

 **Europa**
Roller Garage Doors



Secured by Design



Official Police Security Initiative

**UK
CA**



STYLE & SIMPLICITY ROLLED INTO ONE

MAINTENANCE & SERVICING

OPERATING MANUAL

CONTENTS

PAGE NO.

INSTALLER	3
LOOKING AFTER YOUR DOOR	4
OPERATING INSTRUCTIONS	4-5
TROUBLE SHOOTING	6
SERVICE & MAINTENANCE RECORD	7-10
WARRANTY	11



INSTALLER

THIS PAGE MUST BE COMPLETED UPON INSTALLATION

To ensure compliance with the machinery directive, this manual must be given to the owner of the door & filed for future reference.

COMPANY NAME: _____

DATE: _____

DOOR TYPE (TICK):

 **Europa**
Roller Garage Doors

 **Europa Compact**
Roller Garage Doors

 **Europa Elite**
Roller Garage Doors

 **Callisto**
Roller Garage Doors

INSTALLER NAME (PRINT): _____

INSTALLER NAME (SIGNED): _____

LOOKING AFTER YOUR DOOR:

To ensure compliance with the Machinery Directive, this manual must be given to the owner of the door and filed for future reference

1. Your door is designed to be low maintenance. Like all surfaces, the curtain needs to be kept clean. To do this, simply wipe the door with a damp cloth, using only soapy water or a mild detergent, on a regular basis. Please refrain from using any chemical cleaning solutions. It is also important not to jet wash your door, as this may result in the removal of the painted surface, and/or denting of the actual aluminium profiles.
2. Doors in areas susceptible to salt water environment, or those in the vicinity of heavy traffic consumption, must be cleaned frequently, to maximise the life of the paint finish.
3. Any chips or scratches that appear on the door, must be touched up with paint, to prevent the base metal from corroding.
4. Please ensure the guide channels/runners are kept free from debris, so that the curtain can travel up and down them without obstruction.
5. The door is designed to be lubrication free, please refrain from spraying or applying any grease or lubricant to any part of the door or its mechanism.
6. Before carrying out any cleaning or maintenance to your door, please ensure the power is turned off.
7. Failure to comply with the above, may affect any future warranty claims.

OPERATING INSTRUCTIONS:

1. SECURITY & SAFETY

Firstly, only operate your door when it is in full view, ensuring that it is free from any obstructions. Ensure hands, clothes etc. are kept away from any moving parts.

The anti-lift locking system, will only engage once the curtain has travelled to its fully closed position. Please ensure that the motor cycle has finished, and will not travel down any further

If your door has been supplied with remote control operation, it will be fitted with a bottom safety edge device. Although this is designed to stop upon hitting an obstruction, it is still advised to watch the door to its closing position. If the safety edge has activated, the door will stop and reopen a short distance. To clear this, take the door back to its fully open position. Ensure the obstruction has been cleared before attempting to close the door again. If the door will not close automatically, then hold down the button until it reaches its full cycle, and refer to trouble shooting (Pg. 6)

OPERATING INSTRUCTIONS (CONTINUED):

2. REMOTE CONTROL RECEIVER

The door can be operated using the buttons on the front of the receiver. Press the up arrow to open the door, and the down arrow to close the door. Press the stop button to halt the door at any point during its cycle. Do not attempt to remove the front cover of the receiver, as this should only be done by a trained installer. For further features related to the remote control receiver, refer to the manufacturers own instructions.

3. REMOTE CONTROL TRANSMITTERS

The remote control transmitters are 4 channel, basically allowing the operation of four separate compatible products from one transmitter. Each button works sequentially. Press the button once to open the door, press it again to stop the door, and then again to close the door.

4. KEYSWITCH OR PUSH BUTTON OPERATION

If the door has been fitted with either keyswitch or push button operation, it will have been fitted adjacent to the door itself. To open the door, turn & hold the key, or press and hold the up button, until the door reaches its open cycle. To close the door, repeat the above in the reverse direction.

5. MOTOR THERMAL CUT OUT

The motor within the door axle has an integral thermal cut out, to prevent it from over use. If this happens, allow sufficient time for it to cool down before using (approx. 60 minutes, however this can alter dependent on ambient temperature). If the thermal cut out is a regular occurrence, the door may be operated excessively, and may cause permanent damage to the motor. This may affect future warranty claims.

