FORTLINE Help sheet

FAAC gate motor: manual release and faults

Covers: FAAC 391 / 391 E swing operators

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. Lift the protective cap on the lock.
3. Put in the key and turn it anticlockwise to its stop.
4. Turn the release knob clockwise to its stop.
5. Open or close the gate slowly by hand.

Putting it back to automatic

1. With the power still off, close the gate.
2. Turn the release knob anticlockwise to its stop.
3. Turn the key clockwise to its stop and take it out.

4. Check the motor is locked, and put the cap back on.
5. Turn the power back on and open the gate with your remote or button. Keep clear while it moves.

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. FAAC say owners must not try to repair the motor.

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