

AUTOSLIDE™

MultiDrive Troubleshooting Guide

ISSUE	CAUSE	SOLUTION
Door doesn't open to correct width after programming.	Incomplete learn cycle.	Remove the unit cover. Power the system off and back on. Once the door is closed, reprogram the opening width by flipping DIP switch #1 back and forth. Brace the door at the desired opening width during the programming process.
Stacking doors slam open when opened in Green/Red/Pet Mode.	On stacking doors, <u>only Blue Mode can be used to open all panels.</u> Green/Red/Pet Mode should be set to open one panel only.	Remove the unit cover. Place the unit in Green Mode. Power the system off and back on. Once the door is closed, reprogram the opening width by flipping DIP switch #1 back and forth. When just the first sliding panel opens, brace the door to keep it from opening any further.
Door isn't closing fully into weatherseal.	Motor needs extra power, weatherseal too tight.	Ensure door isn't manually locked. Power off unit and manually open/close door to investigate any excessive friction. Turn on DIP switch #2 to increase starting power in the motor.
Door can't overcome starting friction.	Door is either locked or excess friction in door.	
Door only opens partially and automatically opens after every close.	Unit is off calibration and believes the close jamb is an obstacle.	Power cycle the system to reset the unit's closed position. Ensure the belt isn't too tight to the point where it's bending the motor axel. Adjust/loosen belt tension as needed. If this issue continues, contact an AutoSlide representative.
Door labors and excessive noise is produced during operation.	Belt tension may be too high.	
Door only opens partially, or opens fully but closes partially.	Obstruction in the door track.	Power the unit off. Manually slowly open and close the door, feeling for areas of high resistance. Ensure the door track is clean and use a broom to sweep any dust/dirt in the track. Check door rollers to ensure no hardware is damaged. Power unit back on and test.
	Motor needs extra power.	Remove the unit cover. Power the system off. Turn on DIP switch #7 for Heavy Door. Power the system back on and test.
Door opens/closes very slowly.	System not configured for door's drag weight.	Turn on DIP switch #7 to increase the motor's power output.
When programming Stacker mode, door doesn't open fully.	High drag resistance inhibiting programming (common with telescopic doors)	Immediately after starting the Stacker programming process, assist the unit with opening and closing the doors. If it is a telescopic door, try to move the secondary panels so that the motor only slides the active (lead) panel. Ensure DIP switch #7 is on.
Door opens at random.	RFID interference or falsely tripping sensor.	Remove unit cover. Press and release the Sensor Learn button on the control panel (a red light will turn on), then press and hold the Sensor Learn button until the red light turns off. This will clear all wireless sensors. Pair wireless sensors back one by one to either eliminate interference or find the falsely tripping sensor.
Both wall buttons trigger Inside or Outside sensor	Wall buttons are both set to same sensor channel internally.	Open a wall button by loosening the screw at the bottom. On the board inside, locate a small switch with the options I/S , O/S , and ST (Stacker). Set the switch to the desired sensor channel.