6. POWER FAILURE

In the event of any disruption to the power supply, including thermal cut out, the door will be fitted with a manual override facility. If the override is fitted on the same side as the door mechanism, simply locate the hook on the end of the crank handle, into the pre fitted eyelet, and rotate in the desired direction. If the door has been supplied with an external low level override, firstly remove the lock, before inserting the folding crank handle, and again turn to operate.

DO NOT OVERWIND

TROUBLESHOOTING

FAULT	POSSIBLE CAUSE	SOLUTION
Transmitter not working	Batteries flat	Change batteries*
	Distance from door	Operate the handset within sight of the door
Door closes but immediately re-opens	Safety Edge activated	Sweep the floor to ensure it is clear of obstructions and check the integrity of safety edge
Door closes but immediately re-opens	Safety edge fault (Somfy wireless safety edge)	Check batteries in bottom slat Transmitter***
Door will open but only close in dead man mode***	Bottom slat Transmitter batteries flat Somfy wireless safety edge)***	Change batteries in bottom slat Transmitter***
5 rapid beeps	Batteries low in bottom slat Transmitter***	Check batteries in bottom slat Transmitter*** NB: the receiver will still give a series of rapid beeps for approx. 1 minute after replacing the batteries
Door does not operate	Electrical Fault	Check electrical supply to unit then press hand set button again Check light flashing sequence Check fuse on plug and replace if necessary
Drive motor operates but door does not move	Detachment of the autolocks	Ensure autolocks are still attached to the door
Door runs erratically	Out of sequence control box	Check control box light sequence
	Safety edge fault	Ensure safety edge is intact and magnets are positioned correctly or have not fallen off
Door open and closed positions are incorrect	Do not try to correct this yourself, it could lead to harm	Call a qualified installer
Door stops during opening	Doors Jammed Safety edge fault	Check door is not jammed in tracks Ensure safety edge is intact and magnets are positioned correctly or have not fallen off

* Transmitter batteries are CR2032 2V batteries.

** Bottom slat transmitter batteries are AA size 3.6 lithium batteries (SL 760).

*** If the door fails to close when a button is pressed you can close the door in dead man mode by keeping your finger on the button until the door fully closes. There will be a delay before the door starts to operate. When in this mode, if you release your finger from the button, the door will stop.

SERVICE & MAINTENANCE RECORD:

It is highly recommended that your door is serviced annually by a trained installer. Failure to maintain your door, may affect any future warranty claims:

DATE: _____

COMPANY NAME: _____

WORKED CARRIED OUT: _____

INSTALLER NAME (PRINT): _____

INSTALLER NAME (SIGNED): _____

NOTES: _____

SERVICE & MAINTENANCE RECORD:

It is highly recommended that your door is serviced annually by a trained installer. Failure to maintain your door, may affect any future warranty claims:

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THE PRIORY DOOR GROUP LTD MANUFACTURER'S WARRANTY.

APPLICABLE FOR THE FOLLOWING DOOR TYPES:

Europa Roller Garage Doors
Europa Compact Roller Garage Doors
Europa Elite Roller Garage Doors
Callisto Roller Shutter Systems

The following warranties are applicable to the above door types only. Warranty terms do not cover consequential loss, labour or transportation costs, which are incurred due to any such claim. All of the above door types are guaranteed for a period of 1 year from the date of the receipt of the goods. The parts and labour are only covered, subject to correct installation, maintenance & operation, this includes a yearly service, carried out & recorded by a fully trained service engineer.

