



## 96K TROUBLE-SHOOTING CHART for 84657-900 controller

(For systems manufactured on/after June 30, 2003)

| PROBLEM  | TEST  | CAUSE   | SOLUTION  |
|--|---|---|---|
| Door will not open or close.                   | 1) Check 4-way switch and on-off power switch.  | 4-way switch is in "off" or "hold open" position or on-off power switch is "off". | Place 4-way switch in "1-way" or "2-way" or place on-off power switch in "on" position.   |
|  | 2) Check circuit breaker And fuse.  | Circuit breaker tripped.<br>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) Turn off power. Disconnect breakout switch leads from terminal 4 & 5 of connector J2 at control box with VOM check continuity across leads. If meter reads infinite OHMS...., (Note: Make sure that S.O. panels are closed when checking continuity. | Breakout switches and/or leads are open.  | Replace switches and/or leads. (NOTE: Verify panels/doors are NOT Broken out before replacing switches.)                                      |
|  | 5) Shut power off. Remove both fuses from control box and transformer panel. If fuse reads infinite OHMS....  | Fuses open.   | Replace fuse.   |
|  | 6) Place jumper across terminals 1 & 8 of control box. If door opens....  | Activation device is inoperative.   | Replace activation device.  |
|  | 7) Turn off power. Disconnect plug connector from m- and m+. If OHMS reading is detected...   | Motor shorted to ground..   | Replace motor gearbox.  |
|  | 8) If after performing the above tests and the control box does not open when sensor is activated....   | Control box is faulty   | Replace control box.  |
|  | 9) Activate sensor and check voltage @ terminals m- and m+. No voltage.   | Control box failure.  | Replace control box. NOTE: When replacing control box, ensure motor gearbox is working properly. Otherwise, control box may be damaged again. |
| Door does not open, but motor runs.            | 1) Disconnect belt from pulley. Turn pulley if no resistance.   | Pulley stripped from motor.   | Replace motor gearbox.  |
| Door opens, starts to close and then recycles. | 1) Move doors manually and if doors don't open freely...<br>.   | Doors binding or debris in track.   | Adjust doors and remove debris from track. Check Auto Reverse setting.  |
|  | 2) Check counter  | Counter failure   | Replace motor gearbox.  |

## 96K TROUBLE-SHOOTING CHART (for 85657-900 controller Cont'd)

| PROBLEM                              | TEST   | CAUSE   | SOLUTION  |
|--------------------------------------|--|---|---|
| Door holding open.                   | 1) Disconnect activation sensor. If door closes...   | Faulty activation sensor.                                     | Replace activation device.  |
|                                      | 2) Disconnect threshold sensor. If door closes...  | Faulty threshold sensor.                                      | Replace threshold sensor.   |
|                                      | 3) Disconnect doorway holding beams. If door closes...                                       | Holding beam failure.   | Replace complete holding beam system.   |
| Door does not close completely.      | 1) Pull door closed and check hook locks and if dragging...                                  | Door catching on panel.                                       | Adjust hooks and recheck.   |
| Door slams on opening cycle.         | 1) Turn off power. Turn power on. Door will not program.                                     | Motor encoder faulty.   | Replace motor gearbox.  |
|                                      | 2) After checking power as outlined in #1  | Backcheck position or backcheck speed is improperly adjusted. | Adjust backcheck position or backcheck speed.   |
| Door slams on closing cycle.         | 1) Turn off power. Turn power on. Door will not program.                                     | Motor encoder faulty.   | Replace motor gearbox.  |
|                                      | 2) After checking power as outlined in #1  | Latch position or latch speed is improperly adjusted.         | Adjust latch position or latch speed.   |
| Door closing speed excessively slow. | 1) Turn power off. Turn power on. Door does not size correctly....                           | Motor encoder faulty.   | Replace motor gearbox or controller.  |
| Circuit breaker continues to trip.   | 1) Check motor continuity with VOM from motor leads to ground. If other than 0 OHMS found... | Motor shorting to ground.                                     | Replace motor gearbox.  |
|                                      | 2) Check wires shorting to metal.  | Bare wires exposed.   | Repair or service wires.  |
|                                      | 3) After checking motor and wires above...   | Controller faulty.  | Replace controller.<br>(NOTE: When replacing control box, ensure motor gearbox is working properly. Otherwise, control box may be damaged again.) |



## COMMENTS ON DOOR BINDING

Approximately half of all field problems are related to some type of sliding door binding which in many cases causes premature failure of other parts in the system or improper door operation (sluggish, slow, erratic, or "just not quite right").

Service personnel **must** take the **time necessary** to check for and correct any binding conditions that exist, or the door problems will continue. With automatic doors, there is no such thing as "that is someone else's problem". The automatic door manufacturer and the service personnel are the responsible parties.

Common causes of binding:

1. Additional sweeps or weather stripping added to door.
2. Rocks, glass or dirt build-up in guide track.
3. Door partially broken away and sagging down on floor.
4. Door rubbing on panel or sidelite.
5. Door dragging on threshold due to:
  - Metal expansion due to heat.
  - Heaving floor due to freezing and thawing.
  - Installing doors over building expansion joints.
6. Loose screws in guide track.
7. Anti-riser screw adjusted too tight.
8. Belt drive adjusted too tight.
9. Bottom lock rods dragging on floor.
10. Uneven floor conditions.
11. Extra floor mats getting caught under door.
12. Ice or snow build-up along bottom guide.
13. Carrier rollers not turning due to:
  - Frozen bearing.
  - Chips or dirt embedded in roller.
  - Bracket screw too long.
14. Belt roller binding.
15. Motor or gearbox damaged and binding up.