



# GARAGE DOOR OPENER

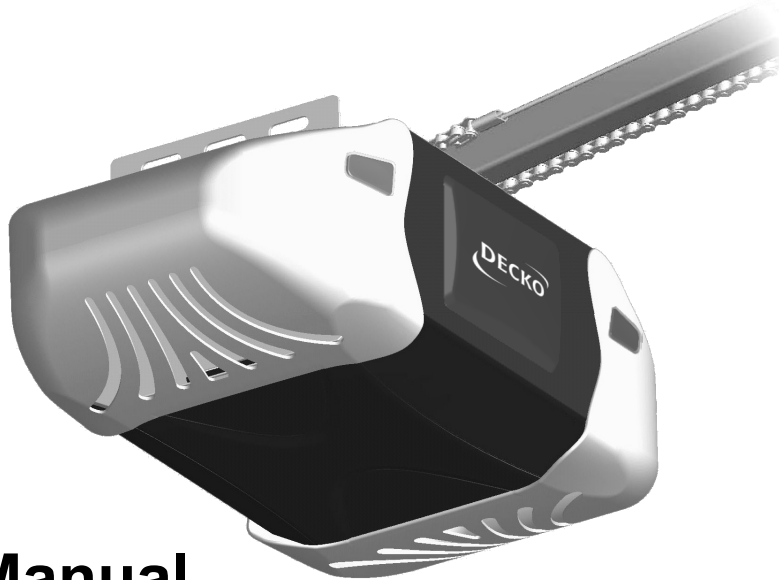
MODEL: 24300

HANDLES DOORS 18 FT. WIDE & UP TO 7FT.TALL

**NOTICE:** This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps located on pages 16,17,18.

**Soft Open / Soft Close Feature:** The opener is designed to start slowly, accelerate to full speed, then slowly stop. The soft open/close is designed to reduce strain on the openers components and to improve opener longevity.

**For Use With Residential Sectional Garage Doors Only**



## Owner's Manual

- Please read and understand this manual and safety instructions carefully before installation.
- The Opener WILL NOT CLOSE until the Photo Eye Safety System is properly installed and aligned. See page 14, 15.
- The Opener WILL NOT OPERATE until opener is programmed. See page 16,17,18.
- REGULARLY CHECK and TEST the Opener according to the safety label to ENSURE SAFE OPERATION.
- Retain this manual for future reference.

Serial # \_\_\_\_\_ Date Installed \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**www.deckogdo.com**  
**1-877-GDO-4402**  
**1-877-436-4402**

# Table of Contents

## Introduction

Symbols and Icons	2
Inventory	3
Preparation / Door Balance Test	4
Tools Required	4

## Assembly

Rail and Trolley Assembly	5
Installing the Chain	6-7

## Installation

Mounting Header Bracket	8
Attaching Rail to Header Bracket and Mounting Door Bracket	9
Mounting Opener to Ceiling	10
Attaching Door Arms	11
Installing Light and Emergency Release Handle	12

## Wiring

Wiring Instructions	13
Connecting Photo Eye Safety System	14
Connecting Power	15
Connecting Wall Panel	19

## Adjustment

Aligning the Photo Eye Safety System	15
Travel Limit Adjustment—I. UP Limit	16
Travel Limit Adjustment—II. DOWN Limit	17
Auto Force Adjustment	18
Final Adjustment and Testing	20

## Operation

Programming Hand-held Transmitter	21
Programming Wireless Keyless Entry Pad	22
Operating the Opener	23-24
Maintenance	25
Troubleshooting	25

## Repair Parts and Service

Installation and Accessory Parts	26
Opener Assembly parts	27

## Warranty

28

# Symbols and Icons

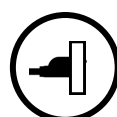


### WARNING

READ WARNINGS CAREFULLY to prevent **SERIOUS INJURY** or **DEATH** caused by electrocution or mechanical hazard.



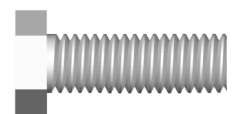
DO NOT connect power



Please connect power

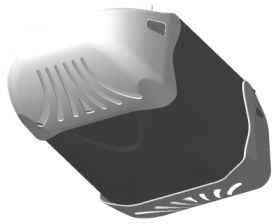


Beeps from built-in buzzer of the opener



Installation hardware shown in actual size

# Inventory



Opener Unit + Lamp Dome



Cover Plate

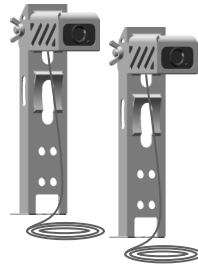


Photo Eye Safety System



Rail — Header Segment



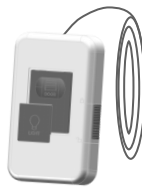
Rail — Middle Segments x3



Rail — End Segment with Trolley Stop Bolt



Three-Button Remote



Wall Panel



Keyless Entry

x 4

Screw #6 x 1"

x 4

Drywall Anchor



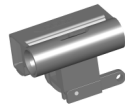
Header Bracket



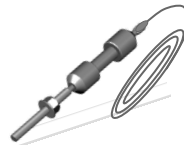
Pulley



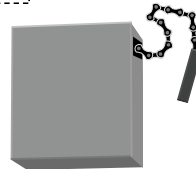
Emergency Release Handle + Rope



Trolley



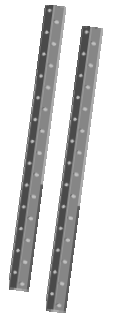
Trolley Shaft



Chain



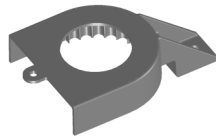
Door Arms



Hanging Brackets



Literature + Safety Labels



Sprocket Cover

x 1

x 1



Door Bracket

## INSTALLATION HARDWARE, LOCATED IN HARDWARE BAG (SHOWN IN ACTUAL SIZE 1:1)



Clevis Pin — Door arms  
5/16" x 1"

x 2



Self-Threading Screw 1/4" x 5/8"  
Door Bracket

x 2

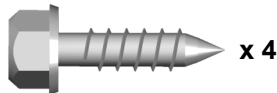


x 1  
Master Link Set  
— Trolley Shaft



Clevis Pin — Header Bracket  
5/16" x 1-1/2"

