



GDO Remote Control Roller Door

# Operation, Maintenance & Servicing Manual

**Edition 2022/1**

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# Welcome to GDO

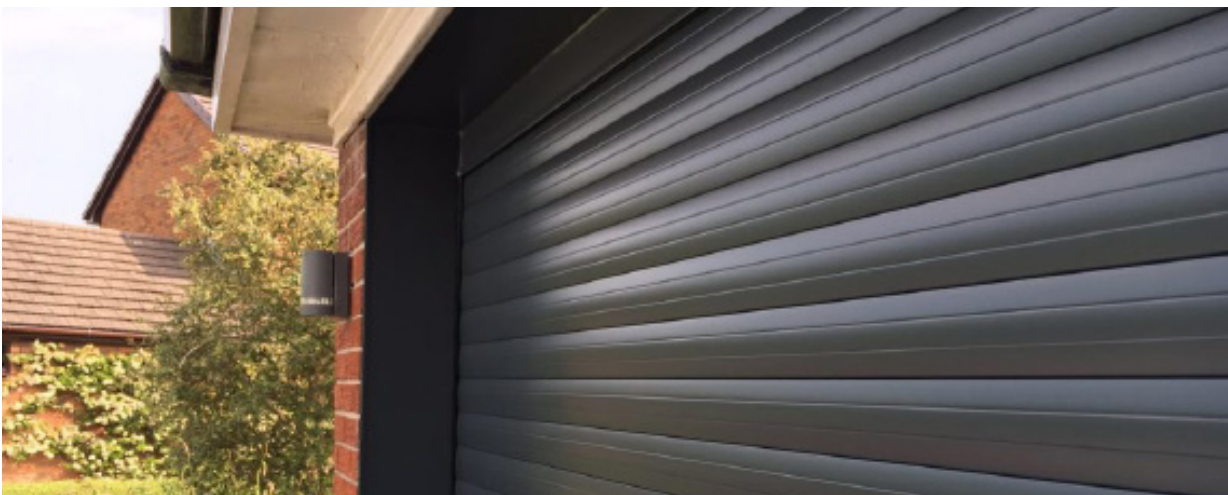
Thank you from GDO on behalf of your installer for the purchase you have made, we understand it is a significant investment for you and your property, we have combined a great design with exceptional UK manufactured build quality, which has enabled us to have all the products we supply independently tested for UKCA mark and create the possibility to offer the secured by design accreditation.

With this in mind please find the following guide on how to operate and maintain your newly supplied product, which with the appropriate maintenance and servicing as outlined in this manual will lead to many years of trouble-free operation and prolong the life of your product.



## Care of your Product

- ✓ Because of the moving parts the curtain can mark over time, this is caused by the rolling action of the curtain against the rings, straps, barrel and as the curtain rolls on itself when dust and debris build up; this is normal and not considered a product defect. Other contact areas such as door seals and guides may also create marking. This is a characteristic of all roller doors and does not affect performance, wiping with a damp cloth and the use of a mild detergent should be used to remove any excessive dirt/grime to maintain its appearance and to reduce the risk of the surface being damaged, this must be done at least monthly in areas with a salty air environment (within 7 miles of the coast).
- ✓ Marks on the paint finish can be cleaned with many types of car polish but chips in the paint work should be touched up to prevent corrosion and oxidation of the aluminum. Please remember to isolate the power to the unit before washing or repairing the paintwork.
- ✓ The motor and curtain have been designed to be lubrication free so you must not oil or grease the guide rails.
- ✓ Make sure there are no foreign items that have been collected in the guides i.e: stones, sticks, leaves, etc.
- ✓ Make sure where the closing edge of the curtain makes contact with the floor is kept clear of all foreign objects as they may get embedded in the rubber of the door.
- ✓ When operating your door it is always advised to have a clear line of sight of the whole curtain of the shutter and watch the curtain close fully before leaving.
- ✓ Your product is designed to work smoothly by the motor, it is not designed to overcome a badly running or damaged door, if you witness this while in operation please make contact with your installer to rectify the problem, to stop additional or future damage occurring.



# Operating Instructions

When operating any electrical product you should always have a clear line of sight of the curtain of the shutter and check to make sure there are no obstructions in the way, please ensure that when the curtain is running the operative and any other people stand clear of the moving parts. Children should never operate the controls or play near the curtain when it is in operation either opening or closing.

Please Note: When opening or closing you must monitor the product until it has completely finished its operation as activation of the safety device on closing may cause the curtain to reopen a short distance.



**Warning: You must have a clear line of sight of the whole curtain when it is in operation. Failure to do so may result in harm to persons or damage.**

## Key Switch Operation

To open, turn the key to the right and hold until curtain reaches top limit and stops.

To close, turn the key to the left and hold until the curtain is fully closed and completely compressed at its bottom limit, if there is someone or something in the way release and the curtain will stop.

To stop at any time during operation, return the key to the center.

## Rocker Switch Operation

To open, press and hold the open ( ▲ ) button until the curtain has traveled to its top limit.

