

EN Operating instructions
Last updated: 09.2025

Operator systems for garage doors Comfort 360, 370, 380

works with



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About this document

- Original operating manual.
- Part of the product.
- Reading and subsequent storage mandatory.
- Protected by copyright.
- No part of this manual may be reproduced without our prior consent.
- Subject to changes which are in the interest of technical improvements.
- All dimensions in millimetres.
- Figures are not to scale.

Safety instructions

WARNING!

Safety information regarding a danger that can lead to death or serious injuries.



CAUTION!

Safety information regarding a danger that can lead to minor or moderate injuries.

ATTENTION!

Safety information regarding a danger that can lead to damage or destruction of the product.

Meaning of symbols

- Action prompt
- ✓ Check
- List, itemisation
- Reference to other parts of this document
-  Reference to separate documents that must be observed
-  Factory settings

1. Safety information

WARNING!

Risk of death due to a failure to observe the operating manual!

This manual contains important information for handling the product safely. Particular reference is made to possible dangers.

- Read this manual through carefully.
- Follow the safety instructions in this manual.
- Store the manual in an accessible location.

1.1 Correct use

The drive system is designed exclusively for opening and closing doors.

Use is only permissible:

- On counterbalanced sectional and up-and-over doors with anti-drop protection.
- In dry rooms.
- In the private sector.
- In technically faultless condition.
- Following correct installation.
- In compliance with the data in the technical specifications.

→ "2.3 Technical specifications"

Any other use is deemed to be improper use.

1.2 Target groups

1.2.1 Operator

The operator is responsible for the building in which the product is used. The operator has the following tasks:

- Knowledge and safekeeping of the instruction manual.
- Instruction of all persons who use the door system.
- Ensure that the door system is inspected and maintained regularly by qualified specialist personnel.
- Make sure that inspection and maintenance are documented in the inspection logbook.
- Safe and proper keeping of the inspection logbook.

1.2.2 Specialist personnel

Qualified specialist personnel are responsible for assembly, commissioning, maintenance, repair, disassembly and disposal.

Requirements applicable to qualified specialist personnel:

- Knowledge of the general and specific safety and accident-prevention regulations.
- Knowledge of the relevant electrical regulations.
- Training in the use and care of appropriate safety equipment.
- Knowledge of the application of the following standards
 - EN 12635 ("Doors and gates - Installation and use"),
 - EN 12453 ("Safety in use of power operated doors - Requirements"),
 - EN 12445 ("Doors - Safety in use of power operated doors - Test methods").
 - EN 13241-1 ("Doors - Product standard - Part 1: Products without fire resistance or smoke control characteristics")

Electrical work by qualified electricians exclusively, in accordance with DIN VDE 0100.

Requirements applicable to qualified electricians:

- Knowledge of the basics of electrical engineering.
- Knowledge of national regulations and standards.
- Knowledge of the relevant safety regulations.
- Knowledge of this operating manual.

1.2.3 Users

Instructed users operate and care for the product.

Requirements applicable to instructed users:

- Users are instructed in relation to their work by the operator.
- Users must have been instructed on how to use the product safely.
- Knowledge of this operating manual.

Special requirements apply to the following users:

- Children aged 8 and above.
- Persons with reduced physical, sensory or mental capabilities.
- Persons with a lack of experience and knowledge.

These users are only authorised to operate the product.

Special requirements:

- The users must be supervised.
- Users must have been instructed on how to use the product safely.
- The users must understand the dangers involved in handling the product.
- Children are not allowed to play with the product.

1.3 General safety advice

Persons or objects must never be moved with the aid of the door.

In the following cases, the manufacturer accepts no liability for damages. The guarantee on the product and accessory parts is voided with:

- A failure to observe these operating instructions.
- Misuse and improper handling.
- The assignment of unqualified personnel.
- Modifications or changes to the product.
- The use of spare parts that have not been produced or approved by the manufacturer.

The product is manufactured according to the directives and standards mentioned in the Declaration of Incorporation. The product has left the factory in perfect condition with regard to safety.

Batteries, accumulators, fuses and bulbs are excluded from warranty.

Further safety information can be found in the relevant respective sections of the document.

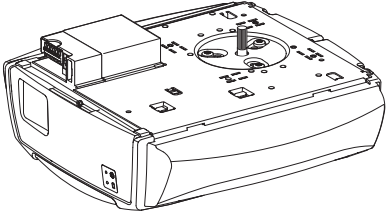
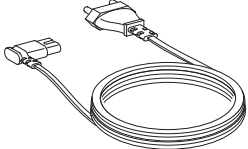
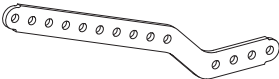
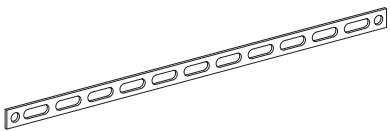
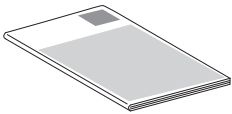
- "3.1 Safety instructions for installation"
- "4.1 Safety instructions for commissioning"
- "5.1 Safety instructions for operation"

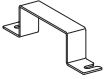
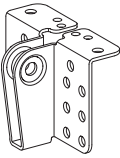
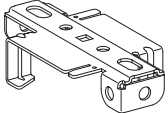
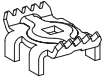
2. Product information


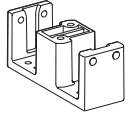
2.1 Scope of delivery - drive








- Refer to the table for the supply package applicable to your product variant.




Country-specific deviations are possible.

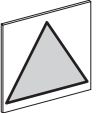
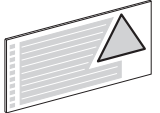
Pos.		
1		1x
2		1x
3		1x
4		2x
5		1x

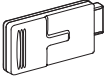


Pos.	#1	A	B
6		2x	2x
7		1x	1x
8		2x	2x
9		1x	-




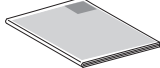
Pos.	#1	A	B
10		1x	-
11		-	1x

Pos.	#2	A	B
12		4x	4x
13		1x	1x
14		1x	1x
15		1x	1x
16		1x	-
17		1x	-
18		-	4x

Pos.	#3	
19		6x
20		6x
21		6x

Pos.	Warning signs	
22		1x
23		1x

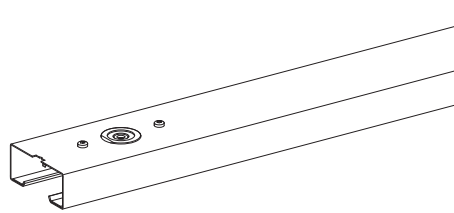
Pos.	Hand-held transmitter	Multi-Bit	bi.linked
24		1x	1x
25		1x	-
26		-	1x

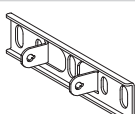




Pos.	Hand-held transmitter	Multi-Bit	bi.linked
27		1x	-
28		1x	-
29		1x	-
30		-	1x

2.2 Scope of delivery - rail

- Refer to the table for the supply package applicable to your product variant.

Country-specific deviations are possible.

Pos.		
31		1x

Pos.	#4	A	B
32		1x	1x
33		1x	1x
34		1x	1x
35		2x	2x
36		1x	1x

2.3 Technical specifications

Electrical specifications

Rated voltage, national variations possible*	V	EU	230
		JP	100
		US	120
Rated frequency*	Hz	50 / 60	
Current intake*	A	EU	1.1
		JP	2.5
		US	2.1
Power consumption in operation**	kW	0.25	
Power consumption in standby mode**	W	< 0,5	
Time until standby mode***	min.	1 - 5	
Control voltage	V DC	24	
Protection category for motor unit		IP 20	
Protection class		II	

* The drive-specific values can be found on the type plate on the motor unit.

** Without accessories connected

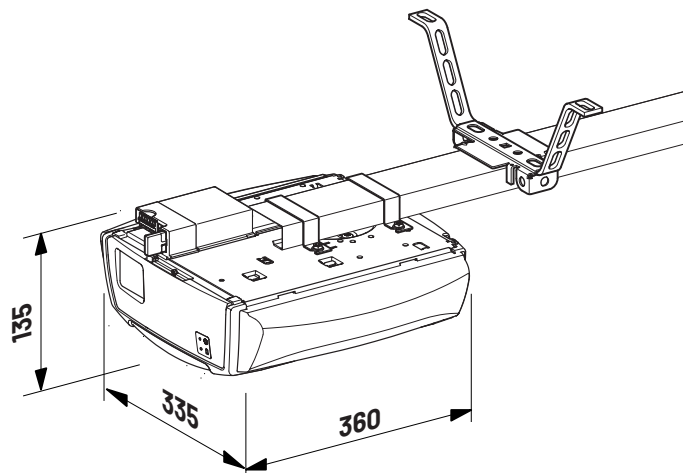
*** Depending on the selected lighting time (level 5 - menu 4).

Mechanical specifications

Max. push and pull force		
Comfort 360	N	650
Comfort 370		850
Comfort 380		1,100
Max. Travel speed		
Comfort 360	mm/s	220
Comfort 370		235
Comfort 380		180
Opening phase, specific to door		
Comfort 360	s	approx. 9,5
Comfort 370		approx. 9,0
Comfort 380		approx. 12,0

Ambient specifications

Motor unit dimensions





Weight (motor unit)

Comfort 360	kg	4.3
Comfort 370		4.9
Comfort 380		4.9

Sound pressure level dB(A) < 70

Temperature range

 °C -20

 °C +60

Area of application

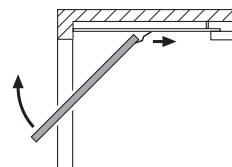
	Comfort			
	360	370	380	
Swing-out overhead door				
- max. door width	mm	3,500	5,000	6,000
- max. door weight	kg	110	185	220
Single-wall sectional door				
- max. door width	mm	5,000	5,500	6,000
- max. door weight	kg	110	185	220
Double-wall sectional door				
- max. door width	mm	3,000	5,500	6,000
- max. door weight	kg	110	185	220
Tilt and canopy door				
- max. door width	mm	3,500	5,000	6,000
- max. door height	mm	2,250	2,250	2,250
- max. door weight	kg	110	185	220
Max. cycles per hr.	cph	2	4	6
Max. cycles per day	cpd	20	32	60

2.4 Door variations

The scope of supply with corresponding drive rail is suitable for the following types of door.

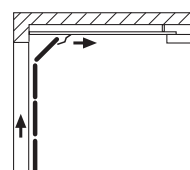
Swing-out overhead door (up-and-over door)

2.4 / 1



Sectional door

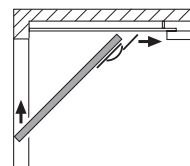
2.4 / 2



Special accessories are required for the following door versions.

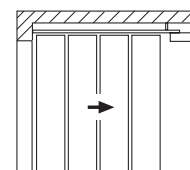
Non-swing-out overhead door

2.4 / 3



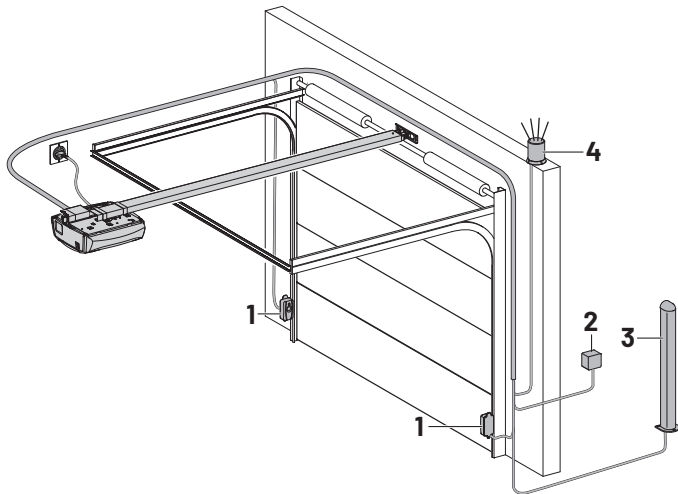
Side sectional door

2.4 / 4





2.5 Example application

2.5 / 1



The door system is an example and may vary depending on door type and equipment. The system shown consists of the following components:

- 1 Photocell
- 2 Key switch
- 3 Post (for code buttons, transponders, etc.)
- 4 Signal light

-  Further information regarding the accessories can be found on the manufacturer's website.
-  For the installation and cabling of the door sensors, control elements and safety equipment, the relevant installation instructions must be observed.

