

Troubleshooting Guide

PROBLEM: Motor does not run or make any noise.

Cause 1: Dead battery

Solution: Charge or replace battery.

Cause 2: Open circuit or faulty switch

Solution: Check connections at switch, fuse & circuit breaker.

Cause 3: Bad Motor

Solution: Replace the Motor.

PROBLEM: Motor runs, but slide room does not move.

Cause 1: Cable(s) have become detached

Solution: Check tension of all cables. Open access panel and re-adjust. Place grommet or screw in standoff bracket to secure the cable.

Cause 2: Chain is caught on a bracket

Solution: Open access panel to identify the problem. Adjust cable tension. Tighten all 4 jam nuts. Place white anti-vibration blocks on cable nuts.

Cause 3: Chain is off the sprocket

Solution: Open access panel to identify the problem. Put chain back on sprocket. Re-adjust cable tension, tighten all jamb nuts (4). Place white anti-vibration blocks on cable nuts.

Cause 4: Drive Shaft key is broken

Solution: Remove motor Cylinder from motor mount, remove/replace driveshaft key and reinstall motor cylinder.

Cause 5: Bad Gearbox

Solution: Replace Gearbox

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PROBLEM: Loose Cable – Sagging 1 or more inches, or hanging.

Cause 1: Adjustment nut is too loose or off cable

Solution: Open access panel, install all nuts with white anti-vibration blocks, and adjust.

Cause 2: Cable is loose from connector bracket

Solution: Open access panel, loosen nut on loose cable and attach to bracket, then adjust.

Cause 3: Drive chain has too much slack

Solution: Open access panel & tighten the chain adjustment nuts.

Cause 4: Broken Cable

Solution: Refer to our cable replacement instructions

Cause 5: Room stand-off bracket is loose or off

Solution: Inspect all inside and outside brackets for secure attachment, and repair as required.

PROBLEM: Room squeaks or crackles while operating.

Cause 1: Cables are too tight

Solution: Open access panel, and adjust tension.

Cause 2: Brackets are not properly aligned

Solution: Align brackets properly and re-adjust.

PROBLEM: Room wipe is torn or missing.

Cause 1: Room or framework is out of square

Solution: Correct the problem and replace wipe.

Cause 2: Wipe is torn or weathered

Solution: Replace wipe.

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PROBLEM: Room doesn't close completely.

Cause 1: Improper adjustment

Solution: Open access panel, and adjust tension. Refer to adjustment instructions.

Cause 2: Room is hitting an obstruction

Solution: Check for obstructions and correct.

Cause 3: Improper stand-off bracket alignment (cable is kinked)

Solution: Loosen cable nut to allow slack. Remove screws from stand-off and align cable with slot. Re-attach standoff. Adjust cable tension.

PROBLEM: Loud grinding noise when room operates.

Cause 1: Screw or foreign object lodged in jamb pulleys

Solution: Remove jamb clamp and inspect area causing the noise. Remove any loose objects. Inspect pulleys for damage. Replace th/2022e cable(s) if any have become frayed due to the problem.

Cause 2: Cable has jumped off pulley

Solution: Remove and Replace cable, refer to cable replacement instructions

PROBLEM: Cable is bent and/or frayed at standoff bracket.

Cause: Standoff bracket was not proper aligned during installation process

Solution:

1. Remove the tension from the cable via the cable adjustment nut.
2. Remove the screws from the standoff bracket and adjust to the appropriate location.
3. Re-attach standoff bracket and adjust cable tension.
4. Replace the cable if it has become frayed. Refer to cable replacement instructions



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