

These are the details about error code 1 & 8:

In our product manual it states “defective RPM sensor”, however, **90 %** of the time it is **not** a defective RPM sensor cable.

The RPM sensor is a small cable attached to the motor gear assembly. It calculates the revolutions per minute that the motor shaft spins at. When the RPM sensor goes defective, the door will move a few inches and stop, then move another few inches and stop, then move another few inches and stop; **a constant stop and go on its own.** If the door is **not** moving a few inches and stopping, then moving a few more inches and stopping, you know it is **not** a defective RPM sensor. If the door is moving a few inches and stopping repeatedly, then yes, it would be a defective RPM sensor cable.

*RPM sensor cable **part number 89493 is obsolete and no longer manufactured.** Search on the internet to see if you are able to locate this discontinued part.*

1. RAIL TENSION & CONDITION OF BELT/CHAIN

The **center rail tension** may need adjusting. Take a look inside the center rail. **Check the tension** on the inside rail, make sure it is not too tight or too loose.

When you gently pull down on the belt outside the metal casing, you should only have **about 2” inches slack (push or pull tension)**. If you have any more or less, adjust the tension. Go to the “**header end**” of the rail. This part of the rail is located above the actual garage door. On the end of the rail there is a nut & bolt. Turn the bolt left to loosen or turn right to tighten it. You will want to look at the black rubber belt and check to see if it is stretched out with metallic bands sticking through. Kindly check up and down on each side on the rail. Check to see that there is a smooth side and a bumpy side.

If the door Springs broke or the garage door is too heavy, it can cause the black rubber belt to stretch out and metal steel bands to be exposed, then the motor cannot read the revolutions the motor shaft spins at...

Kindly check the condition of the belt or chain to see if it is damaged and needs replacing.

If it is damaged, let me know the length of the rail. The inside belt or chain can be replaced at minimal cost.

After reviewing this information and any tension adjustments have been made, open & close the door to see if that fixes the problem.

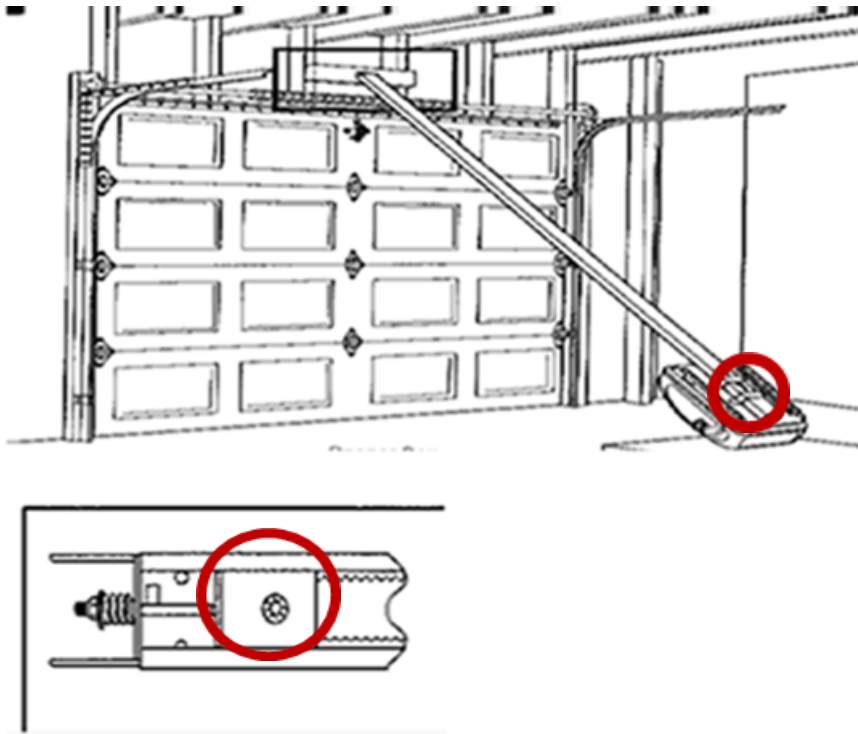
If that did not fix the problem, please continue reading...

2. MOTOR SHAFT ALIGNMENT

The motor shaft may be at an angle / instead of straight **!**

The motor shaft can move at an angle over a period of time if the door is out of balance or gets too heavy **or** if the rail support brackets are **loose**.

Then the pressure and weight is reverted back to the motor & rail, **pulling on the alignment of the motor shaft** [angle / instead of straight **!**]



Our recommendation is to remove the motor from the center rail. Unplug the power cord. Disconnect the door arm from the trolley box.

