

## Operating & Maintenance Guide



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## AlluGuard | 77

## AlluGuard | 55

# Welcome

Combining great design and exceptional build quality, the AlluGuard 77 or AlluGuard 55 roller garage door you have purchased has been manufactured in the UK and offers attractive, effortless protection for your home.

We understand that the purchasing of your AlluGuard 77 or AlluGuard 55 roller garage door is a significant investment for you and your property, this has led us to putting together this small guide to allow you to get to know your garage door better.

Your newly-installed product should give you many years of trouble-free service with the appropriate maintenance and servicing as outlined in this booklet. In order to prolong the life of your door and to reduce the likelihood of problems please adhere to the following instructions. Please note all products should only be operated by trained users. Any maintenance should only be carried out by trained garage door installers, a list is available from AlluGuard.

Wishing you many happy years with your new purchase.

## The AlluGuard team

# Trusted and Quality Assured

AlluGuard’s reputation is built on quality and we are independently certified to prove that our quality management systems are industry acknowledged! Our products are designed to give you the ultimate in performance ensuring that you’ll be happy to recommend AlluGuard.

Safety always comes first at AlluGuard. All our products carry a CE mark and have been independently tested for safe operation and compliance with legislation to BS EN 13241:2003 and A2:2016.





# Looking after your garage door

## Your garage door is low maintenance:

- ✓ The curtain needs wiping with a damp cloth and a mild soap to remove any excessive dirt/grime to maintain its appearance and to reduce the risk of the surface being damaged.
- ✓ This must be done at least monthly in a salt air coastal environment.
- ✓ Marks on the paint finish can be cleaned with warm soapy water and polished with car polish.
- ✓ DHF guidelines on visual appearance of newly installed garage doors states that, for a warranty to apply, "The quality check should be carried out in natural daylight, not direct sunlight. Stand at a distance of 3 metres from the door to view the overall appearance. The door is acceptable if, taking into account the facts below, none of the following is readily visible on the face of the door:
  - marks or distortion associated with the manufacturing process.
  - minor indentations, marks or scuffs on the surface.
  - paint or stain blemishes.
- ✓ Chips in the paint work should be touched up to prevent corrosion of the metal.
- ✓ The power to the garage door should be isolated before washing or repairing the paintwork.
- ✓ The motor and curtain have been designed to be lubrication free so you must not oil or grease the guide rails.
- ✓ Make sure no foreign items collect in the guides i.e.: stones, sticks, paper, etc.
- ✓ Make sure foreign objects are not embedded into the safety edge rubber.

## Electric Operation

Your door should run smoothly and easily as the motor is not designed to over-come problems of a badly running or damaged door. If necessary contact your approved installer for repair.

The motor should be stopping on the limits and not over-running when the door hits the floor or the open stops.

N.B. Always isolate the power before attempting to make any adjustments or repairs. Untrained users are advised to contact an approved installer.



# Operating Instructions

## Electrically Operated Products

Under UK Legislation the garage door should be operated when it is in view (unless fitted with additional safety equipment e.g. for smart phone operation), making sure it is not obstructed. Ensure when the door is running, that you and any other person stands clear of the curtain and keeps hands etc. away from the moving parts. Children should not operate the door or play nearby an opening door.



### Control Unit

Please note the front of the control unit should only be removed by a trained engineer. Your garage door can be activated by pressing and releasing the buttons on the front of the control unit, the button on your remote handset, or a separate wall switch that you may have installed.

### Hand Transmitters

The transmitters are fitted with buttons and when any button is pressed the LED illuminates. The buttons on remotes can be programmed to suit your requirements (dependent on handset type). The default setting is one button operation that allows you to lift, stop and close the door.

### Safety Edge

The Safety Edge is fitted to the bottom of the door and is activated when the door starts to close. If it comes into contact with an object while the door is closing, it transmits a signal to the wall mounted control unit, the door will then stop and reopen a short distance. The safety edge also works as a weather seal, designed to be pressed against the ground. The bottom slat transmitter/cable has an IP rating of IP54 and is protected against dust and water splashing. The standard remote control receiver unit is supplied with either an electrical wireless safety edge or optical wired safety edge.

### Safety Brake

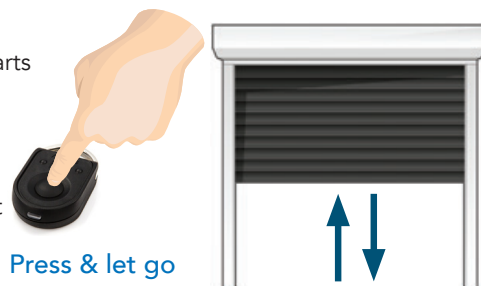
In the event that the door fails and the safety brake is triggered to prevent the door from falling, the safety brake MUST BE REPLACED with a like-for-like brake by a qualified installer.

### PLEASE NOTE

When opening or closing the garage door you must monitor the product until it has completed its operation. If the product is fitted with a safety device this could be activated during its operation which would cause the door to stop and reopen a short distance leaving the door partly open.

### Batteries

The expected life span of batteries is 2 years; however high usage of the door will lead to a decrease in this. Batteries are not covered under warranty.



Press & let go



Press & hold

This type of operation is required for "dead man mode", see the note\*\*\* at the foot of page 7 for an explanation of its use.



