

Installation and Maintenance Manual

Commercial Sliding Gate Operator

MODEL: ASA24500

MADE IN AUSTRALIA FROM AUSTRALIAN & QUALITY IMPORTED COMPONENTS



Feb 2012



N14870

Abbreviated Installation Instructions
(For those who don't have time!)

Sliding Gate Operators

ASA24500

MADE IN AUSTRALIA FROM AUSTRALIAN & QUALITY IMPORTED COMPONENTS

PLACE THE OPERATOR IN CORRECT POSITION. PINION WHEEL TO BE PARALLEL TO THE GATE, AND STEPPED OUT TO ALLOW FOR WIDTH OF RACK ONCE IT IS MOUNTED ONTO THE GATE FRAME. MARK OUT FIXINGS AND FIX OPERATOR TO THE CONCRETE PAD.



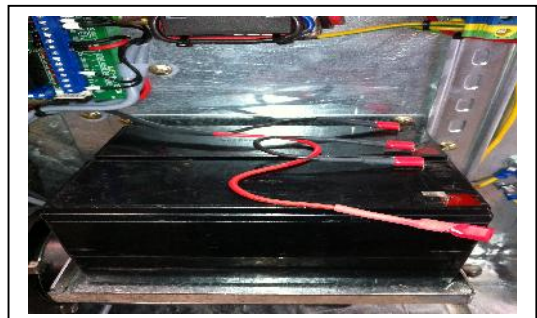
FIX RACK TO THE GATE FRAME KEEPING 1MM-2MM CLEARANCE BETWEEN THE RACK TEETH AND PINION WHEEL

ONCE THE RACK IS FIXED MOVE THE GATE AND SIGHT THE RACK MOVING OVER THE PINION WHEEL, CHECK THAT MOST OF THE PINION WHEEL MESHES WITH THE RACK. MAKE SURE RACK RUNS FREELY OVER THE PINION WHEEL, ANY TIGHTS SPOTS SHOULD BE CORRECTED BY ADJUSTING THE RACK HEIGHT. CHECK THE OPERATOR IS FIRMLY BOLTED DOWN TO THE CONCRETE PAD.



ENSURE STOPS ARE INSTALLED ON THE GATE FOR THE FULLY CLOSED AND FULLY OPEN POSITIONS.

CONNECT BATTERY WIRES TO BATTERY TERMINALS, ENSURING CORRECT POLARITY. TURN ON POWER AND CHECK GREEN BATTERY CHARGING LED IS LIT ON ELSEMA CHARGE CARD AND RED LED IS OFF. IF STILL NOT LIT CHECK THAT 10 AMP CIRCUIT BREAKER IS ON AND POWER CIRCUIT IS SWITCHED ON .THE RED LED ON CHARGE CARD INDICATES REVERSED BATTERY CONNECTIONS.



ADJUST LIMIT SWITCH CAMS TO ACTIVATE JUST PRIOR TO GATE END STOPS. MOVE GATE MANUALLY TILL LIMIT SWITCHES OPERATE MAKING SURE MI OPEN AND CLOSE LIMIT INDICATORS LEDS TURN OFF MATCHING GATE OPEN AND CLOSED POSITIONS, IF NOT MANUALLY ADJUST LIMIT CAMS OR OR SWAP OP,CL LIMIT INPUT WIRES.



TO COMMISSION THE GATE, MOVE THE GATE TO THE HALF WAY POSITION AND TIGHTEN THE KNURLED WHEEL (CLOCKWISE) ENGAGING THE CLUTCH ASSEMBLY. ENSURE THE RUN SET SWITCH ON THE CB-6 BOARD IS ON RUN. HOLD IN THE CLUTCH DOOR SAFETY SWITCH BY HAND OR TAPE ETC OTHERWISE GATE WONT OPERATE, **BUT AFTER COMMISSIONING THE DOOR SWITCH MUST BE RELEASED BACK TO NORMAL.**



PRESS THE OPEN (OPN) BUTTON LOCATED UNDER THE DIP SWITCHES TO BEGIN THE OPENING CYCLE.

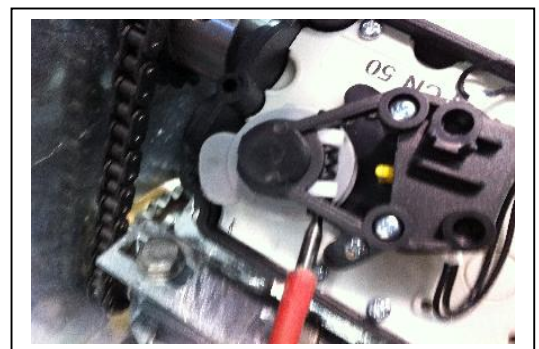
ENSURE THE DIRECTION THE GATE TRAVELS IS IN ACCORDANCE WITH THE OPENING AND CLOSING STATUS LED'S, IF NOT REVERSE THE MOTOR WIRES IN THE MOTOR TERMINALS ON THE RAMP UP/DOWN CONTROL BOARD.



AUTOMATION SETTINGS AND OPERATING MODES ARE ABLE TO BE ADJUSTED VIA THE CB6 BOARD, REFER TO MANUAL FOR FURTHER INSTRUCTIONS

SET THE LIMITS FOR THE OPEN AND CLOSED CYCLES, ENSURING THAT THE GATE DOES NOT SLAM INTO THE STOP POSITIONS BEFORE THE LIMITS ACTUATE.

ONCE LIMITS ARE SET, THE MOTOR RUN TIME HAS TO BE ADJUSTED AS PER `SETTING CYCLE TIMERS AND AUTOCLOSE` ON PAGE 10 OF THE MANUAL.



