Operating & Maintenance Instructions

SECEUROGLIDE ROLLER GARAGE DOORS, SECEUROSHIELD, SECEUROSCREEN & SECEUROVISION ROLLER SHUTTERS

CONTENTS

Date of Installation:

Installation by:

Contact details:

Unique serial number:

Door location reference (if required):

This product is electrically* / manually operated
(please delete as appropriate).
*All electrically operated products are powered by a 240V AC motor.

Please circle the safety devices installed on this product listed below:

Safety brake **Spring as brake/Double spring**
Safety edge **Photo cell**

CE

To ensure compliance with the Machinery Directive this document must be given to the owner of the door and held for future reference.

1. GENERAL INSTRUCTIONS

Your newly-installed product should give you many years of trouble-free service as it is designed to require minimal maintenance and servicing. In order to prolong the life of your door and to reduce the likelihood of problems, please adhere to the following instructions.

Please note all products should only be operated by trained users.

2. OPERATING INSTRUCTIONS

2.1 ELECTRICALLY OPERATED PRODUCTS

Only operate your shutter/garage door when it is in view, making sure it is not obstructed. Ensure, when the curtain is running, that you and any other person stands clear of the curtain and keeps hands etc. away from moving parts.

A) HOLD-TO-RUN SWITCHES

Hold-to-run single pole switch for operating one shutter

Hold-to-run dual pole switch for operating two shutters

Hold-to-run single pole key switch for operating one shutter

- Make sure all windows and doors are closed.
- If your electrically operated shutter contains any manually operated locks these must be disengaged before you operate the shutter. Failure to do so will damage the motor within the shutter.
- Turn/press switch in desired direction. These are momentary switches, therefore operator must be present when opening and closing, with all openings in view.
- It is very important that the motor completes its pre-set rotation, and the motor stops. It is the motor that locks the shutter/garage door, so even though the curtain looks down it may not be locked.
- The motor must stop on its pre-set limits.

Troubleshooting

Fault	Cause	Solution
The shutter/door fails to operate when the button is pressed/key is turned.	1. There has been a power failure. 2. The wrong direction is been selected on the control equipment. 3. The thermal trip in the motor may have activated if the door has been operated several times recently.	1. Wait for power to come back on or operate the shutter/door with the manual override if installed. 2. Select the correct direction. 3. Allow the motor to cool for approximately 30minutes before attempting to operate the shutter/door again.
The shutter/door stops before fully opening or closing, or fails to stop when reaching its final open or closed position.	The limits in the motor have failed to operate or may not have been set correctly.	Contact your installer.

B) REMOTE CONTROL

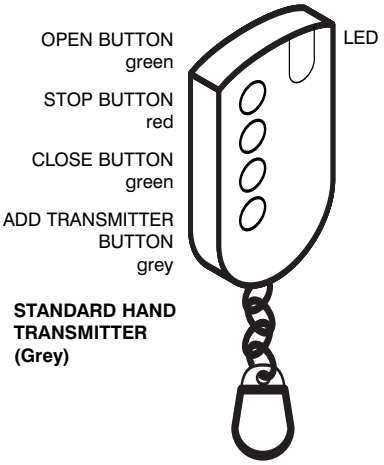
Please note the front of the control unit should only be removed by a trained engineer.

Your shutter/garage door can be activated, depending on the type of equipment installed, by pressing and releasing the buttons on the front of the control unit, the buttons on your remote handset, or a separate hold-to-run switch (key, push or turn).

Please note: All products should only be operated when in view; making sure they are not obstructed. When opening or closing the product door you must monitor the product until it has completed its operation. If the product is fitted with a safety device this could be activated during its operation which would cause the door to stop and reopen a short distance leaving the door partly open.

Hand Transmitters

The transmitters are fitted with four buttons (see diagram) and when any button is pressed the LED illuminates. The typical operating range is approx. 50m (160ft). When the batteries in the transmitters need replacing the LED will flash constantly when any button is pressed. (Batteries are 2 x CR2016 Lithium Cells).