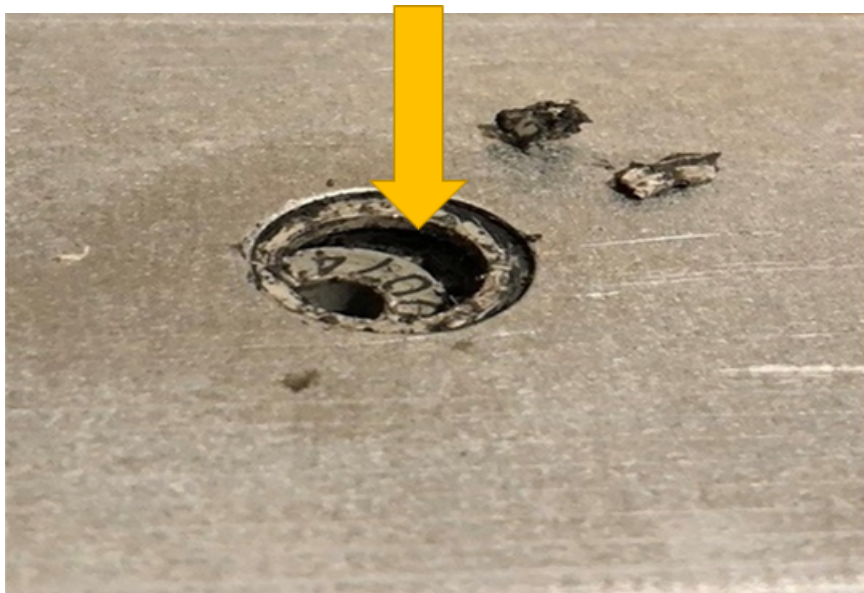
There are screws on the trolley box that need to come off to remove the door arm.

Get on a ladder and look for the “C” channel brackets that hold the motor to the center rail. Remove them.

Now you can remove the motor from the rail. Check the small hole in the center rail (where the motor shaft fits into).

The **hole in the rail** could be off center.

That causes the motor shaft to be at an angle and the position tab does not hit the reference switch to tell the motor where to stop for the open/close limits.



Re-align everything. **Look for metal shavings and clean area off.** Sometimes you can use the tip of a screw driver to push the washer back into place.

Re-insert motor shaft into center rail hole.

Re-attach motor support brackets and reset the motor limits.

3. Check **DOOR ARM** for proper placement, mobility or if it needs adjustment. The door arm is connected to the black trolley box with a red cord. Reprogram motor Open/Close limits afterwards.
4. Your Garage Door weight is too heavy for the motor. If the door is heavy, the motor shaft has a hard time "spinning" in the correct measured position. Have your garage door springs, cable drums, track and rollers serviced. Your garage door parts should be professionally serviced every few years. Call any local garage door company for service. Reprogram the motor Open/Close limits afterwards.
5. If the light bulb is blinking **ONLY on the CLOSE limit** (not open limit) the **DOWN SENSITIVITY feature** should be reduced). *See instructions. It is unknown if your motor has this feature.*

DOWN SENSITIVITY ADJUSTMENT (OFFSET)

- 1.) Press and hold "P" for app. 10 seconds. The illuminated numbers on the LED display will go off in a descending order.
- 2.) Release the "P" button after the LEDs stop counting down.
- 3.) --If LED #2 is on go to step #4.
--If LED #1 is on, press and release the "+" button. LED #2 is now lit. (level 2)
- 4.) Press and release "P" once. LED #1 is now flashing. (menu 1)
- 5.) Press and release "+" 3 times. LED #4 is now flashing. (menu 4)
- 6.) Press and release "P" once. The illuminated LED's correspond to the current DOWN OFFSET (sensitivity) level.
(Note: The more LED's lit, the LESS sensitive the system is; the less LED's lit, the MORE sensitive the system is.)
- 7.) Press and release "+" or "-" to increase or decrease the DOWN OFFSET (sensitivity) level. (**To completely disable the sensitivity, LED #1 should be the only LED on and must be blinking**.)
- 8.) Press and release "P" once.
- 9.) Press and hold "P" for app. 5 seconds to exit the advanced programming mode.
- 10.) Cycle the system twice (by using either the transmitter, wall button, or "+" and "-" buttons).

6. **Logic board.** If you received an electrical disturbance or power surge, it could have damaged or blown a capacitor on the logic board. If you see a domed shape on the capacitor, it would confirm damage.

7. Missing "Position Tab" inside center RAIL:

Inside the center RAIL - there is a triangle shaped part that touches the reference switch every time you open and close the door. If the Position Tab falls off, the motor will go past the Open and Close limits. **Chain rail** uses part # 98875. **Belt Rail** uses part # 96834.

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