x 1



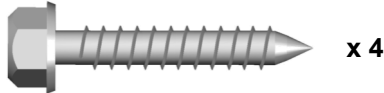
Lag Screw #12 x 1" — Photo Eye System

x 4



Clevis Pin — Pulley

x 1



Lag Screw 5/16" x 1-1/2"  
— Header Bracket / Mounting Opener

x 4

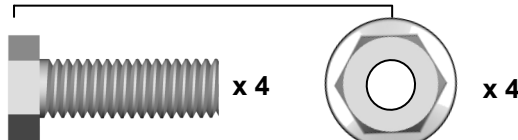


x 30  
Insulated Staples  
— Securing wires



Hitch Pin — Locking Clevis Pins

x 4



Bolt 5/16" x 1"

x 4

5/16" Flange Nut

x 4

— Door arms / Mounting Opener

# Preparation

## WARNING

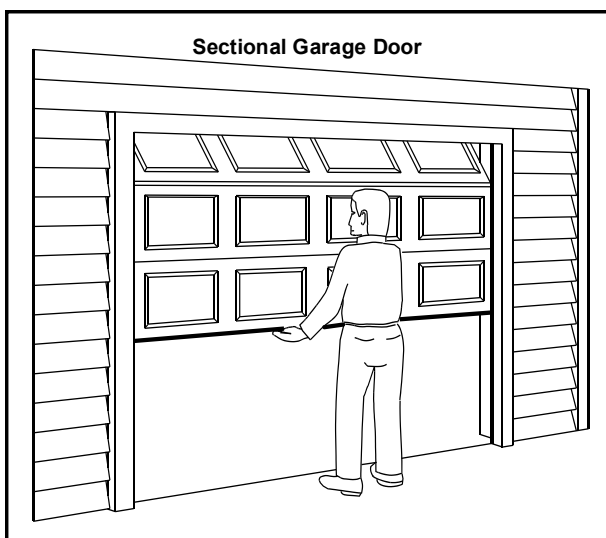
To prevent SERIOUS INJURY or DEATH:

- Before beginning installation of the Opener please complete the following test to ensure that your door is balanced and in good working condition.
- A poorly balanced door can cause serious injury and damage to the Opener.
- Always have a qualified garage door service technician make any required adjustments and/or repairs to your door before proceeding with installation.
- DISABLE ALL LOCKS and REMOVE ALL ROPES connected to the garage door BEFORE installing and/or operating the Opener.



To prevent damage to the door and Opener:

- DO NOT connect power until instructed.
- Operate this Opener with AC 120V/60Hz power supply ONLY.



### BEFORE Beginning Installation:

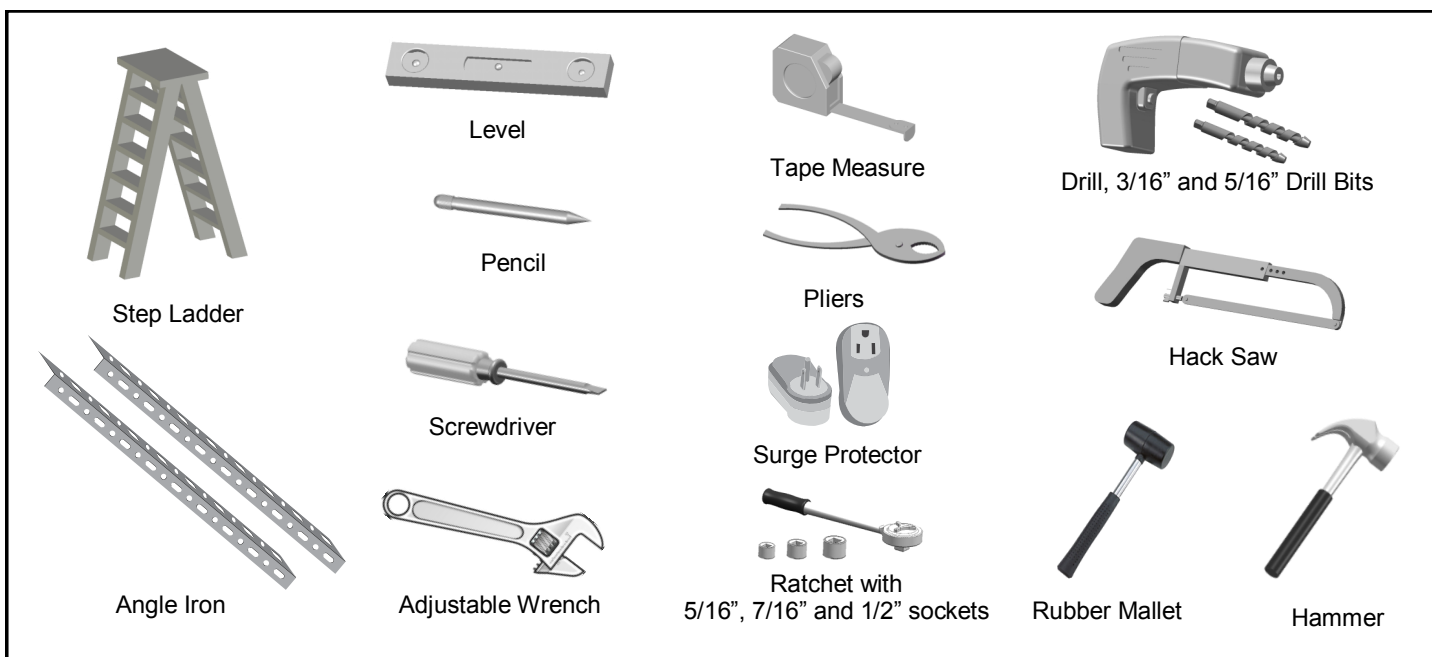
1. Disable locks and remove all ropes connected to the garage door.
2. Perform the following door test to ensure your door is balanced and in good working condition.

### To Test Your Garage Door

1. Raise and lower the door to check if there is any sticking or binding.
2. Check for loose hinges, damaged rollers, frayed cables and damaged or broken springs.
3. Lift the door approximately halfway and release. The door should stay at the point under proper spring tension.

Call a qualified garage door service technician if your door binds, sticks or is unbalanced.

## Tools and Additional Parts Required (Sold Separately)



# Rail and Trolley Assembly

## WARNING

To prevent SERIOUS INJURY:

- DO NOT connect power until instructed.
- Keep hands and fingers clear from sprocket during operation.
- Wear gloves when installing chain and cable.
- Keep hands and fingers away from joints and possible sharp edges.