CONTENTS

Section 1	Safety Precautions	Page 6
Section 2	Operator Dimensions	Page 7
Section 3	Wiring Requirements	Page 8
Section 4	Mechanical Installation	Page 8
Section 5	Installation Details CB6 Control Board Electrical Connections	Page 8-9-10
Section 6	Commissioning	Page 10
Section 7	Manual Release	Page 10
Section 8	Ramping board, fault finding	Page 11
Section 9	CB-6 Control Board Layout for 24v Operators	Page 12
Section 10	Schematic wiring diagram	Page 13
Section 11	Maintenance details	Page 14
Section 12	Warranty	Page 15

1.SAFETY PRECAUTIONS



WARNING! FAILURE TO FOLLOW THESE SAFETY PRECAUTIONS AND INSTALLATION INSTRUCTIONS COULD RESULT IN INJURY OR DEATH AND/OR DAMAGE TO PROPERTY AND EQUIPMENT.

- Appropriately licensed and competent personnel only should install the automation equipment.
- The operators are designed specifically to open and close sliding gates or doors and should not be used for any other purpose.
- Before commencing installation, read through this installation manual.
- Check that the operator and controls are in new condition and have not been damaged in transit.
- Check the gate or door and it's associated support posts and walls to protect against shearing, compression and other various traps which could cause serious injury or death. Take into consideration the general installation and surrounding environment.
- Check the gateposts or mounting structure has the necessary strength and rigidity to support the operator and the load of the opening and closing gate motion.



CAUTION!

Always incorporate the appropriate Photo Electric Cells, Induction Loops and any other safety devices to protect both equipment and personnel. Extra caution should be employed when using operator in auto close mode.

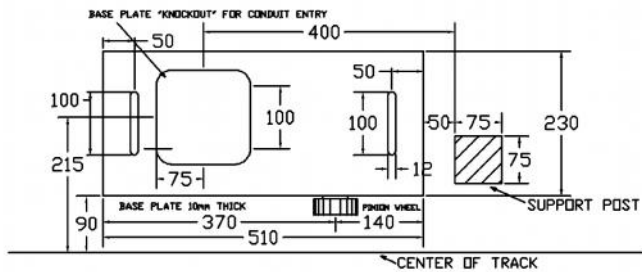
- Display any necessary signs to indicate any danger areas and automatic operation of the gate or door.
- The operators are not designed to be used in any hazardous areas or areas subject to flooding etc.
- All electrical connections and wiring must be performed with AS/NZS 3000-2007 as the guidelines. (Or its counterpart for other countries outside of Australia and New Zealand)

WARNING! ELECTRICITY CAN KILL

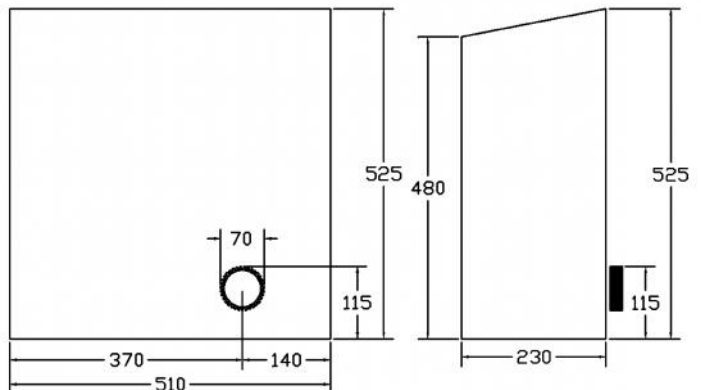
- The manufacturer of the automation equipment is not responsible for the damage which may be caused to either the operator, gate or door and any other person or equipment when: -
 - Wrong or poor installation practices were performed.
 - No or inadequate safety devices were used.
 - EITHER THE SURROUNDING STRUCTURE OR THE GATE OR DOOR STRENGTH AND RIGIDITY WAS NOT SUFFICIENT FOR THE TASK IN HAND.
 - INEFFICIENT LOCKING DEVICES WERE EMPLOYED.
 - Poor maintenance on the equipment.
 - Any other circumstances beyond the manufacturers control.
- ISOLATE POWER BEFORE ATTEMPTING ANY MAINTENANCE, QUALIFIED PERSONNEL ONLY TO CARRY OUT MAINTENANCE
- ONLY ORIGINAL SPARE PARTS ARE TO BE USED SHOULD THERE BE A REQUIREMENT FOR THEM.
- KEEP LOOSE CLOTHING AND HANDS CLEAR OF THE GATE WHILST IN OPERATION OR POTENTIALLY ABLE TO BE OPERATED.
- THE INSTALLER SHOULD PROVIDE ALL INFORMATION CONCERNING THE USE OF THE AUTOMATION EQUIPMENT AS WELL AS INSTRUCTIONS REGARDING THE MANUAL OVERRIDE AND MAINTENANCE PROCEDURES TO THE USERS OF THE SYSTEM.

