

# TROUBLE SHOOTING GUIDE ROLLING GRILLES

## MANUAL PUSH-UP

### Problem

Grille will not lift off floor  
Grille stuck in ceiling – raised above stops

### Solution

\*Check that grille is fully unlocked  
\*If possible, work grille past stops one side at a time (call Dynaflair for service)

## MOTORIZED

### Problem

Motor does not run

### Solution

\*Check that gate is fully unlocked  
\*Check circuit breakers on panel in store and re-set button on motor (see figure 2)  
\*Check that emergency release is not engaged (see figure 1)

Motor runs but doors will not move

\*Check that gate is fully unlocked  
\*Try helping door up as motor runs (call Dynaflair as soon as possible)  
\*In emergency to either open or close – use emergency release lever or manual hand chain (see figure 1 and 2)

Gate was raised electrically while still locked and is not jammed:

**From outside the store**

\*Run door down as far as possible either by keyswitch, manual operation or forcing down at each end to unlock.

**From inside the store**

\*Same as above and you can also try using the emergency release to lower grille (see figure 1)

\*In either case, call Dynaflair as soon as possible.

## LOCKING

### Problem

Cannot lock

### Solution

\*Push door down firmly to the floor – checking for obstruction in guides.  
\*Check all cylinders are in unlocked positions and lever handle is down completely. (see figure 3)

Cannot unlock

\*Push or run grille all the way down to un-jam rods.  
\*Hold lever handle down firmly while turning key and then release to allow lever handle to pop up. (see figure 3)



**For  
24 Hour  
Emergency Service  
1-800-624-3667**

See other side for additional information

# IN CASE OF EMERGENCY

## HOW TO OPEN DOOR MANUALLY FROM INTERIOR

- 1) Locate panic device, it should be on the same side as the motor about four feet off the floor, mounted in the wall.
- 2) Make sure the door is unlocked, if unable to unlock, refer to trouble shooting guide.
- 3) Pull panic device down and lock by shifting lever to the locking position. Door should pop up a few feet and/or door should be willing to raise up or down by lifting or pulling door.

## TO PUT BACK INTO NORMAL MOTOR OPERATION

- 1) Unlock panic device handle by shifting it to the original position.
- 2) Lift door up a few inches to lock in gears – door can be operated again by motor.

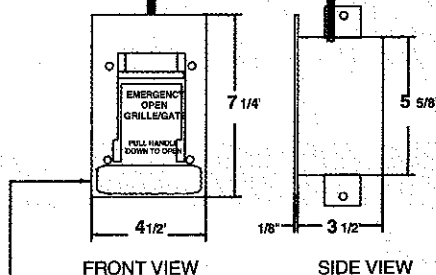
## TO OPERATE MOTORIZED DOOR BY HAND CHAIN

- 1) First, locate the access panel in the ceiling (near the motor). Use caution when opening access panel because dust and debris build up in the ceiling.
- 2) Two chains should be visible, one smaller than the other.
- 3) Take the larger chain, this is the one that turns the inner motor, and shake it free so that it pulls freely.
- 4) Then take the smaller chain, this is the chain that locks the motor into manual operation, and pull down hard as you turn the larger chain.
- 5) The smaller chain must be held down continuously while pulling the other chain in the desired direction. This operation normally requires two people.

FIGURE 1

To open gate in emergency unlock locks and pull handle

Handle MUST be in full upright position for grille to work



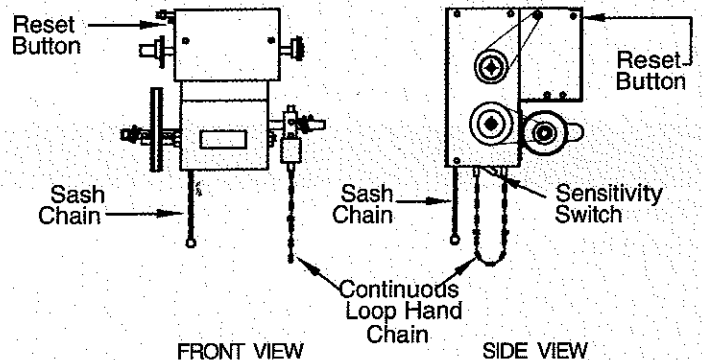
FRONT VIEW

SIDE VIEW

### TO RESUME NORMAL OPERATION

- 1- Return Handle to full Up Position, Press to Right, Then Up.
- 2- Operate Motor Momentarily Open, then Momentarily Close, Until Unit Engages and Grille/Gate Moves Normally.

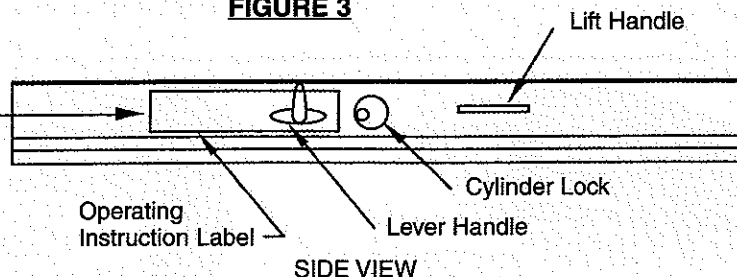
FIGURE 2



FRONT VIEW

SIDE VIEW

FIGURE 3



SIDE VIEW

END VIEW

To Open HOLD RAIL DOWN  
INSERT KEY & TURN  
ONE COMPLETE REVOLUTION

To Open HOLD RAIL DOWN  
TURN HANDLE DOWN  
INSERT KEY & TURN A FULL  
REVOLUTION-CHECK TO SEE  
HANDLE STAYS DOWN BY  
PULLING HANDLE UP

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