- 1). Subject to the specific limitations and exceptions mentioned herewith, we, the manufacturer warrant all new doors, electric & electronic components, to be free from defective workmanship, under normal usage & service, provided that any claim of defects is given to us, the manufacturer, within the period stated herewith. Any alterations to the door that are not in compliance with the details stated in the installation, operating and maintenance manuals will invalidate any warranty and thus release the manufacturers from any liability. This also includes damage resulting from incorrect operation, installation, failure to follow the instructions within the manual and/or poor maintenance of the door.
- 2). This warranty is not applicable to any defect or loss arising from or caused by, either directly or indirectly, and by or as a result of.
 - a). The door striking an immovable object during travel.
 - b). Any door being installed within 1 mile of the sea, or within an area of industrial fallout, whereby corrosive elements may contact the door.
 - c). Any defect, including defects in component parts & accessories, arising from or attributable to the operation of the door, after it is known to be defective.
 - d). Any damage or deterioration to the condition of the door, that may occur in transit, by or nominated by the customer, after delivery, but prior to installation.
 - e). Any fault or damage caused in a surge in the customers electricity supply.
 - f). Any rendered masonry or other surfaces collapsing or cracking during installation of the door.
 - g). Any deterioration or defect of timber, including drying out after installation.
 - j). All doors should be inspected upon delivery, and viewed within (but not direct) sunlight, from a standard distance of 3 metres, to view its overall appearance. From the aforementioned distance, the door should appear free of any marks, scuffs, stains, indentations or blemishes. For a warranty to be considered, damage must be visible from a distance of 3 metres.
To minimise the wear of the door during operation, Velcro strips are provided to affix during installation. Failure to affix this strips, or failure to ensure they remain in place, may invalidate the warranty.
- 3). The followings components are excluded from warranty.
 - a). Batteries
 - b). Fuses
 - c). Light Bulbs
 - d). Minor factory repairs
 - e). Sensitivity adjustments
- 4). Textured wood laminate finishes carry an extended 10 year guarantee, from the date of the receipt of the goods. This guarantee covers for any failure within the structure of the bonding solution, resulting in the lifting of the laminate from the base material. It does not however extend to indentations, scuffs, scratches, or blemishes caused by general operation of the door.
- 5). Darker coloured curtains will absorb heat after a sustained period of sunlight. This can cause expansion of the slat profiles, which may result in minimal noise radiating from the curtain during operation. Lighter colour choices should be considered if the door is to be affixed to a structure, which will be in direct sunlight for a prolonged period of time.
- 6). We, the manufacturer reserves the right to touch up the paint finish on site. The concave side of the curtain may show signs of marking, due to prolonged contact with the autolock devices. Whilst every effort is made to keep this to a minimum, it is an unavoidable consequence of the nature of the rolling operation, and is therefore excluded from any such claim.
- 7). Whilst the doors are very durable under normal conditions, this warranty does not cover inherent defects in aluminium, steel or other materials used during manufacture. We, as the manufacturer will however procure & assign to the customer, the warranty of the manufacturer of the defective metal or other material.
- 8). This warranty does not extend to any procured painting, powder coating or another surface application, at the request of the customer. In this instance, we as the manufacturer will act as an agent for the customer.
- 9). Safety brakes are not covered by the warranty as they are designed to activate under certain operating conditions. The activation of the safety brake, is not a fault. Site visits to reset, replace or supply safety brakes are chargeable.
- 10). Proof of purchase must be provided to us, the manufacturer at the time of any warranty claim. Failure to produce a proof of purchase will immediately invalidate the warranty claim.

Conditions of Sale:

- 1). Manufacture of any door will not commence until an order confirmation and/or layout drawings have been acknowledged and passed off by the customer.
- 2). Where doors are manufactured to suit opening sizes, structural and floor levels guaranteed and approved by the customer, any departure from such will be the responsibility of the customer, as will be any costs involved in any such alteration by us, the manufacturer.
- 3). Delivery dates given are an approximation only, and the manufacturer accepts no liability for any such delay, from any cause whatsoever. If by any reason, be it Act of God, war, government or semi-government enactment, lock out, strike, regulation or restriction, industrial dispute, tempest, fire, flood, failure or inability to obtain licenses, transport or materials, or any other cause beyond the control of the manufacturer, and delivery is delayed, it is the right of the manufacturer to extend the time of delivery. If the manufacturer is unable, for whatever reason, to deliver the door, the manufacturer may void the contract with no right by either party for loss, cost, expense or damages.
- 4). Any claim for damage or loss, must be made within 48 hours of the delivery.
- 5). If these conditions of sale (which may be varied, modified or rescinded by written agreement, instigated by the manufacturer) shall differ in any way from the customers acceptance or confirmation, then these conditions will be upheld.

The Priory Shutter & Door Co.

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