

TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSE	ACTION REQUIRED
1) You try to close your rollshutter, but it doesn't come down from the box.	<ul style="list-style-type: none"> a) You may have forced the shutter up too far with your operator, which caused the bottom bar to stick/jamb at the top. b) The bottom bar or slat may have been pushed into the panel box accidentally. c) There may have been frost or debris on your rollshutter when you rolled it up, causing the shutter to roll differently than normal. 	Inspect the bottom bar of the rollshutter and lightly pull down on the bottom bar while wiggling slightly. Then try the operator again as normal to put your shutter down. If problem continually repeats itself, it is best to call your local dealer for adjustments.
2) You try to open your rollshutter, but it will not go up.	<ul style="list-style-type: none"> a) The bottom bar of your rollshutter may be frozen to the window sill. b) You may not have unlocked the bottom bar (if equipped with locks) 	Free up bottom bar by gently pushing against it and getting rid of any ice build-up. A hair dryer may help in this situation. If equipped with locks, be sure they are in the unlocked position before attempting to open your rollshutter
3) Your electric rollshutter will not operate in either direction	<ul style="list-style-type: none"> a) The internal motor of your rollshutter may be overheated, especially if you have operated your shutter up and down a few times in a row. b) Electrical wiring problem. c) See problem #1 above. 	Make sure the switch is in the off position, and leave the shutter to cool down for 30-45 minutes. All motors are equipped with thermal protection as a safety feature, so that the motor doesn't get too hot. Motor will automatically re-set itself once it has cooled down. If there is an electrical problem in the wiring or switch, you should call a qualified electrician.
4) Your electric rollshutter does not stop in the right spot at the top or bottom.	<ul style="list-style-type: none"> a) The limit switches on the motor have moved slightly 	Do not attempt to adjust the limit switches yourself as incorrect adjustment can damage the motor and will not be covered under your warranty. Your local dealer should be contacted to arrange for the necessary adjustment. The problem should not occur again once the problem is corrected.