

XRS Roll Up Door Premium Model Troubleshooting Guide

Problem

Possible Solution

Door opens but will not close	<p>Check photo eyes to ensure they are correctly aligned. the light on the receiver eye should go out when the eyes are blocked and should be lit when the eyes are not blocked.</p> <p>Open the 3 button (open, close, stop) station and make sure the wires are not shorting out due to moisture or faulty wiring.</p> <p>Remove the opener cover and check if the amber "Fail" light is lit when you press the close button. (If yes, proceed to the next problem below.)</p>
Door will not close and amber "Fail" light is lit when close is pressed.	<p>If you are using photo eyes, make sure the wires in the "Photo N/C" terminals are tight and secure.</p> <p>If you are not using photo eyes, make sure the jumper in the "Photo N/C" terminals is tight on both legs of the jumper.</p> <p>Regardless if photo eyes are being used or not, make sure the jumper in the "Safety Device" terminals is tight on both legs of the jumper.</p>
Green power light is not lit	<p>Make sure you have 120vac coming into the opener</p> <p>Make sure all terminal blocks are pushed securely into their receptacles.</p> <p>Make sure the jumper wire in the top two terminals labeled "S-Door/Stop" is tight on both legs of the jumper.</p> <p>On the right side terminal strip, make there is a jumper in the terminals labeled "115V" and that it is tight and secure.</p>
Door closes but will not open	<p>Check the wires in the 3 button station to make sure all wires are tight.</p> <p>Check the wire connections from the 3 button station to the opener to make sure all wires are tight and connected to the correct terminals.</p>
Opener is hot to the touch	<p>Door is not properly balanced. Refer to the counterbalance section of the installation guide. The counterweight system needs to be in a neutral position when the door is open. This means the strap cannot have any turns on it and the weights must be "bottomed out" when the door is open.</p>
Opener hums and does not move the door	<p>Check the balance of the door. Refer to the counterbalance section of the installation guide. (See previous troubleshooting solution above.)</p> <p>If door balance is correct, check the starting capacitor and replace if it is not working correctly.</p>
Door closes, but reverses direction before door reaches the ground.	<p>In extreme high wind situations, the bottom door panel can be "bowed" in causing the door to block the photo eyes. If this is the case, the eyes must be moved further away from the door to prevent the section from blocking them.</p>
Door does not open or close and the red "Stop" light is lit	<p>Make sure the "Stop" button is not stuck in.</p> <p>Make sure the wires hooked to terminal 1 "Stop" and terminal 3 "Common" in the opener are tight and secure.</p> <p>Make sure the wires hooked to the back of the "Stop" button in the 3 button station are tight and secure.</p>