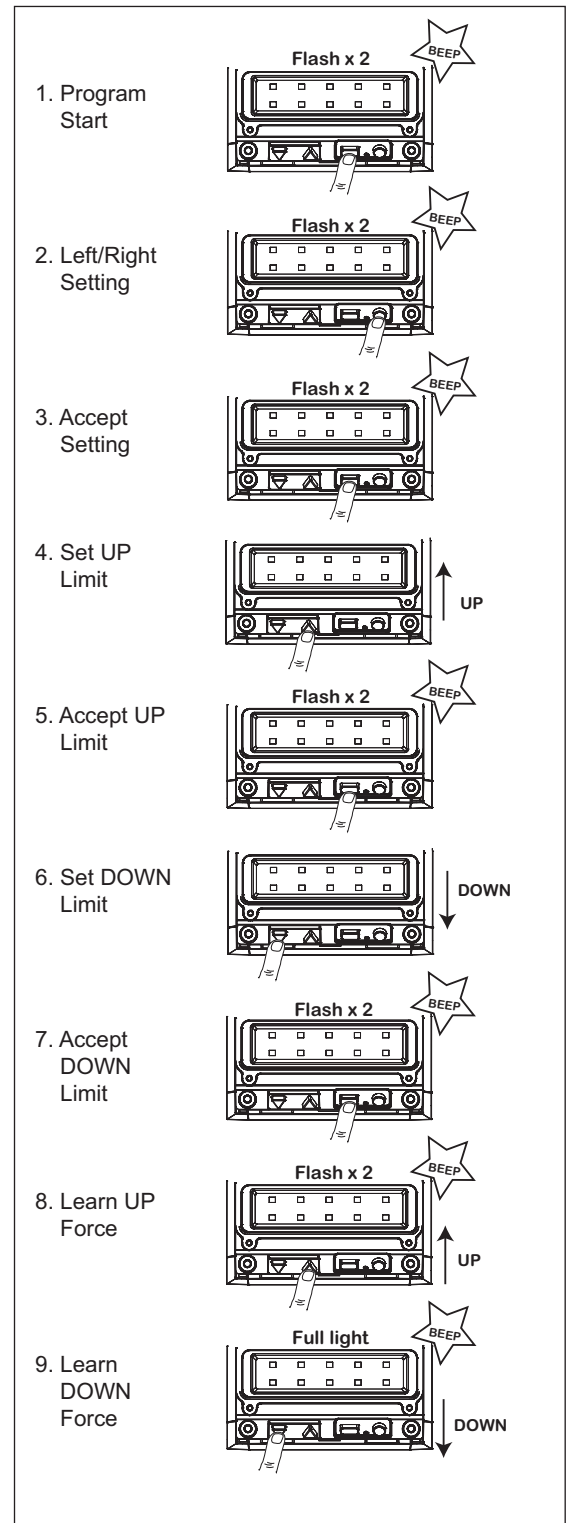
4. Press and hold the UP button until the door reaches the desired OPEN position (You can toggle between the UP and DOWN buttons to move the door to the correct position. Make sure there is enough room for your vehicle to pass under)
5. Press and release the “P” program button to accept this setting.
6. Press and hold the DOWN button until the door reaches the desired CLOSED position (You can toggle between the UP and DOWN buttons to move the door to the correct position.)
7. Press and release the “P” program button to accept this setting. (UP should flash to indicate you are now in Force Learn mode) (continue)Setting the Force Automatically:
8. Press and release the UP button. The door will travel to the OPEN position with UP flashing.
9. Press and release the DOWN button. The door will travel to the CLOSED position with DOWN flashing. When fully closed, DOWN will stop flashing and the courtesy light will change to full power.

(This process is now complete)

#### Setting the Force manually: (Only perform if Limits are already set)

- Start with the door fully CLOSED.
- Press the “S” button twice to enter into force learn mode. The Courtesy light will go to half strength, and UP will flash quickly.
- Press and release the UP button. The door will travel to the OPEN position, then DOWN will flash quickly.
- Press and release the DOWN button. The door will travel to the CLOSED position, then DOWN will stop and the courtesy light will change to full power.

(This process is now complete.)