3. Installation

3.1 Safety instructions for installation

WARNING!

Danger due to a failure to observe the installation instructions!

This chapter contains important information for the safe assembly of the product.

- Read this chapter through carefully before assembly.
- Follow the safety instructions.
- Perform the assembly as described.

Assembly by qualified specialist personnel only.
→ "1.2.2 Specialist personnel"

Electrical work must be performed by qualified electricians exclusively.
→ "1.2.2 Specialist personnel"

- Before assembly, it is necessary to make sure that the power supply has been and remains disconnected. Only establish the power supply when prompted to do so in the corresponding assembly step.
- It is essential to adhere to the local protection regulations.
- It is essential that mains supply cables and control cables are laid separately. The controls voltage is 24 v DC.
- The door must be in good mechanical condition:
 - The door comes to a stop in any position.
 - The door is easy to move.
 - The door opens and closes correctly.
- All pulse transmitters and control devices (e. g. remote control buttons) must be installed within sight of the door and at a safe distance from the moving parts of the door. A minimum installation height of 1.5 metres must be observed.
- Only use fixing material that is suitable for the respective construction substrate.

3.2 Preparation for installation

Before starting installation, it is essential to perform the following work.

Scope of delivery

- Check which product variant you have, and ensure the scope of delivery is complete.
- Make sure that a suitable drive rail is available.
- Check that you have all the accessory parts required for your installation.

Garage

- Check whether your garage is equipped with a suitable power connection and circuit breaker.

Door system

- Remove all unnecessary components from the door (e. g. Cables, chains, brackets, etc.).
- Render any installations inoperable that will no longer be needed after the operator system has been installed.

In the case of garages without a second access:


- Equip the garage door with an emergency interlock, so that the garage can be entered in the event of a malfunction.

If a release set is used:

- Check the correct function of the door locks. The function of the door locks must never be disabled.

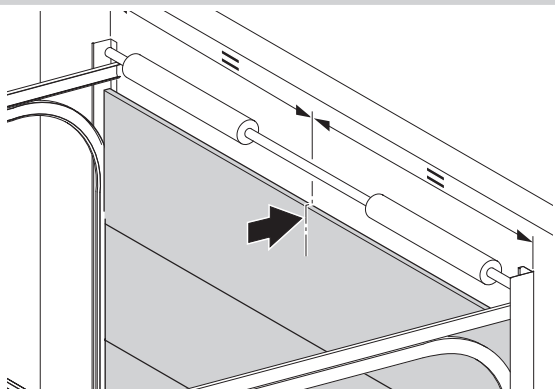
If a release set is not used:

- Remove the door locks or disable the door locks.

 When using and installing accessories, always observe the corresponding documentation.

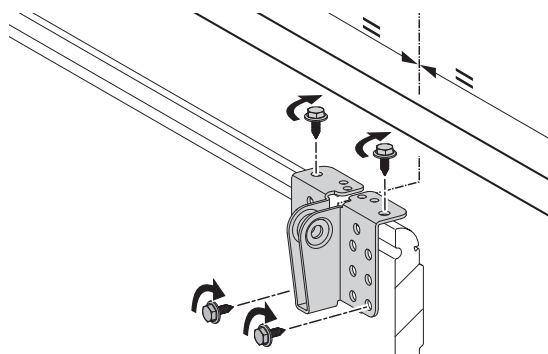
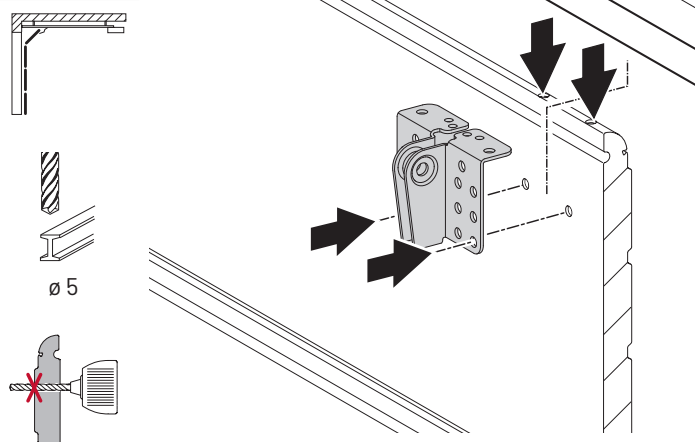
3.3 Installing the drive

3.3 / 1

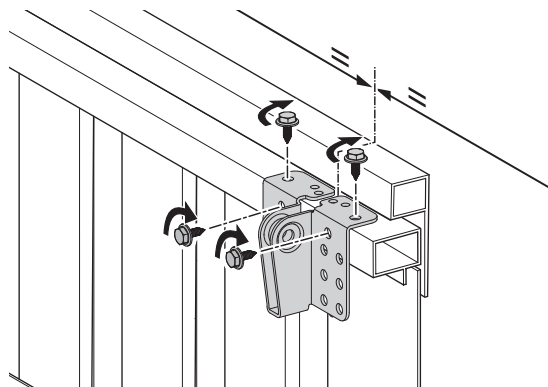
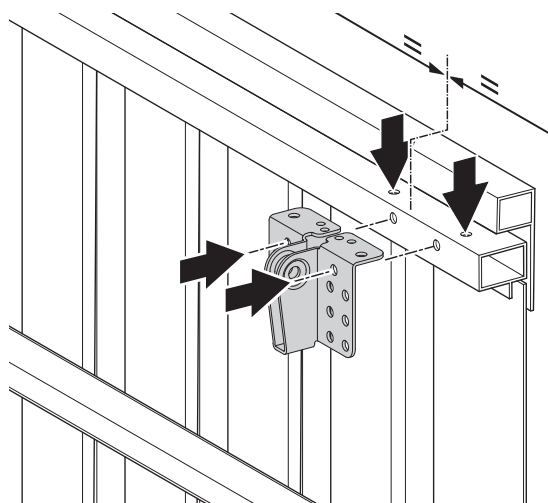
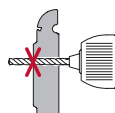
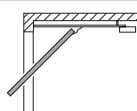


3.3 / 2

3.3 / 2 a



3.3 / 2 b



⚠ ATTENTION!

Danger due to shaft adapter damage caused by the application of force!

Impacts with a hammer can damage the toothing of the shaft adapter.

- Proceed with caution when mounting the drive rail on the motor unit.

3.3 / 3

3.3 / 3 a



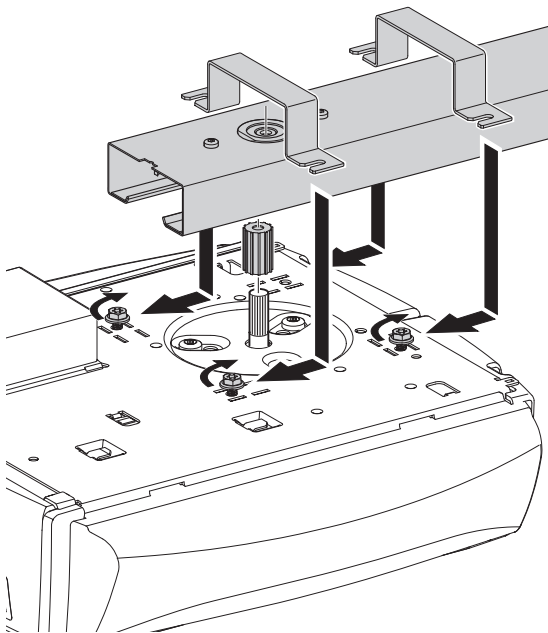
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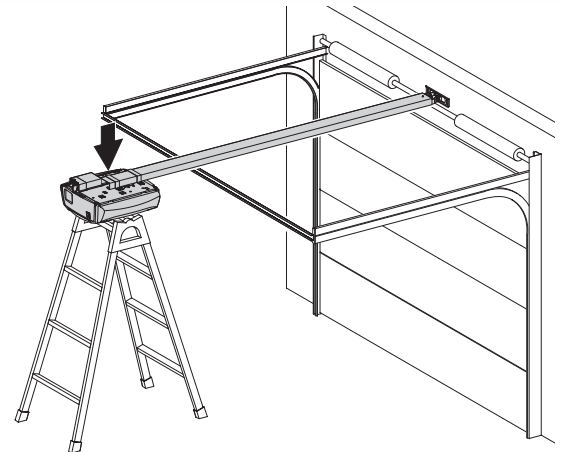
 **WARNING!**

Risk of injury due to incorrect use!

Falling parts can lead to serious injuries.

- Secure the drive system against falling until it is securely fastened.

3.3 / 5



3.3 / 3 b



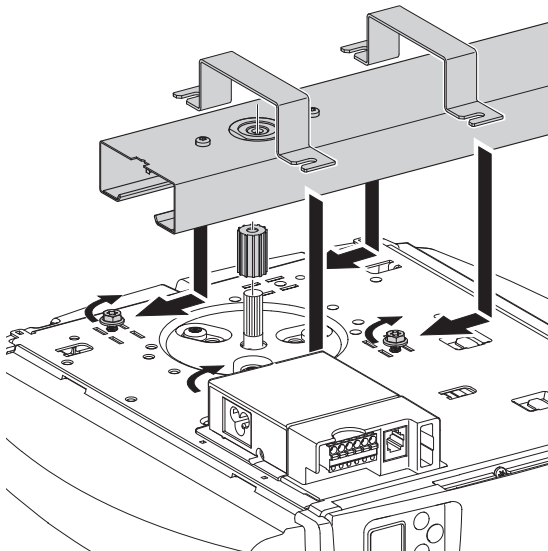
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10



25



 **ATTENTION!**

Danger of damage to the door leaf!

Incorrect installation of the lintel connection plate can lead to door leaf damage.

- Make sure the top edge of the door leaf at the highest point of the opening track is 10 - 50 mm beneath the horizontal lower edge of the drive rail.
- Mount the lintel connection plate for the drive rail centrally above the door leaf.

