TROUBLESHOOTING YOUR BIFOLD DOOR

Please note that this troubleshooting guide is for Diamond overhead bifold doors from 2015 and newer. For older door models, please contact our service department directly at (866) 325-7600 or by emailing service@diamonddoors.com for assistance.

Diamond Doors designs and manufactures each bifold door with careful attention to quality and reliability. However, you may still find times when you need to troubleshoot issues that arise with your bifold door. To make it easier, we've designed a circuit board with onboard diagnostics. This guide will walk you through the process to figure out what went wrong, and the steps you can take to resolve it.

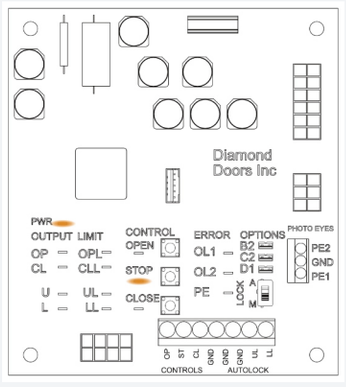
GENERAL TROUBLESHOOTING

My PWR Light is Off

1. Check for tripped breakers on your building's electrical panel.
    - After confirming that it is safe to do so, flip the break back to the ON position.
2. If the light is still off, check for blown fuses in your door's electrical box. There are three fuses - one on the circuit board and two next to your high voltage wires inside the box.
    - If any fuses are blown, replace them with the extra fuses (500mA) located inside the door's electrical box. Call our service department for additional fuses and for assistance troubleshooting the cause of the blown fuse.

My STOP Light is Off

1. Check the white wire that runs from the up/down/stop controller, through the door's junction box, to the blue terminal strip at the bottom of the door's circuit board.
    - Check for any loose or disconnected wiring.
    - Repair any loose or disconnected wiring.
2. If the light is still off, please contact the Diamond Doors service department for further assistance.



The Diamond Doors circuit board with the PWR light and STOP light illuminated. These lights must both be ON for the door to operate.

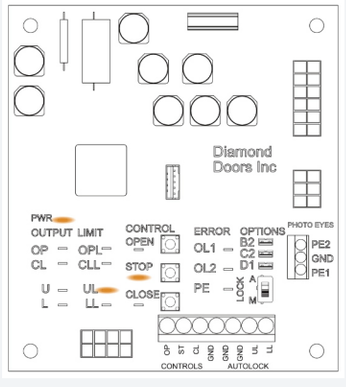
MY BIFOLD DOOR WON'T OPEN

No Power to the Door

1. Check the PWR light, located on the bifold door's circuit board.
2. If the PWR light is ON, there is power to your door.
3. If the PWR light is OFF, refer to the *My PWR Light is OFF* section under *General Troubleshooting*.

Faulty or Incorrectly Set Limit Switches

1. Check that the following lights on your door are ON: PWR, STOP, and UL.
    - If the PWR light is OFF, refer to the *My PWR Light is Off* section under *General Troubleshooting*.
    - If the STOP light is OFF, refer to the *My STOP Light is Off* section under *General Troubleshooting*.
2. If the UL light is off, continue with the steps below.
    - For manually locking doors, ensure that the locking handle is firmly in the locking handle cradle, compressing the safety switch.
    - For autolocking doors, listen for the sound of the autolock motor.
        - If the motor runs, check if the locking fingers are released from the locking catches and are parallel to the door. If the locking fingers are not fully released, contact our service department for further assistance.
        - If the motor does not run, check that the autolock has power.



The Diamond Doors circuit board with the PWR light, STOP light, and UL light illuminated. These lights must all be ON for the door to operate. We will troubleshoot the UL light later in this section.

MY BIFOLD DOOR WON'T OPEN (con't)

Up/Down/Stop Controller Fault

1. Check that the PWR and STOP lights on your door are on.
    - If the PWR light is OFF, refer to the *My PWR Light is Off* section under *General Troubleshooting*.
    - If the STOP light is OFF, refer to the *My STOP Light is Off* section under *General Troubleshooting*.
2. Check the door controller and appropriate wires for loose connections or damaged wires.
    - Repair any loose connections or damaged wires.
3. If the issue continues, see the *My Bifold Door Won't Unlock* section for further troubleshooting.

Insufficient Voltage to the Door

Insufficient voltage to the door is characterized by a door that does not run at all, or only runs intermittently. The motor will engage when the door controller is used, but will only hum and will not operate the door. Use of the remote control makes no difference.