## CAUTION

- DO NOT connect power until instructed.
- To prevent INJURY, keep hands and fingers away from joints and possible sharp edges.
- Wear gloves when installing chain/belt and cable.

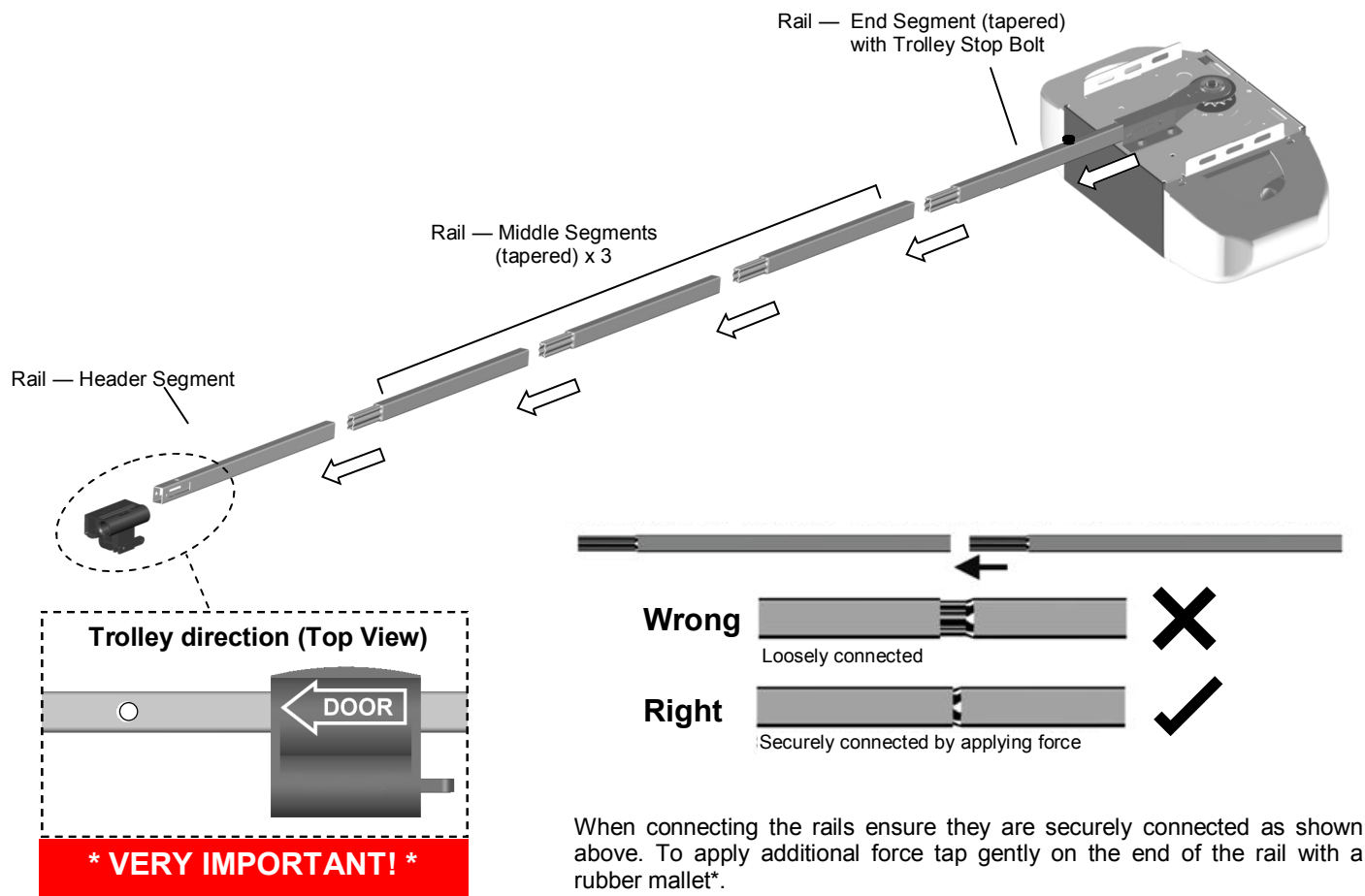


Fig.1

### To Assemble Rail and Opener

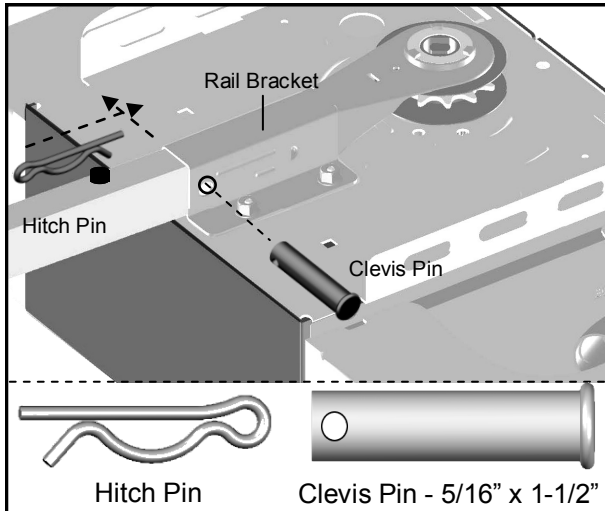
1. Prepare the rails as shown in Fig.1.
2. Connect the rails starting with the Header Segment. Insert the tapered ends into open ends, apply any additional force necessary by tapping the Rail on padded flooring. Ensure the End Segment has Trolley Stop Bolt facing up. Make sure the rails are securely joined together as shown.
3. Slide the Trolley onto the rail from the Header Segment. Make sure the arrow is pointing towards the door as shown .
4. Connect the rail assembly to the Rail Bracket on the Opener.