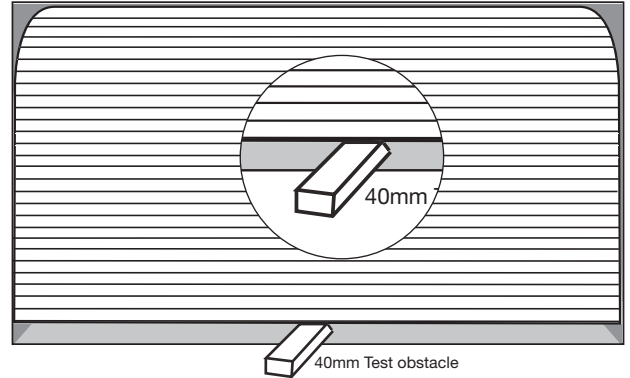
## STEP 9

### TESTING THE SAFETY REVERSE SYSTEM

#### ! WARNING

The safety reverse system test is important.  
The door must reverse on contact with a 40 mm obstacle laid flat on the floor. Failure to properly adjust the operator may result in serious personal injury from a closing door.

Operate the door in the down direction. The door must reverse upon contact with the obstacle. If the door stops on the obstacle, remove obstacle and repeat limit and force setting (refer Step 8).  
**Repeat test of the safety reverse system.**



## STEP 10

### FIXING WARNING LABELS

Once you have completed your installation and successfully carried out the safety reverse system test (outlined above), install the warning labels provided with your operator as shown.

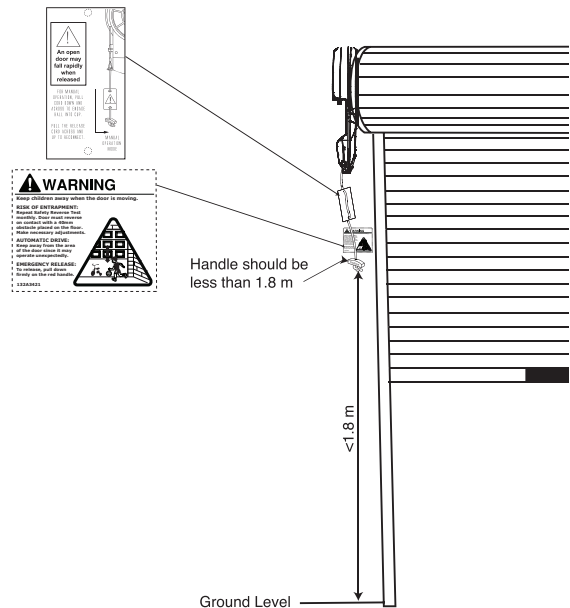
The **risk of entrapment WARNING label** MUST be installed adjacent to the release handle at a height of less than 1.8 m from the floor in a prominent place.

If required, use an eye bolt or hook (not included) to guide the release handle rope.

Any fixed wall control or wireless door control must be mounted at a height of no less than 1.5 m **out of the reach of children**.

Ensure the manual release instruction card is attached to the rope as detailed in step 4.

Read the safety instructions (page 2) for further details concerning safety.



## STEP 11

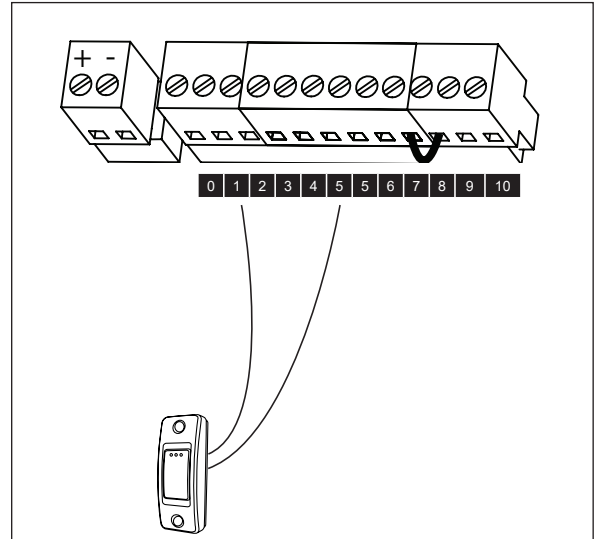
### INSTALLING THE 75EV WIRED LED WALL BUTTON

Install 75EV according to wall button manual.

## ! WARNING

Disconnect power to the operator whilst installing this accessory to prevent accidental activation.

Locate minimum 1.5 m above the floor to properly adjust the operator may result in serious personal injury from a closing door.



## STEP 12

### SETTING TIMER-TO-CLOSE

**TIMER-TO-CLOSE feature: (TTC) 10 to 180 seconds.**

**NOTE: The Monitored Entrapment Protector System must be installed before TTC will operate.**

The Timer-To-Close feature allows the door to automatically close after a specified time period. The courtesy light will flash 8 seconds before the door starts to move and continues to flash until the door is closed. If the door encounters an obstruction while closing, the operator will return to the OPEN position and the waiting period will begin again.

