FORTLINE Help sheet

Roger Technology gate motor: manual release and faults

Covers: Roger Technology R30 and BG30 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. The motor must be stopped.
2. Flip up the small cover over the release lock on the motor and put in the release key.
3. Turn the key 90° clockwise.
4. Open the release cover fully.
5. Move the gate by hand, slowly, keeping fingers away from hinges and the motor arm.

Putting it back to automatic

1. Lower the release cover with the key still in. Mind your fingers.
2. Turn the key 90° anticlockwise and take it out. Close the small lock cover.
3. Turn the power back on. Check nobody is near the gate before you use it.

If the gate stops or reverses

1. Check nothing is between the photocells or blocking the gate's path, and that the photocell lenses aren't covered. If it still stops, call us.
2. If it still won't work, or the motor hums without moving, 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