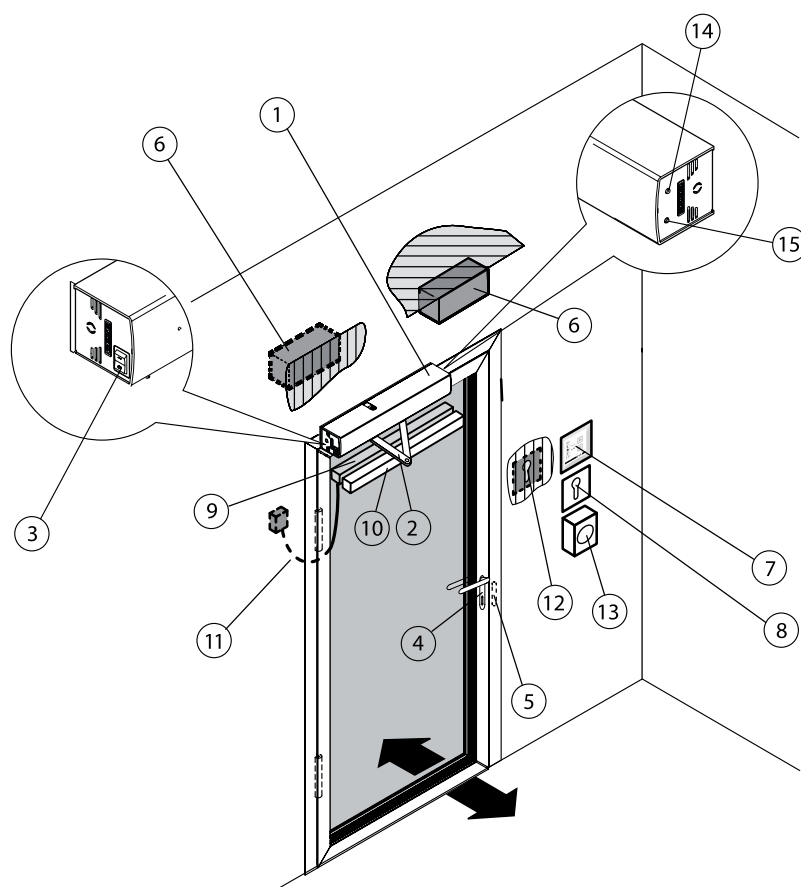


What to do if...

TROUBLESHOOTING MANUAL FOR AUTOMATIC SWING DOORS

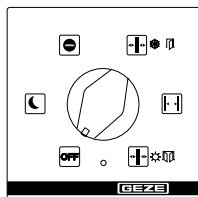
Thank for you choosing a GEZE door system. This document gives you an overview of the potential faults with your system and how to possibly rectify them yourself.

STRUCTURAL DIAGRAM – AUTOMATIC SWING DOOR SYSTEM

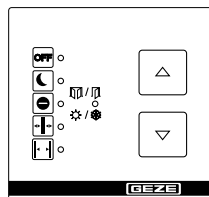


1. Door drive
2. Link arm or guide rail
3. Internal programme switch
4. Door handle with lock
5. Electric strike
6. Contact sensor inside/outside
7. Programme switch/
Display programme switch
8. Key switch
9. Safety sensor Open
10. Safety sensor Close
11. Door transmission cable
12. Mechanical contact
13. Emergency push button
14. Push button mode of operation
15. Mode of operation LED

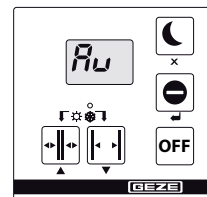
PROGRAMME SWITCHES



7. Programme switch



7. Keypad programme switch



7. Display programme switch

DESCRIPTION OF THE PROBLEM	CAUSE	REMEDY
Door only opens and closes slowly	Obstacle in travel path (inside/outside)	Remove obstacle (inside/outside) and check door leaf for ease of movement.
	After return of power supply	Await first closing
	Door was blocked	Await first closing after blockage
Door opens and closes constantly	Obstacle in travel path (inside/outside)	Remove obstacle and check door leaf for ease of movement.
	Irradiation or reflections, e.g. reflective floor, rain drops (inside/outside)	Check the detection area of the contact sensor (6.)
	Misaligned movement detector (6.)	Check movement detector (6.) detection area
	Safety sensor (10.) Close (SIS) soiled	Clean safety sensor (10.) Close (SIS)
	Safety sensor (10.) Close (SIS) misaligned or defective	Call service technician
Door only opens a crack	Obstacle in travel path (inside/outside)	Remove obstacle (inside/outside) and check door leaf for smooth running
Door does not open	Obstacle in travel path (inside/outside)	Remove obstacle (inside/outside) and check door leaf for smooth running
	Movement detector (6.) misaligned or defective (outside) (photo)	Check contact sensor (6.) If the LED is red: call service technician
	Emergency stop button	Unlock the emergency push button (13.)
	"Night" mode of operation (14./7)	Select different mode of operation (14./7)
	"Exit only" mode of operation (14./7)	Select "automatic" mode of operation (14./7)
	Door locked mechanically	Unlock the door
	Electric strike (5.) does not release	Call service technician
	Fire alarm active	Activate reset push button (14./7)
	Drive defective	Call service technician
Door does not close	Safety sensor (10.) Close (SIS) soiled	Clean safety sensor (10.) Close (SIS)
	Safety sensor (10.) Close (SIS) misaligned or defective	Call service technician
	Obstacle in travel path (inside/outside)	Remove obstacle (inside/outside) and check door leaf for smooth running
	Movement detector (6.) triggers constantly	Check the contact sensor (6.), call service technician if necessary
	"Hold open" mode of operation (14./7)	Select different mode of operation (14./7)
	Current impulse push button function activates	End activation by pressing the push button again
Programme switch (14./7) cannot be activated	Programme switch (14./7) is blocked	Activate programme switch (14./7) to release it
	Programme switch (14./7) defective	Call service technician
Programme switch (14./7) showing "88"	Programme switch (14./7) connection to control unit disrupted	Switch the mains voltage off and back on again, call service technician if necessary
	Programme switch (14./7) or control unit defective	Call service technician
	Communication disrupted	Switch the mains voltage off and back on again
Display programme switch (14./7) is dark	Power failure	Check mains fuse
	Programme switch (14./7) connection to control unit disrupted	Call service technician
	Programme switch (14./7) or control unit defective	Call service technician
Display of fault messages on display programme switch (14./7)	Fault in the door system	Note the fault message. Up to 10 different fault messages are shown in a row. The display changes about every 10 seconds, request service technician if necessary
Mode of operation LED (15.) flashes fault message red, green or blue (only for Powerturn)	Fault message	Call service technician
Mode of operation LED (15.) flashes Initialisation after power failure yellow, 2x quickly (only for Powerturn)	Power failure initialisation	Await initialisation (door opens and closes once at slow speed)

CONTACT

If a problem persists, please don't hesitate to contact us promptly:

GEZE UK:	Tel.: +44 1543 443000
GEZE Service 24/7:	Tel.: +44 8456 777781
GEZE Technical Support:	Tel.: +44 1543 443020

E-Mail: service.central.uk@geze.com

Web: www.geze.co.uk/en/services