

## Troubleshooting Guide

**PROBLEM:** Motor does not run or make any noise.

**Cause 1:** Dead battery

**Solution:** Charge or replace battery.

**Cause 2:** Open circuit or faulty switch

**Solution:** Check connections at switch, fuse & circuit breaker.

**Cause 3:** Bad Motor

**Solution:** Replace the Motor.

**PROBLEM:** Motor runs, but slide room does not move.

**Cause 1:** Cable(s) have become detached

**Solution:** Check tension of all cables. Open access panel and re-adjust. Place grommet or screw in standoff bracket to secure the cable.

**Cause 2:** Chain is caught on a bracket

**Solution:** Open access panel to identify the problem. Adjust cable tension. Tighten all 4 jam nuts. Place white anti-vibration blocks on cable nuts.

**Cause 3:** Chain is off the sprocket

**Solution:** Open access panel to identify the problem. Put chain back on sprocket. Re-adjust cable tension, tighten all jamb nuts (4). Place white anti-vibration blocks on cable nuts.

**Cause 4:** Drive Shaft key is broken

**Solution:** Remove motor Cylinder from motor mount, remove/replace driveshaft key and reinstall motor cylinder.

**Cause 5:** Bad Gearbox

**Solution:** Replace Gearbox

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**PROBLEM:** Loose Cable – Sagging 1 or more inches, or hanging.

**Cause 1:** Adjustment nut is too loose or off cable

**Solution:** Open access panel, install all nuts with white anti-vibration blocks, and adjust.

**Cause 2:** Cable is loose from connector bracket

**Solution:** Open access panel, loosen nut on loose cable and attach to bracket, then adjust.

**Cause 3:** Drive chain has too much slack

**Solution:** Open access panel & tighten the chain adjustment nuts.

**Cause 4:** Broken Cable

**Solution:** Refer to our cable replacement instructions

**Cause 5:** Room stand-off bracket is loose or off

**Solution:** Inspect all inside and outside brackets for secure attachment, and repair as required.

**PROBLEM:** Room squeaks or crackles while operating.

**Cause 1:** Cables are too tight

**Solution:** Open access panel, and adjust tension.

**Cause 2:** Brackets are not properly aligned

**Solution:** Align brackets properly and re-adjust.

**PROBLEM:** Room wipe is torn or missing.

**Cause 1:** Room or framework is out of square

**Solution:** Correct the problem and replace wipe.

**Cause 2:** Wipe is torn or weathered

**Solution:** Replace wipe.

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**PROBLEM:** Room doesn't close completely.

**Cause 1:** Improper adjustment

**Solution:** Open access panel, and adjust tension. Refer to adjustment instructions.

**Cause 2:** Room is hitting an obstruction

**Solution:** Check for obstructions and correct.

**Cause 3:** Improper stand-off bracket alignment (cable is kinked)

**Solution:** Loosen cable nut to allow slack. Remove screws from stand-off and align cable with slot. Re-attach standoff. Adjust cable tension.

**PROBLEM:** Loud grinding noise when room operates.

**Cause 1:** Screw or foreign object lodged in jamb pulleys

**Solution:** Remove jamb clamp and inspect area causing the noise. Remove any loose objects.

Inspect pulleys for damage. Replace th/2022e cable(s) if any have become frayed due to the problem.

**Cause 2:** Cable has jumped off pulley

**Solution:** Remove and Replace cable, refer to cable replacement instructions

**PROBLEM:** Cable is bent and/or frayed at standoff bracket.

**Cause:** Standoff bracket was not proper aligned during installation process

**Solution:**

1. Remove the tension from the cable via the cable adjustment nut.
2. Remove the screws from the standoff bracket and adjust to the appropriate location.
3. Re-attach standoff bracket and adjust cable tension.
4. Replace the cable if it has become frayed. Refer to cable replacement instructions