

14. Troubleshooting

14.2 Troubleshooting

The following guide to troubleshooting lists potential problems and their causes and information on correcting them. In some cases, other chapters and sections with a more detailed description are referenced. You will be prompted to call a technician if this is required.

Work on the electrical system and live parts may be performed only by a **trained electrician**.


1. Pull the power plug out of the power outlet.
If a battery pack has been installed, remove the wall control unit cover and disconnect the battery pack from the wall control unit. See chapter "6.1 Control unit cover of the wall control unit" and chapter "8.1 Installing and removing battery pack".
Then check that the power is disconnected.
2. After working on the opener, if applicable replace the battery pack in reverse order. See chapter "6.1 Control unit cover of the wall control unit" and chapter "8.1 Installing and removing battery pack". Connect the opener to the main power supply.
Check that the power supply is connected.

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14.3 Time sequences of opener lighting in normal operation and in case of faults

The flash sequences show information on malfunctions for technicians, end customers and telephone support.

Flash sequences in normal operation

Flash sequences	Possible cause	Corrective action
Normal mode  Warning light for the opener in normal mode	<ul style="list-style-type: none"> • Program mode active • Pre-warning time active 	<ul style="list-style-type: none"> • None, for information
	<ul style="list-style-type: none"> • Interruption of a safety device during the movement 	<ul style="list-style-type: none"> • Remove obstacle

Flash sequences with faults

Flash sequences	Possible causes	Corrective action
Requirement  Opener expects a command	<ul style="list-style-type: none"> • Waiting for a confirmation during the position programming movement of door CLOSE position 	<ul style="list-style-type: none"> • Confirmation of position programming movement
Alarm  A process has triggered a fault	<ul style="list-style-type: none"> • Safety sensors or safety equipment not OK before movement 	<ul style="list-style-type: none"> • Check safety sensors • Contact customer support
	<ul style="list-style-type: none"> • Defective safety device, switchover to dead man mode 	<ul style="list-style-type: none"> • Have it checked by a qualified specialist
Service  A process has triggered a fault	<ul style="list-style-type: none"> • Service 	<ul style="list-style-type: none"> • Have the service performed by a qualified specialist
	<ul style="list-style-type: none"> • Calculated motor temperature is too high (overheating) 	<ul style="list-style-type: none"> • Allow motor to cool
	<ul style="list-style-type: none"> • Program difficult positions in case of reversing with no visible cause. The complete distance is traversed from end position to end position (dead man by radio, under direct view only) 	<ul style="list-style-type: none"> • None, for information
Fault  Opener or parts of the opener faulty	<ul style="list-style-type: none"> • Self-test of electronics • Blockage detection (gear breakage, Hall sensor fault) 	<ul style="list-style-type: none"> • Contact customer support
	<ul style="list-style-type: none"> • Limit switch does not operate (e.g. wire break, limit switch fault) 	<ul style="list-style-type: none"> • Contact customer support
	<ul style="list-style-type: none"> • Counting pulses sent in the wrong direction (motor cable was incorrectly connected) 	<ul style="list-style-type: none"> • Check wiring, correct if necessary
	<ul style="list-style-type: none"> • Travel length exceeded 	<ul style="list-style-type: none"> • Path too long, path restricted to max. 22 ft. (7 m)
	<ul style="list-style-type: none"> • Error during plausibility test of Memo 	<ul style="list-style-type: none"> • Contact customer support

14. Troubleshooting

14.4 Troubleshooting table

Problem	Possible causes	Test/check	Remedy
The opener opens the door but does not close it.	• Safety sensor issue	• Check safety sensors and safety devices	• Remove obstacle • Align safety sensor • Check connection to control unit • Check safety sensor wires
	• Automatic closing activated	• Wait to see whether the opener starts automatically after 30 seconds	• Deactivate automatic closing • Contact customer support
Opener cannot be operated with the control device.	• No power	• Check power supply	• Check the power outlet with a different device, for example with a lamp
	• Limit switch in carriage defective	• Unlock opener and push carriage to the center of the rail • Lock opener • Actuate transmitter • If the opener now still does not close and open, the limit switch is defective.	• Contact customer support
	• The opener was disengaged by the emergency release mechanism	• Check that the door can be moved manually	• Pull the emergency release to engage the opener
	• Control device incorrectly connected to the opener	• Check function of opener with a transmitter	• Check wiring, correct if necessary
	• Transmitter defective	• Opener cannot be started with the transmitter.	• Replace transmitter battery • If necessary, replace the battery of the transmitter • If necessary, replace the transmitter with a new one
	• Vacation mode on	• Opener cannot be started with the transmitter or the connected control device.	• Unlock button for 8 sec. on the wall station
	• Electrical supply voltage outside the approved range.	• Have the mains voltage checked by a qualified specialist	• Have the cause corrected by a qualified specialist
When a button on the transmitter is pressed, the door does not open or close.	• Transmitter not programmed	• Radio LED does not light when the transmitter is operated	• Program transmitter
	• Transmitter battery is weak		• Replace the transmitter battery
	• Transmitter defective	• LED on transmitter does not light up	• Replace transmitter with a new one
Opener stops the door during closing and opens it partially or completely.	• Opener detected an obstacle	• Check whether there are any objects in the movement range of the door	• Remove the object • If necessary, check and adjust the door mechanism or springs of the door
	• Safety sensors were interrupted	• Check LEDs on safety sensors	• Remove obstacle
	• Safety sensors defective or misaligned		• Align safety sensors • Check wiring • If necessary, replace safety sensors

14. Troubleshooting

Problem	Possible causes	Test/check	Remedy
Opener stops while the door is opening	<ul style="list-style-type: none">• Door detected an obstacle	<ul style="list-style-type: none">• Check whether there are any objects in the movement range of the door• Check the weight balance of the door - it must run smoothly	<ul style="list-style-type: none">• Remove obstacle• If necessary, have door mechanism checked and repaired by a qualified specialist
Lighting on the opener does not function	<ul style="list-style-type: none">• Opener lighting defective		<ul style="list-style-type: none">• Replace carriage• If necessary, install LUMI Strip supplementary lighting
Speed varies while opening and closing the door	<ul style="list-style-type: none">• Rail dirty		<ul style="list-style-type: none">• Clean with a moist, lint-free cloth see chapter "13.3 Care"
	<ul style="list-style-type: none">• Chain tightened incorrectly.		<ul style="list-style-type: none">• Tighten the chain, see chapter "5.4 Installation of the opener system"
Motor carriage is pulled away from limit stop	<ul style="list-style-type: none">• Spring tension is too high, door is opened too far	<ul style="list-style-type: none">• Check door operation and spring tension• Check door OPEN end position	<ul style="list-style-type: none">• Adjust door operation and spring tension• Adjust door OPEN end position• Fit Lock accessory

14.5 Replacing the carriage

The instructions for "**Disassembling the carriage**" can be downloaded from **SOMMER** at:

www.sommer.eu

If applicable, save the existing settings on the available carriage via SOMLink and a WiFi-enabled device. The settings can be transferred to the new carriage later.

