

**D2 Turbo Domestic Sliding Gate Operator – Diagnostic Guide**

<b>D2 Turbo</b>		
<b>Symptom: Gate runs a short distance and stops</b>		
	Possible cause	Solution
	<ul style="list-style-type: none"> <li>Battery low condition</li> </ul>	<ul style="list-style-type: none"> <li>Measure battery voltage under static and load conditions as per the procedure described later. Replace if necessary</li> <li>Ensure that duty cycle is not exceeded (10 operations per day)</li> <li>Clean any corrosive build-up around the battery terminals</li> </ul>
	<ul style="list-style-type: none"> <li>Multiple collision condition</li> <li>Collision sensing too sensitive</li> </ul>	<ul style="list-style-type: none"> <li>Check for something physically obstructing the movement of the gate</li> <li>Set from High to <b>Medium</b> or <b>Low</b></li> </ul>
	<ul style="list-style-type: none"> <li>Faulty motor assembly</li> </ul>	<ul style="list-style-type: none"> <li>Replace motor assembly. Modular construction so faulty parts are easy to replace</li> </ul>
	<ul style="list-style-type: none"> <li>Faulty controller</li> </ul>	<ul style="list-style-type: none"> <li>Replace controller</li> </ul>
	<ul style="list-style-type: none"> <li>Faulty or disconnected DOSS</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the DOSS is plugged in on the controller and encoder side. Replace motor assembly if necessary</li> </ul>
<b>Symptom: Motor pushes in one direction/"jumping" on gear during setup</b>		
	<ul style="list-style-type: none"> <li>The gap between the rack and the pinion is too large</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the gap between the rack and the pinion is no greater than 3mm. Due to the considerable force exerted by the D2 Turbo, it is sometimes necessary to apply additional weight to the gate during the initial setup</li> </ul>
<b>Symptom: Gate does not run at all</b>		
	<ul style="list-style-type: none"> <li>No limits set – the controller will emit three short beeps</li> </ul>	<ul style="list-style-type: none"> <li>Refer to the <b>limit setup routine</b> in the D2 Turbo installation manual or User Guide</li> </ul>
	<ul style="list-style-type: none"> <li>No pulse received from origin magnet</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that that the origin marker has not moved or become dislodged</li> <li>The D2 Turbo will cease operation if it does not receive a pulse from the origin magnet</li> <li>There should be no more than a</li> </ul>

		10mm gap between the origin marker and the origin sensor/DOSS assembly
	<ul style="list-style-type: none"> <li>• Beams faulty or incorrectly wired</li> </ul>	<ul style="list-style-type: none"> <li>• Check the operation of the infrared gate safety beams. There should be an audible click when passing an object through the beam, and the green OPN/CLS LEDs should extinguish. When the beam is not being interrupted, these LEDs should be ON</li> <li>• Ensure that the beam transmitter NEGATIVE is connected to the SAF COM terminal. This is for the purpose of the safety test circuit; if the transmitter negative is wired to normal common, the unit will not operate</li> <li>• If an input has been applied to either the opening or closing safety beam terminals and then removed, the unit must be reset to factory defaults. To accomplish this, remove all power from the controller (both mains and battery), press and hold the black test button and, while holding the button, reapply power. Once the three GREEN LEDs illuminate, the controller has been successfully reset</li> </ul>
	<ul style="list-style-type: none"> <li>• Faulty motor assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Replace motor assembly</li> </ul>
	<ul style="list-style-type: none"> <li>• Faulty controller</li> </ul>	<ul style="list-style-type: none"> <li>• Replace controller</li> </ul>
	<ul style="list-style-type: none"> <li>• Battery low condition</li> </ul>	<ul style="list-style-type: none"> <li>• Measure battery voltage under static and load conditions</li> </ul>