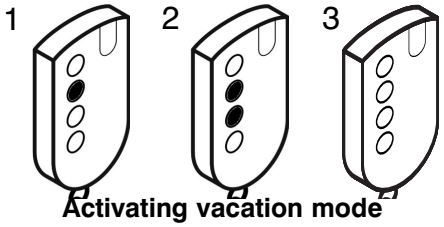


Multi-channel transmitters (Blue)

Multi-channel transmitters operate in the same way as the standard hand transmitter but the grey button is used to select the door you wish to operate. The LED on the transmitter will flash to indicate which door you have selected. Press and release the grey button to change the door the hand transmitter will control.

Vacation mode

Before you go on holiday you can prevent the door being operated by the buttons on the receiver unit by engaging the vacation setting.



1. Press and hold the stop button.
2. Whilst holding down the stop button press the close button.
3. Release both buttons at the same time.

Activating vacation mode

1. Press and release the open button

Deactivating vacation mode

SAFETY DEVICES

The standard remote control receiver unit is supplied with a safety edge as standard and when required may also be supplied with a photo cell.

Hold-to-run/deadman operation

Your remote control unit may have been supplied without safety devices in hold-to-run (deadman) mode. If this is the case to close the door you will need to press and hold the down button whilst the door is in view ensuring at all times that there are no obstacles in the doorway. To open the door you will need to press and hold the up button whilst the door is in view ensuring at all times that there are no obstacles in the doorway. Please be aware it is possible to set the remote control so that the door will travel in the up direction in the standard automatic mode in which case a single press of the up button will open the door.

Safety edge

The Safety Edge is fitted to the bottom of the door and is activated when the door starts to close. If it comes into contact with an object while the door is closing, it transmits a signal to the wall mounted control unit, the door will then stop and reopen a short distance.

The safety edge also works as a weather seal, designed to be pressed against the ground, to prevent false sensing and reopening it is disabled for the last 50mm of door travel.

If the safety edge hits an obstacle and the door stops you will be unable to close the door in the normal way.

To close the door you can either:

1. Press the up button on the transmitter or the control unit to raise the door to its fully open position. The safety device will automatically reset and the door can now be operated as normal with the safety device active.
2. Press and hold the down button on the transmitter or control unit to close the door fully. If you release the button the door will stop. Ensure the door has fully lowered and locked before releasing the button. Please note the safety device will not be active until the door returns to its fully open position.

PHOTO CELL

The PEC projects a pencil line beam across the door opening. If the beam is broken during the closing cycle, the shutter will stop and reopen a short distance.

A visual indication is given on the signal LED as detailed in the *System Status Indication* section.

If the photo cell beam is broken during the closing cycle the door will stop and reopen a short distance and a visual indication is given on the signal LED. You will now be unable to close the door in the normal way.

To close the door you can either:

1. Press the up button on the transmitter or the control unit to raise the door to its fully open position. The safety device will automatically reset and the door can now be operated as normal with the safety device active.
2. Press and hold the down button on the transmitter or control unit to close the door fully. If you release the button the door will stop. Ensure the door has fully lowered and locked before releasing the button. Please note the safety device will not be active until the door returns to its fully open position.

Adding transmitters

- Press and hold down the Grey button on a transmitter that is already loaded onto the control unit.
  The lid mounted signal LED will flash YELLOW slowly, keep the button held down until it flashes YELLOW quickly.
- Release the Grey Button.
  The lid mounted signal LED will continue to flash YELLOW quickly.
- Press the top green button on the same transmitter once.
  The flashing LED will change from flashing YELLOW to flashing GREEN.
- Now press the top green button on the new transmitter once and release.
  The flashing LED will change to continuous for 1 second each time it accepts a new transmitter.
- Repeat step 4 for other transmitters to be added on to the system.