# Installing the Chain

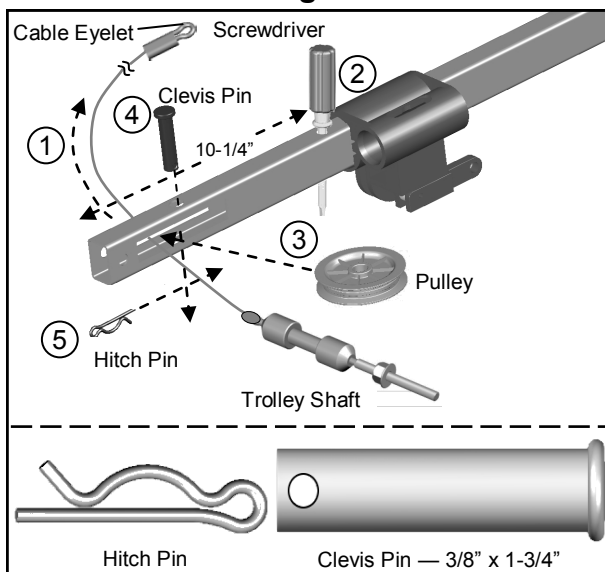
## **WARNING**

To prevent **SERIOUS INJURY**:

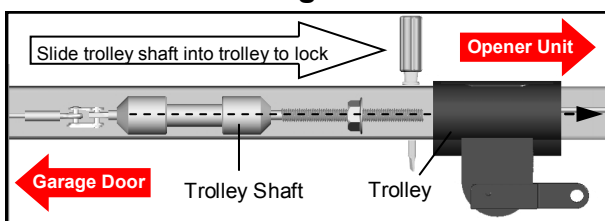
- DO NOT connect power until instructed.
- Keep hands and fingers clear from sprocket during operation.
- Wear gloves when installing chain/belt and cable.
- Keep hands and fingers away from joints and possible sharp edges.



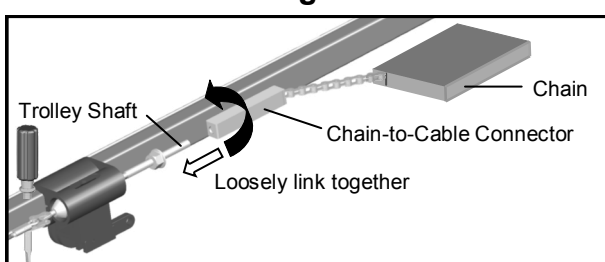
**Fig.1**



**Fig.2**



**Fig.3**



**Fig.4**

### To Secure the Rail on the Opener

With the End Segment of the rail fully inserted into the Rail Bracket, insert a 5/16" x 1-1/2" Clevis Pin through the hole and lock it into position with a Hitch Pin as shown in Fig.1.

### To Assemble the Header Section of Rail

Follow steps shown in Fig.2:

1. Remove the "Trolley Shaft and Cable" from the Chain carton and lay it beside the rail assembly. Hold Cable Eyelet on the end of cable and thread about 20" (50cm) through the slot on the Header Segment of the rail.
2. Insert a temporary screwdriver into the hole approximately 10-1/4" from the end of the Rail - Header Segment. Slide the trolley against this screw driver. The trolley must stay in this position for proper alignment of the chain.
3. Insert the Pulley into the opening while the cable is hanging.
4. Secure the Pulley by inserting the 3/8" x 1-3/4" Clevis Pin through the top of the rail.
5. Lock the Clevis Pin with a Hitch Pin. Rotate the Pulley to ensure it spins smoothly.

Slide the Trolley Shaft into the Trolley until a "click" is heard when they are connected and locked, as shown in Fig.3.

### To Link Cable with Chain

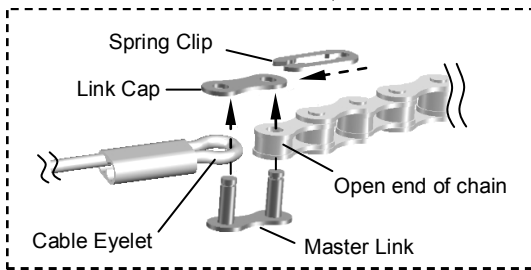
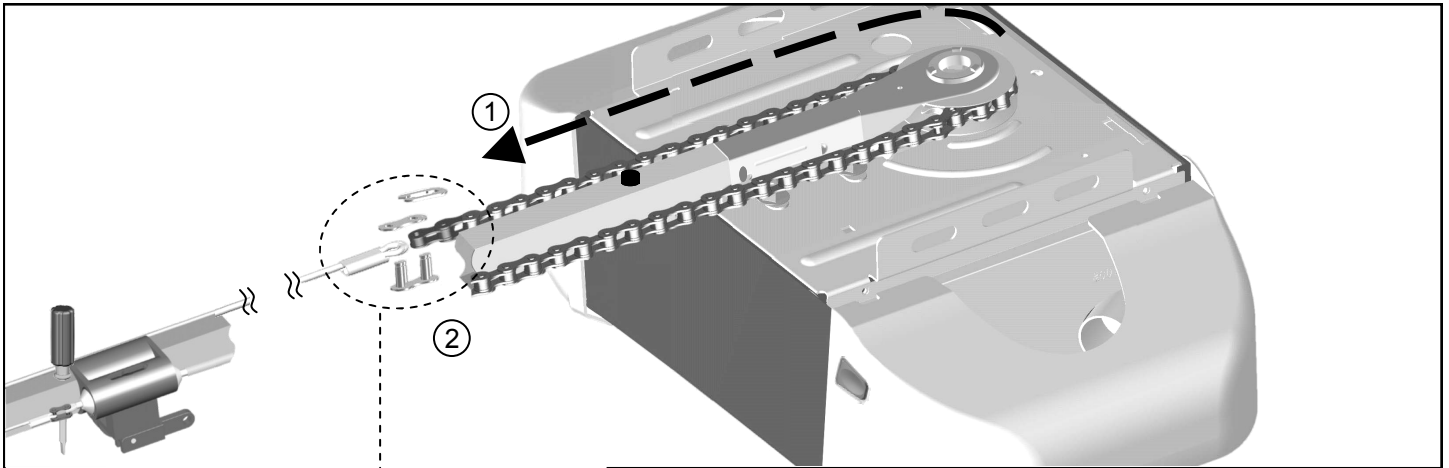
Refer to Fig.4. Place the chain carton beside the rail, hold the "Chain to Cable Connector" and pull about 8" (20cm) of chain from the box. Thread the Chain to Cable Connector onto the Trolley Shaft so that they are loosely linked together.

