

TROUBLE SHOOTING GUIDE

MODEL 4300

IMPORTANT: SHUT OFF POWER TO OPENER BEFORE REMOVING COVER

- PROBLEM -	- CAUSE -	- FIX -
Starts to open and stops	<ul style="list-style-type: none"> • Load Sensing adjustment set too low • Circuit board failure • Door latched • Capacitor not connected or bad • Debris on ball screw causing freewheeling • Short in wiring between transformer and electric strike. 	<ul style="list-style-type: none"> • Readjust load sensing pot (P1) CW increase force • Replace circuit board • Install blank latch plate or electric strike kit • Reconnect or change capacitor • Clean and regrease screw • Remove short
Opens almost all the way then stops	<ul style="list-style-type: none"> • Load sensing adjustment set too low • Lateral position of opener not correct • Closer forces too high or improperly installed • Obstruction to door just before full open • Actuator "timing in" out of adjustment 	<ul style="list-style-type: none"> • Readjust load sensing pot CW to increase force • Reposition as show in drawing 4264 - page 13 • Adjust closer, reduce back check - check template • Remove obstruction • Redo "time in" procedure
Opens but does not close	<ul style="list-style-type: none"> • Activate control not functioning properly or shorted • Circuit was prepped for signal to close 	<ul style="list-style-type: none"> • Disconnect activate control or receiver and see if arm retracts - if so replace control • Convert circuit board to THO
Opens when first powered	<ul style="list-style-type: none"> • Red and black leads from capacitor reversed 	<ul style="list-style-type: none"> • Connect properly - see wiring detail - page 15
Stops on closing cycle	<ul style="list-style-type: none"> • Load sensing adjustment set too low • Door is bouncing on arm • Debris on ball screw causing freewheeling 	<ul style="list-style-type: none"> • Readjust load sensing pot (P1) CW increase force • Adjust closing speed • Clean and regrease screw
Opener doe not respond to wired control commands	<ul style="list-style-type: none"> • No Power • Circuit breaker tripped • Activating wired control not properly connected • Faulty control • Safety mat failure • Circuit board failure 	<ul style="list-style-type: none"> • Check power source • Reset breaker and observe for reoccurrence • Wire correctly • Replace control • Replace mat • Replace circuit board
Opener opens door without a command	<ul style="list-style-type: none"> • Radio frequency interference 	<ul style="list-style-type: none"> • Change code in receiver and transmitter
Opener does not respond to a radio signal	<ul style="list-style-type: none"> • Receiver and transmitter not set to same code or are not of same frequency. If OK, one of controls could be faulty. • Transmitter battery low or dead • Wall control mounted on metal surface • Radio frequency interference 	<ul style="list-style-type: none"> • Verify that codes and frequency are correct. If OK remove receiver and jump SW terminals to see if unit opens. If it does change receiver • Replace transmitter battery • Increase clearance between circuit board and wall • Change code in receiver and transmitter
Opener circuit breaker tripped	<ul style="list-style-type: none"> • Incorrect wiring • Capacitor not connected • One motor lead not connected • Power cord has short • Circuit board failure 	<ul style="list-style-type: none"> • Rewire correctly • Connect capacitor • Reconnect motor lead • Replace power cord • Replace circuit board
Door won't close	<ul style="list-style-type: none"> • Power failure 	<ul style="list-style-type: none"> • Remove pull pin to allow arm to collapse into frame

In the event that the circuit board is not functional, it should be replaced rather than attempting to field repair it. Any field alteration to the circuit board will void factory warranty.