

Plexidor Electronic  
Touble Shooting Diagnostic Checklist

**#1. CHECK THAT POWER IS NOT THE PROBLEM:**

1. Watch the Blue On/Off light for about 10 seconds. If there is no blue light winking on there is no power coming to the door. So next steps are:
  - a) Check that pet door is securely plugged in.
  - b) Check that outlet has power.
  - c) Check that the 2 plug in jacks on front of the pet door are both working. Do this by plugging in the transformer on the opposite side jack from whatever side it is currently plugged in. If the door works in the opposite side jack then you know there is a problem with the wires that attach to the first side jack. Check those wires and tighten them if that is the problem, or resolder the wire if it has been broken.
  - d) Plug in a new 12 volt transformer to make sure the transformer is good.
2. If the Blue On/Off light is off and blinks every 5 seconds, you know the door is receiving power and turned off. If the blue light is on and winking approximately every 3 seconds then you know the door is receiving power and turned on.

If power was not the problem, go on to the next check.

**#2 RESET THE DOOR:**

Reset the door as follows:

Press and hold the on/off button to shut off the door.

Leave it off for 3 minutes.

Press the on/off button to turn back on the door.

Press the Test button on the green circuit board. The door should open and close. Do this 2 times.

Then hold the collar key in front of the door and see if it opens the door.  
Do this a few times.

The door is now reset and should function. An electrical surge may have cause this problem. Suggest a surge protector to the homeowner to protect their pet door.

### **#3 CHECK THAT COLLAR KEY IS PROGRAMMED:**

1. Hold the collar key in front of the door. If the Blue On/Off light blinks rapidly you know you have power and the circuit board is sensing the collar key, but the collar key has not yet been programmed with the door's combination number.

To program the collar key hold the key in front of the door and when the Blue On/Off light blinks rapidly, push and hold the program button for about 3 seconds until you hear a beep and see a steady green light. The program button is located on the green circuit board and the green light will be just beneath the program button.

Check that the collar key is now programmed. Hold the collar key in front of the door and see if it makes the door open as it should. Do this 3 times. Check all of the customer's collar keys.

If collar key was not the problem, go on to the next step.

### **#4 CHECK THAT MOTOR IS RECEIVING POWER AND WORKING:**

1. With door plugged in and turned on, hold the collar key in front of the door. Watch the red motor light. The red light is supposed to come on when the motor makes the panel open and close. The motor light should be solid on as the panel goes up and goes down.
2. If the red light comes on but the door does not open, then there may be a motor problem or a problem with the spring hub.

First check the spring hub: With the motor cover off, press test and watch to see if the red motor light goes on. If the light goes on but nothing happens, look at the motor and see if it is spinning. If it is spinning but the hub wheel is not moving you need to replace the motor hub. (We will send you one if you don't have one in stock) See Replacing Hub Instructions.

3. If it is not the motor hub, it may be a motor problem. This motor is rated for 3 million cycles, so the problem is probably just a wire connection. Remedy is to check that that red and black motor wires are fully connected to the top of the green circuit board. When you tighten these wires **DO NOT OVERTIGHTEN** or you will break the fastener screws.

### **#5 CHECK THAT CLOSING PANEL IS NOT OBSTRUCTED:**

1. Make sure the closing panel moves up and down freely in the guide tracks. To do this you will unhook the metal spring strap from the screw where it attaches to the top of the closing panel. Then you can use a paper clip to hook onto the screw that the spring strap hooks onto. Slide the panel up and down in the tracks to make sure there are no obstructions. See the instructions for Panel Replacement.

## **#6 CHECK THAT ANTENNA WIRE TUBE HAS NOT BEEN DAMAGED:**

1. Unscrew the panel cover screw and slide down the upper panel cover. Check the clear antenna wire tubing with the blue sleeve on it. Make sure the tubing shows no sign of being pinched or bent. In some of the older doors the antenna tubing can develop enough slack that it gets bunched up behind the panel cover as the closing panel goes up and down. This can interfere with the closing panel and sometimes the wire inside the tubing gets broken. If the wire is broken inside you will need to attach a new antenna wire with a protective grommet. See the Grommet Installation Instructions.