**To activate the Timer-To-Close:**

- Start with obstruction detection beams installed and the door fully CLOSED
- Press and Hold both “P” and DOWN buttons for 3 seconds. When the Courtesy light flashes “TWICE”, release both buttons
- Press the UP for each 10 second interval required for Timer-To-Close. A “BEEP” will register for each press. DOWN button will reduce the count if needed.
- Press and release the “P” button to accept this setting

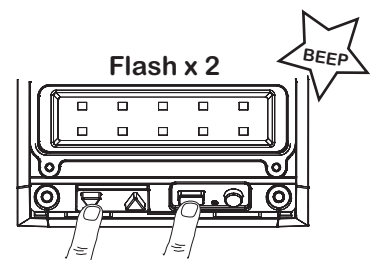
**To deactivate the Timer-to-Close:**

- Start with the door fully CLOSED
- Press and Hold both “P” and DOWN buttons for 3 seconds. When the Courtesy light flashes “TWICE”, release both buttons.
- Press and release the “P” button to accept this setting.

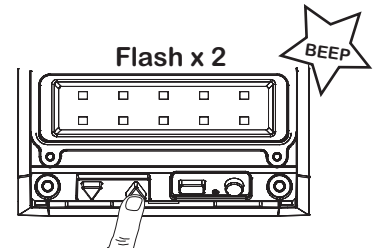
## ! WARNING

Door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.

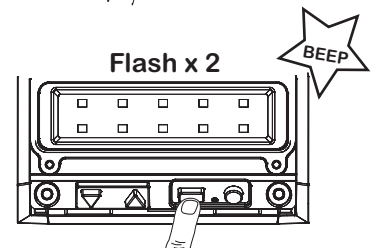
### ACTIVATE TIMER-TO- CLOSE



### SET TIME



### ACCEPT SETTING



## STEP 13

### AUDIBLE BEEP (OPTIONAL)

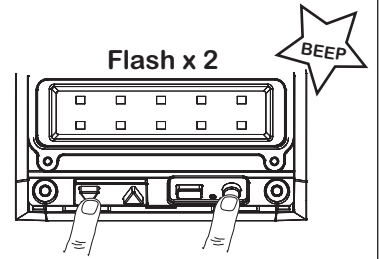
The LM955GBME has been factory set for an audible "BEEP".

The Audible beep can be turned OFF by using the following method.

- Start with the door fully CLOSED.
- Press and Hold both "S" and DOWN buttons for 3 seconds
- The Courtesy light will flash "TWICE". Release the buttons.

To turn the audible beep back ON, simply repeat the above process.

### AUDIBLE BEEP



## STEP 14

### PROGRAM THE TRAVEL SPEED

There are two travel speeds available for this operator.

Factory preset is NORMAL speed.

A slower speed can be selected using the following process.

To activate the alternate speed:

PRESS and HOLD both the UP and DOWN arrows for 3 seconds. The courtesy lamp will flash once to confirm SLOW speed and twice to confirm REGULAR speed.

To deactivate the selected speed: Repeat the process above (toggle between the two settings).

## STEP 15

### VENTILATION MODE - PARTIALLY OPEN FEATURE

This is an adjustable, second stop position, that can be pre-set, partially opened for ventilation, for pedestrian or pet access. It is only operational with hand held remote controls.

**myQ Activation:** It is not a normal feature of the myQ phone App, however, from the pre-set position, an open door can be fully "CLOSED" but a closed door cannot be "OPENED" to the pre-set position.

To activate the ventilation mode:

1. Start with the door fully CLOSED (figure 1). Drive the operator UP and stop at the position required for you wish to set the door at.
2. Enter ventilation activation mode by pressing the P and UP buttons together for 3 seconds (figure 2). Release when the courtesy light flashes once.
3. Press the remote control button that you have allocated for this feature (figure 3). Do not use the button already allocated for normal operation. The courtesy light will flash when the code is accepted.

The remote will now operate to and from the "programmed" and the "fully closed position". Outside this range the remote will operate as normal.

To Deactivate the Partial Opening Feature:

1. Start with the door fully CLOSED.
2. Enter ventilation mode by pressing the P and UP buttons together for 3 seconds (figure 2). The courtesy light will flash twice, indicating that deactivation has occurred.

