

Series 3 Technician's Installation and Service Training Manual

Basic Troubleshooting Symptom Diagnosis

<p>1. Door does not fully open before turning off.</p>	<p>Verify proper operator is installed. Verify operator is properly installed. Check to see if door binding at that position. Check door spring balance in the up position to see if door is too heavy and adjust. Verify track radius not too tight. Verify horizontal tracks are not too tight to door. Increase power clamp potentiometer slightly. (See adjusting potentiometers page)</p>
<p>2. Door does not fully close before turning off.</p>	<p>Verify proper operator is installed. Verify operator is properly installed. Verify door balance is correct and spring tension is not too high. Verify top section seal is not too tight against header or section too tight against seal. Verify vertical tracks not too tight against door. Verify door is not too tight against jamb or seal. Increase power clamp potentiometer slightly. (See adjusting potentiometers page) Decrease close sensitivity slightly. (See adjusting potentiometers page)</p>
<p>3. Door opens slightly and stops or sets back down on floor</p>	<p>Check for broken torsion spring. Verify door is unlocked if slide lock is used. Verify auto-lock is disengaging if used. Verify proper operator is installed. Verify operator is properly installed. Verify door balance and adjust if necessary Verify door is not too tight against door jamb. Verify that the door operates freely. Increase power clamp potentiometer slightly. (See adjusting potentiometers page)</p>
<p>4. Door attempts to close but reverses in the radius of track</p>	<p>Verify proper operator is installed. Verify operator is properly installed. Verify door balance and adjust if necessary Verify door operates freely through the radius. Verify horizontal tracks are not too tight to door. Verify vertical tracks not too tight against door. Decrease close sensitivity slightly. (See adjusting potentiometers page) Increase power clamp potentiometer slightly. (See adjusting potentiometers page) Release door and lower to a position below the obstruction point and re-engage and cycle down.</p>

ZAP Series 3

Simply Logical

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<p>5. Operator does not turn off when fully cycled Up or Down</p>	<p>Verify proper operator is installed. Verify operator is properly installed. Verify Bowden cable is installed properly. Verify proper belt tension is applied. Decrease power potentiometer slightly (See adjusting potentiometers page) Increase close sensitivity slightly if problem occurs in the close cycle. (See adjusting potentiometers page)</p>
<p>6. Door will not open Open LED does not turn on when open pressed</p>	<p>Verify Case lid cover plugged into main board. Consult basic controller troubleshooting section.</p>
<p>7. Door will not open Open LED does turn on when open pressed</p>	<p>Verify proper voltage setting. Verify Motor properly terminals plugged into TB12. Verify no breakage in motor wires. Verify motor wires are plugged in at motor. Consult basic controller troubleshooting section.</p>
<p>8. Door will not close Close LED does not turn on when close pressed</p>	<p>Verify Case lid cover plugged into main board. Consult basic controller troubleshooting section.</p>
<p>10. Door always running slow.</p>	<p>Verify proper voltage setting. Consult basic troubleshooting for motor and controller sections.</p>
<p>11. Door running slow in close direction.</p>	<p>Consult close slow/Close fast programming section</p>
<p>12. Door pauses 10 seconds before closing.</p>	<p>Consult service due reminder programming page.</p>
<p>13. External Radio controls or other external device does not function</p>	<p>Check 24V circuit. See 24V trouble shooting section. Check Single contact device troubleshooting.</p>

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