Thirty seconds after loading the last transmitter the LED changes to flashing yellow for ten seconds and then returns to normal running mode. Alternatively you can press the top green button of a transmitter that has just been loaded, this will take it straight back to normal running mode.

Note the manufactures code for the transmitter must match the manufacturers code for the receiver, if they do not match, you cannot add that particular transmitter on to the system, the LED will flash RED, GREEN then YELLOW once quickly, if they are not compatible. Please contact your supplier for further details.

Remote Control Trouble Shooting Guide

N.B. Always isolate the power before attempting to make any adjustments or repairs. Untrained operators are advised to contact an approved installer.

System Status Indication

The status of the control unit and/or door is indicated by the lid mounted signal LED. This is a three-colour “RED, YELLOW & GREEN” lamp (LED) mounted on the front of the control unit, as detailed below:

Door positions

LED signal	Status
GREEN solid	open limit activated
GREEN flashing	door opening
RED solid	close limit activated
RED flashing	door closing
YELLOW solid	door stationary between the open and close limits

Programming mode (using a transmitter)

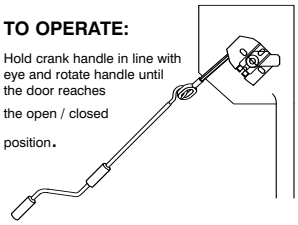
LED signal	Status
Slow flashing YELLOW then quick flashing YELLOW	control unit in programming mode

SYSTEM STATUS

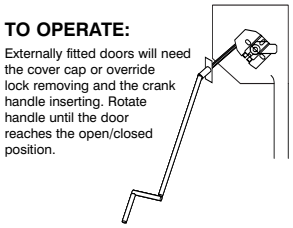
LED signal/fault	Cause	Solution
RED rapid flashing	Photo Electric Cell (PEC) beam broken.	1. Remove any obstacles which may be in the doorway (once you have removed the obstacle the signal light will change to solid yellow). 2. Reset the safety device as described in the Photo Cell section. 3. Ensure the photocell and reflector are clean. 4. Re-align the photo cell and reflector (contact your installer).
RED flash then two YELLOW flashes	A motor stall has been detected.	1. Disengage manual locking device. 2. Remove any objects which may have jammed in the guide rails, curtain or roll. 3. Ensure nobody is attempting to ride up on the curtain. 4. Ensure a non-approved item has been attached to the curtain. 5. In extreme conditions the door may have frozen to the guide rails or floor. Try to operate the door again or defrost the frozen section.
RED flash then three YELLOW flashes	The thermal trip has activated on the motor or the motor is not connected.	1. Allow the motor to cool for approximately 30minutes before attempting to operate the door again. 2. The motor may not be connected to the remote control unit contact your installer.
RED flash then four YELLOW flashes	Door overrun time out; the door has been opening or closing for over 60 seconds without detecting a final end limit position.	Contact your installer.
A rapid RED, GREEN then YELLOW single flash	Indicates that a signal has been received from either a transmitter that has not been loaded on to the system or the transmitters' manufacturers code does not match with the SeceuroSmart control unit.	1. Load the transmitter on to the system as per the "Adding transmitters" section. 2. Contact your installer if the transmitter will not load on to the system.
Long YELLOW then two shorter RED flashes	PEC has failed Self Check test.	Contact your installer.
Reduced operating range	Batteries in transmitter are flat or aerials may not be fitted to remote control unit or they may be touching.	1. Transmitter LED does not illuminate when flat and if batteries low it flashes when button pressed. Replace batteries. 2. Ensure aerials are not touching, if aerials are missing then contact your installer.
The door stops automatically after the bottom edge of the door has passed the top magnet when the door is closing (this only applies when bottom slat safety edge is installed).	• Signal interference. • Aerials touching or have been removed. • Top magnet removed from guide rail	A device may be transmitting a strong signal on the same frequency as the remote control so the remote control may have stopped the door to ensure your safety is not compromised. The door will continue to operate once the interfering signal has gone. Ensure aerials are not touching, if aerials are missing then contact your installer. The door will not operate if the magnets are missing or are in the wrong position, contact your installer. To close the door press and hold the down button releasing the button once the door is fully down and locked (ensure the door is fully in view when operating).