2. OPERATOR DIMENSIONS

GDS 24-500I INBUILT SLIDER BASE PLATE
LEFT OPENING



PLAN VIEW



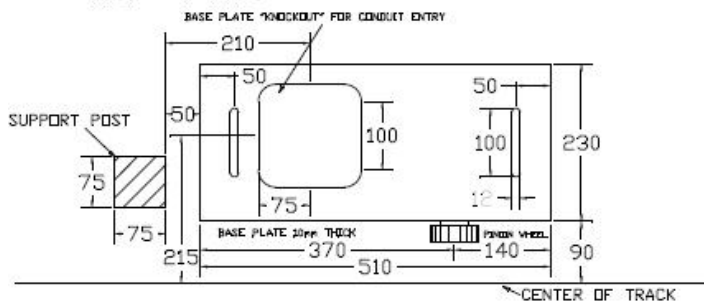
SIDE VIEW

FRONT VIEW

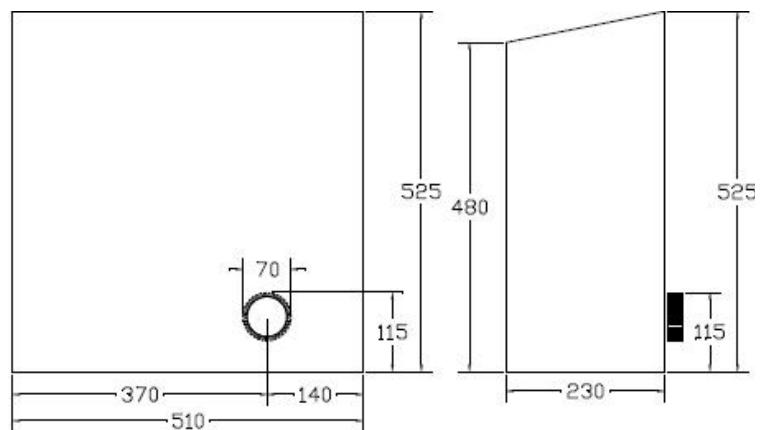
NOTES:

- THESE MEASUREMENTS ARE ONLY APPLICABLE WHEN USING A 75x75 GATE FRAME
- THIS DRAWING IS FOR A GATE THAT OPENS TO THE LEFT WHEN LOOKING FROM THE ROAD INTO THE PROPERTY
- WITH THIS GATE OPENING SCENARIO, THE CENTER POSITION OF THE CONDUIT ENTRY IS 400mm FROM THE SUPPORT POST AND 215mm FROM THE CENTER OF THE TRACK

GDS 24-500I INBUILT SLIDER BASE PLATE
RIGHT OPENING



PLAN VIEW



SIDE VIEW

FRONT VIEW

NOTES:

- THESE MEASUREMENTS ARE ONLY APPLICABLE WHEN USING A 75x75 GATE FRAME
- THIS DRAWING IS FOR A GATE THAT OPENS TO THE RIGHT WHEN LOOKING FROM THE ROAD INTO THE PROPERTY
- WITH THIS GATE OPENING SCENARIO, THE CENTER POSITION OF THE CONDUIT ENTRY IS 210mm FROM THE SUPPORT POST AND 215mm FROM THE CENTER OF THE TRACK

3. INSTALLATION DETAILS AND WIRING REQUIREMENTS THE THE 24-500I

- The operator can be connected to a suitable 240v a.c power circuit provided it is done so by a **licensed person and rules in AS/NZS 3000:2007 are adhered to.**
- The operator can be ordered with separate power supply remote from operator making it easier to run low voltage to the operator in situations where its difficult or not practical to run 240v a.c., also making it suitable to be installed by the do it yourself handy person.
- Solar power can be used to power the operator instead of connecting 240v. This unit can be supplied to run on solar power by special order.
- Conduits preferably need to come through base plate knock out.

WIRING REQUIREMENTS FOR THE 24-500 (EXTERNAL CONTROLS)

Between controls and operator:

- 2 x motor wires taking into account wire size to overcome voltage drop. (non shielded)
- 3 x wires for limits
- Control input cables including limits and photocell should all be shielded if runs are over 10m and the shield connected to earth.

4. MECHANICAL INSTALLATION

1. Check that the gate runs smoothly throughout its travel and does not bind anywhere.
2. **IMPORTANT Ensure gate stops are fitted at the fully open and closed positions.** These stops need to be engineered and installed in such a way that they will be strong enough to stop the gate should the limits fail at any time.
3. Position the sliding gate operator on the concrete mounting pad and using a length of rack held onto the gate rail, adjust the operator at a location where the pinion gear meshes fully onto the rack.
4. Ensure the pinion wheel face is parallel with the gate rail and mark the 4 holes through the mounting plate for fixing.
5. Dynabolt mounting plate to concrete pad using 12mm x 100mm dynabolts.
6. Position gate operator so rack will fully mesh onto pinion gear.
7. Loosen manual release knob on backside of gearbox (anticlockwise) and then start attaching rack to the gate frame ensuring that the rack meshes onto the pinion gear with 1 – 2mm clearance.
8. Rack is normally tek screwed to gate rail. After fixing the rack for the full length of the gate, run the gate back and check the rack meshes to the pinion gear without being too high or too low.

5. INSTALLATION DETAILS ELECTRICAL CONNECTIONS

SUPPLY

- A,N,E 240v input terminals are provided on 24-500I operator.

CONTROL

If cable runs are over 10m, Shielded cable should be used and the shield connected to the chassis.

CONTROL INPUTS

The P.E, OPN and STP inputs require a normally closed switch contact and therefore should be shorted to the COM terminal if not used. This is done via bridging links already on the circuit board (bottom left corner) The CLS, OSC and PED inputs require a normally open switch contact and therefore should be left unconnected if not used. All the switch inputs of this control board including the limit switch inputs require a switch contact only. Do not connect any switches, which provide a voltage to the control board as this will damage the control board. If the inputs are 12/24v or has long wiring associated with it use an IM-1 module to isolate it from the control board's input. The IM-1 is available from the manufacturer.

Powering Accessories

Accessories, which require a 24v dc supply, can be powered from the accessories power output terminals on the din rail. This output is protected by a 2 amp glass fuse, next to terminals.

