



## Frequently asked questions

➤ *Column is not working*

1. Is the rest of the display working?
  - ✓ YES: go to step 2
  - NO: go to “*Display is not working*”
2. Solves opening and closing the group a few times the problem?
  - ✓ Yes
  - NO: replace the column

➤ *Display is not working*

1. Are other 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
  - NO 2: Gives the receiver a beep signal when remote control is pressed?
    - ✓ YES: reset the receiver and program the remote code
      - Replace the wall block with electronic parts if problem persist
    - NO: if possible connect another working power supply to the display
      - If problem solved replace the power supply
      - If problem is not solved replace the wall block with electronic parts

➤ Receiver gives a siren sound

*Shortcut between receiver and columns*

*Solutions: replace the wall block with electronic parts or replace the faulty column*

1. Disconnect all wires connected to the columns
  - For a Talle column this means unplugging the wire connector at the bottom of the column
  - For a Mino column this means opening the wall bracket and unplugging the wire connector from receiver to little print in bracket
2. Connect one by one a wire back and test if the siren sound comes up by opening and closing the group
3. When the faulty connection is found, test if that column works on a working wire.
  - If column works on a working wire replace the wall block with electronic parts
  - If column doesn't work on a working wire replace the column

➤ Beep from receiver but no reaction

1. reset the receiver and program the remote code

➤ 2 second beep from column after opening or closing

1. Replace the column

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

1. Replace battery
2. If persist replace remote control