3.3 / 4



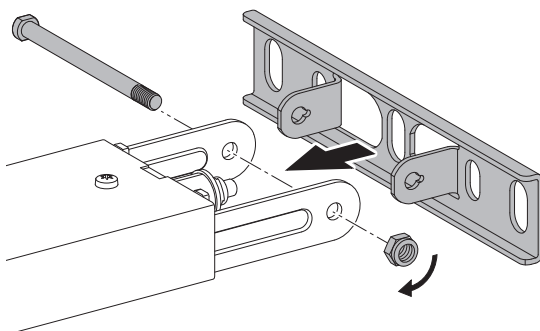
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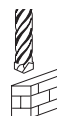
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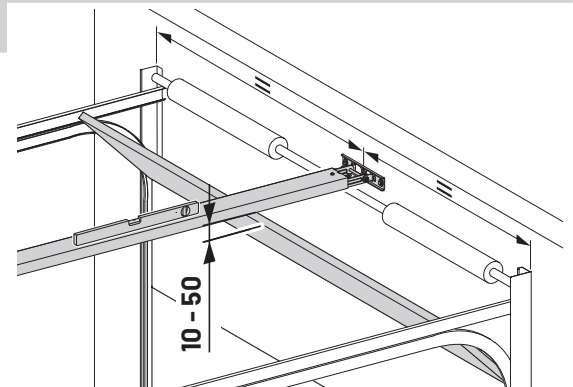
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3.3 / 6



ø 10



3.3 / 7



2x



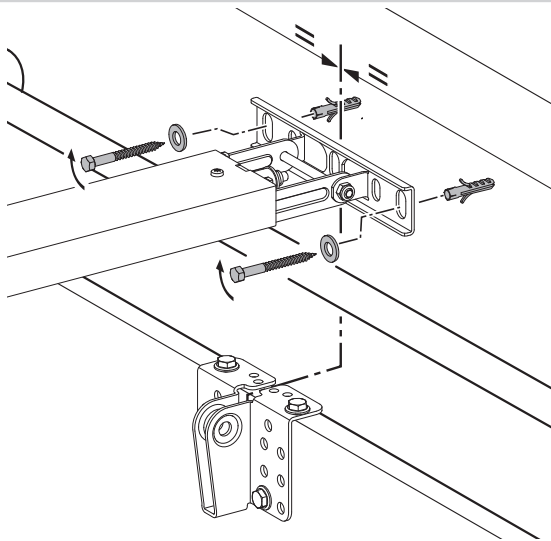
2x



2x



13



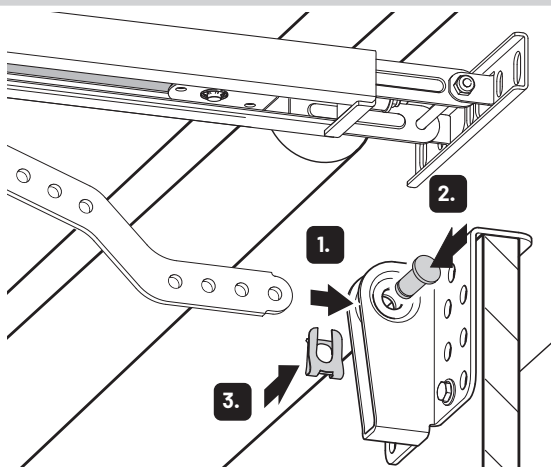
3.3 / 8



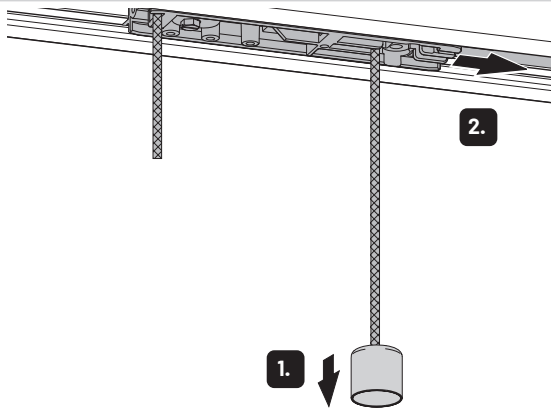
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1x



3.3 / 9



3.3 / 10



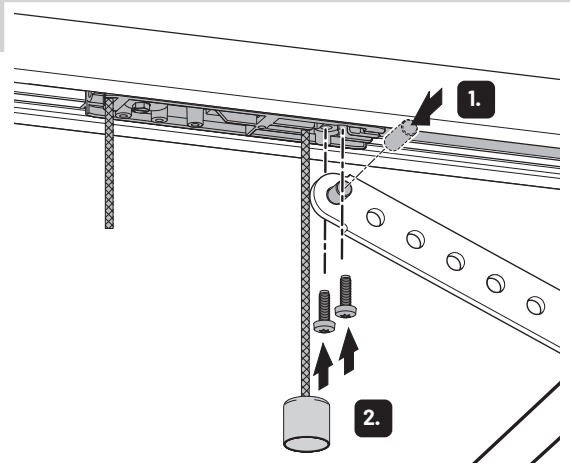
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2x



25



3.3 / 11



3.3 / 12

3.3 / 12 a



1x



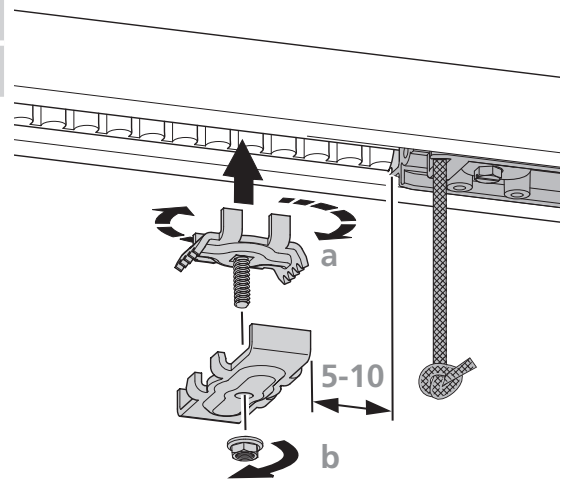
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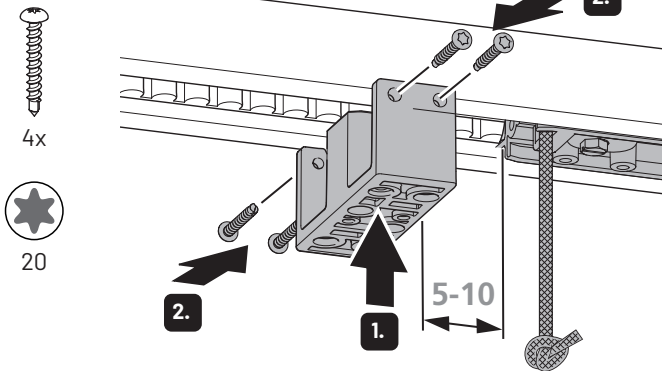
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a = 90°

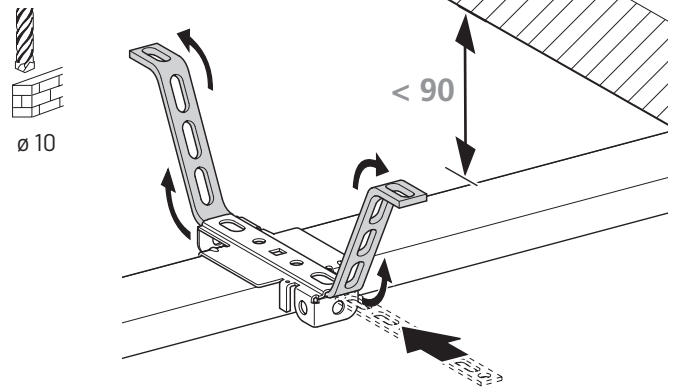
b = 9 Nm



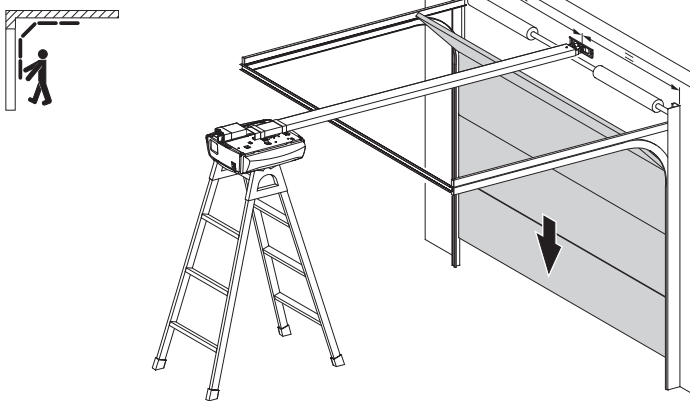
3.3 / 12 b



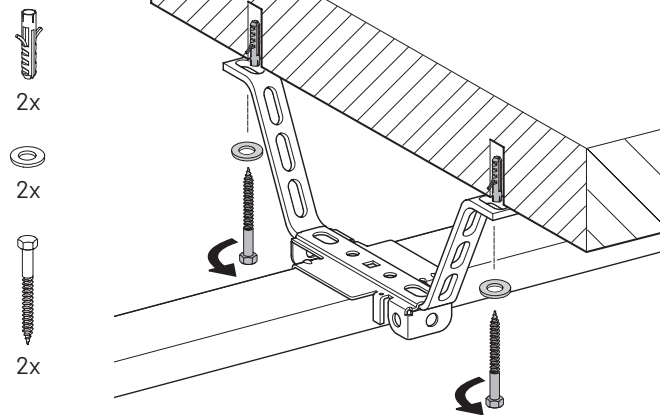
3.3 / 15



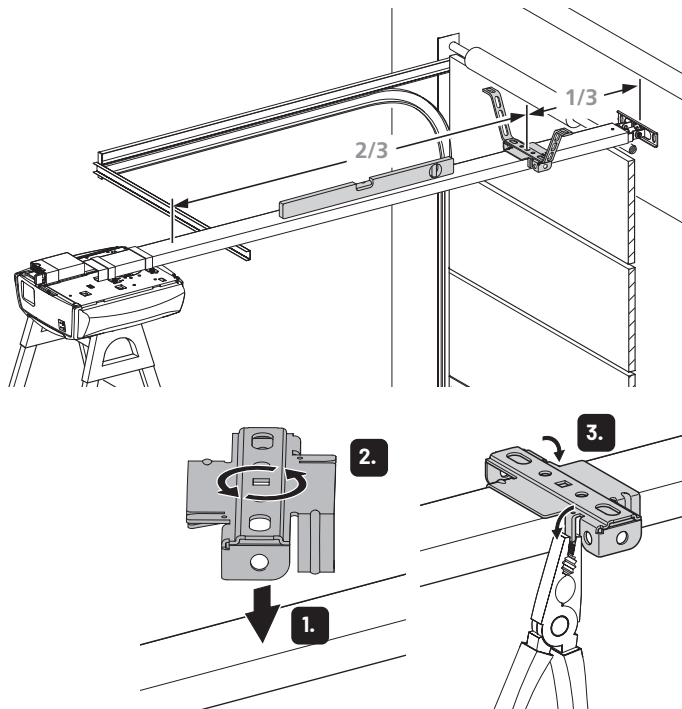
3.3 / 13



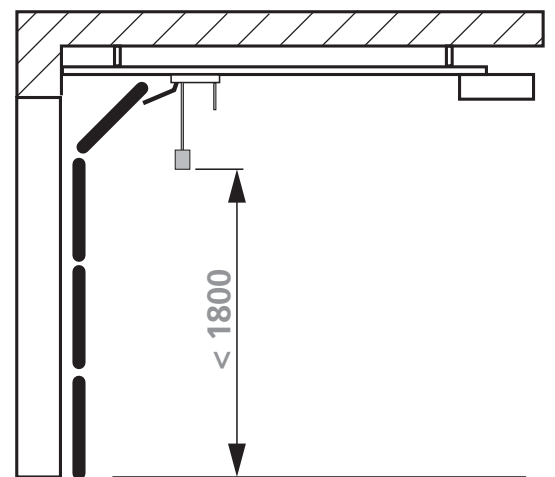
3.3 / 16



3.3 / 14



3.3 / 17



Tip:

The hand cable can be fastened to the door with the aid of the self-adhesive cable retainer. This prevents the hand cable catching and resulting in damage (e. g. with roof rack systems).

3.4 Connection

WARNING!

Risk of fatal injuries due to electric shocks!

Contact with live parts can lead to electric shock, burns and death.

- Ensure that the power supply is and remains disconnected throughout any wiring work.

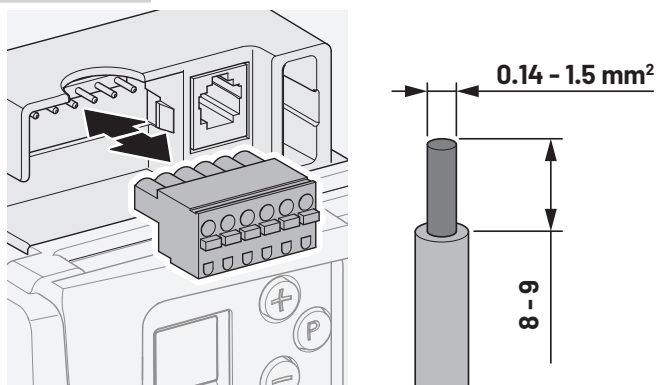
ATTENTION!

Risk of material damage due to incorrect installation of the drive!

External voltage to the connection XB03 leads to destruction of the entire electronics.

