

MOUNT GARAGE DOORS, Inc

(410) 549-2668 or 1-877-683-6677

www.MountGarageDoors.com

Troubleshooting

A few problems may occur with your garage door and/or garage door opener that is not product or installation based. To help better serve you we have added this section to allow you to troubleshoot some of these issues. This is in no way a replacement for a professional service. If you feel the issue you are having is not related to the advice below or if you do not feel comfortable performing the tasks below, please do not hesitate to call us for assistance.

Remote Controls

If your remote has stopped working all together or if the range on the remote has become less (you have to be directly in front of the door to make the door open) please check the following:

- a. **The batteries.** Newer remotes (less than 4 years) will take a round watch battery. If your remote is older than 4 yrs. it will take a 12 volt battery. Turn remote over to find where to replace the battery.
- b. **Lock Mode** on your wall button. The button that is INSIDE your garage may have a safety feature called a **LOCK** button. This button is used to place the motor on “vacation” mode. If this button is accidentally hit it will allow your door to be used **ONE** time with the remotes and the keypad. It will not work again unless it is opened by the wall button. It is to assure that you can leave the garage for vacation and then the garage is secure after that. If this is hit simply hit it again and your remotes/keypad should work.
- c. **Needs reprogramming.** If you have had the batteries out of the remote for some time or if you have continuously hit the button on the remote you may have cleared the code. This will cause the remote to be reprogrammed.

To reprogram your remotes:

- 1. Press & release the “learn or smart” button on the back of your garage door opener. The learn indicator light will glow steadily for 30 seconds.
- 2. WITHIN 30 seconds, press & hold the button on your hand-held remote.
- 3. Release the button when the motor unit light blinks. It has “learned” the code. If the light bulbs are not installed 2 clicks will be heard.

Keyless Entry

If your keyless entry does not work at all, if the light is becoming dim or if you have NO light at all when you lift the keyless entry cover, please check the following:

- a. **The batteries.** Keyless entries less than 4 yrs old will take a 9 volt battery. Older units will take a 12 volt.
- b. **Lock Mode.** Please see above for lock mode information.
- c. **Needs to be reprogrammed.** If you have repeatedly tried to enter your code and the keyless entry is not working you may have accidentally cleared your code and it needs to be reprogrammed.

To reprogram please do the following:

1. Press & release the “learn” button on your garage door opener. The learn indicator light will glow steadily for 30 seconds.
2. WITHIN 30 seconds, enter a four digit code of your choice on the keyless entry. Then press & hold the ENTER button.
3. Release the button when the garage door opener lights blink. If no light bulbs are installed 2 clicks will be heard. Your code has been accepted.

To clear all codes from your memory:

1. Press & hold the “learn” button on the garage door opener until the learn button goes OUT (about 6 seconds). ALL previous codes are now erased. BOTH your remotes & your keypads are blank. You may now reprogram both as you wish.

If you have attempted some or all of these things and you are still experiencing difficulties please give us a call.

Photo Eyes/Photo Safety Devices

Photo eyes are safety features located at the bottom of your garage door that will not allow the door to come down if it senses that something is in the way. They can become out of alignment Very easily. Also, nothing should block the photo eyes in any way.

There are several indicators that your photo eyes may need to be serviced:

1. If your door can be raised without a problem but it will not close or starts to close and comes back up.
2. When you hit the wall button to close the door and the door doesn't come down or starts to and goes back up, the lights on the motor head will blink.
3. If you can "force" the door to the ground by holding the wall button and not releasing it until the door is fully closed.
4. Newer Lift-Master motors will have one green photo eye light and one amber one. The green photo eye is the receiving eye and will go out even if it is not the eye that has been hit. Both lights must be solidly lit. There should be no flickering or flashing of the lights. Even the slightest flicker will not allow the door to come down.
5. Check to make sure all wire connections are fine. It is possible for wires to become tangled with something in the garage.

To re-align your photo eyes:

1. Locate the photo eye that is "out" if possible. Usually the photo looks like it has been hit or has something in front of it.
2. With your hands you need to manipulate the photo eye to get it back in alignment. This may take some patience as they are designed to be sensitive.
3. Once you have both lights on and they are solid, tighten down the wing nuts and your door should work properly.

Unfortunately, this is something that may occur several times because of the sensitivity of the photo eyes. It is designed with **SAFETY** in mind. Since this is rarely an installation issue, Mount Garage Doors, Inc. will be happy to come out and align photo eyes **ONE** time if you are unable. However, additional times will result in a service fee.

DISCLAIMER

Mount Garage Doors Inc accepts no liability for the content of these pages, or for the consequences of any actions taken on the basis of the information provided.
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