The new carriage is in delivery condition from the factory. After replacing the carriage, make sure that used accessories have been transferred to the new carriage.

Initial operation must be repeated and the special functions of the carriage must be reset, see Chapter "10. Initial operation" and "7. Connections and special functions of the carriage".

Handheld transmitters which are used must also be re-programmed, see Chapter "7.6 Programming the transmitter". On the other hand, the transmitter does not have to be programmed if the Memo accessory part has already been used.

After successful initial operation, carry out a final test and a function test, see Chapter "11. Final test / function test".



INFORMATION



Save the existing settings of the carriage with the help of SOMLink and a WiFi-enabled device. After the new carriage has been inserted, reinstall the data.

15. Taking out of operation, storage and disposal

15.1 Taking the opener out of operation and disassembly

Follow the basic safety instructions listed below.

People under the influence of drugs, alcohol, or medications that can influence their ability to react may **not** work on the opener.

The opener may only be disassembled by a qualified specialist.

This installation and operating manual must be read, understood and complied with by the qualified specialist who disassembles the opener.



⚠ DANGER

Danger if not observed!

If safety instructions are not observed, serious injury or death may result.

- ▶ All safety instructions must be observed to prevent serious injury.



⚠ DANGER

Danger due to electric current!

Contact with live parts may result in electric current flowing through the body. Electric shock, burns or death may result.

- ▶ Electrical components must be disassembled by an electrician only.
- ▶ Disconnect the opener from mains power.
- ▶ If a battery pack is used, it must be disconnected.
- ▶ Then check that the opener is disconnected from the power supply.



⚠ WARNING

Danger of falling!

Unsafe or defective ladders may tip and cause serious or fatal accidents.

- ▶ Use only a non-slip, stable ladder.
- ▶ Ensure that ladders are safely positioned.



⚠ WARNING

Danger of tripping and falling!

Unsafely positioned parts such as packaging, opener parts or tools may cause trips or falls.

- ▶ Keep unnecessary items away from the disassembly area.
- ▶ Place all parts where no persons are likely to trip or fall over them.
- ▶ General workplace guidelines must be observed.



⚠ WARNING

Danger due to optical radiation!

Looking into an LED at short range for an extended period may cause optical glare. This may temporarily reduce vision. This may cause serious or fatal accidents.

- ▶ Do not look directly into an LED.



⚠ WARNING

Danger due to hot surfaces!

After frequent operation, parts of the carriage or the wall control unit may become hot. If the cover is removed and hot parts are touched, they may cause burns.

- ▶ Allow the opener to cool before removing the cover.



⚠ WARNING

Risk of eye injury!

Eyes and hands may be seriously injured by chips when removing screws.

- ▶ Wear safety glasses.



⚠ WARNING

Risk of injury in the head region!

Impact with suspended objects may cause serious abrasions and cuts.

- ▶ Wear a safety helmet when disassembling suspended parts.



⚠ CAUTION

Risk of injury to hands!

Rough, projecting metal parts may cause abrasions and cuts when touched.

- ▶ Wear safety gloves.



NOTE

If there is a battery pack in the wall control unit, it must be removed by a qualified electrician. See chapter "8. Battery pack."

The opener and its accessories must be disconnected from the power supply when taking them out of operation or during disassembly.

1. Pull the power plug out of the power outlet.
If a battery pack has been installed, remove the control unit cover and disconnect the battery pack from the control unit. See also chapter "8.1 Installing and removing battery pack".
Then check that the power is disconnected.
2. Disassembly is in reverse order of installation.

15.2 Storage



NOTE

Improper storage may damage the opener. The opener must be stored in enclosed and dry rooms.

Store the packaging units as follows:

- in enclosed, dry rooms so that they are protected from moisture
- at a storage temperature from -13°F to $+149^{\circ}\text{F}$
- secure to prevent falling
- leave room for unhindered passage

15. Taking out of operation, storage and disposal

15.3 Disposal of waste

Observe the instructions for disposal of packaging, components and batteries and, if applicable, the battery pack.



NOTE

Dispose of all parts in accordance with national regulations to avoid environmental damage.



INFORMATION

All components that have been taken out of service must not be disposed of with household waste, as they contain hazardous substances. The components must be disposed of correctly at an authorized recycling center. The local and national regulations must be observed.



INFORMATION

Old batteries and battery packs must not be disposed of with household waste as they contain hazardous substances. These must be disposed of properly at municipal collection points or in the containers provided by dealers. National guidelines must be observed.



16. Warranty terms and conditions

16.1 Limited Lifetime Warranty

WARRANTY COVERAGE. Sommer Antriebs- und Funktechnik GmbH (“**Sommer**”) extends this Limited Warranty to the original consumer purchaser (“**Purchaser**” or “**you**”) of a Sommer Garage Door Opener (the “**Product**”) from Sommer or one of its authorized dealers.

The Limited Warranty on the Product is not transferable by the original Purchaser and is valid for the initial installation only. If the Product is resold or otherwise provided by Purchaser to someone else, this Limited Warranty will not thereafter apply, and Purchaser is solely responsible for any and all warranty claims.

WARRANTY PERIOD. The Limited Warranty will be effective from the date of purchase or initial installation, whichever is earlier, and will continue for the period set forth below (“**Warranty Period**”). Any Limited Warranty claims must be made within thirty (30) days after Purchaser is aware of the alleged non-conformity and, in any event, within the applicable Warranty Period. ANY CLAIMS AFTER SUCH PERIOD WILL BE BARRED.

LIMITED LIFETIME WARRANTY.

Motor: The 24 Volt DC motor under normal use will be free from defects in material and workmanship for as long as the Purchaser occupies the residence in which the Product was first installed (“**Residence**”); provided the Product is installed in accordance with the applicable Sommer installation manual.

Parts: Rail, chain, circuit boards and hardware will be free from defects in material and workmanship for a period of six (6) years.

Product Accessories (transmitter, wall station, safety sensors, etc.) will be free from defects in material and workmanship for a period of two (2) years.