- Only connect potential-free contacts to terminals 1, 2 and 4 (XB03).

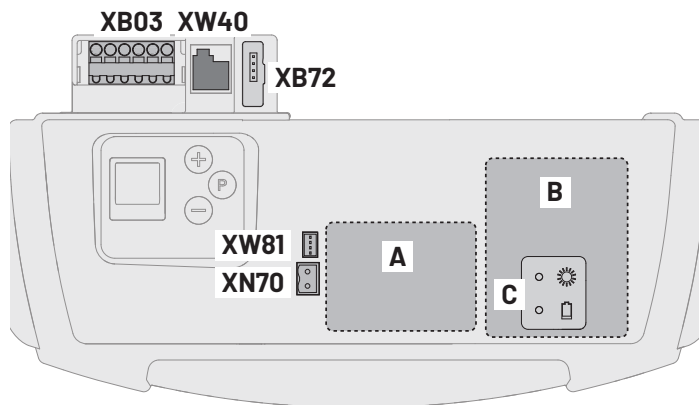
3.4 / 1



- Terminal XB03 can be plugged in for a simple connection.
- The cable must be stripped according to the terminal.

3.4.1 Overview of controller connections

3.4.1 / 1



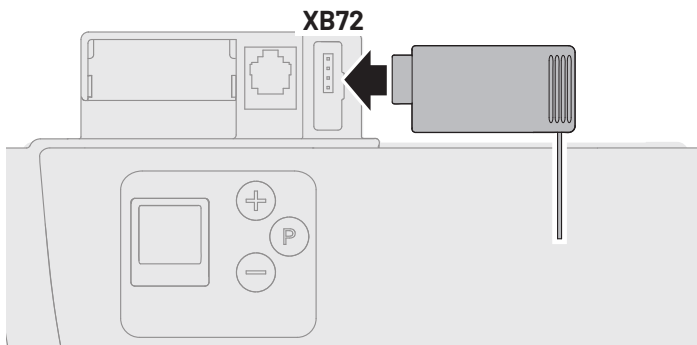
A	Retainer for expansion housing
B	Battery backup slide-in unit
C	Battery backup display
XB03	Connection → "3.4.3 Connection of potential-free button (XB03)" → "3.4.4 Connection of button with power supply (XB03)" → "3.4.5 Connection of 2-wire photocell (XB03)" → "3.4.6 Connection of 4-wire photocell (XB03)" → "3.4.7 Connecting the personnel door contact (XB03)"
XB72	Connecting the module receiver → "3.4.2 Connecting the module receiver (XB72)"
XN70	Connection of the battery backup → "3.4.8 Connection of XN70 and XW81"
XW40	Connection of the MS-BUS for expansion modules
XW81	Connection of expansion Inputs / Outputs → "3.4.8 Connection of XN70 and XW81"

3.4.2 Connecting the module receiver (XB72)

Connection options:

- Module receiver Multi-Bit
- Module receiver bi•linked

3.4.2 / 1



3.4.3 Connection of potential-free button (XB03)

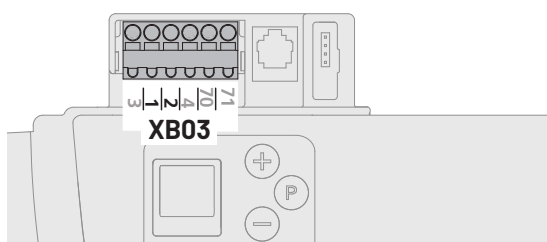
Product examples:

- Push-button
- Key switch
- Ceiling pull switch
- Transponder system
- Induction loop detector

Possible functions:

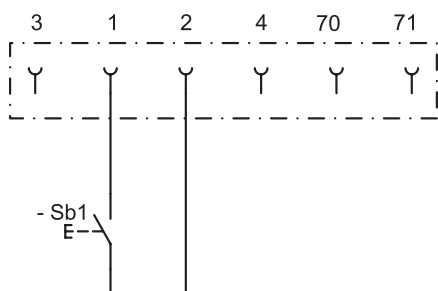
- Pulse - open/stop/close a door
- OPEN pulse - open a door

3.4.3 / 1



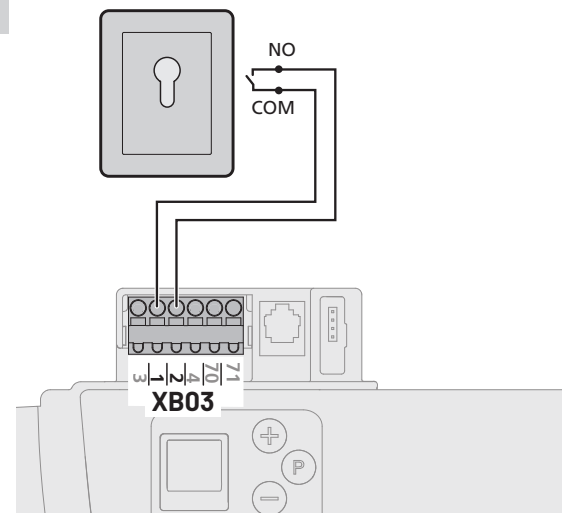
3.4.3 / 2

- XB03
M19E010e




1	GND
2	Pulse
Sb1	Pulse button

3.4.3 / 3



Level 5 - Special functions

Menu 1 - Programmable pulse input (terminal 1/2)

1	 Pulse (only NO)
5	OPEN pulse (induction loop - only NO)
6	Premature closing through actuation of button or hand-held transmitter > 2 seconds
7	Pulse (only NO) with permanent power supply 24 V DC / max. 50 mA

For drives with energy saving technology (e.g. BlueLine) select parameter 7 if the connected accessories must also be supplied with power in stand-by.

3.4.4 Connection of button with power supply (XB03)

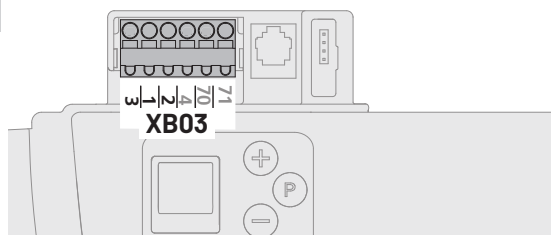
Product examples:

- Radio receiver
- Transponder system
- Induction loop detector

Possible functions:

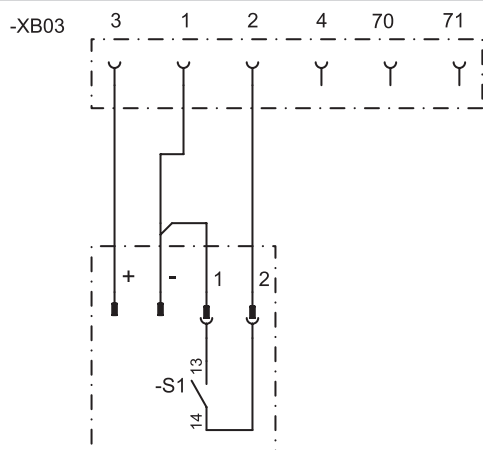
- Pulse – open/stop/close a door
- OPEN pulse – open a door

3.4.4 / 1



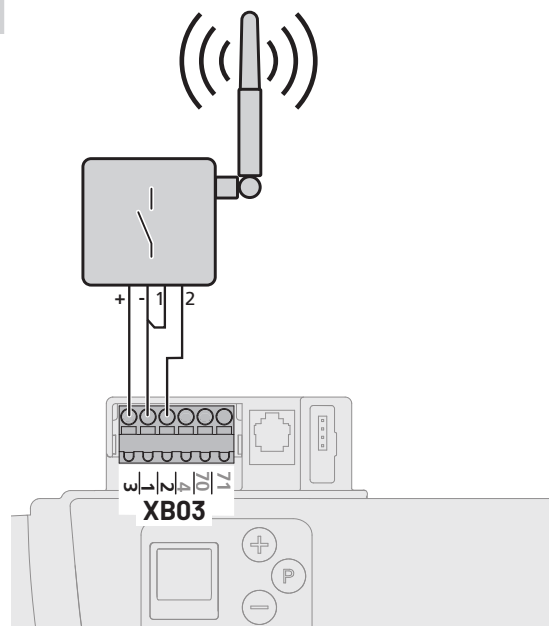
3.4.4 / 2

M19E010e




1	GND
2	Pulse
3	24 V DC / max. 50 mA
S1	Potential-free make contact

3.4.4 / 3



Level 5 – Special functions

Menu 1 – Programmable pulse input (terminal 1/2)

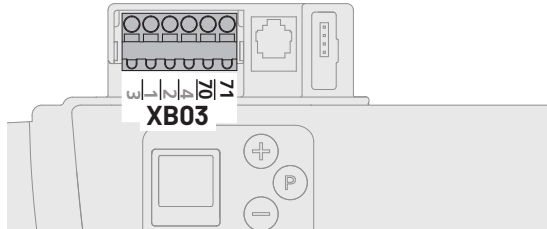
1	 Pulse (only NO)
5	OPEN pulse (induction loop – only NO)
6	Premature closing through actuation of button or hand-held transmitter > 2 seconds (only Multibit)
7	Pulse (only NO) with permanent power supply 24 V DC / max. 50 mA

For drives with energy saving technology (e.g. BlueLine) select parameter 7 if the connected accessories must also be supplied with power in stand-by.

3.4.5 Connection of 2-wire photocell (XB03)

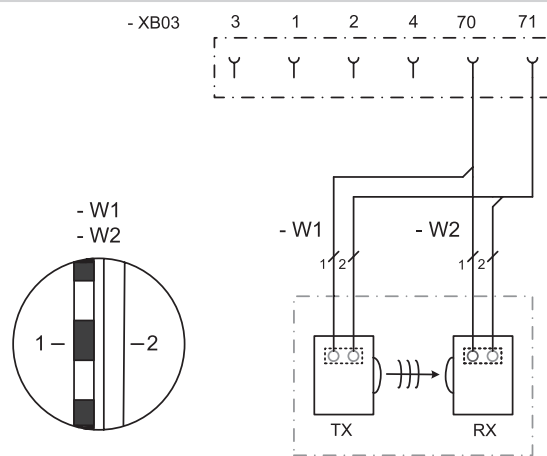
Possible function:
Contactless obstacle detection in CLOSE direction

3.4.5 / 1



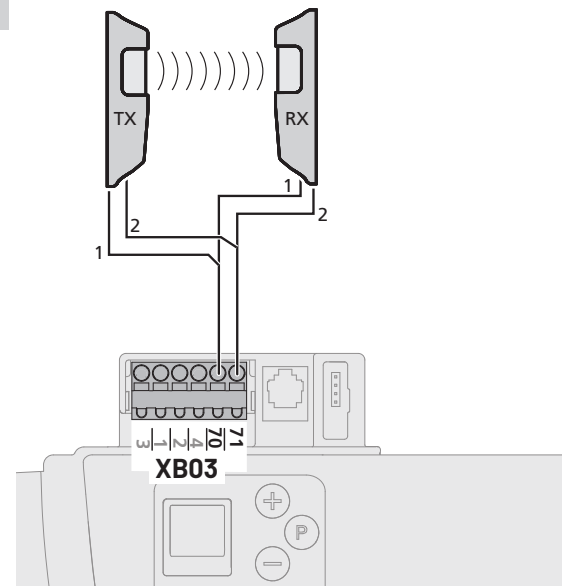
3.4.5 / 2

M19E010e



70	GND
71	Photocell
RX	Photocell receiver
TX	Photocell transmitter

3.4.5 / 3



A connected photocell is automatically detected by the controller as soon as the power supply is connected. The photocell can be retrospectively reprogrammed. Unwanted photocells must be disconnected before the power supply is connected, otherwise the controller will detect them.

Level 8 – System settings

The following menus and functions are only accessible for qualified specialist personnel.

Door reversal brief:


The drive system briefly moves the door in the opposite direction to release an obstacle.

Door reversal extended:

The drive system moves the door to the OPEN door position.