Locks & Lights

Use the lock output terminals on the din rail to switch the 12 volts to an electric lock (if fitted). The load switched by the lock output terminals must not exceed 30v AC / DC @ 5Amps. If an electro magnetic lock is used, change one wire on the control board lock output to the normally closed output and use back e.m.f. protection across the coil of the mag lock. Use the light relay module (if fitted) to switch the applied voltage to a light. The load switched by the light relay module must not exceed 240v AC / 30v DC @ 10 Amps.

Mode Selection

Using the mode selection dip-switches select the desired operating modes. Note the times associated with the parameters marked with an * can be changed. The auto-close times can be changed using the procedure in the following section. See detailed instruction manual for details how to change the other parameters.

POSITION 1 Synchronising Delay

OFF - NO DELAY

ON - Motor 1 starts to open 2 seconds* before Motor 2 & Motor 2 starts to close 2 seconds* before Motor 1.

POSITION 2 Pulse Lock Output

OFF - Lock output is activated for the entire motor drive cycle.

ON - Lock output pulses for 0.3 seconds* at the start of each drive cycle.

POSITION 3 Light Outputs Warning

OFF - Optional light module controls a light with timer which turns light off after 60seconds*.

ON - Optional light module controls a warning light which activates whenever motors are on.

POSITION 4 Swipe Mode (OSC Input)

OFF - OSC input terminal has standard Open, Close, Stop action.

ON - OSC input terminal will only open the door/gate. The input also resets the P.E triggered auto-close mode so that the P.E input will need to be triggered again before a P.E auto-close cycle will be initiated.

POSITION 5 M 2 Outputs Status

OFF - The M2 output controls second motor

ON - The M2 output controls status lights

POSITION 6 P.E Stops Close Cycle

OFF - Activating the P.E input while motors are closing causes the motors to reverse.

ON - Activating the P.E input while motors are closing causes the motors to stop but not reverse.

POSITION 7 P.E Stops Open Cycle

OFF - Activating the P.E input while motors are opening is ignored by the controller.

ON - Activating the P.E input while motors are opening causes the motors to stop.

POSITION 8 P.E Triggered Auto Close

OFF - Not selected

ON - Selects the P.E triggered auto-close mode which causes the motors to auto-close if the P.E input is activated then released. (Auto-close delay time is 0 seconds*)

POSITION 9 Pedestrian Auto-Close

OFF - No pedestrian access auto-close

ON - Selects auto-close in the pedestrian access mode. (Auto-close delay time is 15 seconds*)

POSITION 10 Standard Auto Close

OFF - Not selected

ON - Selects standard auto-close mode which will close the motors after fully opening.(Auto-close delay time is 30 seconds*)

Setting Cycle Timers & Auto Close Times

The control board has pre-set cycle times which are used to set the maximum time the controller will drive the motors in the open and closed directions. The pre-programmed time for the open and close cycle timer's is 60 seconds. The control board also has a pre-set pedestrian access time of 5 seconds which is intended to open the motor connected to M1 output only part way. If these default times do not suit your needs simply use the procedure below to adjust them. Note the same procedure can be used to adjust the auto-close times.

1. PLACE THE SLIDE SWITCH INTO THE 'SET' POSITION
2. Adjust the timer's value by pressing and holding the required push button for the desired time.
3. Repeat step 2 for the next timer (if desired).
4. Place the slide switch back into the 'RUN' position.
5. Test operation.

Make sure that the slide switch is placed back into the "RUN" position before testing the new timer value. As you can see the procedure used to set each timer's value is the same only the push button used changes. Each push button is clearly labelled underneath as to which timer's value it sets. Note when setting the OPEN, CLOSE and PEDESTRIAN cycle times the controller will drive the motors as if a "real" cycle is being executed. The difference being that the motors will stop as soon as the button is released or the limit switches are reached. The OPN status LED on the control board will flash at 1 second intervals to assist setting times. Note when setting the OPEN and CLOSE cycle times when limit switches are used, release the push button a few seconds after the limit switch cuts motor power. This allows for the motors to slow down over the life of the operators without the need to adjust again.

6. COMMISSIONING

- POSITION THE GATE HALF WAY AND TIGHTEN KNURLED KNOB AT BACK OF SLIDER BY HAND SO GATE WILL DRIVE.
- POWER UP BOARD AND WITH GATE IN THE HALF WAY POSITION, PRESS TRANSMITTER OR MANUAL CONTROL SWITCH SO OPERATOR DRIVES GATE.
- THE FIRST PULSE WILL ALWAYS OPEN GATE, GREEN LED WILL FLASH (TOP RIGHT HAND CORNER) IF IT DOES NOT, THEN REVERSE THE 2 MOTOR WIRES.
- CHECK WHICH LIMIT SWITCH STOPS GATE IN EACH DIRECTION AND ADJUST CAMS SO GATE WILL STOP IN THE FULLY OPEN AND CLOSED POSITIONS.
- ADJUST THE RAMP UP AND DOWN INITIATION CAMS POSITIONED AT DESIRED POSITIONS JUST BEFORE OPEN AND CLOSED LIMIT SWITCHES ACTIVATE.
- LIMIT SWITCHES SHOULD NOT SWITCH OFF THE GATES TOO SOON (BEFORE REACHING THE STOPS) AND CONVERSELY NOT TOO LATE, SO THE TORQUE LIMITER IS OPERATING.
- TIGHTEN TORQUE LIMITER KNURLED KNOB.
- SET OPEN & CLOSED TRAVEL TIMES.
- CHECK THAT ALL SAFETY DEVICES WORK AS DESIGNED AND THE ELECTROMAGNETIC LOCK HOLDS THE GATE FIRMLY CLOSED (IF FITTED).
- INSTALL COVER, USING SCREWS PROVIDED IN THE FRONT AND SIDES TO HOLD COVER FIRM.
- PROVIDE FULL DETAILS TO THE OWNER CONCERNING THE OPERATION AND RELEVANT MAINTENANCE AND DISCONNECT DETAILS.

