



## ASTRO SLIDE™ TROUBLE-SHOOTING CHART

PROBLEM	TEST	CAUSE	SOLUTION
Door will not activate.	1) Check on-off-hold open switch and on-off switch.	Switch is in off position.	Place switch in "on" position.
	2) Check circuit breaker and fuse.	Circuit breaker tripped. Fuse blown.	Push circuit breaker into on position and replace fuse.
	3) Set VOM to 120 volts AC scale. Place meter probes on white and black wires at junction box.	Power supply has been interrupted. Circuit breaker at main panel tripped.	Reset main panel breaker.
	4) Place jumper across both brown activation wires from control box. If door opens...	Activation device is inoperative.	Replace activation device.
	5) If after performing the above test and control box does not open the door when sensor is activated.....	Faulty control box.	Replace control box.
	6) Check for energywise jumper from control box orange wires.	Jumper not installed	Replace jumper wire across orange wires.
	7) Turn off power. Disconnect yellow breakout switch wires. With VOM meter, check continuity across leads. If meter reads infinite OHMS....  NOTE: Make sure S.O. panels are closed when checking continuity.	Breakout switches and/or leads are open.	Replace switches and/or leads.
Door will not open when sensor is actuated.	1) Turn on power. Remove fuse from control box. Check for continuity with VOM meter. If meter reads infinite OHMS....	Open fuse holder.	Replace control box.
	2) Check line feed to transformer. If meter reads 0 volts....	Circuit breaker at main panel tripped.	Reset main panel breaker.
	3) Check voltage at transformer supply to sensors. If no voltage...	Faulty transformer	Replace transformer.
Door does not open, but motor runs.	1) Disconnect belt from pulley. Turn pulley if no resistance.	Pulley stripped from motor.	Replace motor gearbox.
Door opens, starts to close and then recycles.	1) Move doors manually and if doors don't open freely....	Doors binding or debris in track.	Adjust doors and remove debris from track.
Doors do not open completely.	1) Pull door close and check hook locks and if dragging...	Door catching on panel.	Adjust hooks and recheck.

## ASTRO SLIDE TROUBLE-SHOOTING CHART (Cont'd)

PROBLEM	TEST	CAUSE	SOLUTION
Door slams on opening cycle.	1) Turn off power; turn power on. Door will not program.	Motor encoder faulty.	Replace motor gearbox.
Door slams on closing cycle.	1) Turn off power, turn power on. Door will not program.	Motor encoder faulty.	Replace motor gearbox.
Door does not close completely	1) Pull door closed and check hook locks and if dragging...	Door catching on panel.	Adjust hooks and recheck.
Door slams on opening cycle.	1) Turn off power. Turn power on. Door will not program.	Motor encoder faulty.	Replace motor gearbox.
Door slams on closing cycle.	1) Turn off power. Turn power on. Door will not program.	Motor encoder faulty.	Replace motor gearbox.
Door closing speed excessively slow.	1) Turn power off. Turn power on. Door does not size correctly....	Motor encoder faulty.	Replace motor gearbox.
Circuit breaker continues to trip.	1) Check motor continuity with VOM from motor leads to ground. If other than 0 OHMS found...	Motor shorting to ground.	Replace motor gearbox.
	2) Check wires shorting to metal.	Bare wires exposed.	Repair or service wires.

## COMMENTS ON DOOR BINDING

Approximately half of all field problems are related to some type of sliding door binding which in many cases causes premature failure of other parts in the system or improper door operation (sluggish, slow, erratic, or "just not quite right").

Service personnel **must** take the **time necessary** to check for and correct any binding conditions that exist, or the door problems will continue. With automatic doors, there is no such thing as "that is someone else's problem". The automatic door manufacturer and the service personnel are the responsible parties.

Common causes of binding:

1. Additional sweeps or weather stripping added to door.
2. Rocks, glass or dirt build-up in guide track.
3. Door partially broken away and sagging down on floor.
4. Door rubbing on panel or sidelite.
5. Door dragging on threshold due to:
  - Metal expansion due to heat.
  - Heaving floor due to freezing and thawing.
  - Installing doors over building expansion joints.
6. Loose screws in guide track.
7. Anti-riser screw adjusted too tight.
8. Belt drive adjusted too tight.
9. Bottom lock rods dragging on floor.
10. Uneven floor conditions.
11. Extra floor mats getting caught under door.
12. Ice or snow build-up along bottom guide.
13. Carrier rollers not turning due to:
  - Frozen bearing.
  - Chips or dirt embedded in roller.
  - Bracket screw too long.
14. Belt roller binding.
15. Motor or gearbox damaged and binding up.