



DASMA
Door & Access Systems
Manufacturers Association
International

OPERATOR & ELECTRONICS DIVISION

TECHNICAL DATA SHEET

#374

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Door and Gate Operator Remote Control Troubleshooting Guide

Wireless door and gate operator control systems are susceptible to a variety of external influences that can result in poor performance. This guide is intended to help identify problems that may be affecting your door or gate operator remote control system and to provide some possible solutions.

Symptoms of a remote control system problem

- Reduced operational range
- Intermittent operation
- Operator not responding to the transmitter

Common causes of poor remote control transmitter performance

- **Transmitter physical damage or battery problem.** Many remote control related issues are due to old or improperly installed batteries, or physical damage to the transmitter. Try changing the batteries first. If you suspect issues with your transmitter, try a secondary transmitter or wireless keypad if available to see if the issue persists.
- **Light bulb interference.** Certain LED and Compact Fluorescent Bulbs create high levels of Radio Frequency interference that will affect the operation of the operator radio receiver. The FCC regulates the amount of interference that all light bulbs can generate, but because the light bulbs are mounted very close to the operator radio receiver, they can still affect the operation of the transmitter. If you suspect interference issues from light bulbs in the operator, or other light fixtures in the garage, remove or turn them off and check to see if the transmitter functionality improves.
- **Interference from security and communication systems.** Local wireless security and communication systems can interfere with operators if they are using the same frequencies. If possible, turn these off or wait for periods of low activity to see if the operation improves.
- **Interference from commercial transmitters such as radio or TV stations.** Certain areas with a high concentration of radio or TV station transmitters are known for having reduced transmitter performance. Even though TV and radio stations operate at a different frequency than the operator, the very high power levels can still interfere with the small power levels of the remote transmitter. Look for large radio towers within a few miles of your home that could be sources of this type of interference.

Note: Technical Data Sheets are information tools only and should not be used as substitutes for instructions from individual manufacturers. Always consult with individual manufacturers for specific recommendations for their products and check the applicable local regulations.

This Technical Data Sheet was prepared by the members of DASMA's Operator & Electronics Division Technical Committee. DASMA is a trade association comprising manufacturers of rolling doors, fire doors, grilles, counter shutters, sheet doors, and related products; upward-acting residential and commercial garage doors; operating devices for garage doors and gates, sensing devices, and electronic remote controls for garage doors and gate operators; as well as companies that manufacture or supply either raw materials or significant components used in the manufacture and installation of the Active Members' products.

- **Land Mobile Radio (LMR) Interference.** Throughout the U.S., as many as 40 million homeowners with garage door or gate operators could be affected by interference from the military's LMR system. The system, mandated by the Department of Defense, began operating in 2004 at military installations. If you are near a military installation, this may be the cause of your issue.

What to do next

- **Transmitter Issues.** If the problem is transmitter related, you may need to replace the battery or obtain a new transmitter from the manufacturer. It may also help to re-orient or straighten the antenna attached to the operator.
- **Light Bulb Interference.** It has not been shown that any specific brand or type of light bulb is more likely to cause an issue, but certain bulbs do generate more interference than others. Many garage door operator manufacturers now publish a list of approved bulbs that have been tested and shown to not cause significant interference with their transmitters. Also, there are special low interference lightbulbs available that are designed, and rated, to not interfere with transmitters.
- **Interference from security systems, radio and TV Stations or LMR.** These issues are more difficult to deal with, so you will need to call the manufacturer of your garage door or gate operator or your local garage door or gate operator dealer. Buying a new garage door or gate operator is probably not necessary, but you may need to purchase a retrofit to your remote control system to allow operation on a frequency that is less susceptible to the interference in your area.

How should a homeowner operate the door or gate in the meantime?

In the meantime, if you need access in or out of your garage during a time your transmitter does not work, you can operate your door or gate through a hard wired connection, typically a wall mounted or keypad style control. Consult your owners' manual for instructions or call your local garage door or gate operator dealer for information on hard wired operation.

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