Spare Parts: Sommer intends to have spare parts available for a period of ten (10) years from the date of purchase.

EXCLUSIONS. The Limited Warranty does not apply to:

- Consumables and replaceable parts which routinely wear out over time such as LEDs, batteries and fuses.
- Programming of any remote control devices.
- Damage to the Product or Product Accessories caused: (i) during or after delivery; (ii) by normal wear and tear; (iii) by use under circumstances exceeding Sommer’s specifications or limitations or contrary to any instructions or information contained in Sommer’s installation, operating or maintenance manuals (as supplemented from time to time by Sommer); (iv) by unauthorized or improper repair or alteration; (v) by non-original equipment manufacturer spare

parts or components; (vi) by failure to provide reasonable and necessary maintenance; (vii) by improper storage, handling, installation or use; (viii) by corrosion, erosion, abrasion or similar causes; (ix) by accident or neglect; (x) by events or causes beyond Sommer’s reasonable control, including disaster and acts of God; and (xi) by the garage door, garage door hardware (including, but not limited to, springs, locks, rollers, rails, hinges, alignment of rails, or alignment of hinges), and other parts not supplied by the manufacturer.

- Purchases of Product and Product Accessories outside the United States.

HOW TO RECEIVE SERVICE. In order for the Limited Warranty to apply, and in order to be eligible for service under this Limited Warranty, Purchaser **MUST**: (a) inspect the Product and Product Accessories immediately upon receipt as well as after installation and (b) within thirty (30) days of the purchase of the Product either (i) return the Warranty Registration Card attached below or (ii) register online at <http://www.sommer-usa.com/warranty-registration>. THE TIMELY RETURN OF THE WARRANTY REGISTRATION CARD OR REGISTRATION OF THE LIMITED WARRANTY ONLINE IS A CONDITION PRECEDENT TO OBTAINING COVERAGE UNDER THIS LIMITED WARRANTY.

If problems exist with any Product or Product Accessories, first consult the troubleshooting section of the installation and operation manual or the online guide and tips available at www.sommer-usa.com. If problems persist, please call 1-877-766-6607 between the hours of 8:00 AM to 6:00 PM Eastern Time, Monday through Friday to speak with a customer service technician or by writing to:

Sommer Service Center
2217 Distribution Center Drive, Suite F
Charlotte, NC 28269
Email: info@sommer-usa.com

If the customer service technician cannot solve the problem over the phone, Purchaser may be directed to remove and ship, both at Purchaser’s risk and expense, the Product and/or Product Accessories to Sommer or an authorized service center for diagnosis or repair, in which case Purchaser will be provided with shipping information, packaging instructions and a return merchandise authorization number. **DO NOT SHIP THE PRODUCT OR PRODUCT ACCESSORIES UNTIL**

16. Warranty terms and conditions

SOMMER ISSUES A RETURN AUTHORIZATION. PURCHASER MUST PROVIDE A COPY OF THE PURCHASE RECEIPT OR OTHER PROOF OF PURCHASE (INCLUDING THE DATE AND LOCATION OF PURCHASE).

WHAT SOMMER WILL DO. As Purchaser's sole and exclusive remedy for any Product or Product Accessories which Sommer finds to be non-conforming and covered by the Limited Warranty, Sommer will, at Sommer's sole discretion, either: (a) repair the Product or Product Accessories or (b) provide a replacement Product or Product Accessories at no charge, and ship the repaired or replaced Product or Product Accessories to the Purchaser pre-paid. Sommer reserves the right to discontinue or make changes to any Product and Product Accessory without notice. Sommer also reserves the right to use either new or reconditioned parts or parts of comparable quality and price to repair or replace non-conforming Products or Product Accessories covered by the Limited Warranty.

Any replaced parts become Sommer's property. REPAIRS OR EXCHANGES PERFORMED UNDER THIS LIMITED WARRANTY DO NOT EXTEND THE WARRANTY PERIOD. If Sommer determines that any Product or Product Accessory is not covered by the Limited Warranty, Purchaser will be given a price quote for the repair and return of the Product or Product Accessory.

Purchaser is responsible for all labor costs, including re-installation charges, associated with the installation of the repaired or replaced Product or Product Accessory in the Residence.

LIMITATIONS.

ALL IMPLIED WARRANTIES FOR THE PRODUCT AND PRODUCT ACCESSORIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE RESPECTIVE LIMITED WARRANTY PERIOD SET FORTH ABOVE, AND NO IMPLIED WARRANTIES WILL EXIST OR APPLY AFTER SUCH PERIOD FOR THE PRODUCT AND PRODUCT ACCESSORIES. **Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.**

UNDER NO CIRCUMSTANCES SHALL SOMMER BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, ARISING FROM OR RELATING TO THE USE OF, INSTALLATION OF, DEFECT IN, INABILITY TO USE, OR PROPERTY DAMAGE CAUSED BY THE PRODUCT, THE PRODUCT ACCESSORIES OR OTHERWISE, EVEN IF SOMMER HAS BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES. **Some states do not allow the exclusion or lim-**

itation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

IN NO EVENT SHALL SOMMER'S LIABILITY, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVER EXCEED THE PURCHASE PRICE OF THE PRODUCT OR PRODUCT ACCESSORY AT ISSUE.

This Limited Warranty is the only warranty Sommer gives to Purchaser. No dealer, distributor, sales representative, employee or other person is authorized to offer or establish additional warranties or remedies or to expand or otherwise modify this Limited Warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

17. Product warranty registration card

Sommer USA, Inc.

2217 Distribution Centre Drive, Suite F
Charlotte, NC 28269
United States of America



Tel +1 877-766-6607



Fax +1 704-424-7699

info@sommer-usa.com

www.sommer-usa.com

TO REGISTER: /PARA REGISTRARSE: /
POUR VOUS ENREGISTRER :

1. Fill out Registration Form. /Llene el formulario de registro. /Remplissez la carte d'enregistrement.

2. Insert original or photocopy of your receipt. /Inserte el original o fotocopia de su recibo. /Placez l'original du reçu ou une photocopie.

3. Seal Envelope. /Selle el sobre. /Collez l'enveloppe.

4. Affix stamp. /Ponga la estampilla al sobre /Affranchissez.

5. Mail to address on top of this page /
Deposite en el correo enviando a la dirección indicada en el sobre. /Envoyez à l'adresse indiquée.