### Control Unit

Please note the front of the control unit should only be removed by a trained engineer. Your garage door can be operated by pressing and holding the buttons on the front of the control unit.

### Wall Switches

Your garage door can be operated by pressing and holding the buttons on the indoor rocker switch or by turning and holding the key on the outdoor key switch.

### PLEASE NOTE

Switch Operated doors MUST NOT be operated with a remote control or handset. The garage door MUST be operated when it is in full view.



Press & hold

Press & hold



Turn & hold





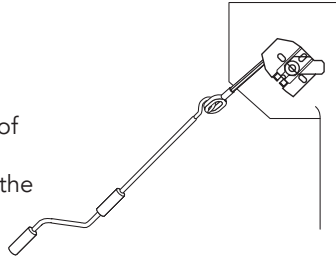
# Power Failure

If your roller garage door is not working correctly please contact your installer for assistance. Note: Always isolate the power before attempting to make an adjustment or repair. Untrained operators are advised to contact an approved installer.

In the event of disruption to the power supply, or the motor temporarily over heating (the motor is protected by a thermal cut out), the door can be operated manually. Isolate power supply before using the manual override.

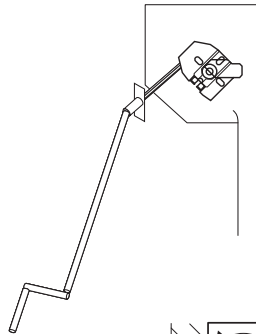
## To operate:

Insert the hooked end of the winding handle into the override eye; this is projecting downwards from the drive motor at one end of the curtain roll. Hold crank handle in line with eye and rotate handle until the door reaches the open/closed position.



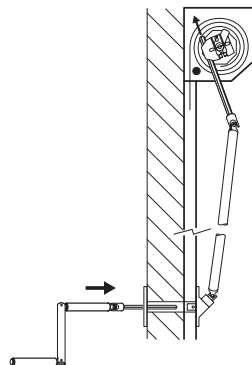
## Externally Fitted Doors

Externally fitted doors will need the cover cap or override lock removing and the crank handle inserting. Rotate handle until the door reaches the open/closed position.



## External Override

If the garage has no service door then an exterior release kit should have been fitted to allow emergency opening from outside. Remove lock and insert crank handle and rotate until door reaches the open/close position.



## DO NOT OVERWIND

When the main power is reinstated, ensure that the power isolator is switched back on. If applicable secure the handle back onto the wall. Remember to keep the crank handle in a convenient place.

*If the door is not used during the power failure then no action has to be taken as the unit will reset itself when the power is restored.*

## PLEASE NOTE

When closing the door manually ensure that the locking joints are set in the fully closed position to ensure security.



# Service & Maintenance Record

Date	Work Carried Out	Work Performed By	Print	Signed	Company Name

# Troubleshooting

Fault	Possible Cause	Solution
Key fob transmitter not working	Batteries flat	Change batteries*
Bottom slat transmitter not working	Batteries flat	Change batteries**
Door closes but immediately re-opens	Check guide magnet position Check the safety edge transmitter is turning off at the magnet	Refit magnet Reset safety edge transmitter
Door only comes down partially before re-opening slightly	Safety edge hitting obstruction Safety edge fault	Remove obstruction Test safety edge
Door will open but only close in dead man mode***	Safety edge transmitter not showing any lights Safety edge faulty	Change batteries in bottom slat transmitter** Call installer for advice
False alarm activation	Check the safety edge transmitter is turning off at the magnet	Reset safety edge transmitter Check magnet position
Door does not operate	Electrical Fault	Check electrical supply to unit then press hand set button again Seek advice from installer
Drive motor operates but door does not move	Detachment of the rigid links Check mechanical brake	Ensure rigid links are still attached to the door Try door with manual winder
Key fobs work but no operation using control panel	Set in Holiday mode	Reset unit Run door to floor press stop button and hold till lights flash Check operation
Door open and closed positions are incorrect	Limit switches on motor moved	Call a qualified installer
Door stops during opening	Door jammed	Check door is not jammed in tracks Check mechanical brake unit with manual winder
Motor and courtesy light not working	Check fuse on control panel, replace if blown	Call a qualified installer if this does not resolve

\* 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.

## Door Service Checklist

AlluGuard roller garage doors should be regularly serviced by a competent person. We recommend that you enter into a service agreement with the company that installed your door.

Scan the QR code or visit [www.alluguard.co.uk/downloads](http://www.alluguard.co.uk/downloads) to view the AlluGuard Service Checklist.



# DECLARATION OF CONFORMITY

No. 0087 CPR 07-2013

SWS UK Head Office: Hornby Road, Cloughton, Lancaster LA2 9LA

**PRODUCT NAME:** AlluGuard Roller Garage Door

**Identification number:** SeceuroGlide P25

The company above declares under its own authority that the door above is fully compliant with:

SMR: 2008

The company additionally declares that the door is in compliance with the following directives:

- 2014/30/EU – Electro-Magnetic Compatibility Directive (EMC)
- 2014/53/EC – Radio Equipment Directive (RED)
- EN 13241:2003 + A2:2016

Signed for and on behalf of the manufacturer by:

NAME: Colin Reoch (Managing Director)

DATE: April 2023

SIGNED:



## Your local distributor is:



Raising Standards  
Safety Assured

