

# **OPERATING & MAINTENANCE** **MANUAL**



**EUROPA ROLLER GARAGE DOORS**

**EUROPA COMPACT ROLLER GARAGE DOORS**

**CALLISTO ROLLER SHUTTER SYSTEMS**



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To ensure compliance with the machinery directive, this manual must be given to the owner of the door & filed for future reference.

**COMPANY NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**DOOR TYPE (TICK):** \_\_\_\_\_

**EUROPA**  
**EUROPA COMPACT**  
**CALLISTO**

**INSTALLER NAME (PRINT):** \_\_\_\_\_

**INSTALLER NAME (SIGNED):** \_\_\_\_\_

## **LOOKING AFTER YOUR DOOR:**

Below are a few maintenance tips, to ensure your door continues to look great & operate correctly, following your purchase:

- 1). Your door is designed to be low maintenance. Like all surfaces, the curtain needs to be kept clean. To do this, simply wipe the door with a damp cloth, using only soapy water or a mild detergent, on a regular basis. Please refrain from using any chemical cleaning solutions. It is also important not to jet wash your door, as this may result in the removal of the painted surface, and/or denting of the actual aluminium profiles.
- 2). Doors in areas susceptible to salt water environment, or those in the vicinity of heavy traffic consumption, must be cleaned frequently, to maximise the life of the paint finish.
- 3). Any chips or scratches that appear on the door, must be touched up with paint, to prevent the base metal from corroding.
- 3). Please ensure the guide channels/runners are kept free from debris, so that the curtain can travel up and down them without obstruction.
- 4). The door is designed to be lubrication free, please refrain from spraying or applying any grease or lubricant to any part of the door or its mechanism.
- 5). Before carrying out any cleaning or maintenance to your door, please ensure the power is turned off.
- 6). Failure to comply with the above, may affect any future warranty claims.

## **OPERATING INSTRUCTIONS:**

### **1). SECURITY & SAFETY**

Firstly, only operate your door when it is in full view, ensuring that it is free from any obstructions. Ensure hands, clothes etc. are kept away from any moving parts.

The anti-lift locking system, will only engage once the curtain has travelled to its fully closed position. Please ensure that the motor cycle has finished, and will not travel down any further.

If your door has been supplied with remote control operation, it will be fitted with a bottom safety edge device. Although this is designed to stop upon hitting an obstruction, it is still advised to watch the door to its closing position. If the safety edge has activated, the door will stop and reopen a short distance. To clear this, take the door back to its fully open position. Ensure the obstruction has been cleared before attempting to close the door again. If the door will not close automatically, then hold down the button until it reaches its full cycle, and refer to trouble shooting (Pg. 6)

### **2). REMOTE CONTROL RECEIVER**

The door can be operated using the buttons on the front of the receiver. Press the up arrow to open the door, and the down the arrow to close the door. Press the stop button to halt the door at any point during its cycle. Do not attempt to remove the front cover of the receiver, as this should only be done by a trained installer. For further features related to the remote control receiver, refer to the manufacturers own instructions.

### **3). REMOTE CONTROL TRANSMITTERS**

The remote control transmitters are 4 channel, basically allowing the operation of four separate compatible products from one transmitter. Each button works sequentially. Press the button once to open the door, press it again to stop the door, and then again to close the door.

#### **4). KEYSWITCH OR PUSH BUTTON OPERATION**

If the door has been fitted with either keyswitch or push button operation, it will have been fitted adjacent to the door itself. To open the door, turn & hold the key, or press and hold the up button, until the door reaches its open cycle. To close the door, repeat the above in the reverse direction.

#### **5). MOTOR THERMAL CUT OUT**

The motor within the door axle has an integral thermal cut out, to prevent it from overheating from over use. If this happens, allow sufficient time for it to cool down before using (approx. 60 minutes, however this can alter dependent on ambient temperature). If the thermal cut out is a regular occurrence, the door may be operated excessively, and may cause permanent damage to the motor. This may affect future warranty claims.

#### **6). POWER FAILURE**

In the event of any disruption to the power supply, including thermal cut out, the door will be fitted with a manual override facility. If the override is fitted on the same side as the door mechanism, simply locate the hook on the end of the crank handle, into the pre fitted eyelet, and rotate in the desired direction. If the door has been supplied with an external low level override, firstly remove the lock, before inserting the folding crank handle, and again turn to operate. **DO NOT OVERWIND.**

**TROUBLE SHOOTING:**

Fault:	Door will not close
Possible Cause:	Flat battery within safety edge
Solution:	Replace battery*
Fault:	Door closes but re-opens immediately
Possible Cause:	Safety edge has activated
Solution:	Clear obstruction and try again
Fault:	Door stops after partially closing
Possible Cause:	Fault with safety edge
Solution:	Check battery or contact installer
Fault:	Remote transmitter not working
Possible Cause:	Flat battery
Solution:	Replace battery**
Fault:	Door not operating in either direction
Possible Cause:	Thermal cut out in motor activated
Solution:	Wait for motor to cool down (see 5.5)

\*Bottom slat transmitter batteries are AA size 3.6v lithium.

\*\*Transmitter batteries are CR2430 3v lithium.

**SERVICE & MAINTENANCE RECORD:**

**It is highly recommended that your door is serviced annually by a trained installer. Failure to maintain your door, may affect any future warranty claims:**

**DATE:**

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**COMPANY NAME:**

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**WORKED CARRIED OUT:**

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**INSTALLER NAME (PRINT):**

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**INSTALLER NAME (SIGNED):**

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**NOTES:**

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**DATE:**

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**COMPANY NAME:**

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**WORKED CARRIED OUT:**

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**INSTALLER NAME (PRINT):**

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**INSTALLER NAME (SIGNED):**

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**NOTES:**

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