



GATE TROUBLESHOOTING INSTRUCTIONS

If your automatic gate is not opening with your remote control, try the following:

1. Try using another control to open the gates, such as a keypad or intercom. If this works, then try another remote control. If another remote works, then it is likely your remote batteries are flat. If no remote controls work but you can open the gates using other controls, you have a problem with your remote-control receiver.
2. Check that the power supply to the gate is on. If your automated gate was installed by us, we would have explained where the electrical isolation was at the time of installation. If you are unsure, then check your electricity consumer unit (fuse box) and see if any of the switches are in the off position. Read the labels of any switches that are off, and if they are for the electric gate, switch them back on. If the trip switch returns to the off position again, then you will need to ring us and ask for a visit by one of our engineers to repair your gate. If the switch stays on, then try your gate again. If the switch stays on but then trips off as soon as you operate the gate, then you most likely have either a faulty motor, a damaged cable to the motor or an electrical joint on that cable with water in it.
3. If the power to the gate was on, try turning the power off, wait 30 seconds and turn it back on. This will reset any encoders for the gate.
4. Check the photocells are working – wipe clean and check there is no foliage or other obstructions.
5. Check that the push-to-open button (if installed) is not stuck in the pushed-in position.

For details on how to manually release the gates in the interim please see overleaf...

If none of the above helps, then your gate will need professional help – please do not hesitate to get in touch so we can arrange a call-out; info@jameswhitefencing.com or 01962 732786

Engineer Call Outs

Any installation over 12 months old will be subject to an engineer call-out fee of £140 + VAT if we are requested to attend site to diagnose a fault. This covers up to and including the first hour on-site.

Any time over the first hour will be charged at £60 per hour + VAT, charged in 15-minute intervals.

Any replacement parts required that are not covered under warranty will incur an extra charge. The customer will be required to authorise work before it is carried out. This may be done over the telephone if the customer is not present.

Call-out charges apply to fault diagnosis/repairs and breakdown attendance. Servicing visits are priced separately as per our servicing tariff.

Travel charges: our call-out pricing includes travel within a 15-mile radius of our yard (SO24 9PB).

Any queries with call-out charges/disputes must be reported to us within 7 days of the invoice date.

For further details on warranty and servicing please see information [here](#).

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Manual Release instructions

Please learn the emergency release procedure as described and make sure that all users of the automatic installation are acquainted with it.

Warning: always disconnect the installation from mains electricity and, if applicable, from the batteries before unlocking and locking the automation system.

All gate automation has a method of releasing the gates from their motors and operating them manually.

Please follow these instructions for an **UNDERGROUND** system...

UNLOCKING (fig. 1)

Remove the lock cover (ref. 1), fit the lock release lever included and turn by approximately 120° towards the centre of the gate (ref. 2). Manoeuvre the gate manually (ref. 3).

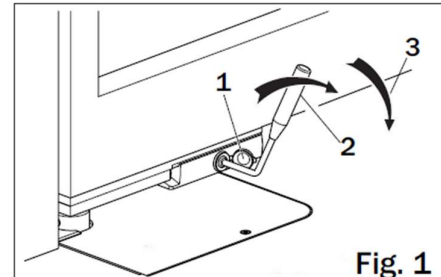


Fig. 1

LOCKING (fig. 2)

With the gate open, fit the lock release lever and rotate towards the gate hinges to return it to its original position. Fit the lock cover. The release system re-engages automatically when the gate is manoeuvred again.

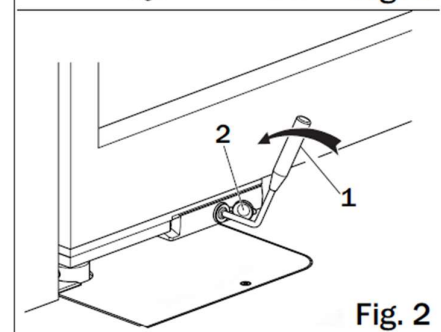


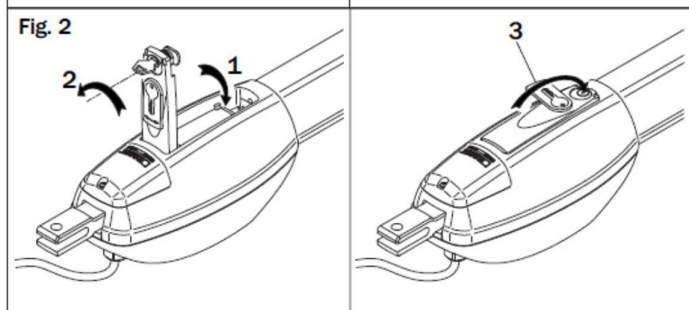
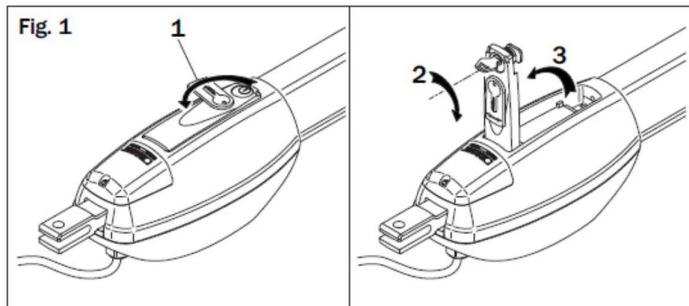
Fig. 2

For **ABOVEGROUND** systems, use the following...

(For swing or sliding gate systems)

UNLOCKING (fig. 1)

Open the lock cover (ref. 1), insert the key included in the lock and turn clockwise by 90° (ref. 2), then pull the key first and then the lever to open the door (ref. 3) completely. Manoeuvre the gate manually.



LOCKING (fig. 2)

WARNING: Operate the lock release lever with caution to avoid the risk of injury to the fingers. Close the lock release lever. Insert the key included into the lock and turn clockwise by 90°. Once the lock release lever has returned to its original position, turn the key anticlockwise, remove from the lock and close the lock cover.