# Installing the Chain

## WARNING

To prevent **SERIOUS INJURY**:

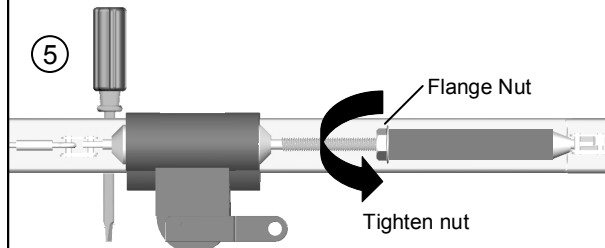
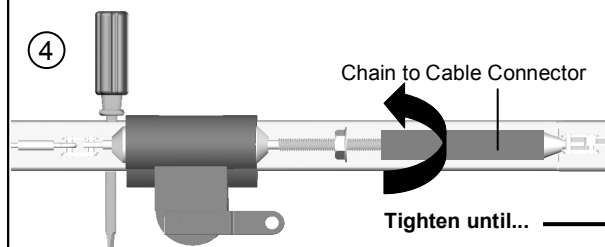
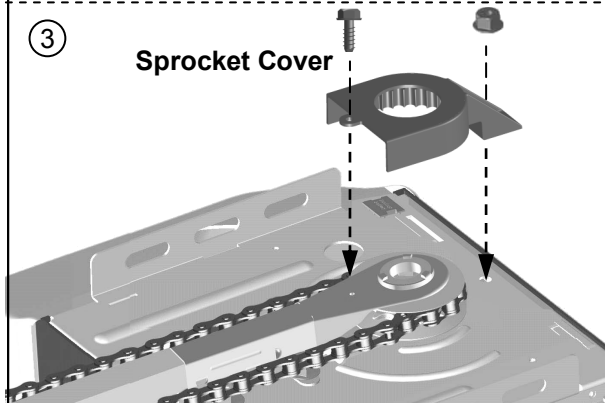
- DO NOT connect power until instructed.
- Keep hands and fingers clear from sprocket during operation.
- Wear gloves when installing chain/belt and cable.
- Keep hands and fingers away from joints and possible sharp edges.



### To Connect and Tension the Chain

Follow steps shown in Fig.1 to connect & tighten the chain:

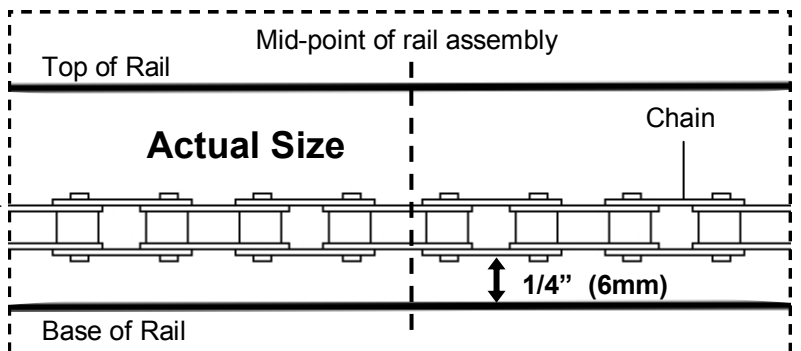
1. Align the open end of the chain to the Cable Eyelet and connect together using the Master Link Set.
2. With the trolley positioned against the screwdriver, pull the remaining chain straight along the rail and engage chain teeth around the sprocket. (Make sure the chain is not twisted around the rail.)
3. After the chain is connected, attach the Sprocket Cover to the opener with the screw and nut provided.



**\* VERY IMPORTANT! \***

**THE SPROCKET COVER MUST BE SECURELY INSTALLED!**

4. Rotate the Chain to Cable Connector towards the Trolley Shaft until the chain is slightly loose about 1/4" (6mm) above the base of the rail. Refer to the actual-sized illustration below for proper chain tension.



5. Tighten the Flange Nut on Trolley Shaft against the Chain to Cable Connector.

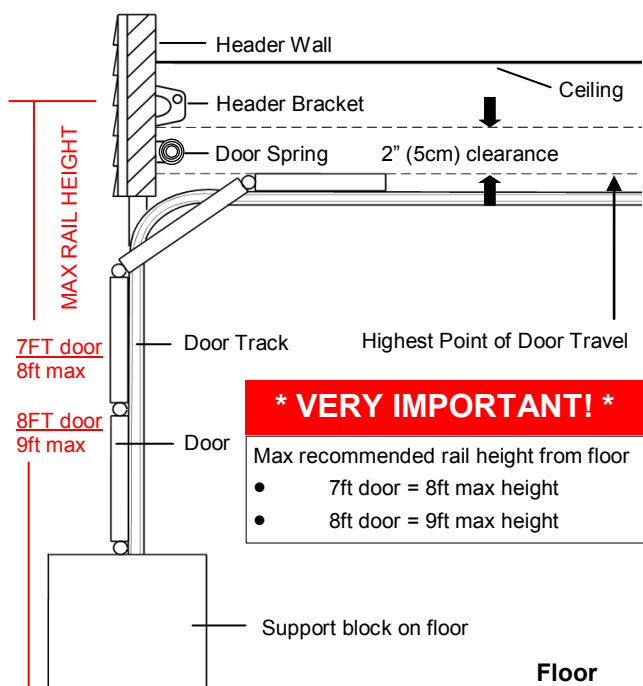
Remove the temporary screw driver holding the position of the trolley.

# Mounting Header Bracket

## ⚠ WARNING

To prevent **SERIOUS INJURY**:

- DO NOT connect power until instructed.
- The Header Bracket MUST be SECURELY fastened to the structural support on the mounting wall or ceiling, otherwise the door may not reverse when required. DO NOT install the Header Bracket over drywall.
- Concrete anchors MUST be used when mounting the Header Bracket into masonry.
- NEVER try to loosen, move or adjust garage door springs, cables, pulleys, brackets, or hardware, all of which are under **EXTREME** tension.
- Contact a qualified garage door service technician if your door binds, sticks or is unbalanced. An unbalanced door might not reverse when required.



**Fig.1**

### To Install Header Bracket

**Note:** Installation procedures may vary according to door type.

1. While inside your garage, close the door and mark the vertical centerline of the garage door. Extend the line onto the header wall above the door spring.
2. Open the door to the highest point of travel. Mark a line on the header wall 2" (5cm) above the highest point of travel.

**Note:** DO NOT install the Header Bracket over drywall. In some installations, it may be necessary to install a 2x4 across two wall studs to create a suitable location for the Header Bracket.

