

AUTOMATIC SOLUTIONS

Australia Pty Ltd

ASA4 – K31



GENERAL

ASA4

Motor Voltage – 240 volt
Power Absorbed – 190 watts
Speed – 10 m/min
Maximum Thrust – 390 N
Protection Level – IP55
Duty Cycle – 15%
Dimensions – 210L x 190W x 290H
Current Absorbed – 1.1A
Maximum Leaf Weight – 500 Kg
Torque – 13.6 Nm

K31

Motor Voltage – 240AC
Motor Inputs - One
Battery Charger – N/A
Receiver – Inbuilt or External
Limit Switches – Yes
Pedestrian Input – Yes (NO)
Start Input - Yes (NO)
Stop Input – Yes (NC)
Photocell Input – Two (NC)
Slow Speed Regulator – Yes

IMPORTANT— READ THIS FIRST

Parts of these instructions are intended as a quick start guide and should be used in conjunction with the full instructions. The quick start instructions provide the basics to get you up and running and are based on the most commonly used installations in Australia. All electrical work in this country is to be performed by licensed electrical contractors. Electricity can kill!

SAFETY

This booklet will offer you information you may need to install your gear motor and to safeguard your safety. **However, caution is unquestionably indispensable and nothing is better than preventing accidents.**

WARNING: any repair or adjustment of working machinery is strictly prohibited unless all the necessary precautions (electrical supply disconnected and motor off) have been taken in order to avoid possible accidents.

WARNING: any repair must be carried out by qualified people.

WARNING: All moving mechanisms must be provided with suitable protections.

WARNING: Keep the automatic controls out of the reach of children.

WARNING: Command pulses must be given from positions where the gate is visible.

WARNING: Use transmitters only if you can see the gate.

Read carefully the instructions enclosed in this manual.
Keep this booklet in a suitable place well known to all interested people.

PRELIMINARY CHECKS

In order to make the automation work efficiently; the gate to automate must have the following characteristics:

- It must be balanced.
- It must slide fluently.
- You must be able to carry out manual closing and opening of the gate without any effort.
- Make sure that the gate has a solid structure and that there is no friction points in its movement.
- Make sure that the gate has both solid opening stops and solid closing stops.

GENERAL ORDER OF INSTALLATION

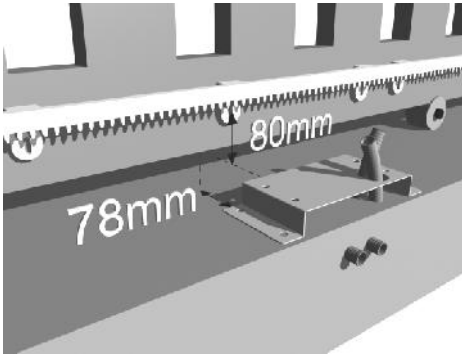
To ensure a good installation of the gear motor, we suggest the following order of installation:

- 1 - Open the box and take out gear motor. Inspect the contents and ensure all components are present.
- 2 - Make sure that the gate is rolling freely and does not bind at any point.
- 3 - Determine the height and position of your motor and mark the mounting base position.
- 4 - Install all conduits for mains power supply and other devices.
- 5 - Install your base ensuring a strong, solid fixing. The motor will generate large amounts of torque at start up.
- 6 - Attach the gear motor to the base.
- 7 - Fix your rack to the gate ensuring that you maintain approximately 1mm gap between the rack and the motor pinion.
- 8 - Attach the limit actuators to the rack at the desired open and close positions.
- 9 - Connect power to the motors control board.
- 10 - Program remote control transmitters.
- 11 - Check motor direction.
- 12 - Program work times.
- 13 - Test your installation.
- 14 - Attach your safety devices and access devices one by one testing for correct operation at each point.

MAINTENANCE

Periodically check your installation for loose or worn fastenings, correct alignment and operation of your gate and correct operation of your manual override operation. Clean and keep clean all areas of the installation. Remember that the motorisation has been planned in order to help you use the gate. This means that it does not resolve the problems caused by an inadequate installation or by a poor upkeep of the gate.

ASA4 SLIDING GATE MOTOR INSTALLATION



INSTALL MOTOR BASE PLATE

The position of the motor base plate will vary with each installation but in general the base plate needs to be 78mm from the side face of your gate. The height of the plate will be determined by your site conditions and gate structure.

The motor will generate a large amount of force on starting and for this reason it is important that the motor base is anchored securely to the ground. A few methods of securing are detailed below.

- On new installs with no track you can weld supports and attach your base to the track before concreting the track in.
- If the track exists but a foundation is required for the motor base, then weld a couple of scrap steel lengths to the base before fixing in concrete. This will ensure that the base does not move in the concrete.
- If you have an existing strong foundation use strong purpose made fasteners to secure the base to the foundation.