C) POWER FAILURE/MANUAL OVERRIDE (IF FITTED)

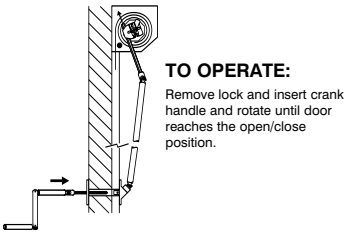
In the event of disruption to the power supply, or the motor temporarily over heating (the motor is protected by a thermal cut-out), the door can be operated manually. Isolate power supply to shutter before using the manual override.



Internally installed shutter with internal manual override



Externally installed shutter with external manual override



Internally installed shutter with external manual override

DO NOT OVERWIND

When the main power is reinstated, ensure that the power isolator is switched back on. If applicable secure the handle back onto the wall. Remember to keep the crank handle in a convenient place.

2.2 MANUALLY OPERATED PRODUCTS

Only operate your Shutter when it is in view, making sure it is not obstructed. Ensure, when the curtain is running, that any other person stands clear of the curtain and keep hands etc. away from moving parts.

A) SPRING OPERATED

A spring operated shutter may have a lock in the bottom slat or curtain, shoot bolts in the bottom slat, or pin locks in the guide rails.

Opening the shutter – Press slightly down on the bottom slat when the shutter is in the closed position; disengage the locking mechanism(s). If applicable ensure the key is removed before opening the shutter.

Push the shutter curtain upwards, using the handles provided, to open the shutter. Do not let go of the shutter until it has reached its fully open position.

Closing the shutter – Pull the curtain down using the handles provided. When the curtain reaches the closed position, press down on the bottom handles and then engage the locking mechanism(s).

Troubleshooting

Fault	Cause	Solution
Lock will not engage	The lock bar(s) is not correctly aligned with the lock hole.	Apply more pressure to the bottom of the curtain until the lock engages or move the curtain around slightly until it is in the correct position for the lock(s) to engage.

B) ROD CRANK

Lowering the curtain

Make sure all windows and doors are closed. To lower the curtain, pull the crank handle out of the clip and hold the handle at an angle of 45 degrees. This will enable the user to wind the curtain up with ease and also minimise the wear on the crank knuckle. Turn the handle either clockwise or anti-clockwise. If the handle is turned the wrong way it will feel tight. On no account should this be forced as it will result in damage. If it does feel tight simply reverse the rotation of the crank handle. Once the direction has been identified continue until the curtain is fully down onto the cill or doorstep and continue the rotation until the crank handle feels tight.

This means the curtain is in the locked position.

RAISING THE CURTAIN

To raise the curtain, pull the crank handle out of the clip and hold the handle at an angle of 45 degrees. This will enable the user to wind the curtain up with ease and also minimise the wear on the crank knuckle. Turn the handle either clockwise or anticlockwise. If the handle is turned the wrong way it will feel tight. On no account should this be forced as it will result in damage. If it does feel tight simply reverse the rotation of the crank handle. Once the direction has been identified turn the handle. The locking mechanism will automatically be disengaged and the curtain will rise up. Do not wind up too fast as this will result in damage to the shutter lid. The buffers will stop on the lid.

