

Trouble Shooting

If your gate operator arm will not move.

- Be sure that all safety devices are connected. Safety device terminals work on normally closed connections so if terminals 3, 4, and 5 are not connected to negative terminals the gate opener will not function. Secondary safety devices **are always recommended by Gate Crafters and FAAC**, if you choose to only use the inherent obstruction sensing featured in the Estate Swing control board you must connect terminals 3, 4, 5 to a negative terminal (12, 13, 14, or 15).
- Be sure your arm is mounted correctly, **IF the setback is off there may be not enough leverage to move the gate.**
- Be sure the power LED is on steady. See page 27 for power LED interpretations. The battery supplied should be charged for 12 hours before beginning the learning process.
- Be sure that the polarity of the arm wiring is correct. For standard Pull-To-Open operation the **Blue** wire should be connected to the **left** and **Brown** wire connected to the **right**. **Reverse the polarity for Push-To-Open Operation.**
- Check the fuse to be sure the fuse is not blown. It can be tested visually or with a volt meter by checking for continuity between the two prongs of the fuse.
- Check the force setting, D variable. 4 is the highest. Try moving the force to high.
- Check the speed setting, E variable. If the gate is heavy and tries to move too quickly, sometimes the jerk of the gate at the beginning may set off the obstruction sensing. Move the speed setting down to 1.
- Try removing the opener arm from the gate mounting bracket. Run the cycle with the arm off the gate. If the opener moves, check your gate for levelness, greased hinges, and weight/length ratios. *Note: moving your gate from the end by hand may seem very easy. A true test would be moving the gate from the gate mounting bracket just as the operator would.*

If case won't close or the programming lights will not turn on.

- Be sure that the control board and the control board cover is fully lined up and snapped into place. During shipping some shifting may occur resulting in a board and cover that are not lined up., thus the activation buttons (P1, P2) will not line up.

If the power LED (P) is flashing slowly.

- This means your main power is not on, the battery is low and absorbing too much of the main power, or the main power was plugged in for less than 5 minutes. Be sure before installation the battery is charged for 12 hours. **A charged battery should read over 13V at idle without power connected. If your battery is reading under 13V it needs to continue to charge.**

Note: When a charging power source is removed from a battery the voltage reading will drop immediately after and then level out. Please wait for the voltage to level out to get an accurate reading of the battery's charge.

If the power LED (P) is flashing rapidly.

- The battery is discharged and does not have enough power to move your gate.
Note: Many times the power light will only flash rapidly for a few seconds during the cycle, at which time the gate will stop in motion. It may immediately go back to solid. The battery is still too low, but is closer to being ready to use. This means that the increased amperage pull from moving a gate is too much for the battery in it's current level of charge.

If the gate stops mid cycle.

- Check the force setting, D variable. 4 is the highest. Try moving the force to high.
- Check the speed setting, E variable. If the gate is heavy and moves too quickly, sometimes the jerk of the gate during certain parts of the cycle may set off the obstruction sensing. Move the speed setting down to 1.
- Try removing the opener arm from the gate mounting bracket. Run the cycle with the arm off the gate. If the opener no longer stops during cycle, check your gate for levelness, greased hinges, and weight/length ratios. *Note: moving your gate from the end by hand may seem very easy. A true test would be moving the gate from the gate mounting bracket just as the operator would.*
- Check the power lights, the flashing may only last a short time when the gate stops. If the light flashes let your operator charge.

If the gate stops after only a few inches of movement.

- **NOTE: The open and closed position is the most difficult for the opener because it is working without momentum and at the least leverage point.**
- Check the force setting, D variable. 4 is the highest. Try moving the force to high.
- Check the speed setting, E variable. If the gate is heavy and moves too quickly, sometimes the jerk of the gate during the beginning of the cycle may set off the obstruction sensing. Move the speed setting down to 1.

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- Try removing the opener arm from the gate mounting bracket. Run the cycle with the arm off the gate. If the opener no longer stops during cycle, check your gate for levelness, greased hinges, and weight/length ratios. *Note: moving your gate from the end by hand may seem very easy. A true test would be moving the gate from the gate mounting bracket just as the operator would.*
- Check the power lights, the flashing may only last a short time when the gate stops. If the light flashes let your operator charge.

Only the master opens.

- Check the power light on the slave side be sure the power light is on steady. *Note: The slave does not charge until the master light is steady, if you were recently charging the master and slave the master might have only gotten a chance to charge.*
- Check the diagnostic mode (Section 17). For dual openers CDE and 1 should be on. The rest off. If 1 is off then the slave is not communicating with the master, check your connection to the slave and the polarity of the connection (Section 9).
- If using an accessory to open the gate, see which terminals it is wired to. **Terminal 2 ONLY opens the master leaf, move your accessory to terminal 1.**
- Check the same information as the first trouble shooting topic “**If your gate operator arm will not move.**”

Only the slave will open.

- Check the same information as the first trouble shooting topic “**If your gate operator arm will not move.**”

If your gate is losing memory of slow down points.

- First reset your gate opener by unplug battery and transformer power for 10 minutes. Plug the power sources back in and wait for the power light to go steady. Re-program the gate in Complete Stop/Start Learning Process (Section 20).
- Check the setback. **This is very important for the memory process.**

For any technical assistance Estate Swing can be reached 9 AM to 5 PM, Monday - Friday. 1-800-640-GATE