1. Check the breakers on your building's electrical panel.
    - After confirming that it is safe to do so, flip the breaker back to the ON position.
2. Check the thermal overloads in the door's electrical box to see if they have released.
    - If they have released, they will automatically reset within 30 seconds. However, you will need to continue troubleshooting for insufficient voltage.
3. Check that the correct wire gauge was used when wiring your building for your bifold door.
    - Please confirm the recommended wire gauge using our wire size chart (shown on the right).
    - If the wrong wire size was used in your building, you will need to have it replaced with the correct wire size.
    - For any concerns regarding your motor, please contact our service department.

(1Ø) SINGLE PHASE MOTOR - 110V					
	DISTANCE - OPERATOR TO PANEL (FEET)				
HP	100'	150'	200'	300'	500'
3/4	6 AWG	6 AWG	4 AWG	2 AWG	1 AWG
1	6 AWG	4 AWG	4 AWG	2 AWG	1 AWG

(1Ø) SINGLE PHASE MOTOR - 230V					
	DISTANCE - OPERATOR TO PANEL (FEET)				
HP	100'	150'	200'	300'	500'
3/4	14 AWG	12 AWG	10 AWG	8 AWG	6 AWG
1	12 AWG	10 AWG	10 AWG	8 AWG	6 AWG
1.5	10 AWG	8 AWG	8 AWG	6 AWG	4 AWG
2	10 AWG	8 AWG	8 AWG	6 AWG	4 AWG
3	8 AWG	8 AWG	6 AWG	4 AWG	2 AWG
4	8 AWG	6 AWG	4 AWG	2 AWG	1 AWG
5	8 AWG	6 AWG	4 AWG	2 AWG	1 AWG

(3Ø) THREE PHASE MOTOR - 460V					
	DISTANCE - OPERATOR TO PANEL (FEET)				
HP	100'	150'	200'	300'	500'
3/4	14 AWG	14 AWG	14 AWG	14 AWG	12 AWG
1	14 AWG	14 AWG	14 AWG	14 AWG	12 AWG
1.5	14 AWG	14 AWG	12 AWG	12 AWG	10 AWG
2	14 AWG	14 AWG	12 AWG	12 AWG	10 AWG
3	14 AWG	12 AWG	12 AWG	10 AWG	8 AWG
4	12 AWG	12 AWG	10 AWG	8 AWG	6 AWG
5	12 AWG	12 AWG	10 AWG	8 AWG	6 AWG
6	12 AWG	10 AWG	10 AWG	8 AWG	6 AWG
7.5	12 AWG	10 AWG	8 AWG	6 AWG	4 AWG
10	10 AWG	8 AWG	6 AWG	4 AWG	2 AWG
15	8 AWG	6 AWG	6 AWG	4 AWG	2 AWG

(3Ø) THREE PHASE MOTOR - 208 / 230V					
	DISTANCE - OPERATOR TO PANEL (FEET)				
HP	100'	150'	200'	300'	500'
3/4	14 AWG	14 AWG	14 AWG	12 AWG	10 AWG
1	14 AWG	14 AWG	12 AWG	10 AWG	8 AWG
1.5	12 AWG	12 AWG	12 AWG	10 AWG	8 AWG
2	12 AWG	10 AWG	10 AWG	8 AWG	6 AWG
3	10 AWG	10 AWG	8 AWG	6 AWG	4 AWG
4	10 AWG	8 AWG	8 AWG	6 AWG	4 AWG
5	10 AWG	8 AWG	6 AWG	6 AWG	2 AWG
6	8 AWG	6 AWG	6 AWG	4 AWG	2 AWG
7.5	8 AWG	6 AWG	4 AWG	2 AWG	2 AWG
10	8 AWG	6 AWG	4 AWG	2 AWG	1 AWG

MY BIFOLD DOOR WON'T CLOSE

Please take note that the following troubleshooting steps assume that there is power to your door.

Emergency Close Procedure

If your photo eyes are not working, use the emergency close procedure to lower your door.

Press the down button five times. On the fifth time, hold the down button until the door closes completely. It will take a few seconds before the door begins to move.

The timing of the emergency close procedure is sensitive. Consistency and speed are necessary. Please contact our service department for help with this procedure before continuing.

If this does not work after several tries, the issue is likely not related to your photo eyes. There may be a damaged wire or loose connections. Use the emergency manual operation to lower your overhead bifold door for continued troubleshooting.

MY BIFOLD DOOR WON'T CLOSE (con't)

Photo Eyes are Blocked or Not Aligned

Note: While checking to ensure that your photo eyes are aligned, be careful not to stand in the way and interfere with their line of sight.

Note: Direct sunlight can interfere with the operation of your photo eyes, Try creating a shield from the sun or setting the photo eyes further into the building to avoid this issue.