Level 8 – System settings

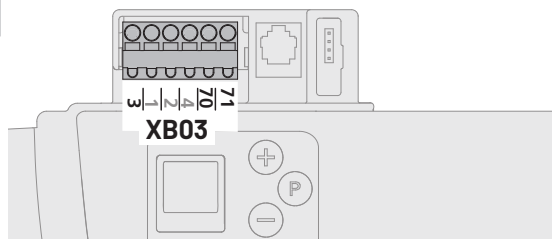
Menu 1 – Photocell

1	 Operation without photocell
2	2-wire photocell (Connection XB03 - terminal 70/71), Door movement CLOSE: Door reversal extended

3.4.6 Connection of 4-wire photocell (XB03)

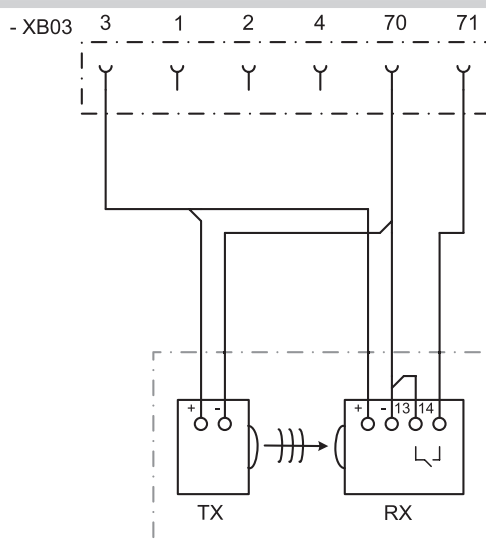
Possible function:
Contactless obstacle detection in CLOSE direction

3.4.6 / 1



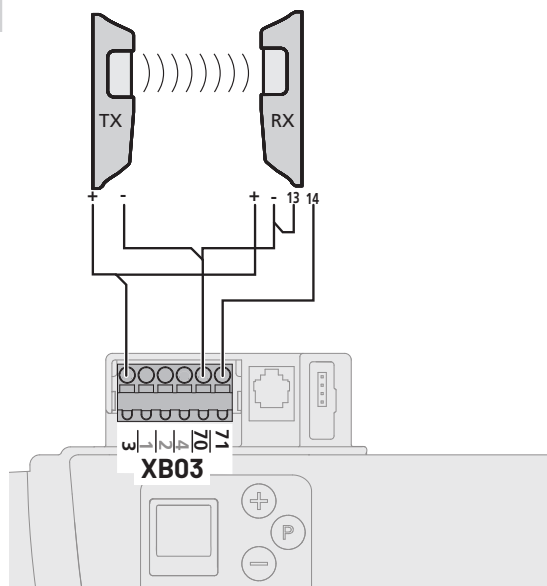
3.4.6 / 2

M19E010e



3	24 V DC / max. 50 mA
70	GND
71	Photocell
RX	Photocell receiver
TX	Photocell transmitter

3.4.6 / 3



Level 8 - System settings

The following menus and functions are only accessible for qualified specialist personnel.

Door reversal brief:


The drive system briefly moves the door in the opposite direction to release an obstacle.

Door reversal extended:

The drive system moves the door to the OPEN door position.

Level 8 - System settings

Menu 1 - Photocell

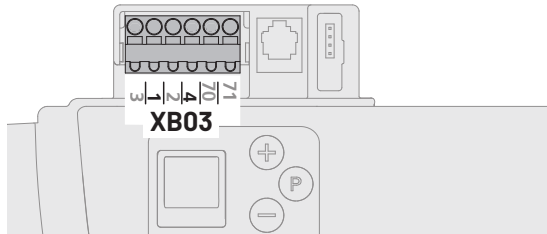
1	 Operation without photocell
3	External photocell (Connection XB03 - terminal 70/71), Door movement CLOSE: Door reversal extended

3.4.7 Connecting the personnel door contact (XB03)

Examples:

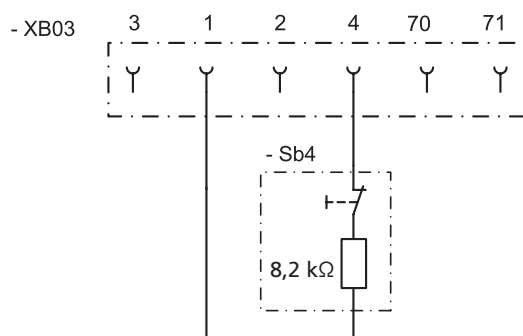
- Personnel door contact 8.2 kΩ

3.4.7/1



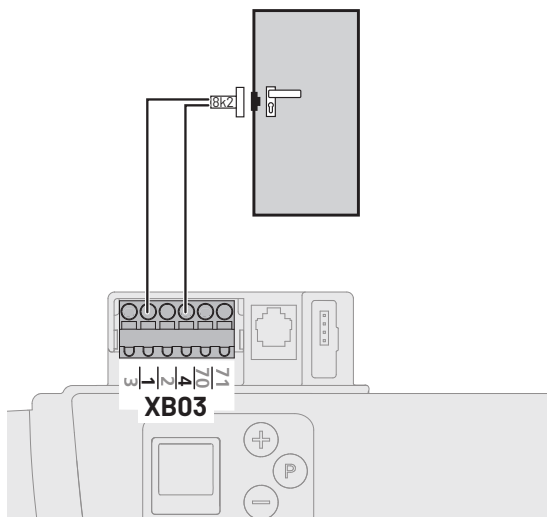
3.4.7/2

M19E010e



1	GND
4	Holding circuit, active after reset
Sb4	Personnel door contact 8.2 kΩ

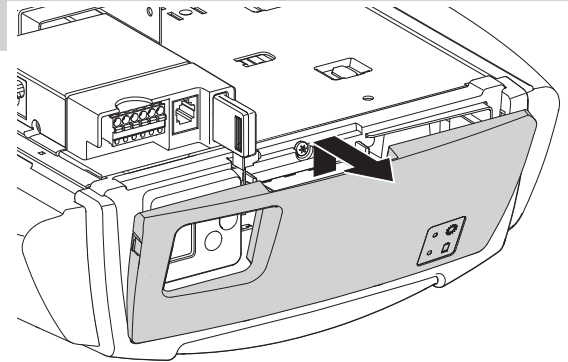
3.4.7/3



After connecting the accessory and the subsequent mains On, the controller automatically detects the accessory.
The door must be closed so that the personnel door contact can be correctly detected.
The personnel door contact (8.2 kΩ) must comply with Cat. 2, PL c according to EN 13849-1.

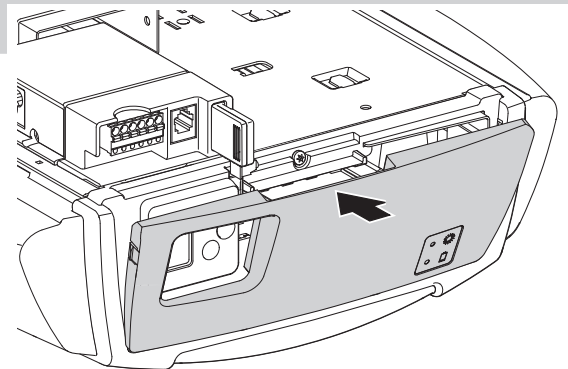
3.4.8 Connection of XN70 and XW81

3.4.8/1



For a description of the connection element installation, refer to separate documentation.

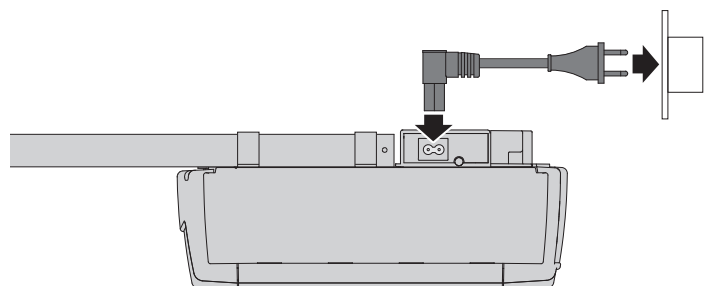
3.4.8/2



3.5 Completing the installation

- Attach the warning sign against the risk of entrapment in a conspicuous place.
- Fasten the information sign for emergency unlocking on the hand cable.
- Ensure that no part of the door extends across public footways or roads when the installation is complete.

3.5/1



4. Commissioning

4.1 Safety instructions for commissioning

WARNING!

Danger due to a failure to observe the commissioning instructions!

This chapter contains important information for the safe commissioning of the product.

- Read this chapter through carefully before commissioning.
- Follow the safety instructions.
- Perform commissioning as described.

Commissioning must be performed by qualified specialist personnel.

→ "1.2.2 Specialist personnel"

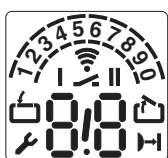
Power-operated windows, doors and gates must be inspected by qualified specialist personnel before first commissioning and as required, although at least once a year, with a suitable closing force measuring device (written inspection records must be kept).

After initial operation, the persons responsible for operating the door system, or their representatives must be familiarised with the use of the system.

- Children must not play with the door control unit or the hand-held transmitter.
- No persons or objects are permitted inside the operating range of the door.
- Before passing through the door opening, make sure the door is in the OPEN door position.
- All available emergency command devices must be tested.
- Pay attention to any parts of the door system that could cause crushing or shearing damage.
- Never insert your hands into a running door, the guide rails or moving parts.
- The EN 13241-1 regulations ("Doors and gates - Product standard") must be observed.

4.2 Overview of the controller

Control elements



LCD display



Drive door in OPEN direction,
Increase parameter



Drive door in CLOSED direction,
Reduce parameter



Start programming, confirm and save values

Legend



Display flashing



Display illuminated

Display

Function / element



Ready for operation



Door position CLOSED



Door position OPEN



Error message / maintenance indication in
door position CLOSED



Photocell or closing edge safety device



Remote control



External button

3

Status indication
(Example display 3 - Battery backup
connected)
→ "4.3 Status indication"

1 2 3 4 5 6 7 8 9 0

Display of the levels (example: Level 2)

1 2 3 4 5 6 7 8 9 0

8

Display of the menus and parameters
(Example: Menu 3, parameter 8)



Minute display

1 2 3 4 5 6 7 8 9 0

1.2

Times of more than one minute are displayed in
minutes and seconds.
Example: 1.2 = 1 minute + 20 seconds =
80 seconds

4.3 Status indication

Display	Function / element
	Battery backup connected (optional)
	Pre-warning time display (only with programmed automatic closing)

4.4 Factory settings

The drive can be restored to the factory settings with a reset.
→ "Level 1, Menu 8 - RESET"

4.5 Quick programming

It is necessary to perform quick programming for correct commissioning of the drive system and after a reset.

Preconditions:

- The door is in the CLOSED door position.
 - The guide carriage is engaged.
- "5.3 Release"

If no button is pressed for 120 seconds in programming mode, the controller changes back to operating mode.

A corresponding error number is displayed.

→ "10. Troubleshooting"

- Perform the quick programming.

✓ It is necessary to perform a functional test after quick programming.

→ "4.6 Function test"

ATTENTION!


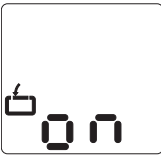

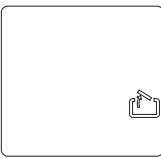

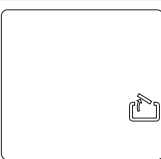

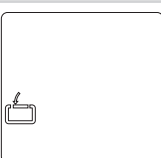
Danger due to damaging the motor unit as a result of a collision with the guide carriage!

When setting the OPEN door position, the guide carriage must not be driven to the end position at maximum speed!


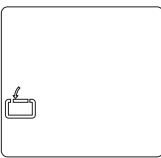

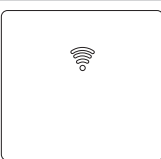
- Carefully drive the door to the OPEN position at low speed.