Figure 1

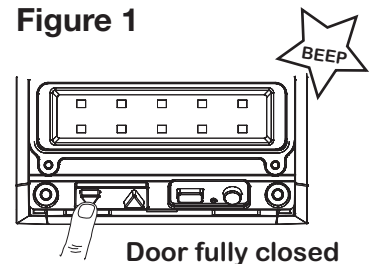


Figure 2

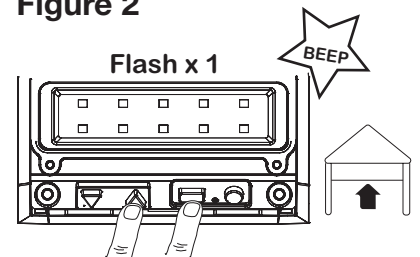
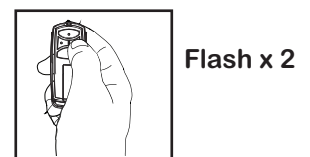


Figure 3



## STEP 16

### COMMISSIONING REMOTE ACCESS DEVICES

**NOTE:** The transmitters and wireless wall button supplied with your operator are preprogrammed by the factory.

If you purchase additional transmitters, the Operator must be programmed to accept the new remote code.

#### Program the receiver to match additional transmitter codes: Using the “S” SAVE Button

1. Press and hold the button on the remote that you wish to use (1)
2. Press the “S” button on the operator for 1 second (2)
3. Release the remote button when the courtesy light flashes twice. It has learnt the code. If you release the remote control push button before the operator light flashes, the operator has not learnt the code.

Now the operator will operate when the remote control button is pressed.

#### To Erase all Remote Control Codes:

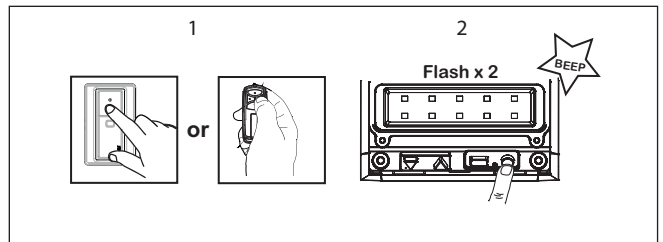
1. Press and hold the “S” button on the operator until the courtesy light flashes twice, and continue holding for approximately 8 seconds, until the courtesy light flashes twice again.
2. Release the button, all remote codes are now erased.

#### To Erase all Remote Control and the myQ activation code:

1. Press and hold the “S” button on the operator until the courtesy light flashes twice, and continue holding for approximately 8 seconds, until the courtesy light flashes twice again.
2. Release the button and immediately Press and Hold the “S” button again to repeat step 1.
3. Release the button, all remote and myQ codes are now erased.

## ! WARNING

Activate the operator only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage while door is in motion. Do not allow children to operate push button(s) or remote(s). Do not allow children to play near the door.



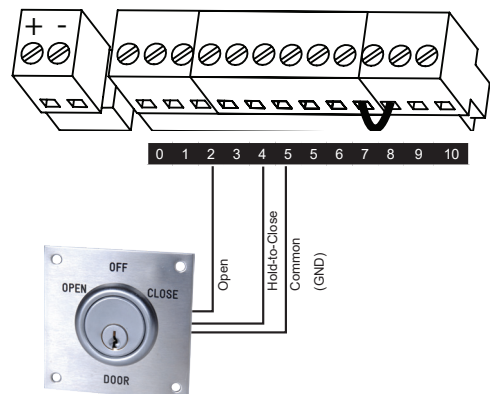
## STEP 17

### COMMISSIONING KEYSWITCH

Key switches are wired into the terminal board as shown right.

When closing the door via a keyswitch wired into the Hold-to-Close terminal (terminal 4) the operator will ignore the latch-to-close force reversal setting.

If Latch-to-Close is required, the keyswitch should be wired into terminal 3.



# COMMISSIONING

## STEP 18

### COMMISSIONING myQ

#### myQ GATEWAY (not provided)

Product is compatible with myQ connectivity feature.

You will need a broadband internet connection to use the Internet Gateway.

Liftmaster Monitored Entrapment Protection is required to enable myQ control. Refer to page 5 for wiring details and refer to the safety device's manual for more information.



#### PROGRAMMING myQ

Please refer to the myQ manual supplied with the Gateway.

## STEP 19

### COMMISSIONING FIRE OPEN INPUT

Activation of the Fire OPEN Input will hold an open door open, or open a closed or closing and hold the door at the fully open position.