Please complete and return to validate your warranty* within 30 days or register online at: www.sommer-usa.com

NAME /NOMBRE /NOM

ADDRESS /DIRECCIÓN /ADRESSE

CITY /CIUDAD /VILLE

STATE /ESTADO /ÉTAT

ZIP /ZONA POSTAL /CODE POSTAL

ADDRESSPHONE /TELÉFONO /TÉL

PURCHASE DATE /FECHA DE COMPA /DATE DE ' ACHAT

E-MAIL ADDRESS /DIRECCIÓN DE CORREO ELECTRÓNICO/ADRESSE ÉLECTRONIQUE

SERIAL # /SERIE # /SÉRIE #

INSTALLED BY: ☐ **HOMEOWNER** ☐ **PROFESSIONAL**

INSTALADOR: **DUENO DE CASA** **PROFESIONAL**

INSTALLÉ PAR: **PROPRIÉTAIRE** **PROFESSIONNEL**

THANK YOU FOR YOUR PURCHASE. WE APPRECIATE YOUR BUSINESS.

GRACIAS POR SU COMPRA. ESTAMOS ENCANTADO DE HABER HECHO

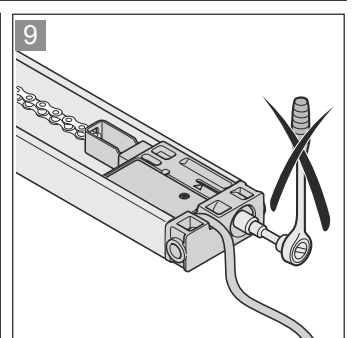
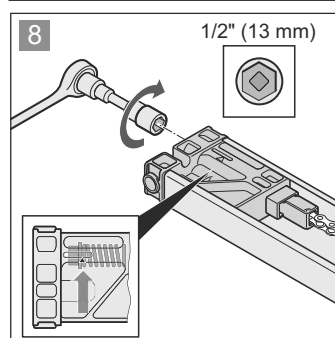
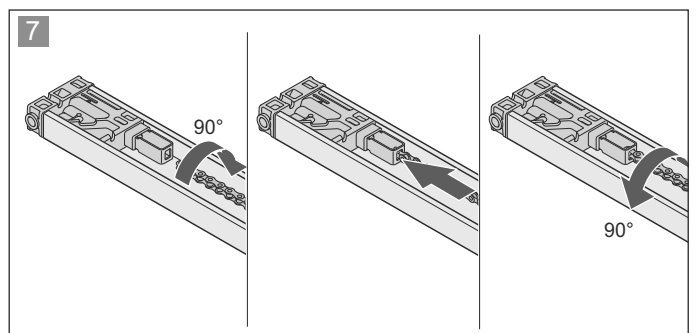
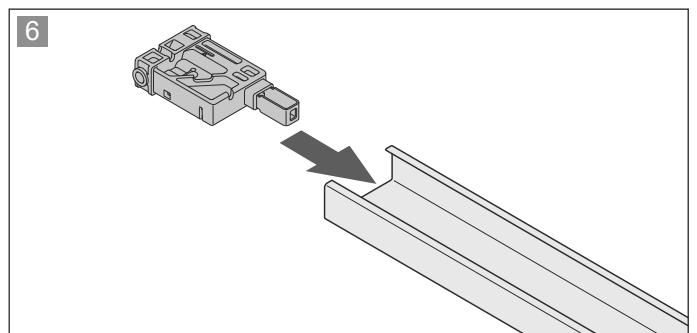
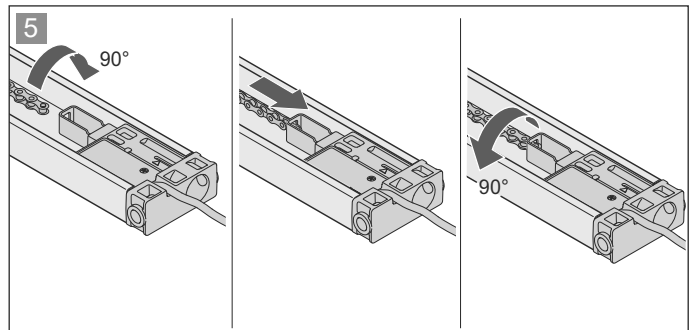
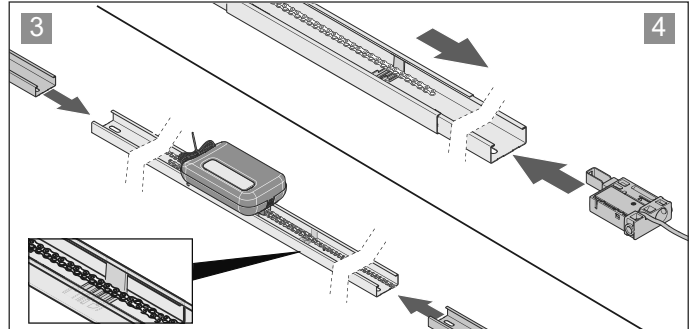
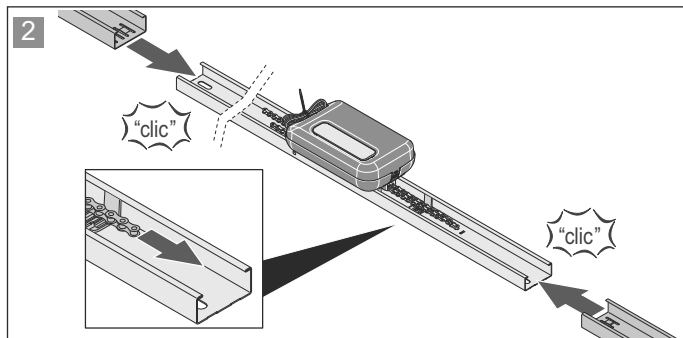
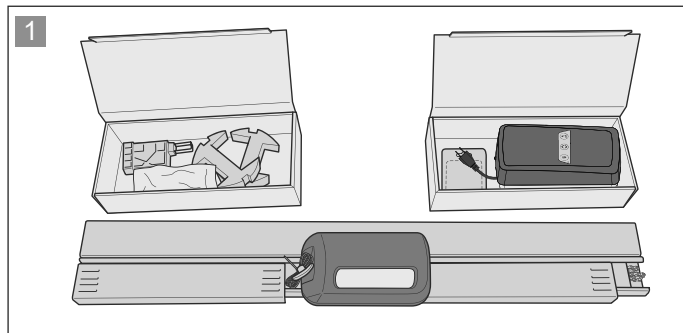
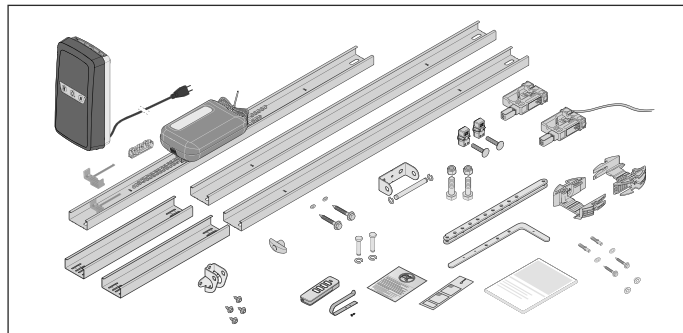
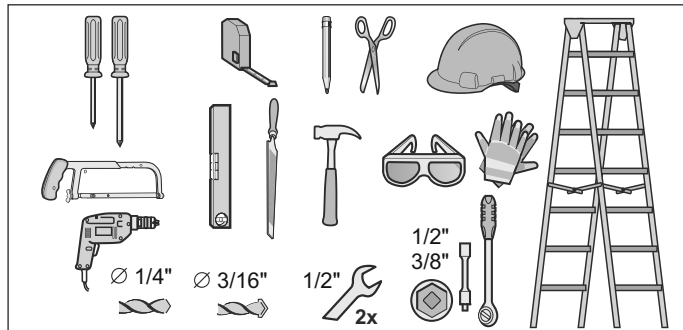
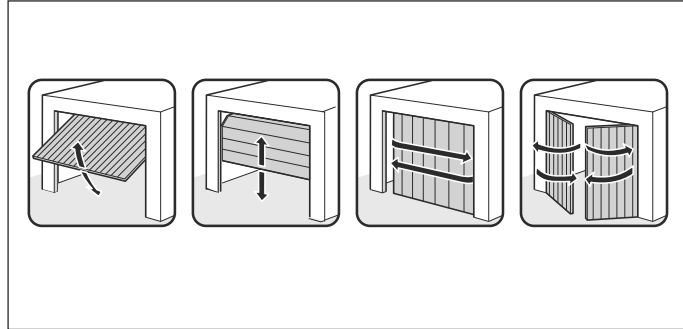
