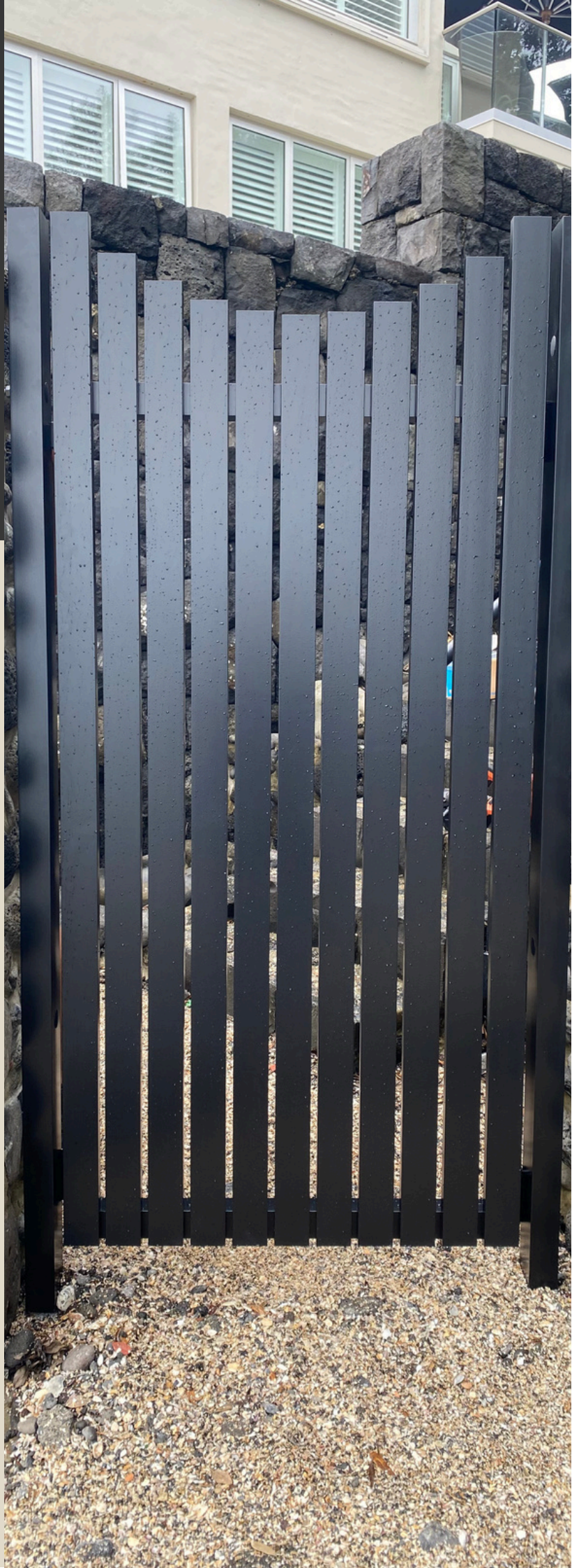
GatePro

Handover Guide



Using your gate

Remote commands

Open and close gate

1. Press the blue button.

Keeping gate open with auto-close enabled

If your gate has auto-close enabled, please follow the below instructions to hold it open when required:

1. Press and hold the blue remote button when the gate is in the closed position. The gate will begin to open then pause, release the button and the gate will continue to open with auto close disabled.
2. Pause the gate (by pushing the blue remote button) before the gate is fully open. This will disable the auto-close.

To close the gate: press the blue remote button. The next time you open the gate the auto-close will re-enabled.

Keeping your gate open if you have an exit probe fitted

If you have an exit probe (gate will automatically open when a vehicle approaches) you will need to follow the below instructions to keep it open as required.

1. Press the red button on the remote, the gates will open and stay open.
2. When you want to close the gates press the red button again.
3. The gates will not immediately close, they will start counting down the preset auto-close time.
4. Once this is reached (usually 30 seconds – 1 minute) they will close.

Using your gate

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Manually unlocking your gate

Sliding gate

D5-EVO (dark green cover

1. Locate the flap on the front of the motor
2. Insert the key and open the flap completely.
3. Inside there is a knob that needs to be turned clockwise to unlock.
4. With one hand on the gate, start turning the knob until the gate starts to move freely.
5. Slowly push the gate to the open position.
6. Once the gate is in the open position, start turning the knob counterclockwise while moving the gate backwards and forwards.
7. Once you hear a loud click and the gate stops moving the motor has been reengaged.

D5-Smart (lime green cover)

1. Locate the latch on the front of the motor.
2. Insert the key and open the latch completely, this will disengage the gate.
3. Slowly push the gate to the open position.
4. Once the gate is in the open position, close the latch and the gate motor will re-enage

Please note

If the gate is on a slope, make sure the gate is held as it will roll away as soon as it is unlocked.

Move gates slowly and carefully.