While the Fire OPEN Input is active, all other inputs or commands will be ignored. When the Fire OPEN Input is released, the operator will respond to other commands, including Timer-To-Close, allowing the door to close.

#### Wiring Process:

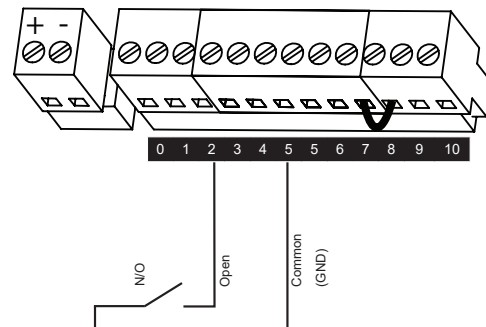
Connect the N/O Fire Signal to Terminals 2 and 5.

#### Test Operation

Activate the Fire OPEN Input and latch. After three seconds, the operator will drive the door to the OPEN position and hold open.

Test the operation using a transmitter or other close command. The door will remain open, and the Control Panel will now display a 5-1 diagnostic code.

Release the Fire OPEN Input. Test the operation using a transmitter or other close command. The operator will now drive the door to the CLOSED position.



# ACCESSORIES

All Liftmaster remote access devices feature Security +2.0 technology. This advanced platform cuts through interference, and ensures consistent, reliable, long range operation of your commercial door.

With inbuilt perpetual rolling code technology, Liftmaster Security +2.0 transmitters are safe and secure. All devices feature exceptional battery life, easy configuration and long range.

#### SECURITY +2.0 REMOTE ACCESS DEVICES

##### ME965-LM

4-Channel Keyring Transmitter



##### 128EV

Wireless Wall Control



#### WIRED KEY SWITCH

##### KS103HP



# MAINTENANCE AND CARE

## USING YOUR OPERATOR

1. Your operator can be activated by any of the following devices:

- Operator control panel: Up and Down Buttons
- The Outside Keyswitch or Keyless Entry System (if you have installed either of these accessories).
- The Remote Control Transmitter. Hold the push button down until the door starts to move.
- myQ access device (if connected). Monitored Entrapment Protection is required to enable myQ.



## WARNING

**Before opening the door manually, ensure door is at its CLOSED limit position if possible.**

2. Opening the Door Manually: DOOR SHOULD BE FULLY CLOSED IF POSSIBLE. Weak or broken springs could allow an open door to fall rapidly. Property damage or serious personal injury could result.

The door can be opened manually by pulling the release handle down. To reconnect the door, pull the manual release rope towards the operator until it springs back to its original horizontal position.

Do not use the manual release handle to pull the door open or closed.

3a. When TTC is not set.

When the Operator is Activated by Remote Control:

1. If open, the door will close. If closed, the door will open.
2. If closing, the door will stop.
3. If opening, the door will stop.
4. If the door has been stopped in a partially open or closed position, it will reverse direction.
5. If an obstruction is encountered while closing, the door will reverse to the OPEN limit position.
6. If an obstruction is encountered while opening, the door will stop and reverse for a short distance.
7. The Safety Beam uses an invisible beam which, when broken by an obstruction, causes a closing door to open and prevents an open door from closing.

3b. When TTC is set.

When the Operator is Activated by Remote Control:

1. If open, the door will not move, but the timer will reset
2. If closing, the door will stop and open.
3. If opening, the door will continue towards the open limit.
4. If the door has been stopped in a partially open or closed position, it will open.
5. If an obstruction is encountered while closing, the door will open.
6. If an obstruction is encountered while opening, the door will stop and reverse for a short distance.
7. The Safety Beam uses an invisible beam which, when broken by an obstruction, causes a closing door to open and prevents an open door from closing.

4. The operator lights will turn on under the following conditions: when the operator is initially plugged in; when power is restored after interruption or when the operator is activated. Lights will turn off automatically after 2-1/2 minutes.

## CARE OF YOUR OPERATOR

### Once a Month

- Disconnect power cord when performing service or maintenance.
- Manually operate door. If it is unbalanced or binding, call a qualified door technician.
- Check to be sure door opens & closes fully. Adjust limits and/or force if necessary.

### Once a Year

- Disconnect power cord when performing service or maintenance.
- Internally the operator does not require additional lubrication.
- Lightly grease the chain and inside the rail assembly where the trolley slides. Be careful to use gloves around any sharp metal edge or the rail.

# REPLACE BATTERIES IN TRANSMITTERS

## Battery of the transmitters:

The batteries in the transmitter have a long life.