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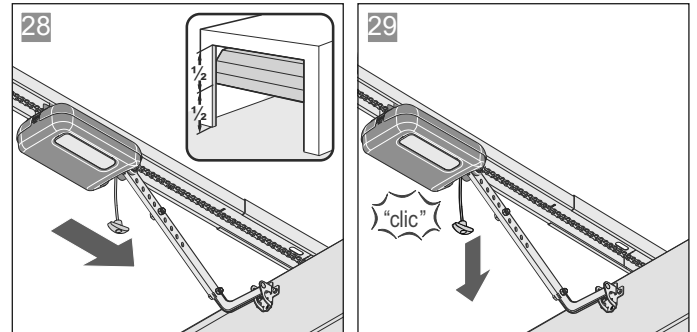
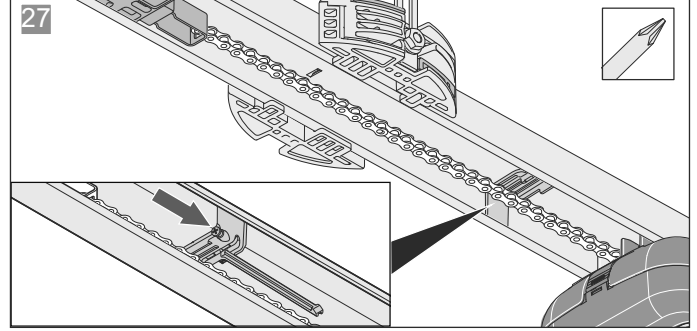
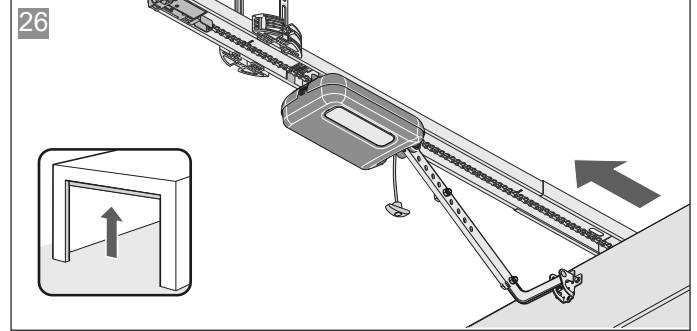
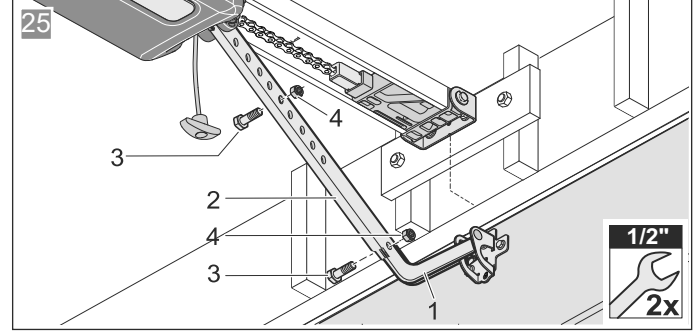
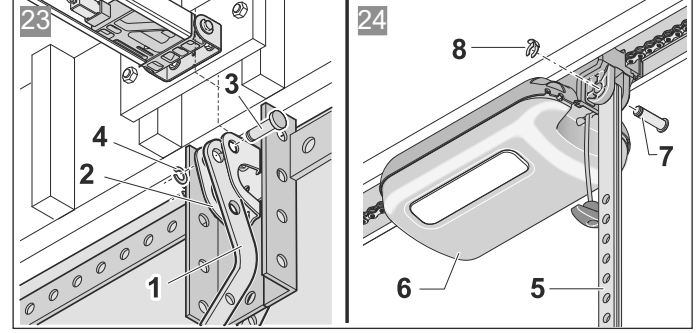
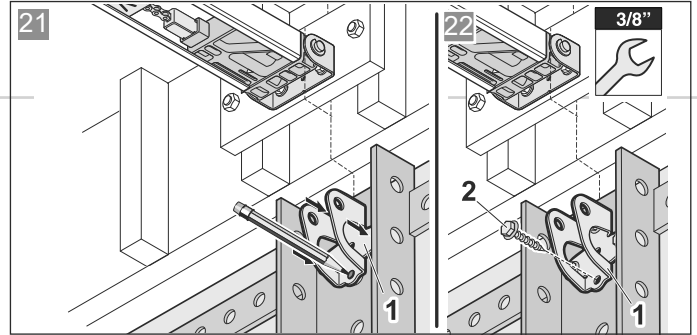
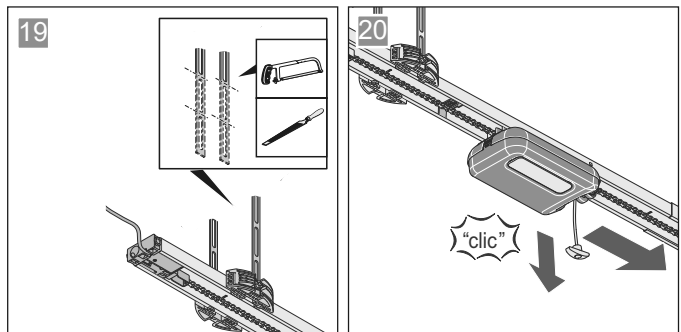
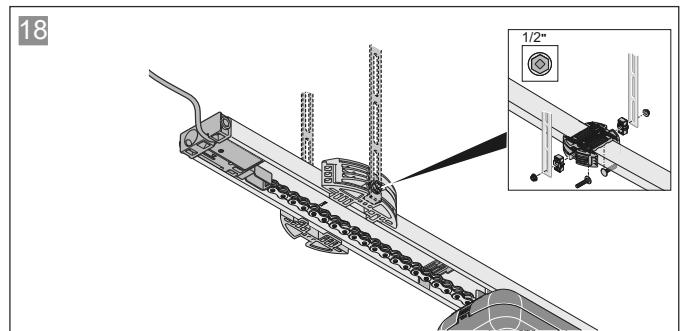
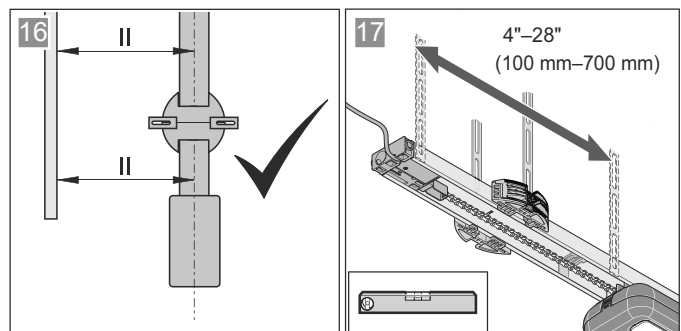
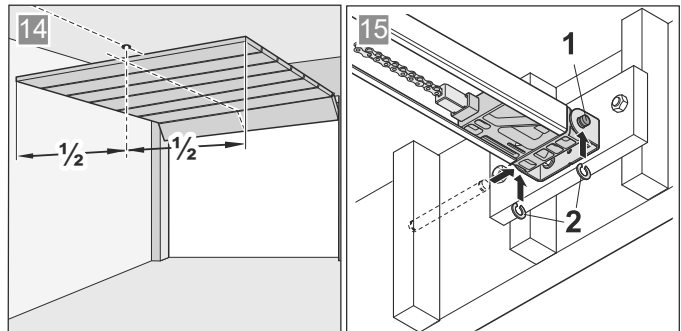
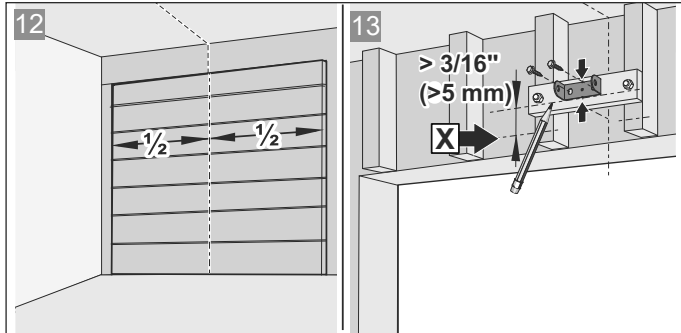
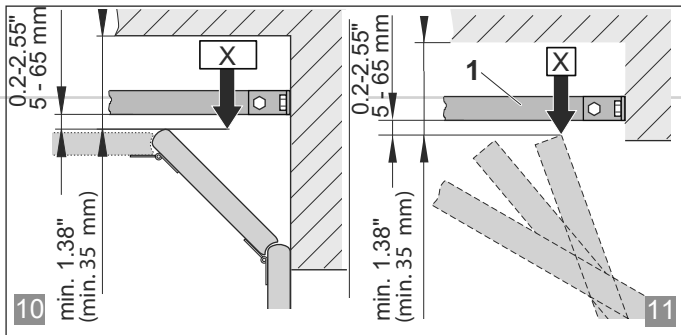