C) SWIVEL BELT

Lowering the curtain

Make sure all the windows and doors are closed. Pull the grey webbed belt out of the swivel winder, which will in turn release the curtain down the guide rails. The swivel winder has a brake on it so that the curtain can be stopped anywhere down the guide. This is ideal for blocking out the sun etc. To fully close the curtain, drop the curtain down onto the window cill or doorstep. Pull the tape out about 300mm (12 inches) and place a finger onto the tape where it leaves the swivel winder. Keep the finger in place and release the slack tape. The curtain will then rotate inside the shutter box, engaging the locking mechanism. When the locking mechanism has correctly engaged it should not be possible to manually lift the curtain. The slack tape will then be taken back into the swivel box.

Raising the curtain

To raise the curtain simply pull the tape downwards. This will disengage the locking mechanism automatically. The tape will coil up inside the swivel winder. Again the curtain can be left in any position e.g. halfway up. Physical stops are fitted to the bottom slat to prevent the curtain from lifting out of the guide rails. Do not lift the curtain too fast or vigorously as this may cause damage to the box lid.

Troubleshooting

Fault	Cause	Solution
Lock mechanism will not engage	The final 300mm of curtain has not been lowered with sufficient speed to engage the locking mechanism.	Repeat the process described above for lowering the final 300mm of curtain.

D) GEARED BELT

Lowering the curtain

Make sure all windows and doors are closed. On the geared belt winder box there is a direction of rotation. Put the winder handle into the squared opening and turn the handle in the down direction. The curtain can be stopped anywhere down the guide e.g. halfway down. This is ideal for blocking out the sun etc. Lower the curtain down onto the window cill or doorstep and keep turning until the tape appears to be getting slack. Allow about 300mm (12 inches) of tape to come out of the geared box and then hold the tape at the tape exit of the box. Whilst holding the tape, pull the slack tape downwards and release it. This will rotate the curtain inside the shutter box and engage the locking mechanism. When the locking mechanism has correctly engaged it should not be possible to manually lift the curtain. Any slack tape can be wound back carefully into the geared box.

Raising the curtain

To raise the curtain simply turn the handle in the upwards direction. The locking mechanism will automatically disengage and the curtain will lift up. The curtain can be stopped anywhere in the guides e.g. halfway up. Physical stops are fitted to the bottom slat to prevent the curtain from lifting out of the guide rails. Do not lift the curtain too fast or too vigorously or this may cause damage to the box lid.

Troubleshooting

Fault	Cause	Solution
Lock mechanism will not engage	The final 300mm of curtain has not been lowered with sufficient speed to engage the locking mechanism.	Repeat the process described above for lowering the final 300mm of curtain.

3. MAINTENANCE

CAREFUL USE OF YOUR SHUTTER/DOOR IS THE BEST WAY TO AVOID MAINTENANCE OR REMEDIAL WORK

Your Shutter/door is low maintenance. The curtain needs wiping with a damp cloth and a mild detergent to remove any excessive dirt/grime to maintain its prime appearance and to reduce the risk of the surface being damaged. This must be done more frequently in a salt air environment.

Marks on the paint finish can be cleaned with many types of car polish. Chips in the paintwork should be touched up to prevent corrosion of the metal.

The power to the shutter should be isolated before washing or repairing the paintwork.

The motor and curtain have been designed to be lubrication free so you must not oil or grease the guide rails. Make sure no foreign items get collected in the guides i.e., stones, sticks, paper etc.

Additional information for electrically operated products

Your door should run smoothly and easily as the motor is not designed to over-come problems of a badly running or damaged door. If necessary contact your approved installer for repair.

The motor should be stopping on the limits and not over-running (indicated by buzzing) when the door hits the floor or the open stops.

N.B. Always isolate the power before attempting to make any adjustments or repairs. Untrained operators are advised to contact an approved installer.

4. SERVICE AND REPAIR RECORD

Date work carried out:

Work carried out:

Work performed by – Sign:

Print:

Company name:

Date work carried out:

Work carried out:

Work performed by – Sign:

Print:

Company name:

Date work carried out:

Work carried out:

Work performed by – Sign:

Print:

Company name:

This product was manufactured by SWS UK, Claughton, Lancaster, LA2 9LA