If installing into masonry, use concrete anchors (not provided).

### Wall-Mounting

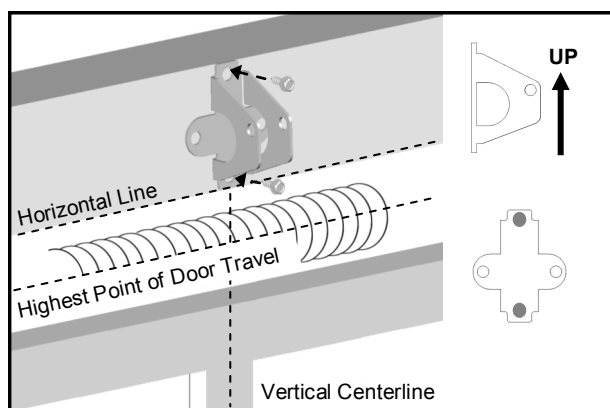
As shown in Fig.2, place the Header Bracket on the vertical centerline in direction shown.

Mark and drill two 3/16" holes. Fasten the Header Bracket securely to a structural support using two 5/16" x 1-1/2" Lag Screws.

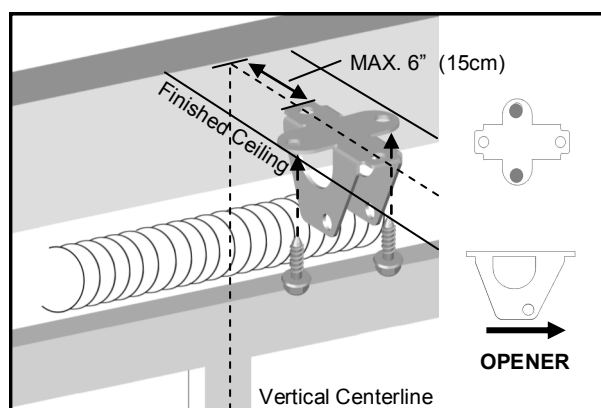
### Alternative Ceiling-Mounting

Ceiling-mounting is suggested **ONLY** when clearance is minimal.

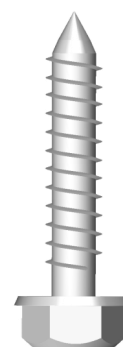
Extend the vertical centerline onto the ceiling as shown in Fig.3. Center the Header Bracket on the vertical mark, no more than 6" (15cm) from the header wall. Mark and drill holes to fasten the Header Bracket securely to a structural support.



**Fig.2 (Wall-Mounting)**



**Fig.3 (Ceiling-Mounting)**



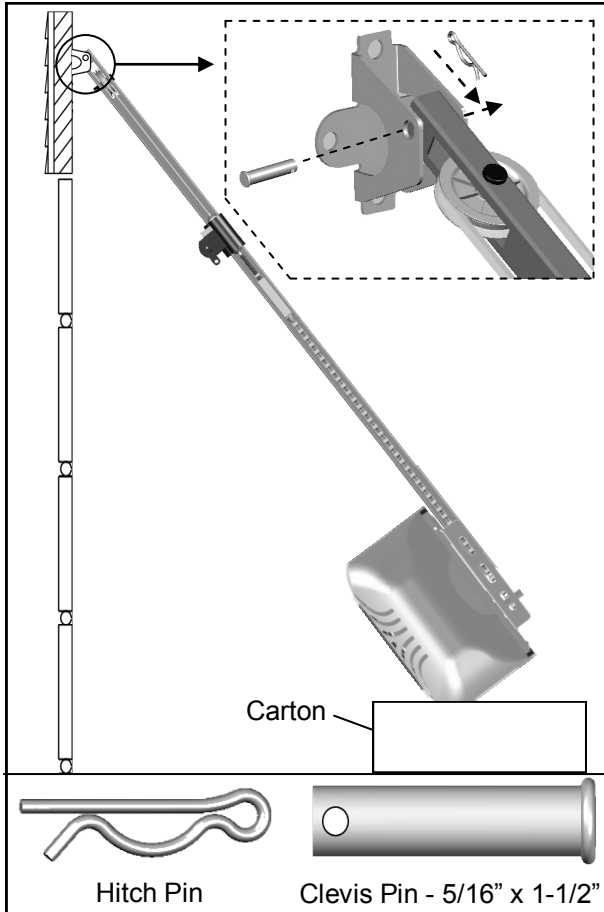
Lag Screw  
5/16" x 1-1/2"

# Attaching Rail to Header Bracket and Mounting Door Bracket

## ⚠ CAUTION

To prevent SERIOUS INJURY:

- DO NOT connect power until instructed.
- REINFORCEMENT is recommended for fiberglass, aluminum or lightweight steel garage doors BEFORE installing the door Bracket. Contact your door manufacturer for reinforcement options.



**Fig.1**

### To Attach the Opener to the Header Bracket

1. As shown in Fig.1, use the packaging carton as temporary support for the Opener. Place the Opener on carton to prevent damage.
2. Align the mounting hole on the header rail to the mounting hole on the Header Bracket.
3. Connect the Header Rail and the Door Bracket together with a 5/16" x 1-1/2" Clevis Pin and lock it in place with a Hitch Pin.

### To mount the Door Bracket

**Note:** Some door reinforcement kits may provide direct attachment of the door arm to the reinforcement bracket. If you have a door reinforcement bracket with this option, skip this step and proceed with the next step "Mounting Opener to Ceiling".

