

## GTR207 Movement Issue

Gate does not move when remote button is pressed  
Gate does not stop at the limit switch or does not soft close  
Gate does not fully open or close  
Gate travels slowly

### Possible Causes

#### CAUTION

**\*\* Any works done to the motor must be completed whilst the power is off, and the motor is unplugged \*\***

1. Remotes are not operating, or are not paired correctly (Refer fig 1)
2. The gate direction setup is incorrect (Refer fig 2 – 4)
3. The spring and limit travel stops are not contacting correctly (Refer fig 5 & 6)
4. The motor output force is too low (Refer fig 7)
5. Check that the dipswitch settings are correct (Refer fig 8)

### Step-by-Step Troubleshooting

**\*If you are uncomfortable or unsure about performing any of these tests please contact Richmond Wheel & Castor for further support.**

1. Check your remote LED lights up when button #1 is pressed
  - Repeat the pairing procedure
  - If you are experiencing issues with the remotes, wipe all remotes and relearn each remote
  - [How to Pair a Remote to your Richmond Sliding Gate Motor](#)

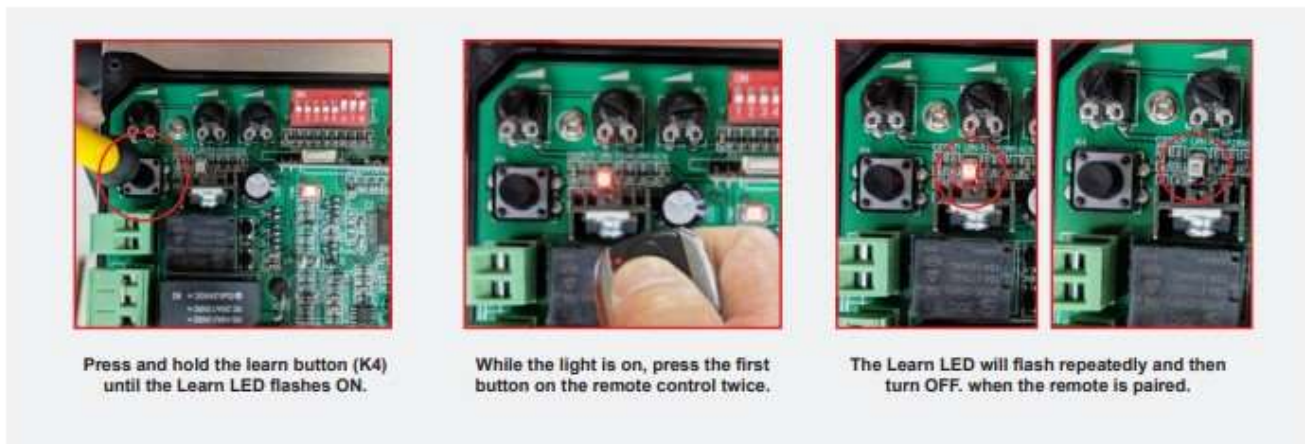


Fig 1

2. The gates are factory set for a Right-Hand opening gate. Please check your settings as below

- For a Left-Hand opening gate, you will need to make three changes
  - o Motor is mounted on Left Hand Side (fig 2)
  - o Dip Switch #5 is moved to the ON position (fig 3)

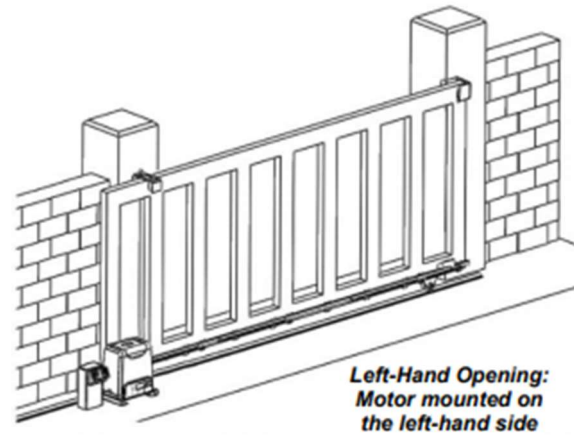
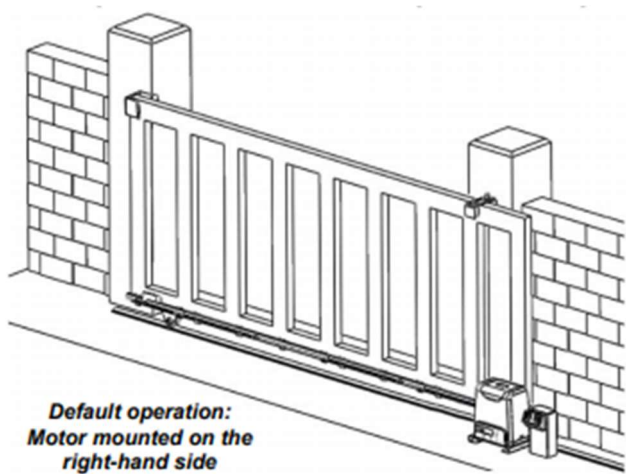


Fig 2

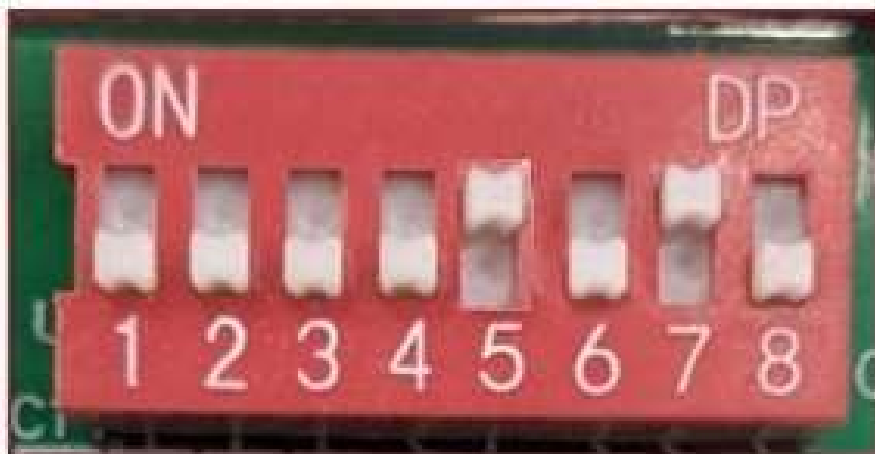


Fig 3

3. Check the spring switch is contacting the limit travel stop correctly. Also check that the spring is releasing cleanly as it moves away.
  - The spring should contact the limit travel stop as close to the centre of the plate as possible (fig 4)
  - If spring is 'sticking' you may need to adjust the bracket by bending it slightly (fig 5)

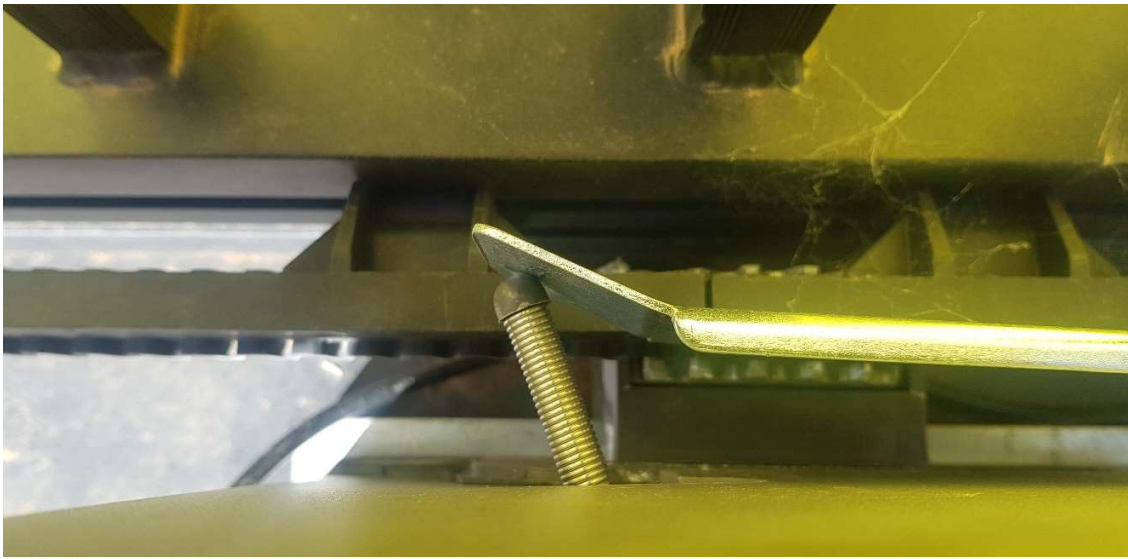


Fig 4

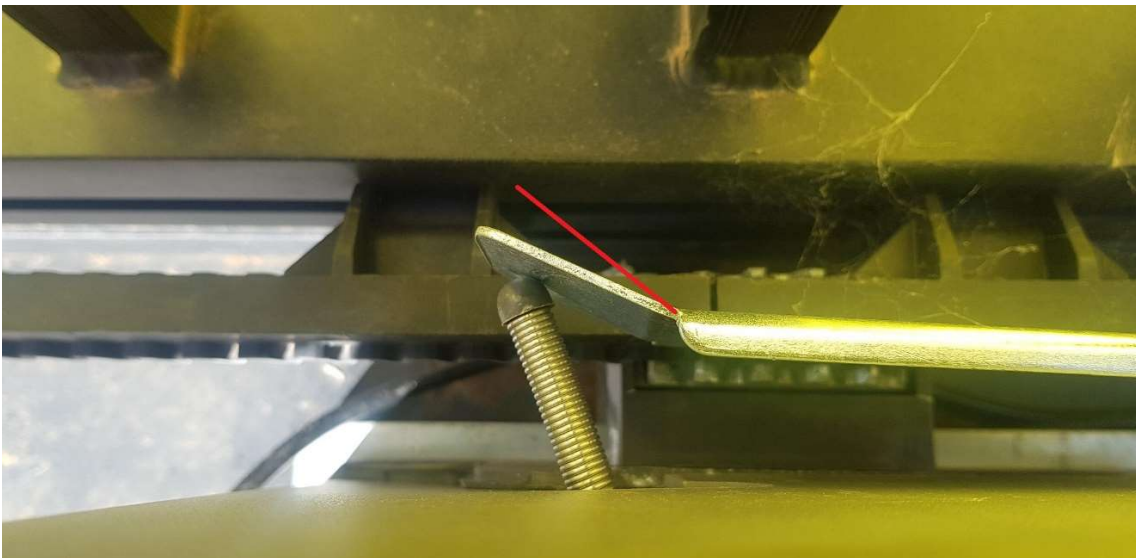


Fig 5

4. Check your VR settings. These should be set to factory default but can be adjusted as explained below.
  - For each setting, rotate clockwise to increase, anti-clockwise to decrease.



Fig 6

- VR1 – Total Working Time Adjustment – Total working time can be set between 10 seconds minimum, up to 90 seconds maximum. Default setting is maximum.
- VR2 – Not used
- VR3 – Stall Force Adjustment – When stall force is enabled (DIP switch 7 ON), the motor will detect obstacles. During opening, the gate will stop. During closing, the gate will stop and re-open.
- **If the stall force is too low**, the gate will stop or reverse very easily. Default setting is maximum.

5. Check your dip switch settings



Number	Description
1	<p><b>Automatic Close Function</b>                      1 ON 2 OFF: automatic close delay time is 3s.                      1 OFF 2 ON: automatic close delay time is 10s.                      1 ON 2 ON: automatic close delay time is 30s.                      1 OFF 2 OFF: no automatic close function.</p>
2	<p>Default position is 1 OFF 2 OFF</p>
3	<p><b>Remote Control Mode</b>                      leave in OFF position unless an additional module is used.                      Default position is OFF</p>
4	<p><b>External Button Mode</b>                      Leave in OFF position unless an additional module is used.                      Default position is OFF                      4 OFF: Hard wire keypad</p>
5	<p><b>Left/Right Open Setting</b>                      OFF – Right hand open                      ON – Left hand open                      Gate close direction will be changed after motor is restarted                      Default position is OFF (right hand)</p>
6	<p><b>Spring Limit Switch</b>                      Leave in the OFF position,                      OFF - Normal close                      ON - Normal open                      Default position is OFF</p>
7	<p><b>Stall Force</b>                      ON - Enabled                      OFF - Disabled                      Default position is ON</p>
8	<p><b>Infrared Detection Delay When Closing</b>                      ON – Infrared detection delay is set to 1 second                      OFF – Infrared detection delay is disabled                      Default position is OFF</p>

fig 8

**If your issue remains, please contact Richmond Wheel & Castor for further technical support**