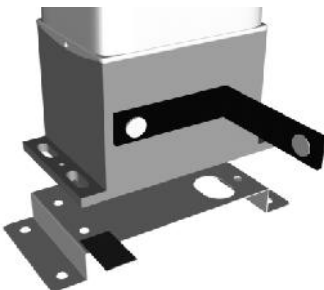
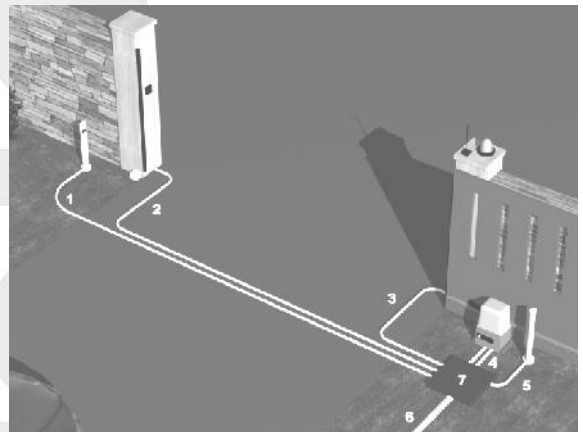
IMPORTANT: In all cases install all conduits before securing your motor base. Once the base is installed it is much more difficult to install conduits.

BOLT DOWN MOTOR

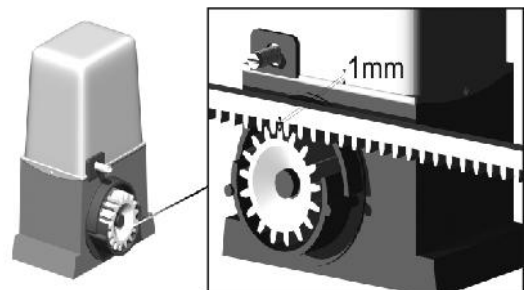
Once your motor base is installed and due time has been given for foundations to dry or settle you can attach your motor to the motor base with the bolts provided.

INSTALL RACK

If you have carefully planned your motor base position then it should be possible to sit a length of rack onto the motor pinion and the rack fixing tabs should be in good position against the back face of the gate. Yes? Good. Put the motor in manual mode using your manual override key – insert the key in the keyway and turn – pull the manual override lever out to 90 degrees. You are now in manual mode and the pinion will rotate freely.



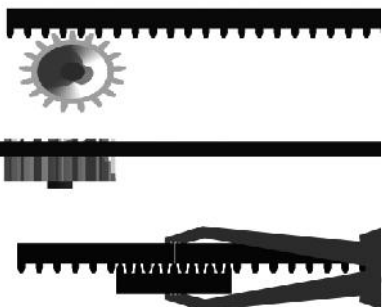
Open the gate fully – position your first length of rack on the pinion and against the gate – get this first length roughly level and attach this length at two end points – adjust the height of this length so that there is approximately a 1mm gap between the rack and the pinion – move the gate backwards and forwards along



this length and check for no tight spots or binding – now install the next length in the same way (if the rack has location lugs this helps to position one end and you only need to position the other end and fix, if not you can use another length upside down and a clamp to hold the new length at the correct height and position) - when all lengths are attached and you are happy that you have no tight spots you can set the remaining fasteners on the rack.

INSTALL GATE STOPS

This is a critical point in ensuring long trouble free operation of your automation system, yet it is relatively simple. Each gate must have a positive and well secured opening stop and closing stop. There are a range of stops available over the counter or you can make them yourself but the critical point is that the stops must be well secured as the gear motors will exert quite a deal of force on them during programming. In summary when your gate/s open they must hit a positive stop point that stop the gate/s from opening any further and the same at the closed point.



ATTACH LIMIT ACTUATORS

Now attach your limit actuators to the rack in the desired opening and closing position. The actuators should be positioned to hit the limit spring and activate the switch before hitting

the opening and closing stops. If after programming the gate drives hard to either stop adjust the actuators and re program so that the gate does not hit the stops.

