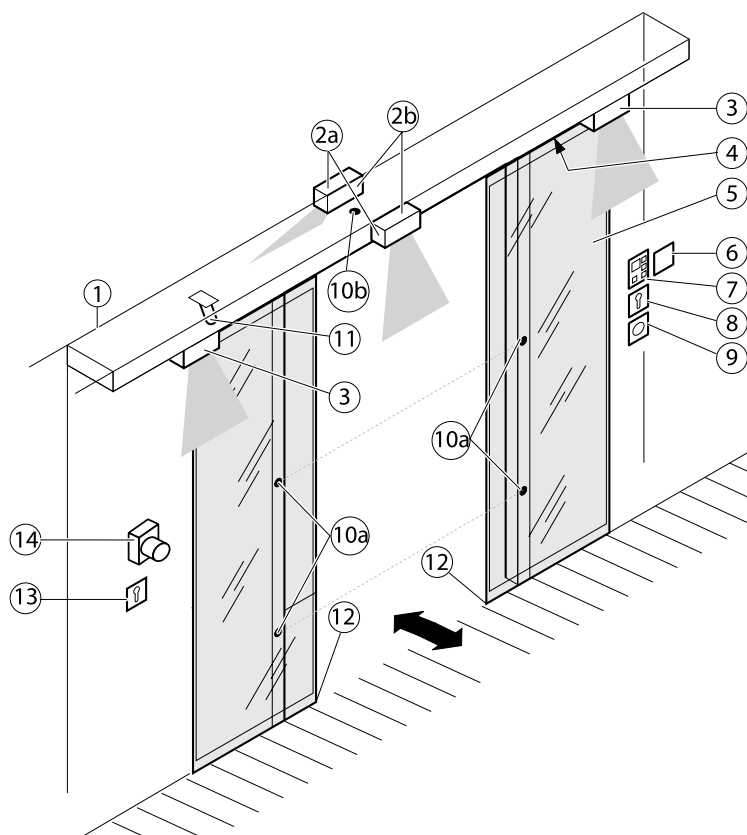


What to do if...

TROUBLESHOOTING MANUAL FOR AUTOMATIC SLIDING DOORS

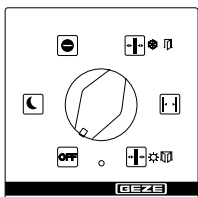
Thank for you choosing a GEZE door system. This document gives you an overview of the potential faults with your system and how to possibly rectify them yourself.

STRUCTURAL DIAGRAM – AUTOMATIC SLIDING DOOR SYSTEM

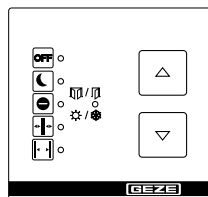


1. Drive
2. a.) Combined detector
b.) Contact sensor
3. Safety sensor
4. Reset switch
5. Moving leaf
6. Pharmacy opening button
7. Programme switch/
Display programme switch
8. Key switch
9. Emergency shut-off switch
10. a.) Safety sensor
b.) Ultrasonic sensor
11. Locking mechanism with locking pin
12. Floor guide
13. Contact sensor (key switch)
14. Emergency push button

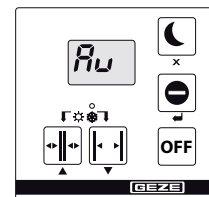
PROGRAMME SWITCHES



7. Programme switch



7. Keypad programme switch



7. Display programme switch

DESCRIPTION OF THE PROBLEM	CAUSE	REMEDY
Door only opens and closes slowly	Floor guide area (12.) dirty	“OFF” mode of operation (7) / disconnect power supply Clean floor guide area (12.)
	Obstacle in travel path	Remove obstacle and check door leaf Check for smooth movement
	Safety sensor (3.) Close (SIS) disrupted or misaligned	Clean safety sensor (3.) Close (SIS) (photoelectric barrier). Check light curtain (3.) setting
Door opens and closes constantly	Obstacle in travel path, e.g. stone in floor guide area (12.)	Disconnect power supply (7.) (emergency control or on-site safety fuse) Remove the obstacle, clean the floor guide area (12.)
	Irradiation or reflections, e.g. reflective floor, rain drops, plant/flower box, posters/placards or similar in the detection area of the movement detectors	Check movement detector (2b.) detection area (the LED must light up when you enter the detection area)
	Misaligned movement detector (2b.)	Check movement detector (2b.) detection area
Door only opens a crack	Obstacle in travel path (inside/outside)	Remove obstacle and check door leaf for ease of movement Mode of operation (7) Move “OFF” leaf manually
Door does not open	Obstacle in travel path (inside/outside)	Remove obstacle and check door leaf for smooth running (inside/outside)
	Movement detector (2b.) misaligned or defective (inside/outside)	Check movement detector (2b.) (see note to LED behaviour)
	Operating status “Night mode”, “OFF” (7)	Select different operating status (7)
	“Exit only” operating status (7)	Select “automatic” operating status (7)
	Floor locks are locked	Unlock floor locks
	Lock M is locked	Unlock hook bolt lock
	For break-out drives only: Leaf/fixed panel is not latched in (Error messages 27, 29 and 41)	Latch the fixed panel in
Door does not unlock or lock	Locking mechanism defective	Unlock/lock the door manually: Check locking mechanism in “Night mode” operating status (7). Call service technician
Door does not close	Safety sensor (3.) Close (SIS) interrupted or misaligned	Call service technician
	Obstacle in travel path (inside/outside)	Remove obstacle, clean the floor
	Movement detector (2b.) operates without interruption	Call service technician
	“Hold open” mode of operation (7)	Select different mode of operation (7)
Programme switch (7) cannot be activated	Programme switch (7) is blocked Programme switch (7) is defective	Activate key switch (13.) Enter password Request service
Programme switch (7) cannot be activated	Programme switch (7) is blocked	Activate key switch (13.) to release it
	Programme switch (7) is defective	Call service technician
Programme switch (7) showing “88”	Programme switch (7) connection to control unit disrupted	Switch the mains voltage off and back on again Call service technician
	Programme switch (7) or control unit defective	Call service technician
	Communication disrupted	Switch the mains voltage off and back on again
Programme switch (7) is dark	Power failure	Check mains fuse
	Programme switch (7) connection to control unit disrupted	Call service technician
	Programme switch (7) or control unit defective	Call service technician
Display of fault messages on display programme switch (7)	Fault in the door system	Note the fault message. Up to 10 different fault messages are shown in a row. The display changes approx. every 10 seconds Call service technician

CONTACT

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

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