Quick programming

1. Programming the door position OPEN









	Controller is in operating mode.	
	P > 3 sec. < 10 sec.: Start of quick programming.	
	Drive door to OPEN position.	
	Save OPEN door position.	

2. Programming the door position CLOSED

	Drive door to CLOSED position.	
	Save door position CLOSED.	

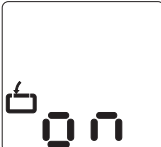

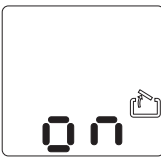

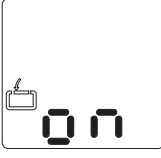



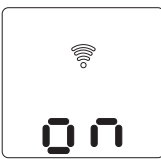

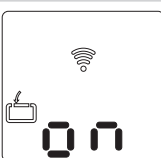
Quick programming

3. Programming the remote control

	Only with bi-linked version: Actuate the programming button on the hand-held transmitter.	
	Actuate hand-held transmitter.	
	Release hand-held transmitter.	
	Save remote control. End of quick programming.	
	Controller is in operating mode.	

4.6 Function test

4.6.1 Checking the drive force

1.	Controller is in operating mode.	
2.	 The door must open and drive to the saved door position OPEN.	
3.	 The door must close and drive to the saved door position CLOSED.	
4.	 The drive system must drive the door in the OPEN or CLOSED direction.	
5.	 The drive system must stop.	
6.	 The drive system runs in the opposite direction.	

4.6.2 Teaching run for the drive force

The drive system learns the maximum drive force required during the first six runs after setting the door positions.

- Run the drive system (with door engaged) from the OPEN door position to the CLOSED door position and back three times without interruption.

A qualified specialist must test the driving power with a force tester designed for this purpose.

4.6.3 Checking the automatic cut-out

WARNING!

Risk of injury due to operation without automatic cut-out!

The drive is equipped with an automatic cut-out for personal protection.

Only ever operate the product if the correct function of the automatic cut-out is guaranteed.

- Test the automatic cut-out with OPEN and CLOSE.
- Commission a qualified specialist with testing the driving power using a force tester designed for this purpose.

Automatic cut-out OPEN

- Load the door in the centre of the lower edge with a mass of 20 kg during the door run:
The door must stop immediately.

Automatic cut-out CLOSE

- Place a 50 mm tall obstacle on the ground.
- Drive the door over the obstacle:
The drive system must stop and reverse upon encountering the obstacle.

The settings for the drive forces OPEN and CLOSE are retained if the mains power is interrupted.

Only after a reset are the parameters restored to the factory settings.

→ "Level 1, Menu 8 - RESET"

4.6.4 Checking the photocell

Photocell

- Check all photocells individually by triggering the function.
- Check all connected photocells directly in front of the CLOSED door position.

Peculiarities with door frame photocells

- The function of a connected frame photocell must be realised above the installation position. Beneath the installation position, the function is suppressed by the controller.
- If multiple photocells are connected, all photocells react in the same way with a possible frame photocell.

4.6.5 Check the personnel door contact

- Open the personnel door.
- Move the door: The drive system is not permitted to move.

4.7 Special programming

WARNING!

Risk of injury due to incorrect door force setting!

In order to guarantee personal protection, the door forces must comply with specified limit values. If the parameters are changed, these limit values could be exceeded. After changing the settings, it is therefore necessary to check the door forces to guarantee safe operation.

- Test the automatic cut-out.
→ "4.6.3 Checking the automatic cut-out"

After a reset, all parameters are reset to the factory settings. Connected and functional safety elements are redetected after the reset.

Connected further accessories must be reprogrammed after a reset.

In order to guarantee faultless operation of the controller:

- Reprogram all desired functions.
- Teach the remote control again.
- Run the drive system into the door position OPEN and CLOSED once.

A connected photocell is automatically detected by the controller as soon as the power supply is connected. The photocell can be retrospectively reprogrammed.

Unwanted photocells must be disconnected before the power supply is connected, otherwise the controller will detect them.

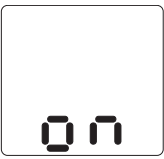

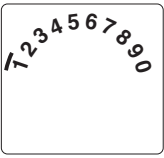


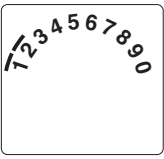

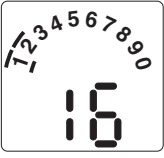


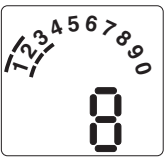

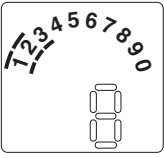


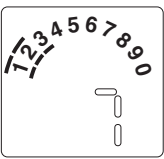

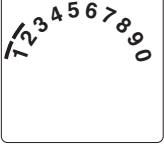
→ "3.4.5 Connection of 2-wire photocell (XB03)"

→ "3.4.6 Connection of 4-wire photocell (XB03)"


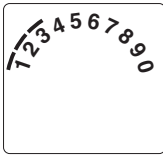


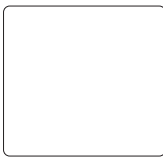
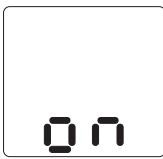
✓ It is necessary to perform a functional test after changes in programming mode.

→ "4.6 Function test"

4.7.1 Programming the special functions

Programming sequence		
1.	Controller is in operating mode.	
2.	 P > 10 sec.: Start of programming the expanded drive functions. Display of the levels.	
3.	  Selection of the desired level (example level 2).	
4.	 Confirmation of the desired level. Display of the first menu and the set parameter.	
5.	  Selection of the desired menu (example menu 3).	
6.	 Confirmation of the desired menu. Display of the set parameter.	
7.	  Change of the parameter.	
8.	 Saving the parameter. The controller switches to the levels view.	

Programming sequence

	Selection of the next desired level.	
	Continuation of programming.	
or		
9. 	P > 5 sec.: End of programming. All changed parameters are saved.	
	Controller is in operating mode.	

4.7.2 Overview of the special functions

Level	Menu
1 Basic functions	3 Intermediate position OPEN
	4 Intermediate position CLOSED
	7 Relay output
	8 RESET
2 Drive settings	1 Required drive force OPEN
	2 Required drive force CLOSE
	3 Automatic cut-out OPEN
	4 Automatic cut-out CLOSE
3 Automatic closing	1 Automatic closing
	3 Open time
	4 Pre-warning time
	5 Start-up warning
	7 Signal light
4 Radio programming	2 Intermediate position OPEN
	3 Intermediate position CLOSED
	4 OPEN
	5 CLOSED
	8 Drive lighting ON / OFF or relay output
	7 Battery-back-up
5 Special functions	1 Programmable pulse input
	3 Programmable input
	4 Lighting time
	5 Manual programming device
	7 Battery-back-up

Level	Menu
6 Variable speed	1 Speed OPEN
	2 Speed soft running OPEN
	3 Soft running position OPEN
	4 Speed CLOSE
	5 Speed smart running CLOSE
	6 Speed soft running CLOSE
	7 Smart running position CLOSE
	8 Soft running position CLOSE
	9 Soft start time OPEN
	10 Soft start time CLOSE
7 Service and maintenance	1 Door cycle counter
	2 Maintenance counter
	3 Maintenance interval
	8 Reset service and maintenance
	9 Fault indication
8 System settings	1 Photocell
	2 Closing edge safety device
	3 Automatic cut-out function
	4 Operating modes
	5 Function of the direction command device
	6 Function of the pulse command device
	7 Force relief in the DOOR CLOSED position (back-jump)
	8 Direction of rotation
	10 Position of the frame photocell

4.7.3 Contents of the special functions

Level 1 – Basic functions

Menu 3 – Intermediate position OPEN

Setting with button + (OPEN) and - (CLOSE). Closing function is possible with automatic closing. It is only possible to use the most recently programmed intermediate position.


Menu 4 – Intermediate position CLOSED

Setting with button + (OPEN) and - (CLOSE). Closing function is not possible with automatic closing. It is only possible to use the most recently programmed intermediate position.

Level 1 – Basic functions


Menu 7 – Relay output

(only programmable with optional relay)

1	 Signal light (available / not available) → "Level 3, Menu 7 - Signal light"
2	Door position OPEN
3	Door position CLOSED
4	Intermediate position OPEN
5	Intermediate position CLOSED
6	Drive system starts (wipe pulse 1 second)
7	Fault
8	Lighting time → "Level 5, Menu 4 - Lighting time"
9	Locking release (drive system running)
10	Locking release (drive system stationary)
11	Lock release (drive system starts / wipe pulse 3 seconds)
12	Anti-opening mechanism
13	Radio remote control (relay switches for the duration of the pulse) → "Level 4, Menu 8 - Drive lighting ON / OFF or relay output"
14	Test pulse for closing edge safety device (relay issues a test pulse and switches for 300 ms)

Menu 8 – RESET


The drive system can be reset to the factory settings. After a reset of the control or replacement of the control box, all desired individual settings must be input again.

1	 No reset
2	Reset control (Connected modules (bus modules, remote control) must be reset separately)
3	Reset remote control (telegrams are deleted)
4	Reset expansion automatic closing → "Level 3 - Automatic closing"
5	Reset only expanded drive functions (apart from door position OPEN/CLOSE and remote control pulse)
6	Reset safety elements (photocell / hold circuit)
7	Reset bus modules (connected bus modules are taught)


Level 2 – Drive settings

The following menus and functions are only accessible for qualified specialist personnel.


Menu 1 – Required drive force OPEN

Sensitivity in stages from 1 - 16
(the higher the stage, the higher the driving force).
 8


Menu 2 – Required drive force CLOSE

Sensitivity in stages from 1 - 16
(the higher the stage, the higher the driving force).
 8

Menu 3 – Automatic cut-out OPEN

Sensitivity in stages from 1(OFF) - 16
(the lower the stage, the more sensitive the automatic cut-out).
 12

Menu 4 – Automatic cut-out CLOSE


Sensitivity in stages from 1(OFF) - 16
(the lower the stage, the more sensitive the automatic cut-out).
 8

Level 3 – Automatic closing


The following menus and functions are only accessible for qualified specialist personnel.

Menu 1 – Automatic closing


With activated automatic closing, the relay output (level 1 / menu 7) can be reprogrammed if necessary.

1	 Deactivated	
2	Open time 15 / pre-warning time 5	Extension of the open time only through pulsing (Button, hand-held transmitter).
3	Open time 30 / Pre-warning time 5	
4	Open time 60 / Pre-warning time 8	
5	Open time 15 / Pre-warning time 5	
6	Open time 30 / Pre-warning time 5	Cancel the open time after passing the photocell.
7	Open time 60 / Pre-warning time 8	
8	Open time endless / Pre-warning time 3	Close after passing the photocell / closing prevention.


Menu 3 – Open time

2 – 250 seconds.
 Depending on level 3, menu 1

Menu 4 – Pre-warning time

1 – 70 seconds.
 Depending on level 3, menu 1

Menu 5 – Start-up warning


0 – 7 seconds.
 0

Level 3 – Automatic closing

The following menus and functions are only accessible for qualified specialist personnel.

Menu 7 – Signal light

The setting acts on all relays that were programmed ex works or retrospectively to the “Signal light” parameter.

1	 Door movement / warning: flashing Door standstill: Off (energy saving)
2	Door movement / warning: illuminated Door standstill: Off (energy saving)
3	Door movement / warning: flashing Door standstill: flashing
4	Door movement / warning: illuminated Door standstill: illuminated
5	Door movement / warning: flashing Door standstill: illuminated
6	Door movement / warning: illuminated Door standstill: flashing

Level 4 – Radio programming

Menu 2 – Intermediate position OPEN

Hand-held transmitter display flashing slowly -> Press hand-held transmitter button -> Hand-held transmitter display flashes quickly -> The function has been taught.

Menu 3 – Intermediate position CLOSED

Hand-held transmitter display flashing slowly -> Press hand-held transmitter button -> Hand-held transmitter display flashes quickly -> The function has been taught.