K31 LOGIC CONTROL BOARD INSTALLATION

BOARD INTERFACE

TERMINALS – LEFT TO RIGHT

J1 1	Earth	
J1 2	240Vac	Mains supply phase
J1 3	240Vac	Mains supply neutral
J3 1	Flashing Light	240Vac 40W Max
J3 2	Common	Common for Flashing Light & Courtesy Light
J3 3	Courtesy Light	240Vac 40W Max
J3 4	Motor Open	240Vac 1HP Max
J3 5	Motor Close	
J3 6	Motor Neutral	
J4 1	Not Used	
J4 2	12Vac Electric Lock	12Vac 15W Max
J4 3	12/24Vac Common	
J4 4	24Vac	.5A Max
J4 5	Limit Switch Open NC	
J4 6	Limit Switch Close NC	
J4 7	Photostop Input NC	
J4 8	Common	
J4 9	Photocell Input NC	
J4 10	Stop Input NC	
J4 11	Start Input NO	
J4 12	Common	
J4 13	Closing Start NO	Can also be Pedestrian Open via Dip Switch 4
J2 1	Antenna Core	
J2 2	Antenna Shield	
J7	Plug In Radio Receiver	
P1	Radio Receiver Programming	
P2	Work Time Programming	
P3	Pause Time Programming	
RV1	Slow Speed Trimmer	
F1	240Vac Fuse 5A	
F2	24Vac Fuse 2A	
DL1	Power Supply LED	
DL3	Limit Switch LED	
DL4	Limit Switch LED	
DL5	Photostop LED	
DL6	Photocell LED	
DL2	Stop LED	
DL7	Start LED	
DL8	Close LED (Pedestrian Start via Dip Switch 4)	

INSTALL YOUR INPUT LOOPS

(NB: This section below should be prewired in the factory)

The only wiring needed before testing your installation is to install a few loops into the "NC" or normally closed inputs. Cut a three short lengths (50mm) of single core cable and strip the two ends. Connect one end to the "photo cell" terminal and one end to the "common" terminal, another to the "photostop" terminal and the "common". Do the same with the "stop" terminal and the "common". These will need to be removed later if you add safety beams (photo cells) or a stop button to your installation but for now will close the inputs and make the board operational.

FIT AN ANTENNA WIRE

If you intend using a full antenna, install this now into the antenna terminals taking care not to allow the shield to make any contact with the core of your coaxial. Otherwise cut a small length (150mm) of light cable and strip one end. Place the stripped end into the right hand antenna terminal and secure.

SET YOUR DIP SWITCHES AND JUMPERS

Set your dip switches as per the settings below.

OFF	ON
1	
2	
3	

	4
5	

CONNECT POWER

You can now plug your logic control board into the 240 volt power outlet or have your electrician connect your power via a suitably installed isolation switch and turn your power on.

PROGRAM YOUR TRANSMITTERS (REMOTES)

To proceed to the next step you need to have programmed a remote control transmitter into the control board. To program a transmitter press "P1" once on the control board and wait for the led "DL1" to light. Press the button (channel) on your remote control transmitter that you wish to use for two seconds and release. Your transmitter should now be programmed. Repeat for other transmitters. You can also program a second button (channel) on any transmitter to operate the close command or (if dip switch 4 is on) open in pedestrian mode. To program a transmitter to operate close command or pedestrian opening press "P1" twice and release (NB: Each press of P1 should be spaced by 1 second minimum), when "DL1" is lit press the button (channel) you wish to use for pedestrian access. Up to 50 codes may be stored in any combination of full open or pedestrian open. To erase all codes press and hold "P1" until the red LED "DL1" goes out (about 10 seconds)

IMPORTANT - (If you are not using transmitters you will need to connect a normally open momentary pushbutton into "COM" and "START" terminals to proceed)

CHECK FOR CORRECT MOTOR DIRECTION

With your gear motor in manual, position the gate about half way open and lock into automatic mode. Using the transmitter you programmed press the button and release. Because this is the first activation after a power interruption your gate should open. Press your transmitter again to stop the gate. To correct any gate which did not open you have to reverse the motor wires and limit switch wires. Turn off the power, reverse the motor terminals 4 and 5. You also need to swap your limit switch inputs "FCA" and "FCC" (terminals 5 and 6 on connector J4). Apply power and test again.

Setting of the work times.

Use you manual override key to put the gear motor in manual mode and move the gate to the fully closed position. Re lock your gear motor into automatic mode. Set the trimmer RV1 to about half way. Press push button "P2" once and hold (approximately 3 seconds) until the gate starts opening at a reduced speed. During this phase use trimmer "RV1" to obtain the desired slow down speed. After full opening wait 3 seconds for "DL1" to light. Then press "P2" repeatedly as follows to register the following steps.

Press 1 – Motor Start

Press 2 – Motor slow down start

The board will automatically exit this mode when complete and led "DL1" will go out. Use your transmitter (or pushbutton) to test your installation.

Setting the pause time

Press push-button P3 until the led DL1 lights. Let the desired pause time pass, and then press push-button P3 again.

END OF SIMPLE SETUP

If all went well you have finished simple setup. On the following pages you will find some more detailed information and wiring diagrams to enhance and add to your installation.

ADVANCED PROGRAMMING, ADDING TO AND IMPROVING YOUR INSTALLATION

DEFINITIONS OF SAFETY INPUTS

Stop

Input connected to a push-button or switch placed outside the unit. It is employed to cause the gate's immediate stop. This control is used in an emergency situation.

Photo-cell

Input connected to an optical barrier. It detects and signals the passage of persons or vehicles in the area crossed by the gate or in the nearby area.

