FORTLINE Help sheet

BFT gate motor: manual release and faults

Covers: BFT swing and sliding operators (release: follow the tag or call us)

Stop and call us

- Keep clear while the gate is moving. Never walk, cycle or drive through until it is fully open and stopped.
- Never override, cover, move or bypass safety edges or photocells.
- Turn off the power to the gate before using the manual release, even in a power cut.
- If the gate moves on its own, moves unevenly, or won't stop and reverse on contact, stop using it and call us.
- Don't try to repair the motor, arms, hinges or control box yourself.

Opening the gate by hand

1. Turn off the power to the gate.
2. Follow the release tag or instructions left near your motor at handover.
3. If there's no tag, or you're not sure, call us on 01635 938998. Don't force anything.

Putting it back to automatic

1. Call us on 01635 938998 and we'll talk you through it for your motor.

Keeping photocells working

1. Keep photocells clean and make sure branches or shrubs don't block them.
2. Turn off the power before cleaning anything on the gate.

If the gate stops or reverses

1. Check nothing is between the photocells or in the gate's path. If it still won't work, call us.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html