1. Position the Door Bracket on the centerline of the door approximately 2" - 4" (5-10cm) below the top edge of the door, as shown in Fig.2.
2. Depending on the construction of your door, install using one of the steps shown in Fig. 3 below:

#### For steel / lightweight doors with vertical steel reinforcements / factory reinforced.

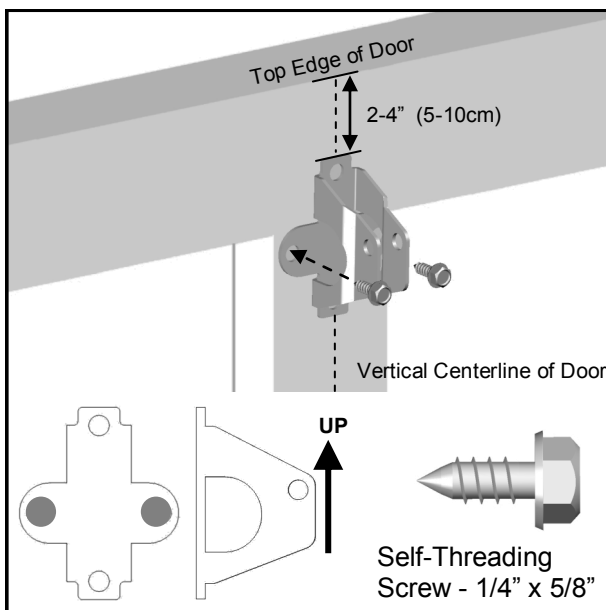
(a) Mark and drill two 3/16" holes. Make sure not to drill through the garage door. Secure the Door Bracket with two 1/4" x 5/8" Self-Threading Screws (provided) as shown in Fig.3(a).

(b) Alternative installation: Drill two 5/16" holes through the door. Secure the Door Bracket using two 5/16" Bolts, lock washers and nuts (not provided) as shown in Fig.3(b). The length of bolts will depend on the thickness of your door.

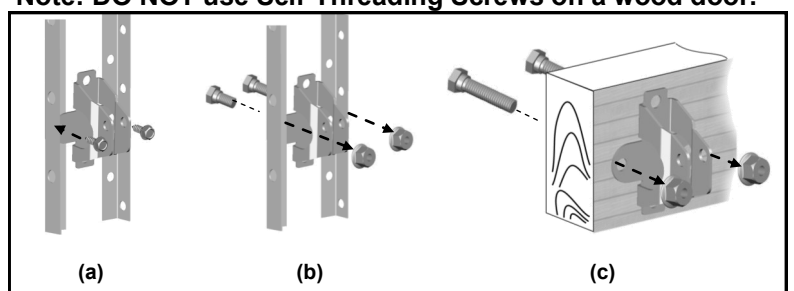
#### Wood door

(c) Mark and drill two 5/16" holes through the garage door. Secure the Door Bracket using two 5/16" carriage bolts, washers and nuts (not provided) as shown in Fig.3(c). The length of bolts will depend on the thickness of your door.

**Note: DO NOT use Self-Threading Screws on a wood door.**



**Fig.2**



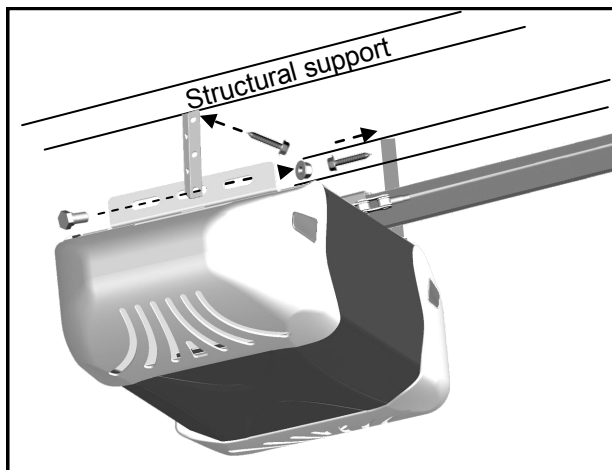
**Fig.3**

# Mounting Opener to Ceiling

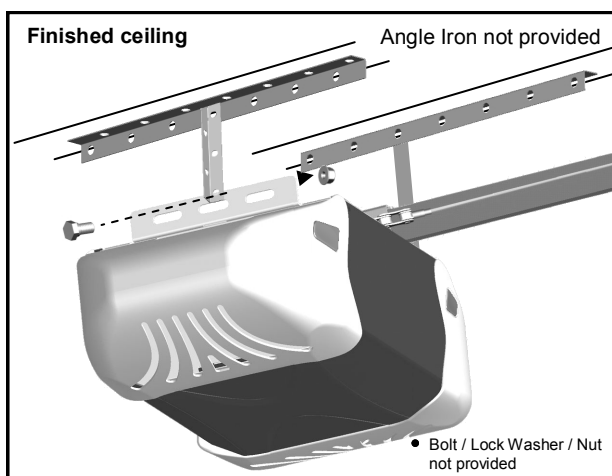
## WARNING

To prevent SERIOUS INJURY or DEATH:

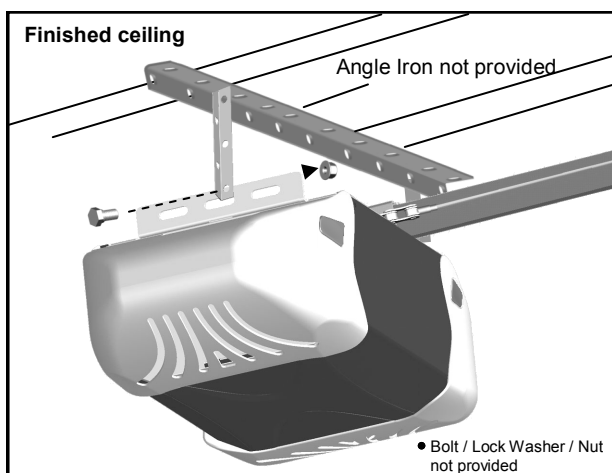
- DO NOT connect power until instructed.
- Install the Opener at least 7 feet (2.13m) above the floor.
- Fasten the Opener SECURELY to STRUCTURAL SUPPORTS of the garage to prevent falling.
- If installing Brackets to masonry, concrete anchors (not provided) MUST be used.



**Fig.1**



**Fig.2**



**Fig.3**

### To Mount the Opener to Ceiling

The three most common installation options are shown in Fig.1-3.

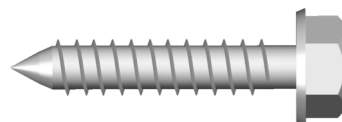
Fig.1 shows mounting the Opener directly to structural support on the ceiling. Fig.2 and 3 show mounting on a finished ceiling, with heavy duty angle iron\*.

\*angle iron not included see page 4.

