

BENCHMARK TROUBLE-SHOOTING CHART

For Standard Benchmark control boxes mfg after 12/1/03 and Premium control boxes mfg after 1/01/04
See Operators Manual (95299-084) and verify wire connects before trouble-shooting unit.

PROBLEM	TEST	CAUSE	SOLUTION
Door will not open when activated	1) Check 3-way (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 across black and white wires of the AC power cable. If meter does not read 117 volts....	Power supply has been interrupted. Circuit breaker at main panel tripped.	Reset main panel breaker.
	4) Place VOM meter leads on normally open contact leads from activation device. If closer is not indicated on meter when device is activated....	Activation device is inoperative or voltage not supplied to device.	Restore voltage or replace device.
	5) Shut power off. Remove fuses from control box and motor leads. If fuse reads infinite OHMS.]...	Fuses open.	Replace fuse.
	6) Place jumper across COMMON, J4B-1 and MAIN ACTIVATE, J4A-2 of control box. If door opens...	Activation device is inoperative.	Replace activation device.
	7) If after performing the above tests and the control box does not open when sensor is activated...	Control box is faulty.	Replace control box.
Door will not fully open	1) Manually push door open and close. If not working freely....	Door binding.	Adjust door to eliminate binding.
	2) Check for loose or bad connections of wires.	Doors has loose or bad connections.	Rework wiring and make sure all connections are good.
Door will not size	1) Manually push door open and close. If door is hard to open and close...	Door binding.	Adjust door to eliminate binding.
	2) Check for loose or bad connections on wires.	Doors with loose or bad connections.	Rework wiring and make sure all connections are good.
	3) Test motor. Disconnect power. Place VOM meter lead to motor wire and test to ground. If meter reads other than infinite OHMS....	Faulty motor.	Replace motor.
Door will not close.	1) Turn off power. Push door to 90 degrees. If door does not close.	Operator spring broken.	Replace motorgear box.
	2) Disconnect all activation and safety devices from control box. If door holds open under power.	Faulty control box.	Replace control box.