



Frequently asked questions

➤ *Column* is not working

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

➤ *Group* is not working

1. Are other groups 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
 - If this didn't solve the problem replace receiver.
 - NO: please test if receiver is working with another power supply.
 - If problem solved replace the power supply.
 - If problem is not solved replace the receiver

➤ Receiver gives a siren sound

Shortcut between receiver and columns

Possibilities: malfunction in wire, malfunction in port on column, malfunction in port on receiver

1. Disconnect all wires from receiver to columns by unplugging the wire connector at the bottom of the column
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, replace the wire with a tested working wire.
 - Replacing the wire solves the problem?
 - YES: replace the wire
 - NO: connect a tested working column to the wire. Solves the problem?
 - YES: replace the faulty column
 - NO: replace the receiver

➤ 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