7. MANUAL RELEASE INSTRUCTIONS

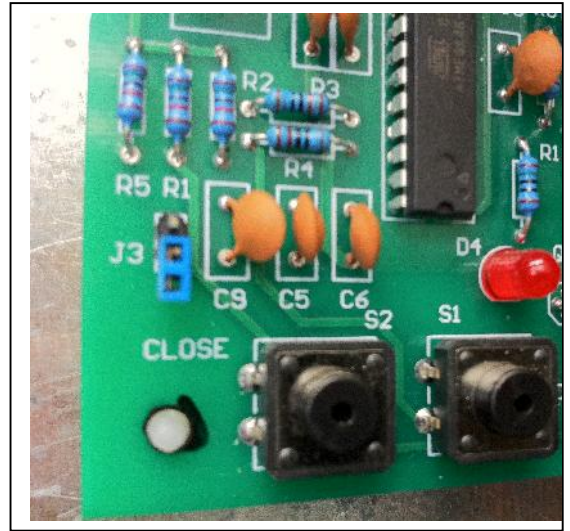
SHOULD THE POWER FAIL OR FOR SOME OTHER REASON THE GATE DOES NOT OPERATE IN THE NORMAL MOTORISED MANNER, MANUAL DISCONNECTION CAN BE ACHIEVED BY:-

1. BY USING THE KEY, UNLOCK THE DOOR ON THE FRONT OF THE COVER. THIS IN TURN WILL ACTIVATE THE STOP SWITCH BEHIND THE DOOR, DISABLING THE POWERED OPERATION OF THE GATE.
2. TURN THE LARGE KNURLED KNOB ANTICLOCKWISE WHICH WILL RELEASE THE DRIVE
3. MANUALLY SLIDE OPEN THE GATE

8. RAMP UP DOWN BOARD

The 24-500 is fitted with a Pulse Width Modulator board to control the ramp up and ramp down times for a gentle start and stop.

It has been set at the factory to allow a 2.5 sec time for ramping up and down which should be suitable for most gates, but if the gate is only small or light weight the ramp time can be shortened to 1.5 seconds to allow a faster reaction time to a safety input such as breaking the photocell beam, so the gate will reverse back open sooner than it would on a Bigger heavier gate.



This is set by jumper J3 as per photo.

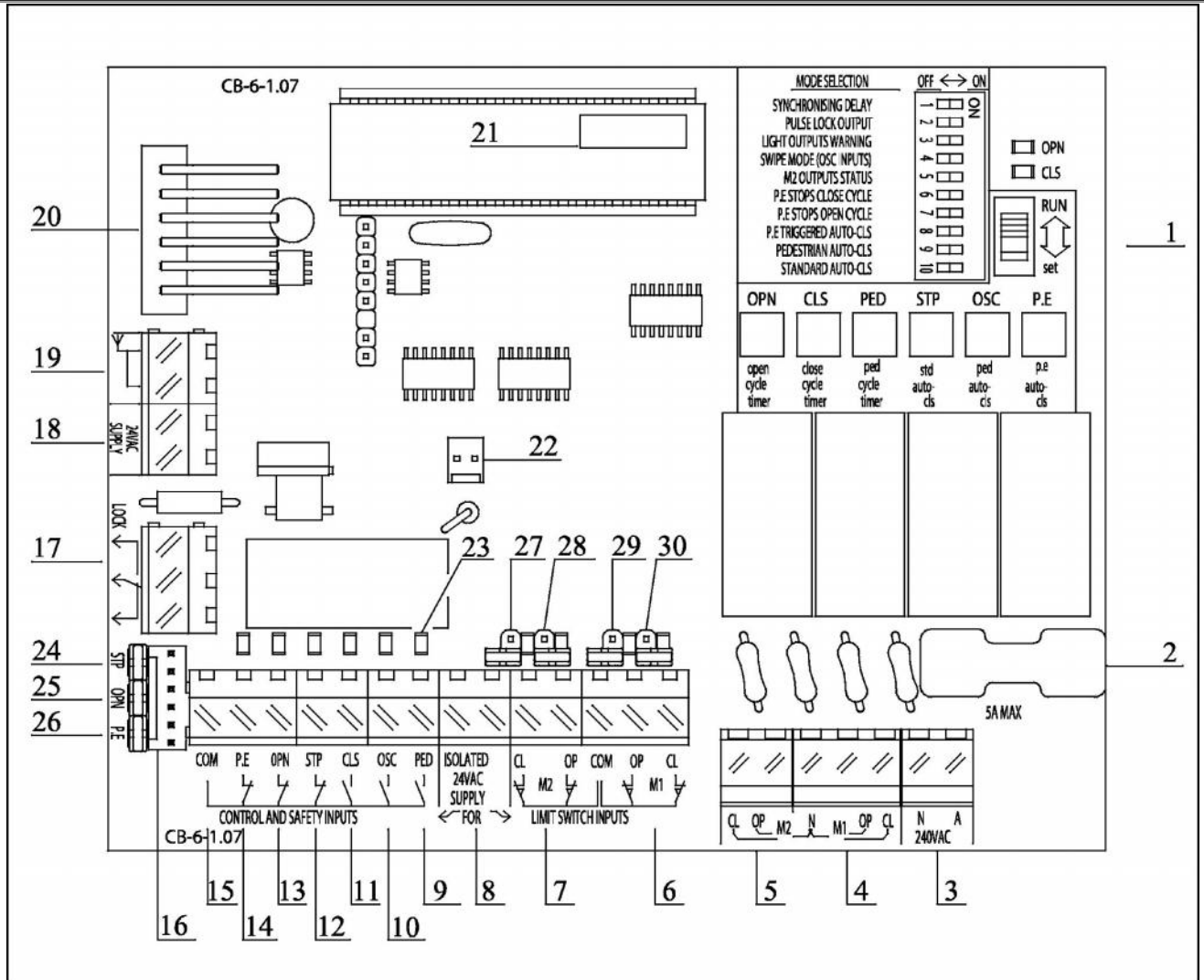
J3 ON = 1.5 SECOND RAMP
J3 OFF = 2.5 SECOND RAMP

