

FAULT INDICATION TVPRP868N09	What to check	Solution
1 beeps after a power reset	1 beep indicates something is programmed to the controller	No action needed
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 as normal
3 beeps, door won't come down	Photocells are not lined up correctly (FTC LED will be off and you will have no LEDS on your photocells)	Line photocells up. When they are lined up correctly you should have an orange and red LED on your photocell and the FTC LED on your control panel on.
	Link between 14 & 15 is missing or damaged (FTC LED will be off)	Install link between 14 & 15
	Photocells wired up wrong	Wire photocells brown (12) blue (13) black (14) white (15) make sure link between 14 & 15 has been removed
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 by pressing the white button your radio card for 2 seconds (you will see the left 2 LEDs on the radio card flashing slowly) Then press the white button in the TCSP for 2 seconds. You should now have the middle LED on your radio card flashing.
	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.
Warning triangle on front cover on solid and no LED on in Junction box - wired up wrong	Check wiring - see junction box for wiring diagram	
Warning triangle on front cover on solid and COS LED on top of PCB on solid - Resistor between 16 & 17 is missing or damaged	Install 8.2Kohm resistor between terminals 16 & 17	
Rapid Beeps from controller	Bottom slat transmitter batteries are running out	Replace batteries - must be 3.6v lithium. 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	Programme the safety exclusion Before you start make sure the door is either fully closed or just off the bottom limit. To programme the safety exclusion you have 30 seconds from the power being switched on. When you put the power back on let the control unit do the first beep then press the MEM/DEL button up the top right of your control panel 10 times (in quick succession) and hold it down on the 10th press - keep your finger on the button until you hear 3 beeps (approx. 6 seconds). The door will now be in hold to run mode. Send the door up to its top limit - you will get 1 beep. Then send the door down onto an object no more than 5cm's high - you will get 1 beep. The door will now be in automatic mode. Send the door up to it's top limit and remove the object from under the door. When you close the door now it should close fully. * PLEASE NOTE THE SAFETY EXCLUSION WILL ONLY WORK FROM A FULLY OPEN POSITION)
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)
Door works but photocells don't activate	Link is still in between 14 & 15 while photocells are wired in	Remove link between 14 & 15
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
Power supply trips when the safety edge is activated	Check motor earth connection	Ensure this is wired into terminal 1