Using your gate

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Swing gate

1. Locate the key barrel on top of the motor.
2. Insert the key and turn.
3. If the gate is fitted with a magnetic gate lock this will need to be turned off before you can begin to open the gates.
4. There will be a toggle switch fitted to the bottom of the control unit enclosure, this will need to be turned to the off position.
5. Once this is turned off you'll be able to manually open/close the gates.



Maintaining your gate

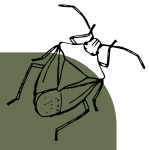
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Monthly checks

1. Ensure there is no movement in catch, roller & mounting posts.
2. Clear any dirt, leaves and debris from the track (sliding only).
3. Keep the area around the gate, motor(s) and safety beams clear of vegetation - this is crucial to keep bugs out.
4. Ensure that the end-stops are sturdy and secure.

We recommend having your gates serviced yearly by GatePro as we will service as per the manufacturer's guidelines.





Watch out for bugs!

Spray a bug deterrent around enclosures, motors, safety beams and keypads. Bugs nesting in the warm electronics is the number one issue we find when called out to gates not functioning. **Components ruined by bugs cannot be warrantied**.

Spraying for bugs should be done regularly. We suggest at least monthly, regardless of the product spec.





Please note

If the above monthly checks are not carried out, this will void any warranties.

Keypad

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Adding keypad codes

To add an additional code, follow these steps. You should hear a beep and note the LED lights change after each step.

Step	Button/ action	Result
1	*2020*	Enter programming
2	1 #	Enter code menu
3	2 #	Select “user”
4	(new code) #	Enter new code
5	2#	Assign the channel
6	#	Accept
7	#	Exit



Please note

For each additional code you add you need to change the user and channel.

E.g. first code added will be user 2, channel 2. Next code will be user 3, channel 3. Code after that will be user 4, channel 4 and so on.

Keypad

GatePro

Changing keypad codes

To change the pin number, follow these steps. You should hear a beep and note the LED lights change after each step

Step	Button/ action	Result
1	*2020*	Enter programming
2	1 #	Enter code menu
3	1 #	Select “user”
4	(new code) #	Enter new code
5	1 #	Assign the channel
6	#	Accept
7	#	Exit



Troubleshooting

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Gate won’t open/ close

1.Check that the power is still switched on
Your gate motor has a battery backup, there is a chance the mains power was turned off days previously and the batteries are now too low to operate the gate. If this is the case the batteries will need time to charge so the gate will not work as soon as you turn the power back on. Give it 2-3 hours.

2.Try the other remotes and/or keypads, these batteries may need to be replaced

3.Check that the safety beams (if fitted) are clicking
Wave your hand back and forth past the RECEIVER safety beam (Same side as motor/control box) The receiver should click as you slowly wave your hand past.

MOTOR

GATE





RECIEVER

TRANSMITTER

If the RECEIVER will not click, first make sure there are no leaves or dirt blocking the path between the two units. Make sure the units have not been knocked or pushed out of alignment.

If the RECEIVER still does not click, the batteries in the TRANSMITTER (opposite side) may need replacing. Note that the transmitter will beep as the batteries begin to drain, giving plenty of notice to change the batteries.

Check for debris on the track (sliding only) or if there is anything obstructing the gate's path. If there is and the gate has hit it please call GatePro as we will need to inspect for any potential damage to the motor, frames, wheels etc.

Troubleshooting

GatePro

If the above steps have been carried out and the gate is still not functioning please manually unlock the gate, return to the open position then relock. Call GatePro and we will arrange a time to come diagnose and repair.

Note that if any of the above steps are found to be the issue, or if the maintenance steps have not been followed, we may charge a call out fee. See call out fees listed below:

Non urgent call out fee Mon-Fri (usually visited within 2-3 days): $150 + GST p/h
Same day emergency fee Mon-Fri: $225 + GST p/h
After hours, weekend, public holidays fee: $300 + GST p/h

The above fees are charged from when we start traveling to site.

Replacing batteries

Safety beams

Requires 2x AA batteries on the transmitter side (see above). The transmitter will start to beep as the batteries are getting low to indicate they need to be changed.



1. Remove screw cap with a small flathead screwdriver.
2. Remove small Phillips screw
3. The cover will lift off allowing the AA batteries to be replaced.

Keypad

Requires 2x AA batteries. The red LED will flash rapidly three times, every 4 seconds to indicate the batteries are low. The tone when pressing the buttons will also be different.



1. Remove screw cap with a small flathead screwdriver.
2. Remove two small Phillips screws
3. The cover will lift off allowing the AA batteries to be replaced.

Remotes

Requires 1x coin cell battery. The LED indicator on the remote will flash to indicate the battery is low.



1. Rotate outer casing to expose remote
2. Split the remote with a coin or screwdriver
3. Replace battery

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If you have a question outside of this manual,
please get in touch.

021 285 2507 info@gatepro.co.nz