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automation faq

maintenance and troubleshooting

To keep your gate running smoothly and to eliminate costly service calls, below is a list of items that should receive regular maintenance.

Batteries

Operator Box: These batteries should last anywhere from 2-5 years, but if you are noticing sluggish movement in your gate, it may be time to replace them. We recommend you call a professional installer to replace the batteries, as there is the possibility of damaging your operator should they be wired incorrectly.



Remotes: These batteries are typically small coin batteries that last several years. However, if you are noticing a reduction in range on your remotes, or needing to press the remote several times to engage the gate, it may be time to change the battery.

Remotes can vary in style and type, but generally they will have a removable cover that will expose the battery inside. Be sure to note the battery type (CR2032 in picture below) before purchasing a replacement. These batteries can easily be found online, or in specialty electronics shops.





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Keypad: If you have a wireless keypad, the battery will need to be changed regularly depending on the amount of use. If the keypad begins working less consistently, or if the lighting on the keypad (some models) is fading, it is time to change the battery. Standard 9v lithium batteries are recommended.



Wireless Edge: These are typically only on slide gates, although in some circumstances they may be used on swing gates. If at any time your gate loses connection with the monitored safety edge, the operator will stop functioning. The transmitter box, typically mounted near the edge, needs to be opened and the batteries inside replaced. To ensure regular and consistent operation, these batteries should be replaced annually. Standard AA lithium batteries are recommended.

Grease, Lubricant, and Hydraulic Fluid

Swing Gates: The hinges on your swing gate should only require minimal maintenance. However, if they become noisy, they may be in need of greasing. Depending on the type of hinge, this can be done either through a grease gun, or may require the gate to be dismantled. If the gate does need to be taken down for greasing, it is recommended this task be completed by a professional installer.

Slide Gate: For chain driven gates, the chain should be greased and lubricated 3-5 times annually to prevent rusting and seizing. A white lithium grease is strongly recommended.

Cantilever Rollers: Cantilever gates utilize several different types of rollers to balance and support the gate. It is important to make sure these rollers are in line and have not shifted, and equally as important to keep them well lubricated. Lithium grease applied two to three times a year will help ensure these rollers continue running smoothly.

Moving Parts: In general, if parts slide, roll, pivot, or move; they'll need some form of lubrication from time to time to increase their longevity.

Hydraulic Arms: If your gate is driven by hydraulics, it is important to check the fluid levels several times yearly. If the fluid is low or becoming dirty, it is recommended you top off or change as needed.



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fixing common gate issues

Gate won't close or open: Check the board for error codes, or commands. Most boards have a display that will show those codes, and the meaning of the code can be found in the manual or foldout information usually kept inside the operator box. Recommend a licensed professional complete any tasks related to electrical wiring.



Check any open commands. Check that no remotes are being held, that no keypads have an open command, that smart access phone apps are disabled, and nothing is triggering an exit loop or puck.

Check photo eye. If the photo eye is blocked, or being blocked intermittently by something moving between the eye and reflector, this can trigger your gate to hold open. Check for frost or dirt first, wiping the eye and reflector gently, being careful not to move it out of alignment. If the eye has been moved out of alignment it will need to be realigned.



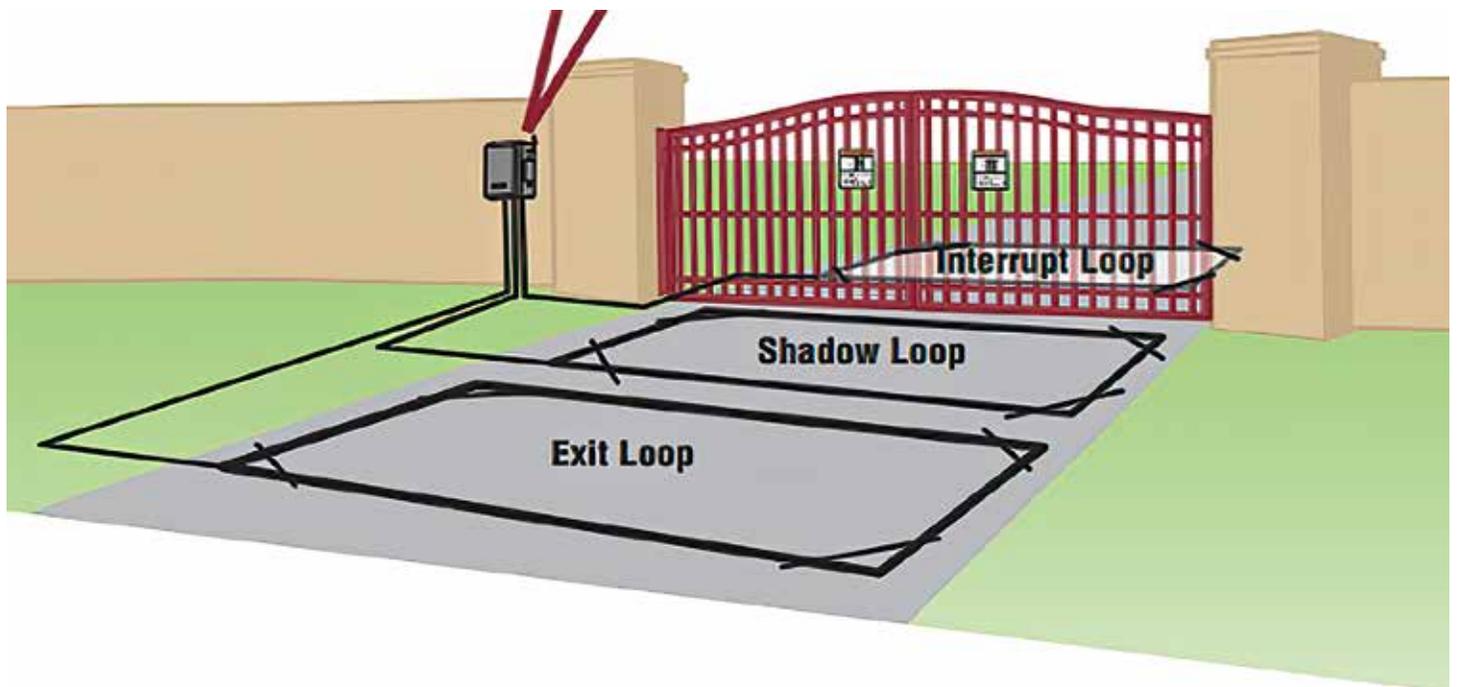


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Check closing gate edge (Primarily slide gates). Check that the rubber gate edge at the closing tail of the gate isn't being compressed or bent. Next, be sure you have new lithium batteries installed in the gate edge transmitter – a small box attached to the gate edge.

Emergency Switch. If you have had an emergency requiring access to the gate, emergency responders may have placed the gate into a shutdown mode, requiring reset. If the fire switch was left in the open position, contact your local fire department and they should send someone to close the switch. Once switch is closed, gate should resume normal operation.

Check shadow loop (Swing gate only). Check that there is nothing triggering the safety loop that protects the swing arc of your gate. If you have an in-ground loop, it will be plainly visible as a large rectangle in the center of the driveway – anything metal in this area can possibly trigger the loop. If you have a wireless loop, ensure there is nothing blocking line of sight from the eye in the box to the swing path of you gate.



Internal Batteries. If the gate has been installed longer than (3) years, it may be time to change the internal batteries. Most residential gates will hold open in the event of battery failure to ensure access until batteries can be replaced. **It is recommended that this service be completed by a licensed professional.**