## **#7 CHANGE DOWN POWER SETTING:**

If resetting the door did not work we are next going to change the Down Power setting on the door. The Down Power setting can be set too high for your installation. As the panel comes down the system is sensing for obstructions that may be blocking the panel. If the down power is set too high, the system will be over sensitive. You will know it is set too high if the closing panel stops several times on the way down. Adjust the down power lower until the closing panel comes down slow and smooth.

It will be easier to adjust the Down Power setting if you slide down the panel cover. To do this just unscrew the panel cover screw (see diagram in Owner's Manual Pg 7) and let the panel cover slide down and expose the green circuit board.

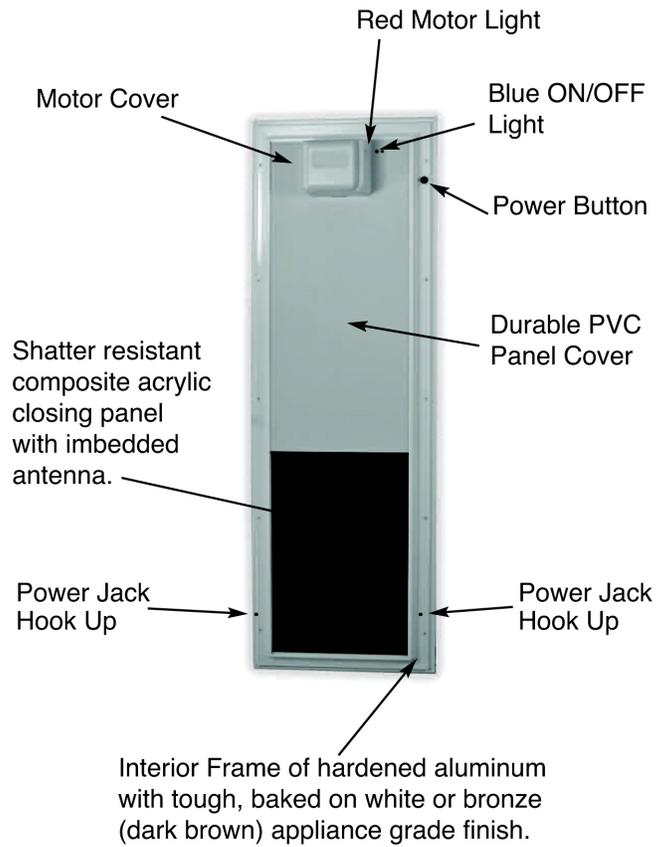
Locate the Down Power setting screw on the circuit board. It should be down and to the right of the test button. It is labeled and has a line pointing to the setting screw. This screw freely rotates in a range from about 8 O'Clock to 4 O'Clock, with 8 O'Clock being the lowest setting and 4 O'Clock being the highest setting. It is usually set straight up at 12 O'Clock when it leaves the factory. If it is at 12 O'Clock then turn it counter clockwise down to about 10 O'Clock. Then hit the Test button and see if the panel comes down smoothly. You may have to do this a few times to get the setting to a smooth up and down function. Once you have the setting corrected just put the panel cover back in place and put the motor cover back on and you are done.

## **#8 CIRCUIT BOARD FAILURE:**

If you have checked all of the above and the pet door still won't function properly, you may have a faulty circuit board. See Instructions for Replacing Circuit Board.

**\*\*MAKE SURE CUSTOMER HAS A SURGE PROTECTOR ON THEIR ELECTRONIC PET DOOR. POWER SURGES AND LIGHTNING CAN DAMAGE THE CIRCUIT BOARD.**

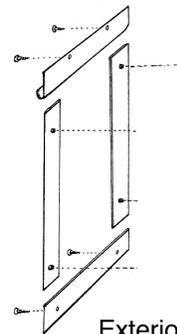
# Plexidor® Electronic Pet Door and Components



RFID Collar Key  
(2 Keys Included)



12 volt Transformer and  
15ft. Power Cord



Exterior Frame