

BENCHMARK TROUBLE-SHOOTING CHART

See Operators manual (99101-084) and verify wire connects before trouble-shooting unit.

| PROBLEM | TEST | CAUSE | SOLUTION |
|-----------------------------------|--|---|---|
| Door will not open when activated | 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 transformer panel. 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 blue and gray wires 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. |