FAULT FINDING

FAULT	POSSIBLE CAUSE	ACTION TO BE TAKEN
Operator opens gate but doesn't close	Photocell (PE) input is not receiving signal.	Check photocells or any other device wired to that input.
Gate hits to hard or doesn't reach end stops.	Check limit switch settings and racking meshing properly.	Adjust limits and rack.
Operator does not work.	mains power off (or solar power) Fuse F1,F2or F3 blown. The door switch is open. Access control not signalling board.	Check mains or solar power on. Check batteries connected and ok. Check what caused fuses to blow, fix fault and replace fuses Close clutch door, check door switch ok. Check access control equipment
Operator tries to move gate but struggles.	Batteries flat. Maybe due to faulty, old batteries. Mains power has been off (or solar) for a while and batteries have flattened over time	Check/replace batteries if needed. Check mains (or solar) power.

***Note :** If having trouble finding fault, start by disconnecting all inputs to control board such as photocells, access control etc then try run the operator with these disconnected, if it runs ok, it must the fault must be in the input control cabling external to the operator.

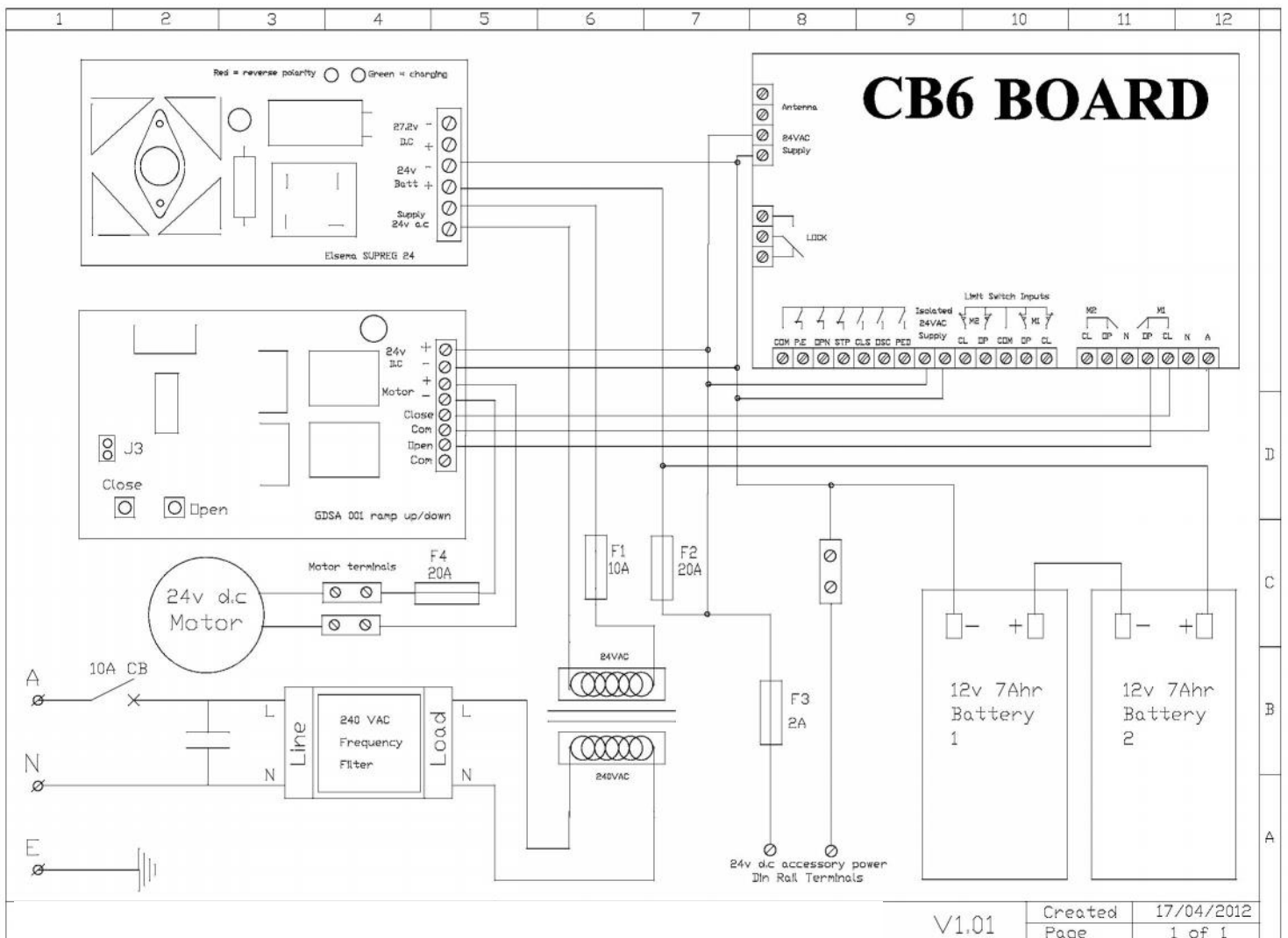
CB-6 CONTROL BOARD LAYOUT FOR 24V OPERATORS



- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Mode Selection and Adjustment 2. Protection Fuse 3. Ramp board com Terminal 4. Motor 1 Drive Output Terminal for ramp 5. Motor 2 Drive Output Terminal for ramp 6. Motor 1 Limit Switch Inputs 7. Motor 2 Limit Switch Inputs 8. Terminals for Isolated 24vAC Supply for Limit Switch and Control Inputs 9. Pedestrian Access Control Input 10. Open/Stop/Close Control Input 11. Close Control Input 12. Stop Control Input 13. Open Control Input 14. Photoelectric Safety Beam Input 15. Common Terminal for Inputs [9] Through to[14]. 16. Control Input Harness Connector | <ol style="list-style-type: none"> 17. Electric Lock Control Terminals 18. Terminals for 24vAC Supply for Control Logic 19. Plug In Receiver's Antenna Terminals With Optional Shield 20. Connector for Plug-In Receiver (not shown) 21. Firmware Version Label 22. Light Control Relay Interface Connector 23. Input Status LEDs. 24. Stop Input Jumper 25. Open Input Jumper 26. PE Beam Input Jumper 27. M2 Close Limit Jumper 28. M2 Open Limit Jumper 29. M1 Close Limit Jumper 30. M1 Open Limit Jumper |
|--|---|

10. Schematic wiring diagram

Fuse F1 – 10amp M205
 F2 – 20amp M205
 F3 – 2amp M205
 F4 – 20amp M205



8. MAINTENANCE DETAILS



WARNING!

FAILURE TO MAINTAIN EQUIPMENT MAY RESULT IN INJURY OR DEATH AND/OR DAMAGE TO PROPERTY AND EQUIPMENT

RECOMMENDED MAINTENANCE TO BE PERFORMED ON THE OPERATOR AND GATE ARE AS FOLLOWS:-

OPERATOR PERFORMS OVER 150 CYCLES A DAY	EACH MONTH
OPERATOR PERFORMS BETWEEN 100-150 CYCLES A DAY	EVERY 2-MONTH
OPERATOR PERFORMS BETWEEN 50-99 CYCLES A DAY	EVERY 4 MONTHS
OPERATOR PERFORMS BETWEEN 20-49 CYCLES A DAY	EVERY 6 MONTHS
OPERATOR PERFORMS UNDER 20 CYCLES A DAY	EVERY 12 MONTHS

Date:

Site Name:.....

Site Address:.....

BEFORE COMMENCING MAINTENANCE ON THE OPERATOR, ISOLATE THE ELECTRICAL SUPPLY TO ENSURE OPERATOR WILL NOT RUN INADVERTENTLY.

- GATE ROLLS FREELY
- GATE GUIDE ROLLERS IN GOOD CONDITION
- GATE STOPS IN GOOD CONDITION
- GATE TRACK IS NOT DAMAGED.....
- GATE RACK IS TIGHT & CORRECT CLEARANCE BETWEEN PINION WHEEL & RACK.....
- GATE OPERATOR MOUNTING BOLTS RIGHT.....
- NO OIL LEAKS FROM GEARBOXES
- GEARBOX MOUNTING BOLTS/NUTS TIGHT
- INSIDE OPERATOR AND CONTROL BOX CLEAN
- 'BAYGON' SURFACE SPRAY AROUND OPERATOR AND CONTROL BOX (NOT ON ELECTRONICS) ...
- ALL ELECTRICAL CONNECTIONS TIGHT
- LIMIT SWITCHES OPERATE IN APPROPRIATE POSITIONS
- EXTERNAL SAFETY DEVICES WORK EFFECTIVELY / CLEANED
- ELECTROMAGNETIC LOCK, IF FITTED, OPERATES CORRECTLY & IS CLEAN.....
- GEARBOX SELF LOCKING I.E. SEAL NEEDS REPLACING?
- GENERAL OPERATION I.E. SPEED, AUTO CLOSE ETC NORMAL.....

- BATTERIES ARE CHARGED IN GOOD CONDITION, TERMINALS NOT CORRODED (2-5 YEAR LIFE)

