



Frequently asked questions

➤ *Column is not working*

1. Is the rest of the group working?

✓ YES: go to step 2

NO: go to “Group or *Display* is not working”

2. Solves opening and closing the group a few times the problem?

✓ Yes

NO: mechanism or column defect and not for sale anymore.

Please contact a certified TVG partner/electrician for more detailed technical checks.

➤ *Group or Display is not working*

1. Are other groups or displays working?

✓ Yes: go to NO 2

NO 1: Is the little LED on the remote control blinking whilst opening the columns?

✓ YES: go to NO 2

NO: replace battery in remote control or replace remote control

Please note: remote controls with a red LED are not for sale anymore

NO 2: Gives the Group or Display a *rattling* sound during opening the columns?

✓ YES: replace the motor

NO: go to NO 3

NO 3: Does the Group or Display only move up, or only move down?

✓ YES: replace the PCB (printplate)

NO: go to NO 4

NO 4: Gives the Group or Display a *humming* sound during opening the columns?

✓ YES: replace the PCB (printplate)

NO: go to NO 5

NO 5: Gives the Group or Display no sound at all during opening the columns?

YES1: check and if needed replace the power supply

YES2: replace the PCB (printplate)

Extra information

• There are **two** types of motors available:

○ Motor connected to the PCB (printplate) – itemnr 10862

○ Motor connected to external receiver box – itemnr 11115

• There are **two** types of PCB's (printplates) available:

○ PCB (printplate) *with* receiver eye – itemnr 10861

○ PCB (printplate) *without* receiver eye (this PCB needs an external eye) – itemnr 10860

➤ Remote control doesn't work, no LED blinking whilst pressing the button

1. Replace battery

2. If persist replace remote control

Please note: remote controls with a red LED are not for sale anymore

In this case an Exchange set is needed to be installed (new PCB + remote)