

Problem	Solution
Device seems to work and beeps and flashes when an open/close command is sent, however it has never triggered the motor.	It is possible that the GD00Z is incompatible with your garage door motor. Make sure that it is not a MyQ or Genie Series 3 device.
	Multifunction wall stations will interfere with the GD00Z operation. If there is a motion sensor on the wall station, replace it with a simple push button wall station
	Check to see if the wiring to the garage door motor is in parallel with the wall station.
Device is paired with the hub but will not respond to any open / close commands.	The GD00Z may have lost track of the door position. This could happen in case of a power outage or two failed open / close attempts. Either manually open / close the garage door from the wall plate. Or, the GD00Z will "re-learn" the door positioning within 70 minutes when it does a self check.
Device is not accurately reporting open / closed position.	Check the position of the tilt sensor on the garage door. It must be mounted on the top section of a sectional garage door.
	Make sure that the silver arrow on the side of the tilt sensor is pointing UP.
Device works intermittently	It may be on the edge of the Z-Wave mesh network. Since it is a secure device, like a door lock, a weak signal may not work reliably. Install a repeater in close proximity to the GD00Z.
Device is paired with my hub but does not open / close my garage door	Device may have been partially included in the mesh network. Follow your Z-Wave hub instructions to un-pair the device. Then re-pair the device into the network.
	Although very unlikely, your Z-Wave hub may not support required command classes. Ensure that your hub supports the Barrier Operator Command Class.
Device will not pair with my hub	Device may already be part of a Z-Wave Network. Put your Z-Wave Hub into remove or un-pair mode and double tap the switch paddle (top or bottom).
	Device may be out of range of the Z-Wave hub. Move hub closer to the dimmer switch or add a Z-Wave repeater.