

FAULT INDICATION TVPRP868C10	What to check	Solution
1 continuous beep	Does board make the same noise straight after a power reset?	If yes - new control panel needed (known fault of continuous beep)
1 beep every few seconds and a flashing warning led	Does board make the same noise straight after a power reset?	If yes - new control panel needed (known fault of slow beep)
1 beep when the magnet passes the sensor	Sensor is installed too high	The sensor must be placed no higher than 100mm from the floor & run timer must be set
2 beeps, door doesn't work	Limits not set	Set limits
	Motor thermal (relays click followed by 2 beeps)	Allow motor to cool down
	Motor has hit limit	Adjust limits
	Motor not connected	Connect motor - left hand motor - black (5) blue (6) brown (7) & right hand motor - brown (5) blue (6) black (7)
Problem with motor	Test motor using an approved test lead	
2 beeps, door won't come down	How is the transmitter programmed? - customer may only be pressing 1 button instead of 2	Transmitter may be programmed on 2 channels, try 2nd channel
3 beeps after a power reset	3 beeps indicate nothing is programmed to the controller	Programme transmitters/keypads etc as normal
4 beeps on Version 2.6 or older	Use 5 beeps, door wont come down fault finder	
5 beeps, door wont come down	Controller checks	
	Radio card not plugged in correctly	Take out and plug back in (make sure all 10 pins go are inserted)
	Radio card not programmed to bottom slat transmitter	Pair up referring to page No 17 of SWS installation manual
	TCSP checks	
	Warning triangle led on front cover on permanently & no led comes on in TCSP	Change batteries - must be 3.6v lithium
	No power to bottom slat transmitter (check led using P1 button)	Put new batteries in - must be 3.6v lithium
	Batteries are flat (you will have a solid warning led on the front cover)	Change batteries - must be 3.6v lithium
	Batteries installed the wrong way	Take out and replace correctly
	Dip 1 inside bottom slat transmitter to OFF	Change dip 1 to on
	Bottom slat transmitter not wired correctly	Check wiring - green (4) brown (5) white (6)
	Optical Eyes/Rubber checks	
	Warning triangle led on front cover comes on during safety test (approx 8 seconds) then followed by 5 beeps	Check rubber is not compressed and there is no damage to the optical eyes
	Damage to optical eyes - check using dip 2 test. (You will have 1 flash on the warning led when trying to operate the door down)	Remove damaged cable if possible and re-wire - or replace optical eyes
		DIP 2 TEST - put dip 2 'ON' inside bottom slat transmitter (you only have 30 seconds to do the test - after this time you have to put dip 2 off) the LED (the LED can be found in between the P1 button & battery compartment) will come on for 1 second then go off - when this happens squeeze the rubber profile the LED should stay on while you squeeze the rubber. When you let go the LED should go out. This shows the optical eyes are ok. If you put dip 2 on and the LED comes on solid straight away or flashes it is indicating a fault with the optical eyes.
Rubber profile is being compressed - The beam from the optical eyes cannot pass from transmitter to receiver inside the rubber therefore activating the safety edge - once rubber has been repaired or replaced carry out DIP 2 test to check optical eyes. (You will have 1 flash on the warning led when trying to operate the door down)	Reform rubber profile and remove the uneven floor. If this is not possible, consider extra packing inside the guides to prevent the rubber being compressed too much when the door is down.	
10 beeps, door wont come down	Does the door go up in stages and wont come down?	If yes - new control panel needed
Rapid Beeps from controller	Bottom slat transmitter batteries are running out	Replace batteries - must be 3.6v lithium. The known battery fault is with batteries delivered to you in between 18/04/2013 and 12/06/2013 - Red & White Eve batteries. Make sure when replacing batteries the Black & Silver EMB batteries are used.
		Once batteries have been replaced you will continue to get rapid beeps for 1 minute
		If there is more than 1 door on site - both doors must be switched on when the radio cards are being programmed to the bottom slat transmitters

No beeps, door doesn't work	No link between 21 & 22 - check if TB LED is on (The TB led can be found above terminals 20 & 21)	Check link is fitted between 21 & 22
	Transmitters not programmed	Programme transmitters
No beeps and door wont come down	Has been door been sent to the top limit	Send door to top limit then send it down
		Note - Once power has been re-connected, the first travel direction is always to the TOP limit.
Door hits floor and re-opens	Bottom limit set too low	Adjust bottom limit upwards
	Floor is uneven	Fit magnet & sensor to door and guides and programme as per instructions
Door hits floor and re-opens (magnets already installed)	Is the door operated from the top limit	Send door to top limit as magnets & sensor will only work from a fully open position. Check run timer has been set.
Door works but safety edge doesn't activate	Kit not programmed to wireless mode (dip 1 off)	Programme kit to wireless mode (dip 1 on)
		To programme the kit to wireless mode you have 30 seconds from the power being switched on. Put dip 1 off and switch the power off. When you put power back on let the control unit do the first beep then put dip 1 back on, now press and hold the mem button until you hear 7 beeps then take your finger off. To test the safety edge send the door to its top limit then send it down and squeeze the rubber. If you get 6 beeps when programming you have programmed the kit to a wired safety edge.
	Safety edge activates on the way up - motor wired wrong way round	Swap brown and black motor wires over (terminals 5 & 7)
Transmitters work but front cover doesn't (warning led on front cover flashing slowly)	Holiday mode is on	Turn holiday mode off
		To turn holiday mode off you must have a transmitter that is programmed in. Press and hold the stop button on the front cover for 5 seconds - you will hear 1 beep and the warning led will flash quickly - take your finger off the stop button. When you hear that beep press the button on your transmitter you will then hear another beep and the door will operate. Test the front cover to make sure holiday mode is off
Fuse blows when trying to operate the door	Is wiring correct	If anything is incorrect - take out and re-wire as per instructions replace fuse and power back up
Bulb blows when trying to operate the door	Check if fuse has blown	Replace bulb and fuse if necessary and power back up
Front cover has no LED's 'on' and door wont operate	Check ribbon cable is not plugged in upside down	Take out and plug in correctly