Photostop

Input connected to an optical barrier. It detects and signals the passage of persons or vehicles in the area crossed by the gate or in the nearby area

Opening Limit Switch

Input connected to a switch placed outside the unit. The switch operates when the gate has completed its opening phase.

Closing Limit Switch

Input connected to a switch placed outside the unit. The switch operates when the gate has completed its closing phase.

DEFINITIONS OF OUTPUTS

Blinker

Lamp's on/off control. The lamp functions as a warning and optical signaller of potential danger for the gate's motion.

Motor

Outputs for the opening/closure control of the motor which drives the first gate wing during the closing phase.

Electric lock

Impulse control for the electric lock release. The output can also control an open gate signalling lamp.

DEFINITION OF ACCESSORY INPUTS / OUTPUTS

Antenna

Input for the connection of an antenna. This input can only be used if a radio receiver card is connected to the unit.

DEFINITION OF OPTICAL SIGNALS

DL1 – Programming led (red)

It is lit in the programming phase and during the gate's motion.

DL3 – Opening limit switch led (yellow)

It signals the opening limit switch state for Motor 1. The led goes off when the opening limit switch is operated.

DL4 – Closing limit switch led (yellow)

It signals the closing limit switch state for Motor 1. The led goes off when the closing limit switch is operated.

DL5 – Photostop led (yellow)

It signals the optical barrier's state. The led goes off when the photo-cell is covered by persons or vehicles.

DL6 – Photo-cell led (yellow)

It signals the optical barrier's state. The led goes off when the photo-cell is covered by persons or vehicles

DL2 – Stop led (red)

It signals the gate's block state. The led goes off when the stop control is operated (emergency).

DL7 – Start led (green)

It is lit when the start control is operated.

DL8 – Closing led (green)

It is lit when the closing control is operated.

DEFINITION OF TRIMMERS

RV1 – Slow-down speed

It defines the gate's speed during the slow-down phase.

DEFINITIONS OF PROGRAMMING KEYS

P1 - Allows to insert/cancel the radio-command codes in the memory

P2 - Allows to set the motors' work time and the M2 motor's closing delay time

P3 - Allows to set the pause time

DEFINITIONS OF PROTECTION FUSES

F2 – 24Vac fuse (2A)

It protects the electronic unit in case of short circuits or overcurrents on photo-cells or any other accessory devices connected to the card.

F1 – 240Vac fuse (5A)

It protects the electronic unit in case of short circuits or overcurrents on mains supply or mains devices.

DEFINITION OF DIP SWITCH SETTINGS

“Step-by-step Mode” (Dip switches 1 and 2 OFF) – In step-by-step mode a single command via transmitter or a momentary switch connected to the OSC input will cause the gate to open. If no other command is issued and at the end of the slow down phase the gate will stop, the operating cycle is complete and the gate waits for a further command to close. If a command is made before the end of any opening or closing cycle the gate will stop. A new command will cause the reversal of the motion.

“Automatic Mode” (Dip switch 1 OFF and dip switch 2 ON) - In automatic mode a single command via transmitter or a momentary switch connected to the OSC input will cause the gate to open. If no other command is issued and at the end of the slow down phase the gate will stop, the pause period starts and when concluded the gate closes automatically. When the gate is closed the operating cycle is complete and the gate waits for a further command. If a command is made before the end of any part of the opening or closing cycle the gate will stop. A new command will cause the reversal of the motion. If a command is made during the pause part of the cycle the gate will not close automatically and the gate will wait for a new command to close the gate.

“Apartment Mode” (Dip switch 1 ON and dip switch 2 OFF) – In apartment mode a single command via transmitter or a momentary switch connected to the OSC input will cause the gate to open. At the end of the slow down phase the gate will stop, the pause period starts and when concluded the gate closes automatically. When the gate is closed the operating cycle is complete and the gate waits for a further command. If a command is made during the opening phase it has no effect. If a command is made during the closing phase the gate will stop, pause for approximately 1.5 seconds and reopen. If a command is made during the pause part of the cycle the pause time will reset and gate closing will commence later. **IMPORTANT:** If using a time clock to control the gate then apartment mode must be selected.

“Opening Slow Down Exclusion” (Dip switch 3 ON) – This will exclude slow down from the opening phase.

“Cyclical Mode” (Dip switch 4 ON) – This will affect both the “Closing Start Terminal” and the second channel on the radio receiver. It changes both inputs to “Pedestrian Mode”.

OPERATION MODES

Introduction

The electronic unit contains a micro-processor to control the gate's operation modes. These are the four main operation phases:

- Phase preceding the gate's motion
- Gate's fast motion phase
- Gate's slow motion phase
- Gate's pause phase (open gate)

The unit can function in three modes:

Step by step – This mode is enabled by setting the dip switches 1=OFF 2=OFF

Automatic – This mode is enabled by setting the dip switches 1=OFF 2=ON

Apartment– This mode is enabled by setting the dip switches 1=ON 2= No effect

Notice: The operation logic setting (dip switch), the work time programming and the pause time programming must be carried out only if the cycle is concluded or before it starts (with closed gate).