To close, press and hold the close ( ▼ ) button until the curtain is fully closed and completely compressed at its bottom limit, if there is someone or something in the way release and the curtain will stop.

To stop at any time during operation, release the button.

## Control Box Operation

To open, press and release the open ( ▲ ) button on the control box and the curtain will travel to its top limit.

To close, press and hold or press and release the close ( ▼ ) button on the control box and the curtain will travel all the way to its bottom limit.

If there is an obstruction or to stop at any time, press and release the stop ( ■ ) button on the control box.

## Roller Shutter (Independent Operation)

To open, press and release the open ( ▲ ) button on the remote control handset and the curtain will travel to its top limit.

To close, press and hold the close ( ▼ ) button on the remote control handset and the curtain will travel all the way to its bottom limit, if there is an obstruction release the button and the curtain will stop.

To stop at any time press and release the stop ( ■ ) button on the remote control handset.

## Roller Garage Door (Independent Operation)

To open, press and release the open ( ▲ ) button on the remote control handset and the curtain will travel to its top limit.

To close, press and release the close ( ▼ ) button on the remote control handset and the curtain will travel all the way to its bottom limit.

## Sequential Operation

To operate you use only the one button on the remote control handset. This will open the door if closed and close the door if open, The Sequence of operation is Open, Stop, close, Stop, ect . Please note: When opening the door in normal use, or if the safety edge is activated, sometimes the curtain may need to travel all the way to the top before it will close again.



# Service & Maintenance

Although your new GDO product is designed to be as maintenance free as possible we recommend that you have it serviced by a professional installer once every 12 months and the maintenance log is fulfilled with the details.

## First Service

Date		Work performed by (Signed)	Work performed by (Print)	Company Name
Completed	<input type="checkbox"/>	Check power supply cable is secured and in good order.		
Completed	<input type="checkbox"/>	Check exterior of curtain & guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.		
Completed	<input type="checkbox"/>	Check all handsets & any addition switches, change batteries on every even number service.		
Completed	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.		
Completed	<input type="checkbox"/>	Remove back box & check straps and rings haven't moved or become loose, tighten as required.		
Completed	<input type="checkbox"/>	Check bottom & top limits of motor, reset if necessary.		
Completed	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust & re-fix as required.		
Completed	<input type="checkbox"/>	Check all Fixing points on the guides.		
Completed	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side & it is secure.		
Completed	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.		
Completed	<input type="checkbox"/>	Check on the condition of bottom rubber seal.		
Comp or N/A	<input type="checkbox"/>	Inspect bulb & change if required.		
Comp or N/A	<input type="checkbox"/>	Check safety brake tube end fixing is secure & fully extended.		
Comp or N/A	<input type="checkbox"/>	Check magnets are all secure & in correct position, realign & fix as needed.		
Notes				

## Second Service

Date	Work performed by (Signed)	Work performed by (Print)	Company Name
Completed	<input type="checkbox"/>	Check power supply cable is secured and in good order.	
Completed	<input type="checkbox"/>	Check exterior of curtain & guides for debris/salt/dirt signs of rubbing or scuffing - clean as required.	
Completed	<input type="checkbox"/>	Check all handsets & any addition switches, change batteries on every even number service.	
Completed	<input type="checkbox"/>	Check safety system operations, if battery powered change on every even number service.	
Completed	<input type="checkbox"/>	Remove back box & check straps and rings haven't moved or become loose, tighten as required.	
Completed	<input type="checkbox"/>	Check bottom & top limits of motor, reset if necessary.	
Completed	<input type="checkbox"/>	Check top slats haven't moved or lost end caps - adjust & re-fix as required.	
Completed	<input type="checkbox"/>	Check all Fixing points on the guides.	
Completed	<input type="checkbox"/>	Check end plate fixings - make sure there is atleast 1 good fixing each side & it is secure.	
Completed	<input type="checkbox"/>	Check Internal / external manual winder operation for ease of use.	
Completed	<input type="checkbox"/>	Check on the condition of bottom rubber seal.	
Comp or N/A	<input type="checkbox"/>	Inspect bulb & change if required.	
Comp or N/A	<input type="checkbox"/>	Check safety brake tube end fixing is secure & fully extended.	
Comp or N/A	<input type="checkbox"/>	Check magnets are all secure & in correct position, realign & fix as needed.	
<b>Notes</b>			



## Power Failure

If your product is not working correctly please contact your local installer for assistance, if it is a normal power outage please follow the instructions below.

### Internal Manual Override

Hook the crank handle onto the eyelet and hold in line with the eye, rotate the handle until the curtain reaches the open/closed position, being careful to make sure you do not overwind past the stop positions.

When the power returns, use your handset to run one full cycle before using the door as normal.

**Please note: you only need to run a cycle if the manual override is used.**

### External Manual Override

Take your override handle with you and using your key remove the external lock, then insert handle into the hole until engaged.

To operate the door: Rotate the handle until the curtain reaches the open/closed position, being careful to make sure you do not overwind past the stop positions.

When the power returns, use your handset to run one full cycle before using the door as normal.

**Please note: you only need to run a cycle if the manual override is used.**

