



TROUBLESHOOTING GUIDE

DIAGNOSTICS FOR FLASHING COURTESY LIGHT ARE LOCATED ON BACK OF OPERATOR AND IN MANUAL

Operator works from wall station but not transmitters

1. Check operator for number of flashes from courtesy light.
2. There should only be **ONE** lighted wall station attached per operator.
3. Check vacation switch.
4. Use your Linear FT-1 to verify transmitter is working. If not, replace battery.
5. Check receiver with FT-1 to verify it is working. If not, replace Control Board.
6. Learn transmitter into operator.
7. If learn LED light on operator is flashing rapidly or constant red, radio receiver is experiencing interference.
8. If interference is present, use the FT-1 to locate interference.

Operator works from transmitter but not wall station

1. Check wall station wiring. Should be on terminal one and two at operator.
2. Check rear of wall station for "bunched or binding" wire against board.
3. Check wall station wire for shorts.
4. Replace wall station.

Door goes down a few inches stops and reverses

1. Check operator for number of flashes from courtesy light.
 - a. Four flashes.
 1. Check for proper balance of door.
 2. Check door force settings.

- b. Three flashes.
 1. Check beam alignment and beam wires for shorts.
 2. Check for proper connections at beam and at operator.
 3. Replace beams.
- c. If door goes down all the way by holding constant pressure on wall station **YOUR BEAMS OR BEAM WIRES ARE THE PROBLEM! (DO NOT REPLACE LOGIC BOARD!)**

Door goes up without activating transmitter or wall station

1. Check wall station wires for short.
2. Check that wall station screws are not over tightened.
3. Check all connections at operator and wall station for proper connections and for broken or touching wire ends.
4. If problem still exists, erase and then reprogram all transmitters and wireless keypads.

Transmitter will not learn into operator

1. Check transmitter and radio receiver using your FT-1.
2. If learn LED is solid or has a rapid flash the radio is seeing interference. Receiver cannot learn transmitter until interference is removed.
3. Using your FT-1 locate and remove interference.

Door will not open all the way out of the opening

1. Operate door to its down limit. Determine carriage location. The distance from back of pulley assembly bracket to front of carriage is 4"-6". If not, relocate carriage to proper position per the installation instructions.

Operator will not go into vacation mode

1. Vacation mode only affects the transmitter. Door will still operate from wall station.
2. Operator must be on the down limit before unit will go into vacation mode.
3. Vacation mode will not operate if an external receiver is installed.
4. Replace wall station.

Unit will not operate from wall station or transmitter

1. Four flashes – let operator cool down for 10-15 minutes.
2. Check house AC power.
3. Disconnect all wires from terminals. Short across terminals 1 & 2. Operator should start up or will go down with constant short on terminals.
 - (a) Check all wires for installation to correct terminals and all connections for shorts.
4. Check wire harness connections to logic board.
5. Check capacitor.
6. Check limit assembly to make sure both limits are not closed.

Unit will not stop on up or down limit

1. Check limit wiring connection to the logic board.
2. Check wiring to limit assembly.
3. Check door travel on limit assembly for proper contact with up or down limit.
4. Replace limit assembly.
5. Replace control board.

Light bulbs burning out

1. Check unit for excessive vibration.
2. Replace bulb with “rough service” bulb.
3. Check bulb installation for tightness and or cross threading.
4. Check socket threads and center contact.
5. Replace socket assembly.

Short range from transmitter – Radio interference

1. Check transmitter battery.
2. Try a different MEGACODE transmitter.
3. Radio interference is identified by a flashing or solid learn LED.
 - (a) If multiple operators in the same garage check for flashing or solid learn LED’s on ALL operators. If this is the case, you have outside interference. Use your FT-1 to determine the cause of the interference.
 - (b) If only one of the operators’ learn LED is on, you probably have crosstalk between units. This can be confirmed by unplugging the unit(s) that is not showing a solid learn LED and then the problem unit starts to

work properly. If this is the case, replace control board on the unit that was **unplugged**.

Learning Linear MEGACODE transmitters into “most” HomeLink systems

1. Refer to vehicles installation manual.
2. MEGACODE transmitters only transmit for 10 seconds. Press and hold transmitter button down for 8 seconds then release and quickly press and hold again. Repeat until transmitter learns into the HomeLink receiver.

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TECHNICAL SUPPORT: (800) 421-1587 ext. 2

NOTES:
