# **GTR156 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
- 2. The opening direction of the gate is not set correctly
- 3. Dipswitch settings are incorrect
- 4. The spring and limit travel stops are not contacting correctly
- 5. The Limit Travel stop is incorrectly fitted
- 6. The soft close is not operating, and VR dials need adjustment (Refer fig 9)

## Step-by-Step Troubleshooting

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

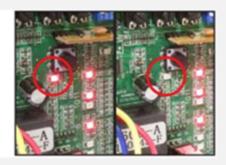
- 1. Check your remote LED lights up when button #1 is pressed.
  - If necessary, erase the remote memory and pair the remotes again.
    - $\circ$   $\,$  To erase the memory, hold the S1 button for 10 12 seconds.
    - $\circ$   $\;$  The LEARN LED will come on, and then turn off once the memory is erased.



Press and hold the learn button (S1) until the Learn LED flashes ON.



While the light is on, press the first button on the remote control twice.

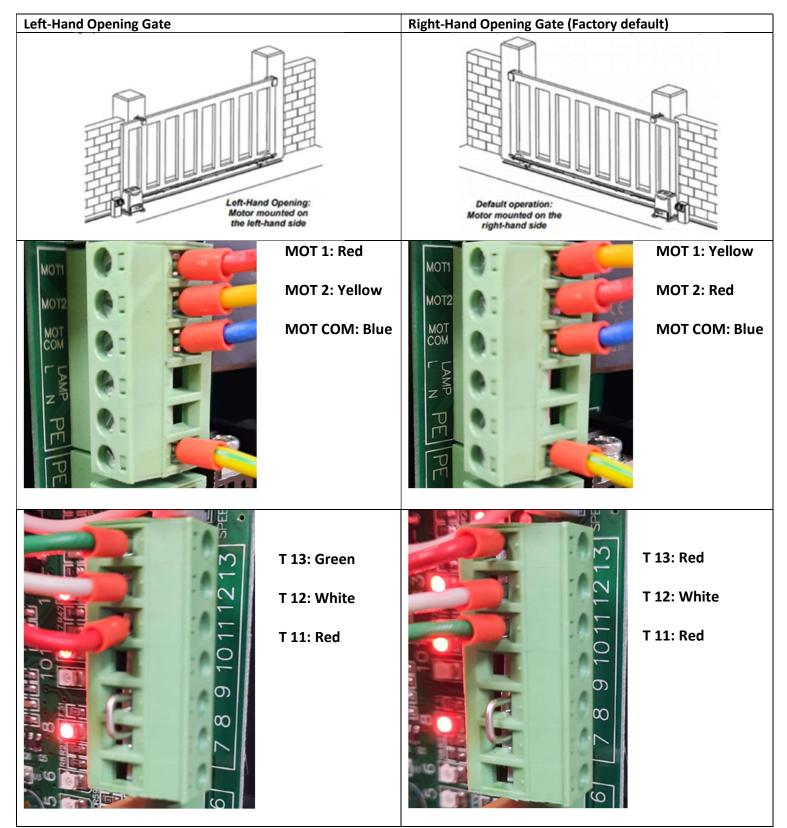


The Learn LED will flash repeatedly and then turn OFF. when the remote is paired.

(Refer fig 1) (Refer fig 2 – 4) (Refer fig 5) (Refer fig 6 & 7) (Refer fig 8) 2. The GTR156 & GTR212 slide motors are factory set for a Right-Hand opening gate.

For a Left-Hand opening gate, you will need to make 3 changes.

- Motor is mounted on the left-hand side of your gate (see image)
- Have an electrician change MOT1 & MOT2 wires in the J4 terminal
- Change the wires in the J5 terminal



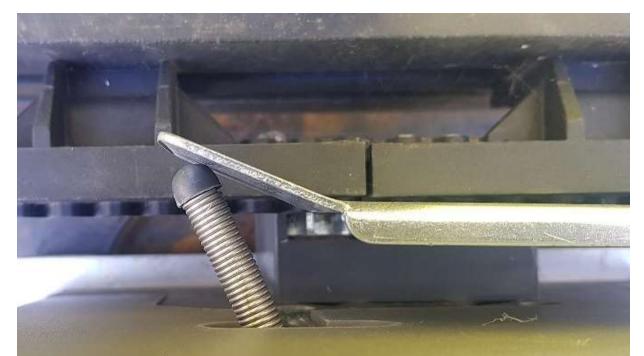
3. Check your dip switch settingsDefault settings are shown below



Number	Description
-	Soft Start/Close Function
	OFF – enabled
1	ON – disabled
	Default position is OFF (recommended)
	Limit Switch Setting (disable or enable the spring limit switch)
	OFF – Normal Open
3	ON – Normal Close
-	Default position is ON, this should not be changed.
100	Remote Control Close Function
3	3 OFF 4 OFF: Factory default setting:
3	The gate is operated by remote control operation only and will not close
	automatically. The gate will remain open until closed again with a remote.
	Optional Automatic Close Function
	Richmond strongly recommends that you install infrared photocells if using
	the motor in auto close mode.
	3 OFF 4 ON: automatic close delay time is 12s.
	3 ON 4 OFF: automatic close delay time is 24s.
4	3 ON 4 ON: automatic close delay time is 36s.
	3 ON 4 OFF: Hard wire keypad. Automatic close function.
	Stall Force Mode (When in default position, detects obstacles, stops
5	gate, and reverses. To adjust, refer to VR1: Stall Force Mode)
3	Default position is OFF (enabled) this should not be changed.
	If the switch is set to ON, stall force mode will be disabled

Fig 5

- 4. 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
  - If the spring overruns or is sticking, check your soft close is operating (check dip switch 1 & VR3 dial)
  - You may also need to check the limit travel stop is mounted correctly.
  - If necessary, the plate can be bent slightly, but please check your soft close function first



Correct Spring Contact - Spring has not bent too far and will release correctly

Fig 6



**Incorrect Spring Contact** 

- Check soft close function operates correctly
- Check Limit Travel Stops are mounted correctly

5. Check your Limit Travel Stops for correct mounting



- Fig 8
- 6. Check your VR settings. These will be set to factory default but can be adjusted as explained below.
  For each setting, rotate clockwise to increase, anti-clockwise to decrease.



Fig 9

- VR1 When Stall Force Mode is enabled (Dip switch 5 is at OFF position), the motor will detect obstacles and impacts to the gate. If this is during opening, the gate will stop. If this is during closing, the gate will stop, and then re-open.
  - For safety, we strongly recommend that Stall Force Mode is left enabled (Dip switch 5 is OFF)
  - Turn the VR1 dial to maximum.
  - The impact detection will still operate.
- VR2 For adjusting brake force at the limit position during opening and closing. This should only be adjusted for heavy gates that need additional force to brake when the limit travel stop is detected.
  - o Default setting is at minimum
  - This should only be adjusted for heavy gates that need additional force to stop.
- VR3 This controls how many seconds your gate runs the soft close function
  - After the first 2 cycles, your gate should slow down at each end.
  - Default setting is at minimum (turn this setting up slightly if necessary).
  - Turn clockwise to increase (max 7 seconds)
- VR4 For best performance set the torque at the lowest setting that you require
  - o Default setting is at maximum. This generally does not need adjustment.