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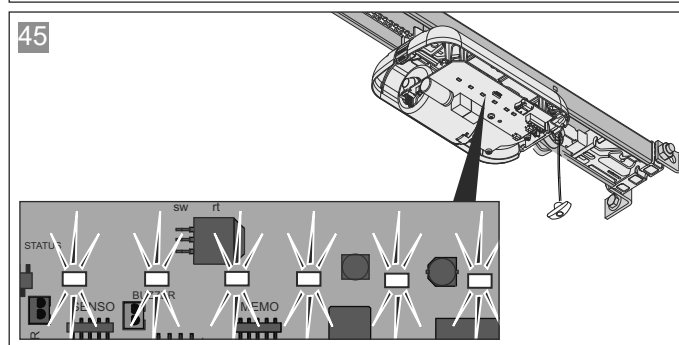
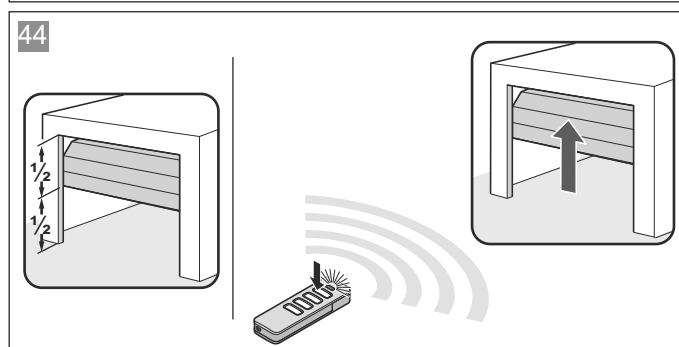
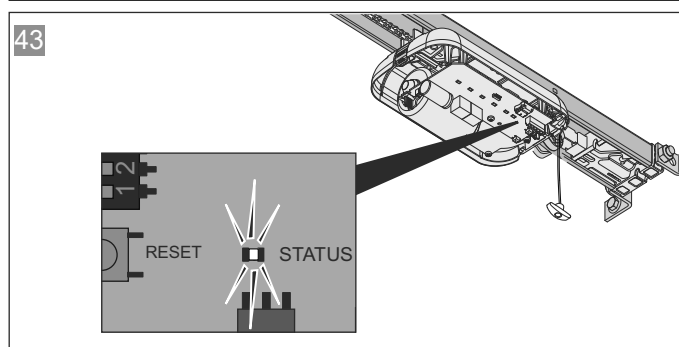
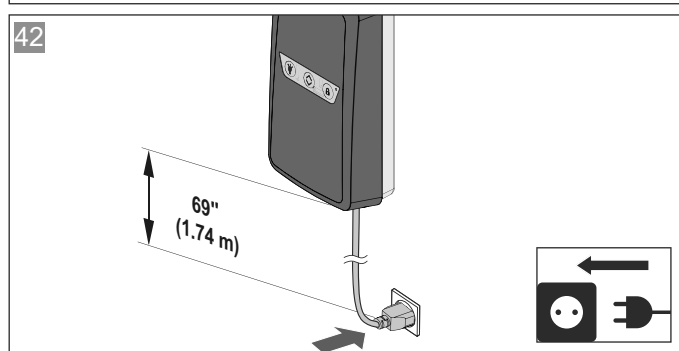
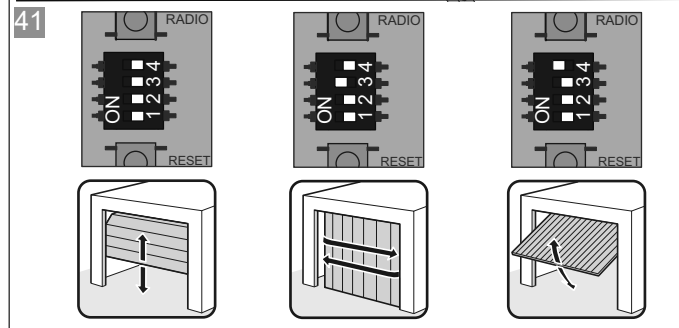
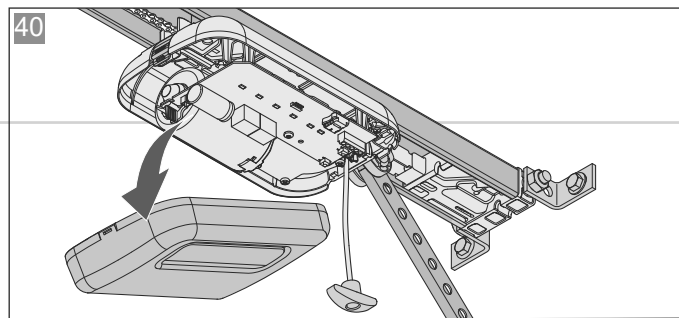
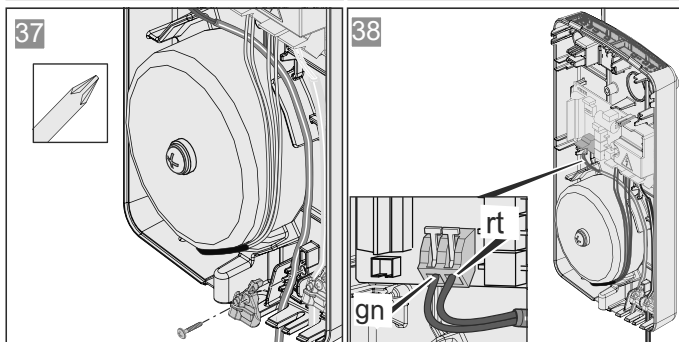
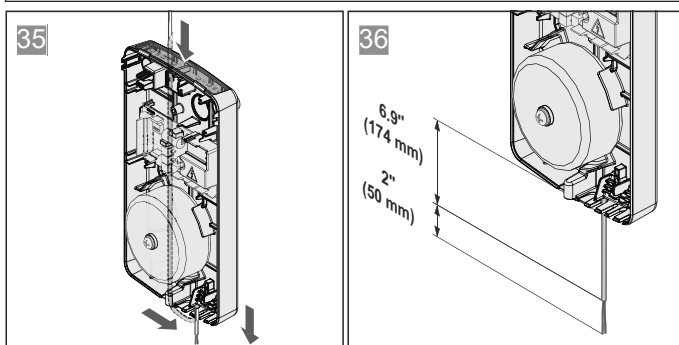
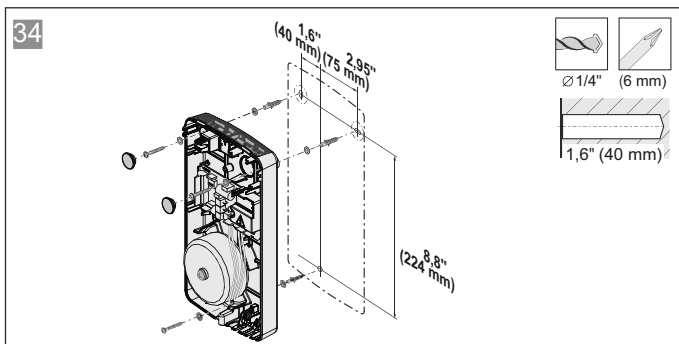
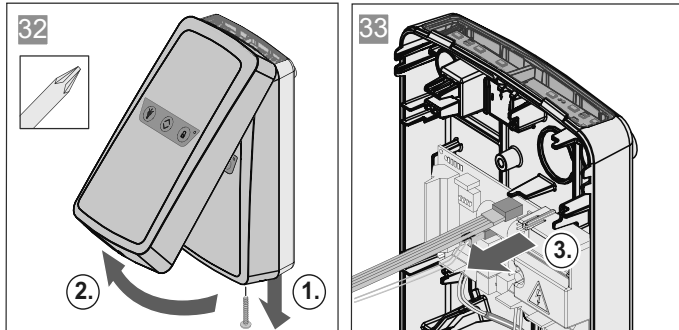
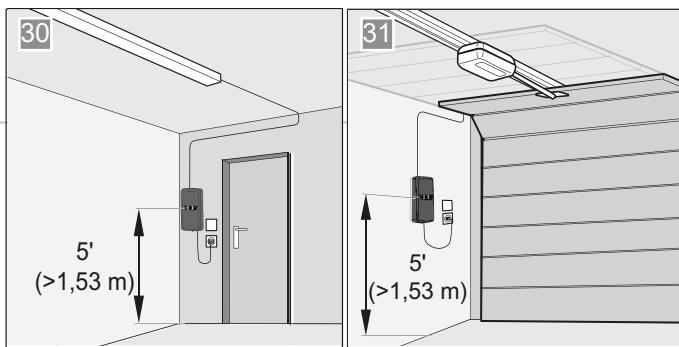
18. Brief instructions for installation