The opening and closure cycles are enabled by a **Start** or **Pedestrian start** control.

Important: Whatever logic has been selected, the first Start command after the power is supplied to the electronic card will always cause the start of an opening cycle.

“Step-by-step” mode

After the power is supplied to the electronic card the first start command determines an opening cycle. During the slow-down phase, at the end of the two work times or after the Limit switches have operated for both motors, the gate stops. The operating cycle is completed and the system waits for a new start command to determine the closing cycle. If a start command is supplied when the end of travel has not been reached yet the gate stops. A new start command will cause the reversal of the motion.

“Automatic” mode

After the power is supplied to the electronic card the first start command determines an opening cycle. During the slow-down phase, at the end of the two work times or after the Limit switches have operated for both motors, the gate stops. The pause period starts. At the end of the pause period the gate closes automatically. The operating cycle is complete only when the closing motion has ended. If a start command is supplied before the end of travel is reached the gate stops. A new start command will cause the gate to reverse its motion. If a start command is supplied during the pause period the operating cycle is interrupted and the gate does not close automatically. A further start command will determine a closing cycle.

“Apartment” mode

After the power is supplied to the electronic card the first start command determines an opening cycle. During the slow-down phase, at the end of the two work times or after the Limit switches have operated for both motors, the gate stops. The pause period starts. At the end of the pause period the gate closes automatically. The operating cycle is complete only when the closing motion has ended. If a start command is supplied while the gate opens, the command will have no effect. If a start command is supplied while the gate closes, the gate will stop and reverse its motion after approx. 1.5 sec. If a start command is supplied during the pause period, the period will be reset and the automatic closure will start later.

Important: If the gate opening is controlled by a clock the “apartment” mode must be enabled.

“Cyclical” mode (dip switch 4 = ON)

In cyclical mode the opening start and closing start commands become, respectively, start and pedestrian start. The pedestrian start command is enabled only when the gate is closed. In any operation mode, the pedestrian start command causes the gate opening for 7 seconds.

Note : At the beginning of each opening cycle the electric lock operates a split of second (0,8 sec) before the first gate starts , and stops operating a split of second (0,4 sec) after the gate's start.

In any operation mode, the safety devices cause the following effects:

Stop: If the stop command is enabled no cycles can start and the start command will have no effect. If a stop command is supplied during motion, the gate will immediately stop and interrupt its operating cycle. This condition will continue while the stop command is on. A start command following a stop command always determines an opening cycle. A stop command supplied during the pause period interrupts the operating cycle. A start command subsequently supplied will start a closure cycle.

Photo-Cell: This device has effect only during the closure phase or in the pause period. If an obstacle covers the photo-cell during the closure phase, the gate stops and reverses its motion after approx. 1.5 sec. If an obstacle covers the photo-cell during the pause period the pause time is reset and the automatic closure is therefore delayed.

Photostop: If an obstacle covers the photo-cell during the gate's motion (opening or closure), or during the period preceding the operating cycle's start, then the gate is temporarily stopped, until the obstacle is removed. When the obstacle is removed and the photocell is freed, an opening cycle will start. This does not apply when a start command determines the closing phase in step-by-step mode at the end of an opening cycle. If an obstacle covers the photostop during the pause period the pause time is reset and the automatic closure is therefore delayed.

Pedestrian start: The pedestrian start command operates in the same way as the other start command, but in this case only opens the gate for 7 seconds. The pedestrian start command has no effect during a start cycle and up to the end of the closing phase (closed gate). During a pedestrian start cycle the start command is always active and causes the start of an opening cycle for both wings.

AUTOMATIC SOLUTIONS



ELECTRICAL AND MECHANICAL SPECIFICATIONS

Power supply : 230Vac - +/- 10%

Blinker power supply: 240Vac - 40W max

Electric lock power supply: 12Vac - 15W max

Motor power supply: 240Vac – 1HP Max

Radio receiver power supply (J7): 12Vdc - 2W max

Accessories power supply: 24Vac - 2W max

Operating temperature range: 0 to + 60 °C (internal)

Motors' work time: programmable, 0 to 250 sec.

Pause time: programmable, 2 to 250 sec.

Caution: The unit must be not switched on if the connected loads or the power supply exceed the limits. Failure to observe this precaution can result in damage to persons, animals or objects for which the manufacturer cannot be held responsible.

ELECTRICAL CONNECTIONS

5 electric connectors are fitted to the card :

J3 6-pole Terminal board for the connection of the devices operating with 230Vac mains power supply (motor, blinker and courtesy light).