1. Check that nothing is blocking the sight of the photo eyes.

2. Check that your photo eyes have power. There should be a green light on both eyes.

3. Ensure that the photo eyes are aligned.

   - If they *are* aligned, one of the photo eyes will have a yellow light.
   - If they are *NOT* aligned, use the top screw on the photo eye mounting bracket to adjust the photo eyes until the light comes on.

Up/Down/Stop Controller Fault - for New Doors

1. Turn off the power to the door at the building's breaker panel.

2. Move the black jumper on the door's circuit board from C2 to B2 (as shown in the image to the right).

3. Turn on the power to the door.

4. If this does not resolve the issue with your up/down/stop controller, refer to the troubleshooting steps for existing doors in the section below.

Up/Down/Stop Controller Fault - for Existing Doors

1. Check that the PWR and STOP lights on your door are on.

   - If the PWR light is OFF, refer to the *My PWR Light is Off* section under *General Troubleshooting*.
   - If the STOP light is OFF, refer to the *My STOP Light is Off* section under *General Troubleshooting*.

2. If the issue is intermittent (the door only operates some of the time), check the controller and appropriate wires for loose connections or damaged wires.

   - Repair any loose connections or damaged wires.

Safety Switch - For Manual Locking Doors

1. Ensure that the locking handle is firmly in its cradle and compressing the safety switch.

2. Check that the UL light is ON.

   - If the switch is fully compressed but the UL light does not come on, please contact our service department for further assistance.

Missing or Damaged Photo Eyes

1. Check to ensure both photo eyes are installed near the base of your door and are not damaged. If you are missing photo eyes, or they have been damaged, you will need to change the door's settings.

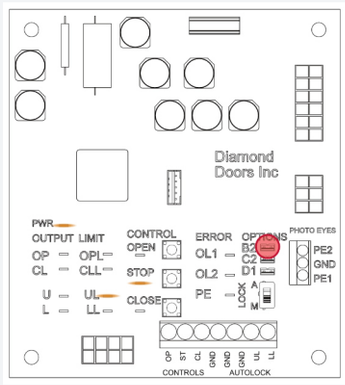
2. Turn off power to the door at the building's breaker panel.

3. Move the black jumper from B2 to C2 on the door's circuit board.

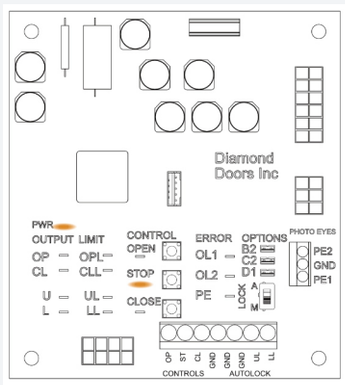
4. Turn on power to the door.

5. Push and hold the down button to close the door.

6. Contact the Diamond Doors service department for replacement photo eyes.



The Diamond Doors circuit board with the PWR light and STOP light illuminated. These lights must all be ON for the door to operate. The red circle indicates the B2 jumper location.



The Diamond Doors circuit board with the PWR light and STOP light illuminated. These lights must both be ON for the door to operate. The OPEN (CLOSE) light will turn on when the corresponding button is pushed.

MY BIFOLD DOOR WON'T UNLOCK

No Power to the Door

1. Check that the PWR light on your door's circuit board is on.

2. If the light is off, check for tripped breakers on your building's electrical panel.

   - After confirming that it is safe to do so, flip the break back to the ON position.

3. If the light is still off, check for blown fuses in your door's electrical box. There are three fuses - one on the circuit board and two next to your high voltage wires inside the box.

   - If any fuses are blown, replace them with the extra fuses (500mA) located inside the door's electrical box. Call our service department for additional fuses and for assistance troubleshooting the cause of the blown fuse.

Incorrect Circuit Board Switch Position

1. Locate the red lock switch on the bifold door's circuit board.

   - For manually locking doors, ensure it is in the DOWN position.
   - For autolocking doors, ensure it is in the UP position.

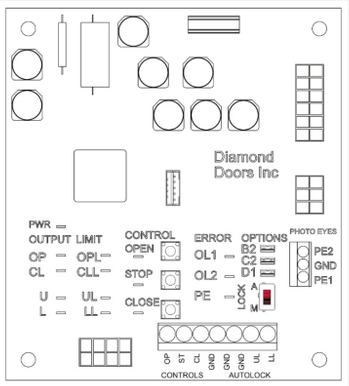
Autolock Limit Switches Improperly Set or Faulty

1. Check that the door is completely closed. There should be no load on the cables and they should all have the same amount of travel.