The short instructions describe the installation of **variants A/B**.

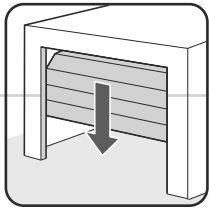
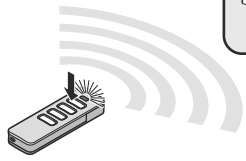
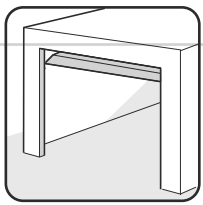
The short instructions do not replace the installation and operating manual. Read this Installation and Operating Manual carefully and, most importantly, follow all warnings and safety instructions. This will ensure that you can install the product safely and optimally.



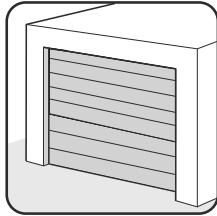




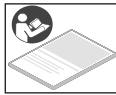
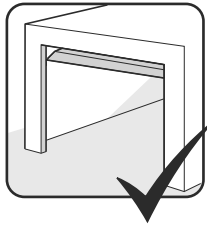
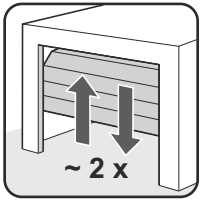
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19. Connection diagrams and functions of the DIP switches

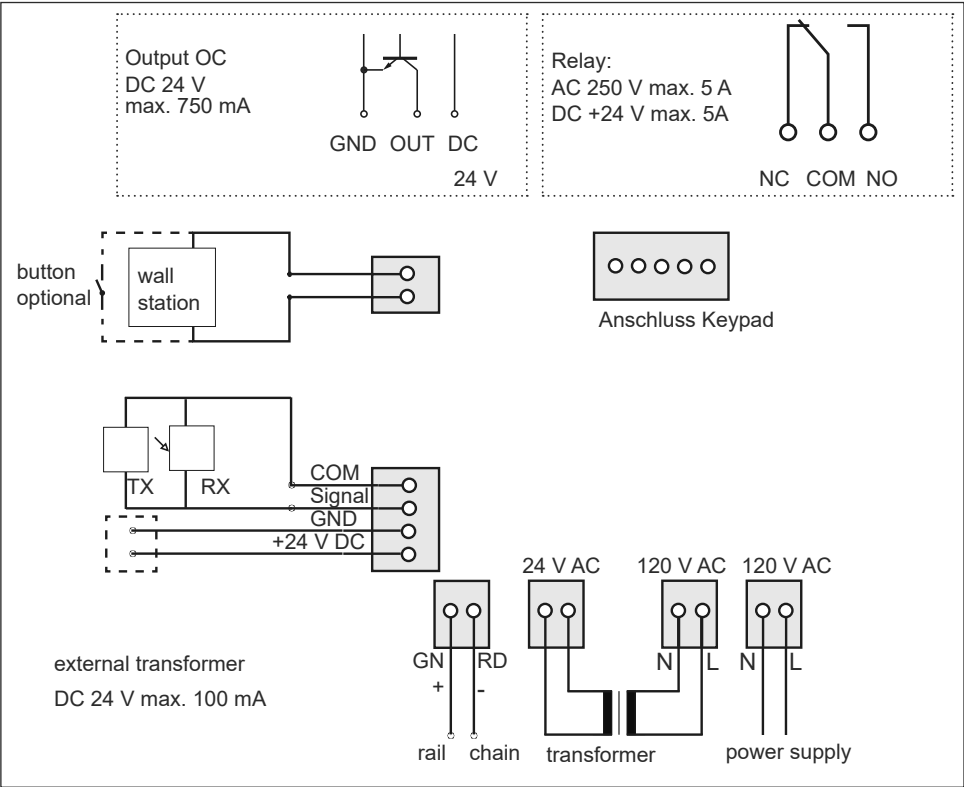
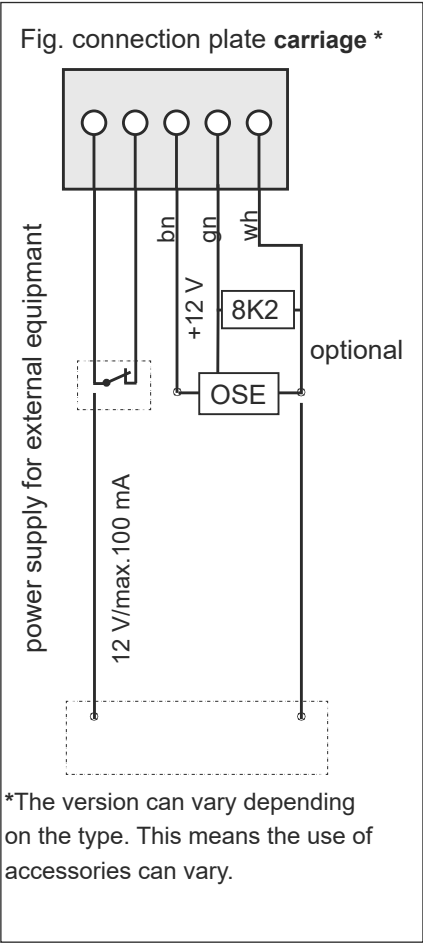


Fig. Connection plate wall control unit

DIP switch on motor carriage	ON	OFF
1	Automatic closing function activated	Automatic closing function deactivated
2	Partial opening activated/ Lighting function deactivated	Partial opening deactivated/ Lighting function activated
3+4		
3		
4		

	ON	OFF
ON S1	• Button 1 defined door OPEN • Button 2 defined door CLOSE	• Button 1 pulse sequence • Button 2 lighting function/partial opening
ON S1	• Door status display relay is activated during door movement and if the door is not closed • Door status display	• Lighting function
ON S1	• No function	• No function
ON S1	• No function	• No function
ON S1	• Terminal, 2-pin for wall button stopp	• Terminal, 2-pin for wall button impulse

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