J4 13-pole Terminal board for the connection of the devices operating at low voltage (commands, safety devices, electric lock and 24Vac power supply output)

J2 2-pole Terminal board for the connection of the aerial cable

J1 3-pole Terminal board for the connection of the mains power supply and the ground cable

J7 10-pole connector for the optional connection of a radio receiver card

Terminal board J3

Terminal1 - 230 Vac blinker power supply phase

Terminal2 - 230 Vac blinker and courtesy light power supply neutral (common)

Terminal3 - 230 Vac courtesy light power supply phase

Terminal4 - 230 Vac motor M1 power supply phase (opening)

Terminal5 - 230 Vac motor M1 power supply phase (closure)

Terminal6 - 230 Vac motor M1 power supply neutral (common)

Note: connect the capacitor of the motor M1 between terminals 4 and 5

Terminal board J1

Terminal1 – Ground cable connection

Terminal2 - 230 Vac mains power supply phase

Terminal3 - 230 Vac mains power supply neutral

Warning: The power supply voltage polarities must be carefully observed.

Terminal board J4

Terminal1 – Output not available for the installer

Terminal2 – Electric lock 12 Vac power supply

Terminal3 – Electric lock 12 Vac and 24 Vac power supply (common)

Terminal4 – 24Vac power supply for photo-cells or other devices

Terminal5 – Opening limit switch's normally closed electric contact

Terminal6 – Closing limit switch's normally closed electric contact

Terminal7 – Photoelectric cell's normally closed electric contact (photostop)

Terminal8 – Common terminal for all electric contacts of limit switches and photostop

Terminal9 – Photo-cell's normally closed electric contact

Terminal10 – Emergency push-button's normally closed electric contact (stop)

Terminal11 – Opening Start push-button's normally open electric contact

Terminal12 – Common terminal for all electric contacts of commands and photo-cell

Terminal13 – Closing Start push-button's normally open electric contact

Important : The normally closed inputs not in use must be fitted with jumpers

Terminal board J2

Terminal1 – Aerial cable connection (signal) for radio receiver card

Terminal2 – Aerial cable connection (shield) for radio receiver card

K31R – CONNECTION OF THE DEVICES

230Vac mains power supply cable and ground – Terminals 1,2 and 3 on J1

Motor 1 – Terminals 4, 5 and 6 on J3

Blinker – Terminals 1 and 2 on J3

Courtesy light– Terminals 2 and 3 on J3

Electric lock – Terminals 2 and 3 on J4

Photo-cells power supply – Terminals 3 and 4 on J4

NC photo-cell contact – Terminals 9 and 12 on J4

NC stop push-button – Terminals 10 and 12 on J4

NC photostop contact – Terminals 7 and 8 on J4

NO opening start push-button – Terminals 11 and 12 on J4

NO closing start push-button – Terminals 12 and 13 on J4

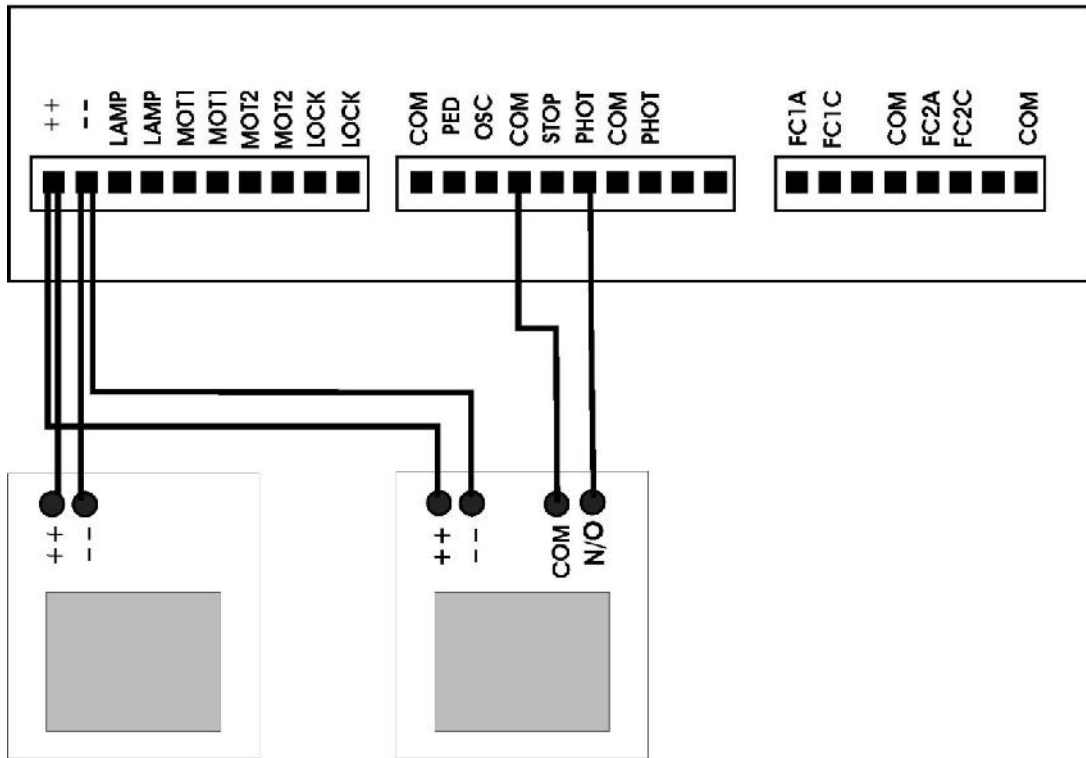
NC opening limit switch – Terminals 5 and 8 on J4