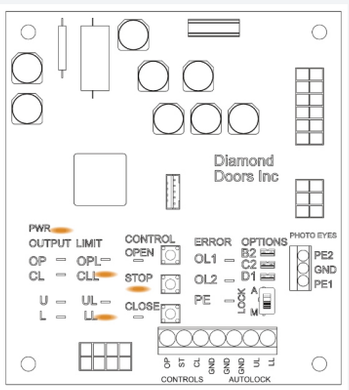
2. Check that the PWR and STOP lights on your door are on.

   - If the PWR light is OFF, refer to the *My PWR Light is Off* section under *General Troubleshooting*.
   - If the STOP light is OFF, refer to the *My STOP Light is Off* section under *General Troubleshooting*.

3. With the door completely closed, check the CLL light. If it is off, please contact our service department for assistance with the door's lower limit. *(Do not adjust the lower limit without consulting our service department. Failure to correctly adjust this limit could result in damage to your door.)*



The Diamond Doors circuit board with the lock switch marked in red.



The Diamond Doors circuit board with the PWR, STOP, CLL, and LL light illuminated.

MY BIFOLD DOOR WON'T LOCK

Closed Limit Switches Improperly Set

1. With the door completely closed, check the CLL light. If it is off, please contact our service department for assistance with the door's lower limit. *(Do not adjust the lower limit without consulting our service department. Failure to correctly adjust this limit could result in damage to your door.)*

   - Use caution when operating your door, watching closely to ensure that it does not travel too far. If your door is completely closed but the door motor continues to run, use the STOP button to immediately stop your door.

No Power to Autolock or Autolock Motor Humming

1. With the door completely closed, ensure the CLL light is on. If it is off, please contact our service department for assistance.

2. If the CLL light is on but your autolock motor does not run, check for broken wires and loose connections.

   - Repair any damaged wires or loose connections.

3. If the issue continues, please contact our service department for further assistance.

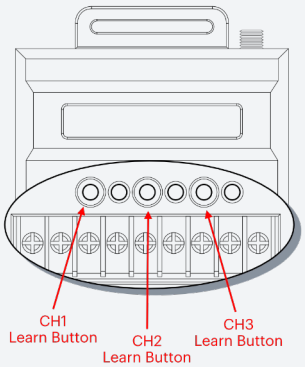
MY BIFOLD DOOR REMOTES ARE NOT WORKING

If your bifold door opens using the up/down/stop controller but not with your remote, your remote may have become disconnected. This may occur when the batteries in your remote run out. Follow the steps below to reconnect your remote. We have included a diagram to make it easier.

Reconnect Your Remotes

1. Locate your remote receiver inside the bifold door's electrical box.
2. Press and release the CH1 (OPEN) learn button on the receiver.
3. Within 30 seconds, press the desired OPEN button on the remote control.
4. Press and release the CH2 (CLOSE) learn button on the receiver.
5. Within 30 seconds, press the desired CLOSE button on the remote control.
6. Press and release the CH3 (STOP) learn button on the receiver.
7. Within 30 seconds, press the desired STOP button on the remote control.

To erase the memory of the remote and reset the buttons, press and hold the CH Learn button for the channel that you wish to erase. Release the button when the light turns off. The memory for that button has been erased.



MY BIFOLD DOOR WON'T OPEN ALL THE WAY

We design our doors with a triangle shape when they are fully opened. It is very important to never operate your door past the designed opening height to prevent the door from becoming stuck and being damaged. Follow the steps below to set the upper limit of your bifold door.

Setting the Upper Limit

1. Mark the designed opening height of your door on your door column. (This is the highest point that the bottom of your door should reach.) You can find this information on your order acknowledgement.
2. Open your bifold door, be sure to stop the door before it runs past the opening height.
3. Locate the limit switches and limit nuts at the bottom of your door's electrical box.
4. Press the silver retainer plate to release the limit nuts.
5. Adjust the OPEN limit switch. Make very small adjustments.
6. Release the retaining plate, ensuring that BOTH limit nuts are securely latched and do not spin freely.
7. Run your door, watching closely to ensure that it does not travel too far. Manually stop your door before it runs past the designed opening height.
    - If your door stopped BEFORE the open height, you will need to push the top of the OPEN limit nut toward the back of the electrical box. This will allow your door to open further.
    - If you stopped your door before it travelled past your open height, you will need to pull the top of the OPEN limit nut toward yourself.
8. Run the door again, repeating steps 2 to 7 until the door consistently stops at the designed opening height. Make smaller adjustments as the door gets closer to the designed opening height.

NEED MORE SUPPORT?

If you need more information than is available in this troubleshooting guide, contact our service department. They are available from 8 am to 5 pm CST at (866) 325-7600 from Monday to Friday. For emergencies that arise after hours, please contact our emergency line at (216) 677-3667.