If the transmission range decreases, the batteries should be replaced. Batteries are not covered by the warranty.



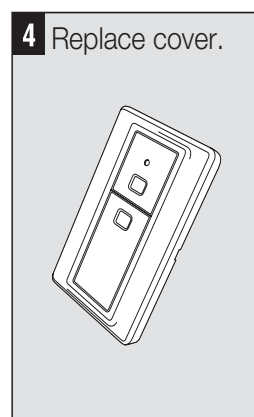
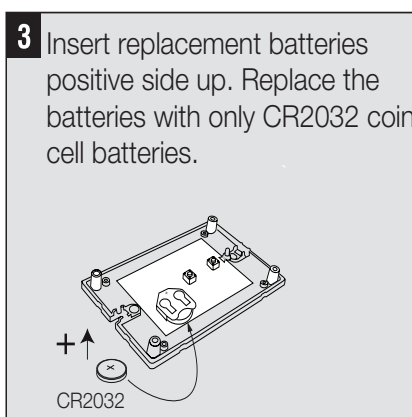
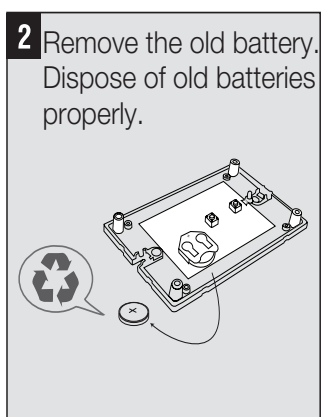
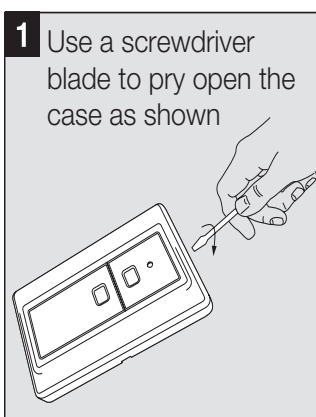
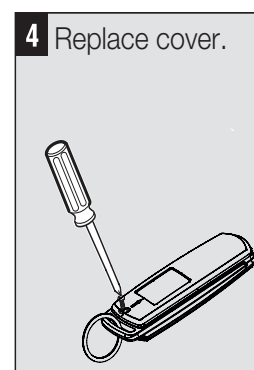
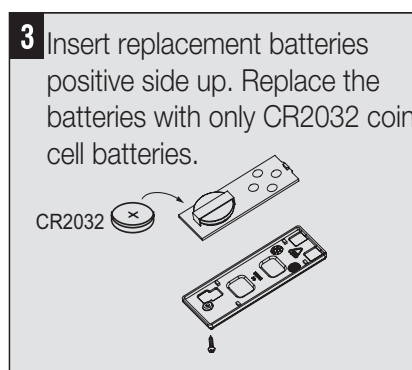
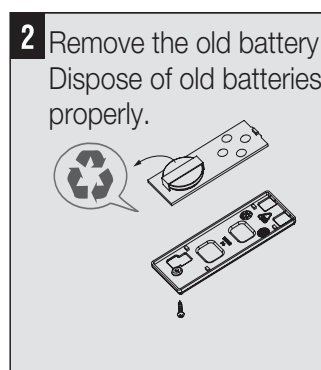
**WARNING! This product contains a button/coin cell battery.**

- The battery is hazardous.
- Keep new and used batteries away from children.
- Do not ingest battery. Chemical burn hazard.
- If the coin cell battery is swallowed or placed inside any part of the body, it can cause severe or fatal injuries in 2 hours or less.
- If the battery compartment does not close securely, stop using the product and keep away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Dispose of used coin/button cell batteries immediately and safely. Flat batteries can still be dangerous.

Replacing battery (CR2032 or equivalent):

To replace the battery, turn the transmitter around and open the case with a screwdriver. Lift the cover and lift the control board. Slide the battery to one side and remove the old battery. Be sure to observe the polarity of the battery.

Assemble the transmitter again following the steps in reverse.