Menu 4 – OPEN

Hand-held transmitter display flashing slowly -> Press hand-held transmitter button -> Hand-held transmitter display flashes quickly -> The function has been taught.

Menu 5 – CLOSED

Hand-held transmitter display flashing slowly -> Press hand-held transmitter button -> Hand-held transmitter display flashes quickly -> The function has been taught.

Level 4 – Radio programming

Menu 8 – Drive lighting ON / OFF or relay output

Parameter and hand-held transmitter display flashing -> Press hand-held transmitter button -> Hand-held transmitter display lights up briefly -> The function has been taught.


Relay output:
The parameter “radio remote control” must be programmed.
→ “Level 1, Menu 7 - Relay output”

Level 5 – Special functions


Programming the special functions is dependent on the connection XB03.

→ “3.4.1 Overview of controller connections”

Menu 1 – Programmable pulse input (terminal 1/2)


1	 Pulse (only NO)
2	Closing prevention (only NO)
3	Stops and reverses (only OPEN direction - only NC)
4	Stops and reverses (only CLOSE direction - only NO)
5	OPEN pulse (induction loop - only NO)
6	Premature closing through actuation of button or hand-held transmitter > 2 seconds (only Multi-Bit)
7	Pulse (only NO) with permanent power supply 24 V DC / max. 50 mA

Menu 3 – Programmable input (XW81)


1	 Pulse (only NO)
2	Pulse RC (only NO)
3	Closing prevention (only NO)
4	Stops and reverses (only OPEN direction - only NC)
5	Stops and reverses (only CLOSE direction - only NO)
6	OPEN pulse (only NO)
7	Stop (only NC)
8	Premature closing through actuation of button or hand-held transmitter > 2 seconds (only Multi-Bit)
9	Automatic closing ON/ OFF

Level 5 – Special functions


Menu 4 – Lighting time

2 – 250 seconds.
 3.0 (180 seconds)

Menu 5 – Manual programming device

1	 Operating and programming possible
2	Only operating possible


Menu 7 – Battery-back-up

1	 Battery-back-up deactivated
2	Battery-back-up active


Level 6 – Variable speed

The following menus and functions are only accessible for qualified specialist personnel.

Menu 1 – Speed OPEN

Stages of speed soft running OPEN up to 16.
 16


Menu 2 – Speed soft running OPEN

Stages from 1 to speed OPEN.
 8


Menu 3 – Soft running position OPEN

Setting with button + (OPEN) and – (CLOSE).


Menu 4 – Speed CLOSE

Stages of speed soft running CLOSE up to 16.
 9

Menu 5 – Speed smart running CLOSE

Stages of speed soft running CLOSE up to speed CLOSE.
 7

Menu 6 – Speed soft running CLOSE

Stages from 1 to speed CLOSE.
 6

Level 6 – Variable speed

The following menus and functions are only accessible for qualified specialist personnel.


Menu 7 – Smart running position CLOSE

Setting with button + (OPEN) and – (CLOSE).

Menu 8 – Soft running position CLOSE

Setting with button + (OPEN) and – (CLOSE).

Menu 9 – Soft start time OPEN

1	 1 second
2	2 seconds
3	3 seconds
4	6 seconds

Menu 10 – Soft start time CLOSE

1	 1 second
2	2 seconds
3	3 seconds
4	6 seconds

Level 7 – Service and maintenance

Menu 1 – Door cycle counter

Six-digit display of door actuations up to 999999.
Digits in turn until the dot is displayed, then repeat.


Menu 2 – Maintenance counter

Five-digit display of the remaining door actuations until the maintenance display.
Digits in turn until the dot is displayed, then repeat.

Level 7 – Service and maintenance


Menu 3 – Maintenance interval

Setting the number of door actuations from which the required maintenance is displayed.

1	 OFF
2	100
3	500
4	1,000
5	4,000
6	5,000
7	6,000
8	7,000
9	8,000
10	9,000
11	10,000
12	15,000
13	20,000
14	30,000
15	40,000
16	50,000



Menu 8 – Reset service and maintenance

The error memory is reset here for service, diagnostic and maintenance work.

1	 No reset
2	Reset error memory

Menu 9 – Fault indication

Display of the current error message.
(max. 16 error displays possible).

	Display of the previous error / Navigation through the error list
	Navigation through the error list

Level 8 – System settings

The following menus and functions are only accessible for qualified specialist personnel.


Door reversal brief:

The drive system briefly moves the door in the opposite direction to release an obstacle.

Door reversal extended:


The drive system moves the door to the OPEN door position.

Menu 1 – Photocell


1	 Operation without photocell
2	2-wire photocell (Connection XB03 – terminal 70/71), Door movement CLOSE: Door reversal extended
3	External photocell (Connection XB03 – terminal 70/71), Door movement CLOSE: Door reversal extended

Menu 2 – Closing edge safety device

Door movement OPEN changes the function of an optionally connected expansion module EM 183 OPEN.

1	 Door movement OPEN: Door reversal brief Door movement CLOSE: Door reversal brief
2	Door movement OPEN: Door reversal brief Door movement CLOSE: Door reversal extended
3	Door movement OPEN: Door reversal extended Door movement CLOSE: Door reversal brief
4	Door movement OPEN: Door reversal extended Door movement CLOSE: Door reversal extended


Menu 3 – Automatic cut-out function

1	 Door movement OPEN: Door stops Door movement CLOSE: Door reversal brief
2	Door movement OPEN: Door reversal brief Door movement CLOSE: Door reversal brief
3	Door movement OPEN: Door stops Door movement CLOSE: Door reversal extended
4	Door movement OPEN: Door reversal extended Door movement CLOSE: Door reversal extended
5	Door movement OPEN: Door reversal brief Door movement CLOSE: Door reversal extended


Level 8 – System settings

The following menus and functions are only accessible for qualified specialist personnel.


Menu 4 – Operating modes

1	Door movement OPEN: Dead man Door movement CLOSE: Dead man
2	Door movement OPEN: Self-retaining Door movement CLOSE: Dead man
3	Door movement OPEN: Dead man Door movement CLOSE: Self-retaining
4	 Door movement OPEN: Self-retaining Door movement CLOSE: Self-retaining

Menu 5 – Function of the direction command device

1	Direction command device not active: The direction command devices only trigger a command with a stationary door.
2	 Direction command device only STOP: A running door is stopped by every direction command device.


Menu 6 – Function of the pulse command device

1	Pulse command device not active: The pulse command devices only trigger a command with a stationary door.
2	Pulse command device only STOP, subsequently standard sequence: A running door is stopped by every pulse command device. A subsequent command starts the drive system in the opposite direction (OPEN - STOP - CLOSE - STOP - OPEN).
3	 Pulse command device only STOP, subsequently standard sequence: A running door is stopped by every pulse command device. A subsequent command starts the drive system in the opposite direction (OPEN - STOP - CLOSE - STOP - OPEN). With automatic closing, no STOP in the OPEN direction.


Level 8 – System settings

The following menus and functions are only accessible for qualified specialist personnel.

Menu 7 – Force relief in the DOOR CLOSED position (back-jump)

1	 not active
2	minimal
3	short
4	medium
5	long

Menu 8 – Direction of rotation

1	 Standard
2	Reversal of rotational direction

Menu 10 – Position of the frame photocell

The position of the frame photocell can be manually set if necessary.

Setting with button + (OPEN) and – (CLOSE).

5. Operation

5.1 Safety instructions for operation

WARNING!

Danger due to a failure to observe the operating instructions!

This chapter contains important information for the safe operation of the product.


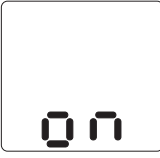

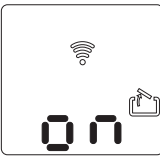




- Read this chapter through carefully before operation.
- Follow the safety instructions.
- Use the product as described.

- The controller or hand-held transmitter shall only be operated when no persons or objects are inside the range of movement of the door.
- The controller and hand-held transmitter must not be used by children or unauthorised persons.
- The hand-held transmitter must not be inadvertently actuated (e. g. in the trouser pocket).
- No obstacle shall be present in the path of the door and hand cable. Otherwise the hand cable may become trapped during door movements, resulting in damage (e. g. with roof rack systems).

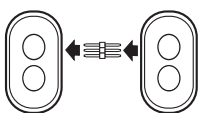

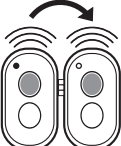

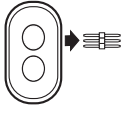
5.2 Hand-held transmitter

The drive works with the supplied hand-held transmitter with pulse frequency control.

Operation with the hand-held transmitter

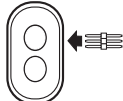
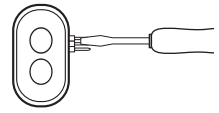
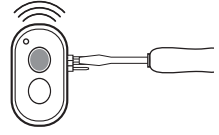
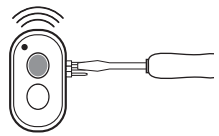
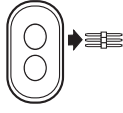
1.		Controller is in operating mode.	
2.		1. Pulse: The door opens and drives in the OPEN direction.	
3.		2. Pulse: The drive system stops.	
4.		3. Pulse: The door travels in the opposite direction CLOSE.	

Transmit coding (only Multi-Bit)


1.		Connect hand-held transmitter with transmission plug.
2.		Actuate master transmitter. Press and hold button. LED illuminates.
3.		Press button of the hand-held transmitter to be newly coded. LED flashes.
4.		LED illuminates. Coding process is complete.
5.		Remove transmission plug.

With multi-button transmitters, each button can be assigned a separate function.

Change coding (only Multi-Bit)

1.		Insert transmission plug in hand-held transmitter.
2.		Short-circuit one of the two external pins with the middle pin (e. g. with the aid of a screwdriver).
3.		Press the desired button on the hand-held transmitter. LED flashes.
4.		LED illuminates. Coding process is complete.
5.		Remove transmission plug.

After recoding the hand-held transmitter, the drive system must also be reprogrammed to the new coding. With multi-channel transmitters, the coding process must be performed separately for each button.

 Further information regarding the additional functions of the **bi.linked** hand-held transmitter provided can be found in the associated documentation.

5.3 Release

CAUTION!

Risk of injury due to uncontrolled door movements!

Uncontrolled door movements may arise when actuating the unlocking, e.g. if the door springs are weak or broken, or the door is not balanced.

- Move the door cautiously in the unlocked condition and only at moderate speed!

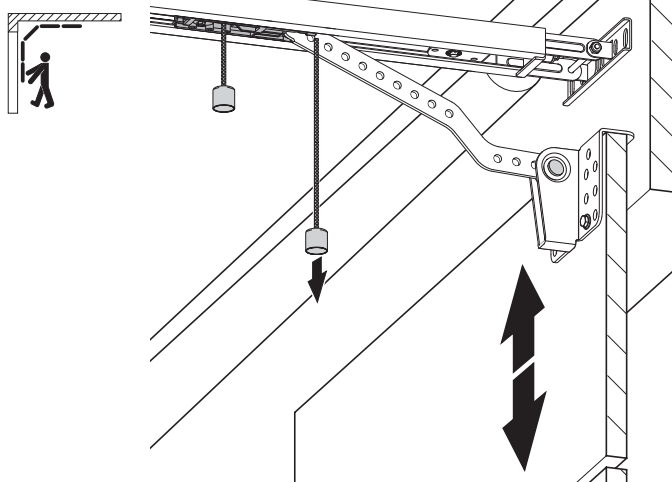
ATTENTION!

Risk of material damage due to uncontrolled door movements!