COMMENTS

9. Warranty

1. GATE DRIVE SYSTEMS AUSTRALIA WARRANTS THAT THE GOODS MANUFACTURED BY IT SHALL BE FREE FROM DEFECT IN MANUFACTURE FOR A PERIOD OF 12 MONTHS FROM THE DATE OF INVOICE. SHOULD ANY FAULT OCCUR WITHIN THAT PERIOD AS A RESULT OF FAULTY WORKMANSHIP OR MATERIALS, GATE DRIVE SYSTEMS AUSTRALIA WILL MAKE ALL NECESSARY REPAIRS, OR AT ITS DISCRETION REPLACE THE PRODUCT AT NO CHARGE TO THE CUSTOMER EXCEPT FOR FREIGHT. THE APPROPRIATE SERIAL NUMBER MUST BE QUOTED FOR ALL WARRANTY CLAIMS.
2. FOR THE GOODS NOT MANUFACTURED BY GATE DRIVE SYSTEMS AUSTRALIA, WE SHALL PASS ON THE MANUFACTURERS WARRANTY TO THE CUSTOMER FROM THE DATE OF INVOICE. IT IS THE MANUFACTURERS DISCRETION TO REPAIR OR REPLACE GOODS DEEMED TO BE DEFECTIVE AS A RESULT OF FAULTY WORKMANSHIP OR MATERIALS.
3. ALL GOODS MUST BE RETURNED TO GATE DRIVE SYSTEMS AUSTRALIA OR ITS REPRESENTATIVE FOR INSPECTION OR TESTING TO ASSESS IF A CLAIM IS JUSTIFIED. IT IS THE RESPONSIBILITY AND AT THE COST OF THE CUSTOMER, TO RETURN THE GOODS FOR INSPECTION AND FREIGHT COSTS ARE THE RESPONSIBILITY OF THE CUSTOMER.
4. THE WARRANTY IS NEGATED AND WILL NOT APPLY IN THE FOLLOWING CIRCUMSTANCES:-
 - a. IF NO PROOF OF DATE OF PURCHASE CAN BE PRODUCED.
 - b. IF THE PRODUCT HAS BEEN USED IN A MANNER BEYOND ITS DESIGN PARAMETERS.
 - c. IF THE PRODUCT IS TAMPERED WITH OR REPAIRED BY PERSONNEL NOT AUTHORISED TO DO SO.
 - d. IN RESPECT OF LOSS OR DAMAGE CAUSED BY ROUGH TREATMENT.
 - e. IF THE PRODUCT IS NOT USED AND MAINTAINED IN ACCORDANCE WITH INSTRUCTIONS OR RECOMMENDATIONS LISTED IN THE INSTALLATION AND MAINTENANCE MANUAL.
 - f. IN RESPECT OF LOSS OR DAMAGE CAUSED BY AN ACT OF GOD OR ANY OTHER CAUSE NOT WITHIN THE MANUFACTURERS CONTROL.
5. GOODS RETURNED UNDER WARRANTY FOR REPAIR OR TESTING WILL INCUR A CHARGE TO BE FIXED BY THE MANUFACTURER IF NO FAULT IS FOUND.
6. THE CUSTOMER SHALL BEAR FREIGHT CHARGES FOR RETURNING THE GOODS FOR INSPECTION AND FOR THE DELIVER OF ANY REPLACEMENT OR REPAIRED PRODUCT FROM A JUSTIFIED WARRANT CLAIM.
7. SAVE FOR THE EXPRESS CONDITIONS AND WARRANTIES HEREIN CONTAINED ALL OTHER CONDITIONS OR WARRANTIES (WHETHER AS THE QUALITY, FITNESS FOR PURPOSE OR ANY OTHER MATTER) EXPRESSED OR IMPLIED BY STATUTE, COMMON LAW, EQUITY, TRADE CUSTOM, USAGE OR OTHERWISE ARE HEREBY EXPRESSLY EXCLUDED PROVIDED THAT NOTHING IN THESE TERMS AND CONDITIONS SHALL EXCLUDE OR LIMIT ANY BREACH OR CONDITION IMPLIED BY LAW, THE EXCLUSION OR LIMITATION OF WHICH IS NOT PERMITTED.BY.LAW.

SELF INSTALL - NEED TECHNICAL ASSISTANCE?

OPTION 1: DIRECT WITH THE SERVICE DESK – QUICKEST AND MOST EFFECTIVE METHOD

Submit your enquiry direct with the service desk at – service@automaticsolutions.com.au

The service desk has the most experienced staff in Australia to help with your problem but they need your help.

- Describe your problem in detail and as clearly as possible. Don't forget to include a telephone number.
- Be certain to detail which model or models of you are working with.
- Send photos of the installation – they love photos. The people at the service desk are good but they are even better when they can see the installation. Send photos of the overall scene so they can see the entire installation. Also send photos of the wiring to the control board and any other part of the installation you think is relevant.
- Send video if appropriate. Smartphone's these days take remarkably good video in small file sizes which can be emailed in a moment. If your problem needs a video to show the issue please feel free to send it.

**NOTE: THIS IS BY FAR THE FASTEST AND MOST SUCCESSFUL WAY TO SOLVE YOUR PROBLEM
PHOTOS AND VIDEOS ARE THE NEXT BEST THING TO BEING THERE**

OPTION 2: LODGE YOUR ENQUIRY LOCALLY - SLOWER BUT CAN STILL BE EFFECTIVE

Make contact with the store of purchase. Branch staffs are typically not technicians and dependent on their length of service will have varying degrees of technical knowledge. If they cannot help however they will certainly either source help locally from their technicians or make contact with the service technicians on your behalf.

OPTION 3: SERVICE CALL WITH AUTOMATIC SOLUTIONS TECHNICIAN – SLOWEST METHOD

If you fall within the local branch service area it may be possible to book a local technician to look at your installation. Wait times will vary dependent on local workloads. The cost is a service fee which includes the first half hour and the hourly rate thereafter. If any Automatic Solutions provided parts are found to be defective and within warranty these will be provided free of charge.

(NOTE: If you suspect that any parts are defective and within warranty you may wish to consider option 4)

A note on this option: If you decide on this option you will be asked to sign an "authorisation to proceed" which will provide legal authority and payment security. This form has three options available of which only the first two are available to you. The third option is for warranty repairs only for full install customers. Self install customers requiring warranty only service need to refer to option four below.

IMPORTANT: IN SHORT THIS OPTION WILL INCUR CHARGES

OPTION 4: RETURN THE PRODUCT IF BELIEVED TO BE FAULTY

As a self install customer who has purchased product if you believe the product to be faulty rather than an installation or site problem you have the option of returning the product for evaluation and to exercise your right to a replacement, repair or refund as applicable. All returned product is forwarded immediately to the service technicians for evaluation and response. There are two main methods available to return product –

- Direct to the service centre – this is the quickest method as it cuts out the branch delay
- Via the branch of purchase – slower because of the delay at the branch

When choosing this option you need to complete a product return form. This form gives you all the information on procedure involved and where to send to. These are available at the branch of purchase, can be emailed to you (contact your branch), or available here - <http://automaticsolutions.com.au/page/warranty.php>