## TROUBLESHOOTING

1. The operator will not operate from either the UP/DOWN activation button or the transmitters:
    - Does the operator have electric power? Plug a lamp into the outlet. If it does not work, check the fuse box.
    - Have you disabled all door locks? Review the installation instruction warnings on page 1.
    - Is there a build-up of ice or snow under the door? The door may be frozen to the ground. Remove any restriction.
    - The garage door spring may be broken. Have it replaced by contacting a garage door repairer.
    - The Fire OPEN Input has been activated, Check for 5-1 error code.
  2. The door operates from the UP/DOWN activation buttons but not from the wireless wall control or transmitter:
    - Program the operator to match the transmitter code.
    - Repeat with all transmitters.
    - Check and replace the batteries if necessary
  3. The transmitter has short range:
    - Change the location of the transmitter.
    - Check to be sure the antenna on the bottom of the operator extends fully downward.
    - Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.
    - The batteries may be flat. Replace the batteries.
  4. The door operates from the remote controls, but not from the myQ Gateway Device. (smart phone App etc):
    - Check your internet service and router is active. (Are other household devices operational?)
    - Check the myQ Gateway Device is On and Connected. (refer to page 15 to confirm the Green and Blue led status is correct)
    - Confirm your myQ App is functioning, use the website to confirm the system is operational.
    - If the door will only OPEN, check the safety beams are not obstructed.
    - For other issues relating to myQ activation, there are FAQs available on the myQ App that may assist.
  5. The garage door opens and closes by itself:
    - Be sure that no transmitter buttons are being pressed.
    - Clear the memory and re-program all wireless wall controls and transmitters.
  6. The door reverses and stops before opening completely:
    - Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or repair the door.
  7. The LED Indicators on the control panel are flashing in sequence:
    - Check the diagnostic code on page 19.
  8. The door opens but will not close (or reverses while closing):
    - Is something obstructing the door? Pull the manual release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
    - Clear any ice or snow from the garage floor area where the door closes.
    - Repeat the limit and force setting. Repeat safety reverse test after adjustments.
  9. Door reverses for no apparent reason and operator lights flash 10 times:
    - Check the Monitored Entrapment Protector System (if installed). If the red light on the beam is flashing, the alignment is incorrect.
    - The red light on the beams may not be on if the operator is in Standby mode. Activate the door to temporarily exit standby mode and check lights are on constantly. If the LEDs are flashing, realign the beams.
- If the Monitored Entrapment Protector System is installed and needs to be removed, the Operator will need to be programmed as follows:
- Note: myQ Internet Activation will no longer function.**
- Remove the Entrapment Protection Wiring from the operator
  - Turn the power OFF for 5 seconds
  - Turn the power ON for 5 seconds
  - Again turn the power OFF for 5 seconds
  - Turn the power back on and test the operator for normal operation.
10. The operator strains to operate the door:
    - The door may be out of balance or the springs may be broken. Close the door and use the manual release to disconnect the door. Open and close the door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, disconnect the operator and call a trained door systems technician.
  11. The operator operator hums briefly, then will not work:
    - Check that the door is not in manual release mode (refer to step 5).
    - The garage door springs may be broken.
    - If the problem occurs on the first operation of the operator, the door may be locked. Disable any doorlocks.
  12. The operator will not operate due to a power failure:
    - Use the manual release handle to disconnect the door. The door can be opened and closed manually. When power is restored, re-engage the operator to operate it via a transmitter.

# DIAGNOSTICS

The operator is programmed with self-diagnostic capabilities. The UP and DOWN arrows on the control panel indicate the diagnostic code.

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
DOWN Arrow Flashes	UP Arrow Flashes		
1	1	The operator will not close and the courtesy light flashes.	Safety sensors are open circuit or wires may be cut. Inspect sensor wires for a disconnected or cut wire. Turn power off and reboot the operator.
1	2	The operator will not close and the courtesy light flashes.	There is a short circuit wire for the safety sensors. Inspect safety sensor wire at all staple points and replace wire or correct as needed. Turn power off and reboot the operator.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	4	The operator will not close and the courtesy light flashes.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	There is no door movement or operator accelerates before stopping suddenly.	No RPM pulses have been detected. Check the door manually for balance, binding or obstructions. Internally the possible cause may be the operator, logicboard or RPM sensor. Try resetting door travel limits. Contact service centre.
2	1	Operator fails to operate.	Possible PCB memory failure. Reboot operator by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	2	Operator fails to operate.	Possible PCB Voltage failure. Reboot operator by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	4	Operator fails to operate using the remote controls.	Possible receiver failure. Reboot operator by turning the mains power OFF and then ON after 15 seconds. Recode the transmitters. Contact service centre.
4	1	Door is moving down, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).
4	2	Door is moving up, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).
5	1	Operator fails to operate	Fire OPEN Input has been activated. Check the Fire Input (terminals 2 & 5).
5	5	Operator fails to operate	Low internal voltage on the logic board. Possible power transformer or logic board failure. Service required. Call a trained service specialist.