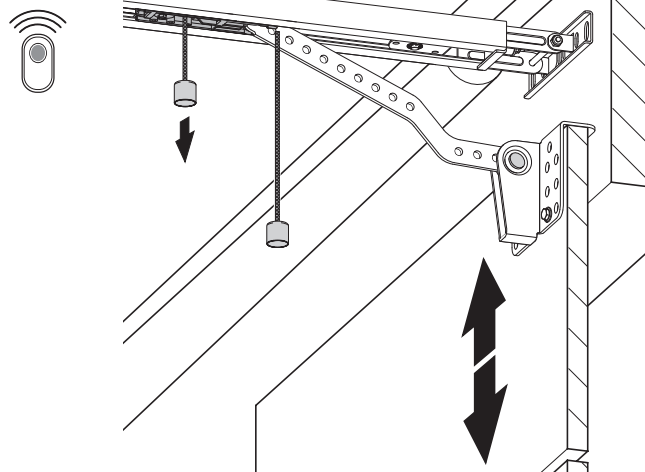
When opening the door by hand, the guide carriage can collide with the rail stop.

- Move the door cautiously in the unlocked condition and only at moderate speed!

5.3 / 1



5.3 / 2



6. Care

WARNING!

Risk of injury due to electric shock!

There is a risk of injury due to electric shock through contact with mains voltage.

- It is vital that you disconnect the drive system from the power supply before cleaning. Take measures to ensure that the power supply remains disconnected for the duration of the cleaning operation.

ATTENTION!

Damage resulting from incorrect operation!

When cleaning the drive, never use:

direct water jets, high pressure cleaners, acids or alkaline solutions.

- Clean the outside of the housing using a damp, soft cloth that does not shed fibres.

If particularly dirty, the housing can be cleaned using a mild detergent.

7. Maintenance

7.1 Maintenance work by the operator

Damage or wear to a door system may only be rectified by qualified specialist personnel.

To ensure fault-free operation, the door system must be inspected regularly and, if necessary, be repaired. Before starting work on the door system, the drive system must always be disconnected from the power supply.

- Check once a month that the operator system reverses when the door touches an obstacle. To check this, place an obstacle, 50 mm in height, in the path of the door in the direction of travel.
- Check the settings of the automatic cut-out in the OPEN and CLOSE directions.
 - "4.6.3 Checking the automatic cut-out"
 - "4.6.5 Check the personnel door contact"
- Check all the moving parts of the door system and door operator system.
- Check the door system for signs of damage or wear and tear.
- Move the door manually to check that the door travels easily and smoothly.
- Check all connection lines for damage.

For safety reasons, if the power supply cable is damaged it must be replaced by the manufacturer or the manufacturer's customer service department, or by a similarly qualified person.

7.2 Maintenance by qualified specialist personnel

Power-operated windows, doors and doors must be inspected by qualified personnel whenever necessary, but at least once a year (written inspection records must be kept).

- Test the driving power with a force tester designed for this purpose.
- Replace any damaged or worn parts.

8. Disassembly

Disassembly by qualified specialist personnel only.

→ "1.2.2 Specialist personnel"

WARNING!

Risk of fatal injuries due to electric shocks!

Contact with live parts can lead to electric shock, burns and death.

- Ensure that the power supply is and remains disconnected throughout disassembly.

WARNING!

Risk of injury due to incorrect use!

Size and weight of the product require extensive force during disassembly. If the product drops, this may result in serious injuries.

- Secure the drive system against falling before disassembly.
- Comply with all applicable occupational health and safety regulations.

Disassembly is performed in reverse order to assembly.

→ "3. Installation"

9. Disposal

Disposal by qualified specialist personnel only.

→ "1.2.2 Specialist personnel"



Do not dispose of old equipment or batteries with normal household waste!

- Dispose of old equipment at a collection centre for electronic scrap or via your specialist dealer.
- Dispose of used batteries in a recyclables collection container for used batteries or via your specialist dealer.
- Dispose of the packaging materials in a collection container for paper, cardboard and plastic.

10. Troubleshooting

Faults without the error message display

LCD display has no display and does not light up.

Drive in standby mode.

- Press an arbitrary button to put the drive into the operating mode.

Note:

This can start the door moving.

Voltage missing.

- Check whether mains voltage is present.
- Check current connection.

Thermal contactor in mains transformer has triggered.

- Leave the mains transformer to cool down.

Controller unit defective.

- Have the drive system checked.

No response after pulsing.

Connection terminals for "Pulse" button bypassed, e.g. through line short-circuit or flat terminal.

- Possibly test-disconnect wired key switch or internal push-button from the controller unit: Unplug cable from socket XB03, insert short-circuit plug and search for wiring fault.

→ "3.4.3 Connection of potential-free button (XB03)"

No response after pulsing by hand-held transmitter.

Module receiver not plugged in.

- Connect module receiver with controller unit.
- "3.5 Completing the installation"

Hand-held transmitter coding does not match receiver coding.

- Reactivate hand-held transmitter.
- "4.5 Quick programming"

Hand-held transmitter battery empty.

- Insert new battery.

→ "5.2 Hand-held transmitter"

Radio operation deactivated ("external button" symbol flashes).

- Press the + (OPEN) or - (CLOSE) button on the drive to reactivate the radio.

Hand-held transmitter or controller electronics or module receiver defective.

- Have all 3 components checked.

Drive system reverses with interruption to frame photocell.

Programming was not performed correctly. Frame photocell was not identified correctly.

- Manually set the position of the frame photocell.

→ "Level 8, Menu 10 - Position of the frame photocell"

Faults without the error message display

Low or no range.

Hand-held transmitter defective.

- Check hand-held transmitter, replace if necessary.

Antenna defective or installed incorrectly.

- Check / replace antenna.
- Lay antenna to the lintel or feed out of the garage, if nec. install outside antenna.

Faults on frequency band used.

- Switch to alternative frequency.

Drive lighting not working.

Bulb defective.

- Replace LED.

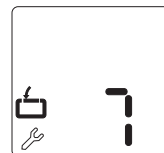
With further faults.

- Observe error message (see LCD display).
- Have article no., production no. and version to hand (see type plate) for any queries.
- Reset and re-commissioning in accordance with the operating manual.

Faults with error message display

The display shows detected faults with an error number (example error number 7). The controller switches to the message mode.

In operating mode, pressing the P button displays the most recent error number.



Error number 7

After 120 seconds without pressing a button, programming mode switches off automatically.

- Restart the programming procedure.

Error number 9

Speed sensor pulse not available, drive system blocked.

- Have the drive system checked.

Faults with error message display

Error number 10

Door running sluggish or door blocked.

- Re-establish door movement.

Maximum drive force set too low.

- Have the maximum drive force checked by qualified specialist personnel using an appropriate force tester.

→ "Level 2, Menu 1 - Required drive force OPEN"

→ "Level 2, Menu 2 - Required drive force CLOSE"

Error number 11

Run-time limiting.

- Have the drive system checked.

Error number 15

Photocell interrupted or defective.

- Remove obstacle or have photocell checked.

Photocell programmed but not connected.

- Deactivate or connect photocell.

Error number 16

Current sensor for automatic cut-out defective.

- Have motor unit checked.

Error number 26

Undervoltage. Drive system overloaded when drive force set to stage 16 (maximum).

- Have external voltage supply checked.

Error number 28

Door running sluggish, irregular or door blocked.

- Check door running and re-establish door movement.

Automatic cut-out setting is too sensitive.

- Have automatic cut-out checked by specialist dealer.

→ "Level 2, Menu 3 - Automatic cut-out OPEN"

→ "Level 2, Menu 4 - Automatic cut-out CLOSE"

Error number 30

MS-Bus error.

- Perform reset of the MS Bus modules:

→ "Level 1, Menu 8 - RESET"

- Have connected BUS modules checked.

Faults with error message display

Error number 33

Overtemperature due to overheating.

- Leave the drive system to cool down.

Error number 35

Electronics defective.

- Have the drive system checked.

Error number 36

This error number can also be triggered by a connected expansion module.

Function of stop button programmed, but no stop button connected.

- Connect stop button.
- "3.4 Connection"
- If no stop button is available, "RESET safety elements" or "RESET BUS modules".
- "Level 1, Menu 8 - RESET"

Error number 38

Anti-opening mechanism has triggered.

- Check door for signs of a break-in.

Error number 44

8.2 kΩ hold circuit of door leaf has triggered.

- Check personnel door to make sure it is correctly closed.

Error number 48

Door running sluggish, irregular or door blocked.

- Check door running and re-establish door movement.

Setting of door positions CLOSED incorrect.

- Check door positions OPEN and CLOSED and reset if necessary.
- Check door.

11. Attachment

11.1 Manufacturer's declaration

Declaration of incorporation

in accordance with the Machinery Directive 2006/42/EC for the incorporation of an incomplete machine per Annex II, Part 1B.

Declaration of conformity

in accordance with the directives for electromagnetic compatibility 2014/30/EU and RoHS 2011/65/EU + 2015/863/EU + 2017/2102/EU.

Manufacturer:

Marantec Marienfeld GmbH & Co. KG,
Remser Brook 11, 33428 Marienfeld, Germany

We hereby declare that the product cited below

Product designation: **Garage door drive**
Type designation: **Comfort 360, 370, 380**
Revision status: **R01, R10**

as an incomplete machine intended exclusively for incorporation in a door system and developed, designed and produced in accordance with the following directives:

- Machinery Directive 2006/42/EC
- Electromagnetic Compatibility Directive 2014/30/EU
- RoHS Directive 2011/65/EU + 2015/863/EU + 2017/2102/EU

Furthermore, it also satisfies the requirements of the Low Voltage Directive 2014/35/EU per Annex I Part 1.5.1 of the satisfies Machinery Directive 2006/42/EC.

Applied and referenced standards and specifications:

- EN 12453
Doors - Safety in use of power operated doors: Requirements and test methods
- EN 12604
Doors - Mechanical aspects: Requirements and test methods
- EN ISO 13849-1, PL "c", Cat. 2
Safety of machinery - Safety-related parts of control systems - Part 1: General principles for design
- EN 60335-1
Safety of household and similar electrical appliances - Part 1: General requirements
- EN 60335-2-95
Safety of household and similar electrical appliances - Part 2-95: Particular requirements for drives for vertically moving garage doors for residential use
- EN 61000-6-2
Electromagnetic compatibility (EMC) – Part 6-2: Generic standards – Immunity for industrial environments
- EN 61000-6-3
Electromagnetic compatibility (EMC) – Part 6-3: Generic standards – Emission standard for residential, commercial and light-industrial environments

The following requirements of EC Directive 2006/42/EC were complied with:

General principles, No. 1.1.2, 1.1.3, 1.1.5, 1.1.6, 1.2.1, 1.2.2, 1.2.3, 1.2.6, 1.3.1, 1.3.4, 1.3.7, 1.3.8, 1.3.9, 1.4.1, 1.4.3, 1.5.1, 1.5.4, 1.5.6, 1.5.8, 1.5.14, 1.7

Furthermore, we declare that the special technical documentation for this partly completed machine was prepared in accordance with Annex VII Part B and we undertake to supply these documents, in electronic form, to the national authorities in response to a duly reasoned request.

Person authorised to compile the technical documentation:

Marantec Marienfeld GmbH & Co. KG,
Remser Brook 11, 33428 Marienfeld, Germany
Tel. +49(5247) 705-0

Incomplete machines in accordance with the EC directive 2006/42/EC are only intended for incorporation in other machines or incomplete machines or systems or for combination with them, in order to form a machine with them in accordance with the aforementioned directive. This product must therefore not be put into service until the complete machine / system into which it is incorporated is compliant with the provisions of the aforementioned EC directives.

A change to this product that has not been approved by us results in this declaration losing its validity.

Marienfeld, 01.09.2025



M. Hesse, CTO



11.2 Radio conformity

The company Marantec Marienfeld GmbH & Co. KG, hereby declares that the radio system model complies with directive 2014/53/EU.

1. Digital 168, Digital 179, Digital 921, Digital 941, Digital 991
2. Digital 382, Digital 384, Digital 392, Digital 564, Digital 572

The complete EU declaration of conformity text can be found at the following internet address:
conformity.marantec.com

Motor type plate

Model (A) _____

Production month / year (B) _____

Art. No. Product (C) _____

Revision. (D) _____

Art. No. Sales product (E) _____

Serial number (F) _____

