



Diagnostic Chart

1 FLASH

Safety sensors wire open (broken or disconnected).

OR

2 FLASHES

Safety sensors wire shorted or black/white wire reversed.

3 FLASHES

Door control or wire shorted.

4 FLASHES

Safety Sensors slightly misaligned (dim or flashing LED).

5 FLASHES

Motor overheated or possible RPM sensor failure. Unplug to reset.

6 FLASHES

Motor Circuit Failure. Replace Receiver Logic Board.

- **Symptom: One or both of the Indicator lights on the safety sensors do not glow steady.**
 - Inspect sensor wires for a short (staple in wire), correct wiring polarity (black/white wires reversed), broken or disconnected wires, replace/attach as needed.
 - Disconnect all wires from back of motor unit.
 - Remove sensors from brackets and shorten sensor wires to 1-2 ft. (30-60 cm) from back each of sensor.
 - Reattach sending eye to motor unit using shortened wires. If sending eye indicator light glows steadily, attach the receiving eye.
 - Align sensors, if the indicator lights glow replace the wires for the sensors. If the sensor indicator lights do not light, replace the safety sensors.
- **Symptom: LED is not lit on door control.**
 - Inspect door control/wires for a short (staple in wire), replace as needed.
 - Disconnect wires at door control, touch wires together. If motor unit activates, replace door control.
 - If motor unit does not activate, disconnect door control wires from motor unit. Momentarily short across red and white terminals with jumper wire. If motor unit activates, replace door control wires.
- **Symptom: Sending indicator light glows steadily, receiving indicator light is dim or flashing.**
 - Realign receiving eye sensor, clean lens and secure brackets.
 - Verify door track is firmly secured to wall and does not move.
- **Symptom: Motor has over heated; the motor unit does not operate or trolley is stuck on stop bolt = Motor unit hums briefly; RPM Sensor = Short travel 6-8" (15-20 cm).**
 - Unplug unit to reset. Try to operate motor unit, check diagnostic code.
 - If it is still flashing 5 times and motor unit moves 6-8" (15-20 cm), replace RPM sensor.
 - If motor unit doesn't operate, motor unit is overheated. Wait 30 minutes and retry. If motor unit still will not operate replace logic board.
- **Symptom: Motor unit doesn't operate.**
 - Replace logic board because motor rarely fails.