



DASMA
Door & Access Systems
Manufacturers Association
International

OPERATOR & ELECTRONICS DIVISION

TECHNICAL DATA SHEET

#375

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Motor Operated Commercial Sectional Doors and Rolling Doors: Typical Installation Concerns

INTRODUCTION

Door/operator dealers usually install motor operated commercial sectional doors and rolling doors; however, companies other than door/operator dealers usually install the electrical service for those doors. Coordination between door/operator dealers and other companies is essential for safe, effective motor operator installation. This Technical Data Sheet provides recommendations for the general contractor, the electrical contractor, and the door/operator dealer. In all cases, the installation instructions of the manufacturer of the operator must be followed.

▲WARNING – To reduce the risk of severe injury or death, it is essential that operators be installed properly according to manufacturer's instructions.

OBJECTIVE

The objective of this Technical Data Sheet is to provide items to consider regarding motor operated commercial sectional door and/or rolling door installations. This is accomplished by giving some examples of installation problems along with suitable solutions for the electrician and/or the door installer.

EXAMPLES OF INSTALLATION PROBLEMS

- **The door sensing edge does not work at all or is not performing its intended function.**

Solution: The door sensing edge is intended to stop and reverse the door during the down cycle. Incorrect wiring of the sensing edge is the likely cause. The electrician or the door installer must correct the wiring as shown on the particular door operator wiring diagram and

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.

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the sensing edge manufacturer's wiring diagram. Keep in mind that the door sensing edge should function during the down cycle and not during the up cycle. See DASMA Technical Data Sheet #368 for further information on sensing edges.

- **Electrical service installation was started before the door was completely installed, creating a potential safety hazard.**

Solution: The door installer should coordinate electrical installation with the electrician to reduce or eliminate hazards related to electricity. Do not attempt to work on a powered (turned on) operator, if the door installation has not been completed.

- **An operator was not adequately fastened to a hollow masonry wall; i.e., expansion anchors are used in hollow masonry walls.**

Solution: The door/operator installer should replace the anchors with those approved by the operator manufacturer. Thru-bolts should be used in hollow masonry walls.

- **The operator wiring diagrams do not match the operator on the job site.**

Solution: Contact the operator manufacturer at once for the proper set of wiring diagrams. Installers should never use diagrams other than those intended for the operator to be installed.

- **The electrical service was routed under a rolling steel fire door drop arm, possibly preventing the arm from functioning correctly.**

Solution: The door installer should test the door after electrical service is installed. If interference occurs with the door, the electrical service will need to be moved to clear the door.

- **The release device for a rolling steel fire door was supplied without installation instructions.**

Solution: Contact the manufacturer for the proper set of installation instructions for the release device. Proper operation of the release device is critical to the fire protection of the building. Manufacturer's instructions should be followed for the installation of all release devices.

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- **The door seems to bind or not open and close smoothly.**

Solution: The door installer should close the door and disconnect the door from the operator. Manually operate the door by lifting the door with the handles or suitable gripping points, or by use of the hand chain or crank. The lifting force needed by most doors should be manageable by one person and the door should move smoothly. Check all hardware for binding and tightness. Replace any marginal parts. The door should be in good working order. An unbalanced or jerking door will put excess wear on the operator and potentially cause premature failure.

- **The door and operator powered up but door does not move.**

Solution: If the system is provided with a photoelectric sensor or light curtain, verify they are aligned correctly. Please refer to the manufacturer's instructions for further information on proper alignment.

Solution: If you hear the operator trying to move the door, however the door is not moving, it may be necessary to check the door system hardware for proper operating conditions: check for a broken spring, a door lock that may not have been released, a clutch that may not be properly adjusted or a stop button that is not properly wired. Refer to the manufacturer's instructions for further information.

- **The door drifts after the operator stops.**

Solution: The door installer should verify and check the door for proper balancing. Also, if the operator is provided with a clutch, please refer to the manufacturer's instructions on how to set the clutch in the opening and closing directions.

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