## مراجعة رموز السلامة وكلمات التنبيه

تم تصميم واختبار جهاز فتح الأبواب التجاري هذا لتقديم خدمة آمنة بشرط أن يتم تركيبه وتشغيله وصيانته واختباره بالتوافق الدقيق مع التعليمات والتحذيرات الموجودة في هذا الكتيب.

عندما ترى رموز السلامة وكلمات التنبيه هذه في الصفحات التالية، فهي تنبّهك باحتمالية الإصابة الخطيرة أو الموت إذا لم تمتثل للتحذيرات التي تصاحبها. قد يأتي الخطر من شيء ميكانيكي أو من الصدمة الكهربائية.

**WARNING**

Mechanical

**WARNING**

Electrical

عندما ترى كلمة التنبيه هذه موجودة في الصفحات التالية، فهي تنبّهك باحتمالية حدوث ضرر لبابك التجاري و/أو جهاز فتح الأبواب التجاري إذا لم تمتثل ل عبارات التنبيه التي تصاحبها.

**CAUTION**

تعليمات السلامة التالية هامة للغاية، يرجى اتباع جميع التعليمات حيث أن التركيب غير الصحيح قد يؤدي إلى الإصابة الشديدة أو الموت



يجب أن يكون الباب التجاري متوازنًا. يجب إصلاح الأبواب العالقة أو المحشورة. تقع الأبواب التجارية وزنبركات الباب والكابلات والبكرات والكتيفات وعتادها تحت ضغط شديد ويمكن أن تسبب الإصابات الشخصية البالغة. لا تحاول فكّها أو تحريكها أو تعديلها. اتصل بخدمة الأبواب التجارية.



احتفظ بالملحقات الإضافية بعيدًا عن متناول الأطفال. لا تسمح للأطفال باللعب بزر (أزرار) التشغيل أو جهاز (أجهزة) التحكم عن بُعد. قد ينتج عن الاستخدام الخاطئ لجهاز فتح الباب الإصابة الشخصية البالغة التي قد تحدث بسبب إغلاق الباب التجاري. حيث أن الباب قد يسبب إصابات خطيرة عند إغلاقه بدون توافر أجهزة السلامة. يُسمح فقط للأشخاص المدربين باستخدام جهاز فتح الباب.



شغلّ جهاز فتح الباب فقط عندما يكون الباب مرئيًا بشكل كامل وخالي من العوائق وأن يكون جهاز فتح الباب قد تم ضبطه بشكل صحيح. يجب ألا يدخل أو يغادر أحد المبنى عندما يكون الباب في وضع الحركة.



يجب أن يقوم أحد فنيي الكهرباء بفصل التيار الكهربائي عن جهاز فتح باب التجاري قبل إجراء أي إصلاحات أو إزالة الأغطية.



يمكن أن تؤدي الرطوبة والماء إلى تلف المكونات الإلكترونية. تأكد أن الرطوبة والماء أو رطوبة التخزين لا يمكنها اختراق الإلكترونيات تحت كل الظروف. ونفس الشيء ينطبق على الفتحات ومداخل الكابلات.



عند التشغيل كمفتاح انحيازي، تأكد أن الأشخاص الآخرين بعيدين.



هذا الجهاز ليس مخصصًا لاستخدامه من قبل الأشخاص (بما في ذلك الأطفال) الذين لديهم نقص في القدرات الجسدية أو الحسية أو العقلية، أو تنقصهم الخبرة والدراية، إلا إذا قام شخص بالغ مسؤول عن سلامتهم بالإشراف عليهم أو إرشادهم عن كيفية استخدام الجهاز. يجب مراقبة الأطفال لضمان عدم العبث بالجهاز.



استخدم مشغل الباب التجاري وأجهزة التحكم في الأغراض المخصصة لها. تم تصميم مشغل الباب وأجهزة التحكم لتشغيل المصاريح اللقافة المتوازنة بزنبركات والأبواب اللقافة المتوازنة بزنبركات والأبواب متوازنة الثقل ثنائية الطي والأبواب ذات الرفع العمودي.



**تحذير:** تعليمات هامة للسلامة. من المهم لسلامة الأشخاص اتباع جميع التعليمات. **احتفظ** بهذه التعليمات.



من المهم التأكد أن الباب يعمل بسلاسة بشكل دائم. يجب إصلاح الأبواب التي تعلق أو تتحشر على الفور. قم باستدعاء مهني كفؤ لإصلاح الباب، ولا تحاول أبدًا إصلاحه بنفسك.