NC closing limit switch – Terminals 6 and 8 on J4

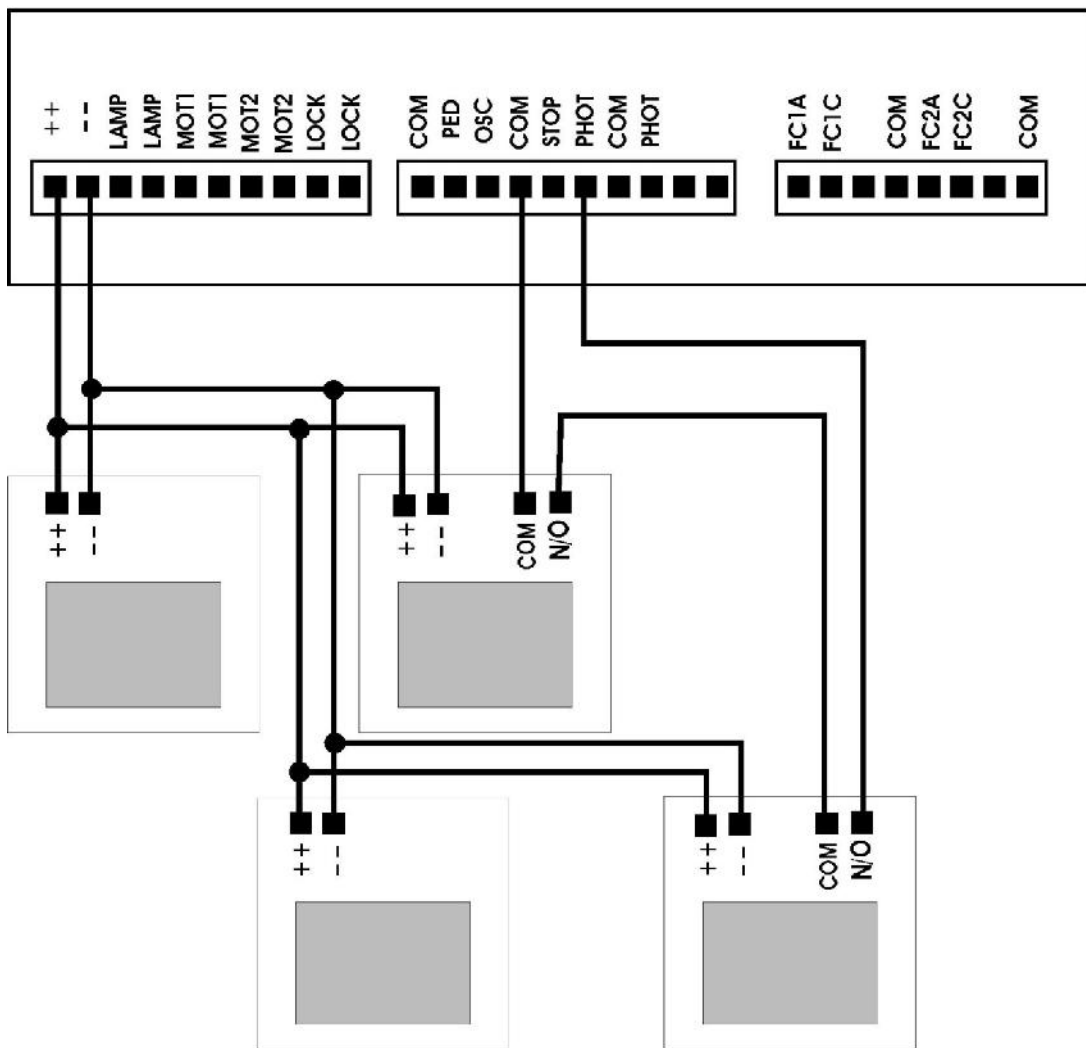
Aerial – Terminals 1 and 2 on J2



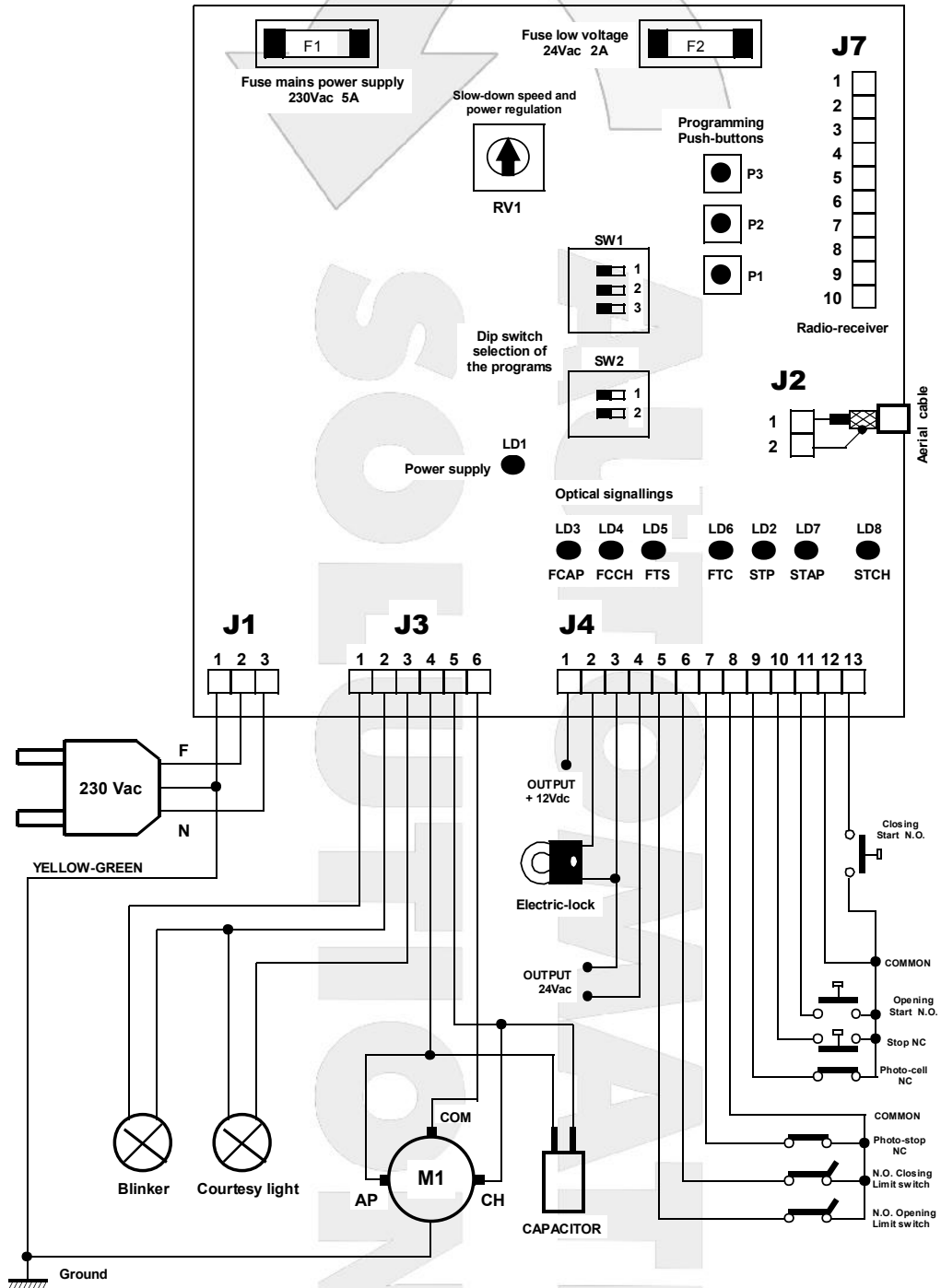
CONNECTING A SINGLE SET OF SAFETY BEAMS



CONNECTING TWO SETS OF SAFETY BEAMS



General diagram



CONFORMITY DECLARATION

To EMC directive EN45014 and ISO guide 22

Company name and registered office:

Leb electronics s.r.l.
Via Valle Maria , 55/a
46040 Casalmoro (MN)
Italia

Description of the appliance:

Electronic board for the control of 1 230Vac single-phase asynchronous motor for gate automation.

Model:

CTR31

Reference rules applied:

EN 50081-1, EN 50082-1, EN 55014

Basic rules applied:

EN 61000-3-2
EN 61000-3-3
EN 61000-4-4
EN 61000-4-2
ENV 50140

Test laboratory:

Computec

Outcome:

Positive

The manufacturer declares that the above listed products comply to the norms on electromagnetic compatibility provided for by directives 89/336/EEC, 92/31/EEC, 93/68/EEC.

Casalmoro , 20-05-2000

AUTOMATIC SOLUTIONS AUSTRALIA PTY LTD
PO BOX 1034 CANNING VALE WESTERN AUSTRALIA 6970
TECHNICAL HELP – service@automaticsolutions.com.au

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>