Determine the mounting option that works best for your application and follow installation steps below:

1. Raise the Opener and rail assembly and temporarily place it on a stepladder.
2. Position the Opener and rail assembly so that it is aligned to the center line of the garage door. If the Header Bracket was mounted off center, align the Opener with the Header Bracket.
3. Measure the distance from each side of the Opener to the structural supports.
4. Cut both Hanging Brackets to appropriate length.
5. Drill 3/16" holes in the structural supports.
6. Secure one end of each of the Hanging Brackets to the structural supports using 5/16" x 1/2" Lag Screws (provided).
7. Secure the Opener to the Hanging Brackets and secure each side with a 5/16" x 1" Bolt and Flange Nut (provided).
8. Move the door manually to check clearance between highest point of travel of the door and rail. If the door hits the rail, raise the Header Bracket or adjust the mounting of Opener.
9. Remove the ladder ONLY when the Opener is securely mounted to the structural supports.

### Fastening Hanging Brackets to structural supports

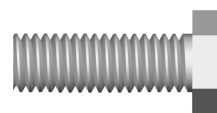


Lag Screw 5/16" x 1-1/2"

### Securing Opener to Hanging Brackets



Flange Nut



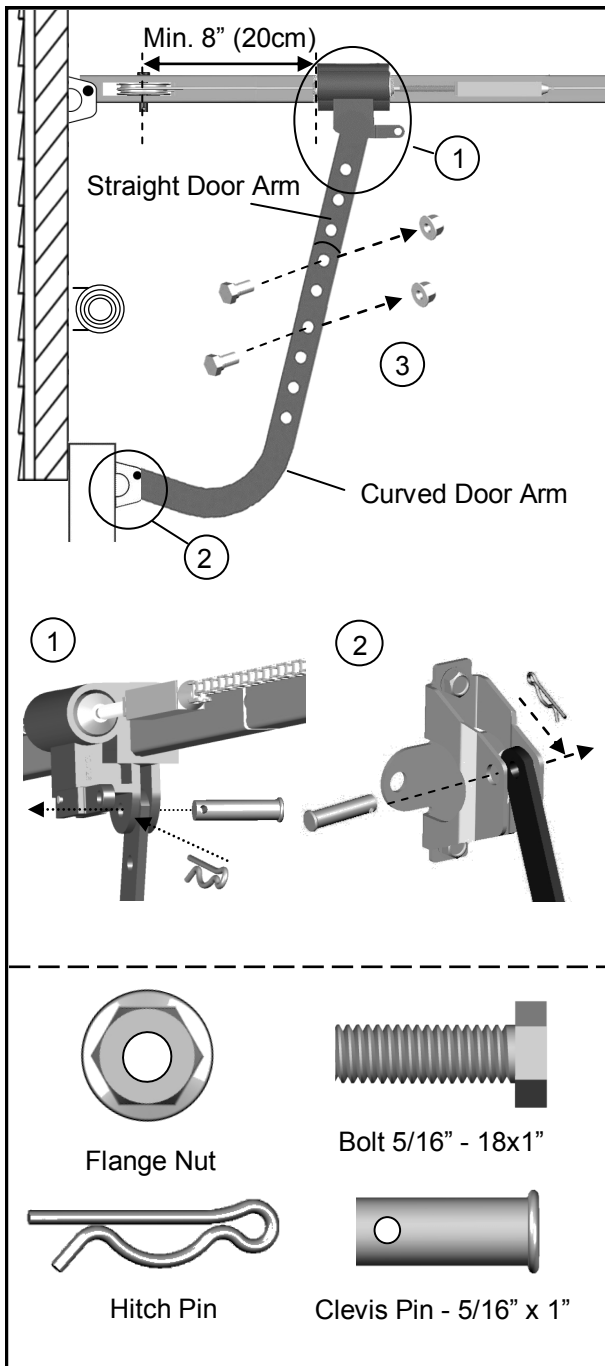
Bolt 5/16" x 1"

# Attaching Door Arms

## WARNING

To prevent **SERIOUS INJURY**:

- DO NOT connect power until instructed.
- Keep hands and fingers away from the sprocket during operation.
- Wear gloves when installing chain/belt and cable.
- Keep hands and fingers away from joints and possible sharp edges.



**NOTE: The trolley must be a minimum of 8" (20cm) away from the pulley. A trolley less than 8" (20cm) will cause undue stress and possible damage to the garage door opener.**

### To Connect Door Arm

Follow the steps shown in Fig. 1

1. Fasten the Straight Door Arm to the Trolley with a 5/16" x 1" Clevis Pin and lock it with a Hitch Pin.
2. Fasten the Curved Door Arm to the Door Bracket with 5/16" x 1" Clevis Pin and lock it with a Hitch Pin.
3. To connect the door arms together, choose two pairs of holes which are as far apart as possible. Fasten the arms using two 5/16" x 1" Bolts and Flange Nuts.

**Fig.1**

# Installing Light and Emergency Release Knob

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

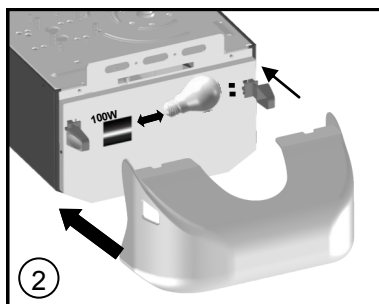
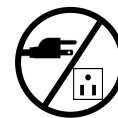
- Disconnect power cord before installing/replacing light bulb.

To prevent possible **OVERHEATING** or damage to Opener:

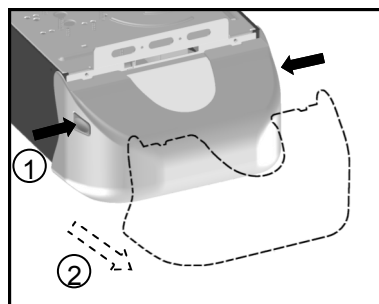
- Use **ONLY** A19 (E26) incandescent bulbs (100W max.).

- **DO NOT** use short neck or specialty light bulbs.

- **DO NOT** use halogen bulbs.



**Fig.1**



**Fig. 2**

To install the latch button and light bulb as shown in Fig.1:

1. Find the black Latch Buttons in the carton and push in the lamp plate.
2. Install a standard A19 (E26) 100 watt maximum light bulb.
3. Attach the Lamp Dome.

To replace light bulb as shown in Fig.2:

1. Press the release buttons and detach it from the Opener.
2. Replace light bulb and reattach the lamp dome.

### **Notice**

When replacing the light bulb, make sure the bulb on the Opener has cooled down to prevent injury.

## **WARNING**

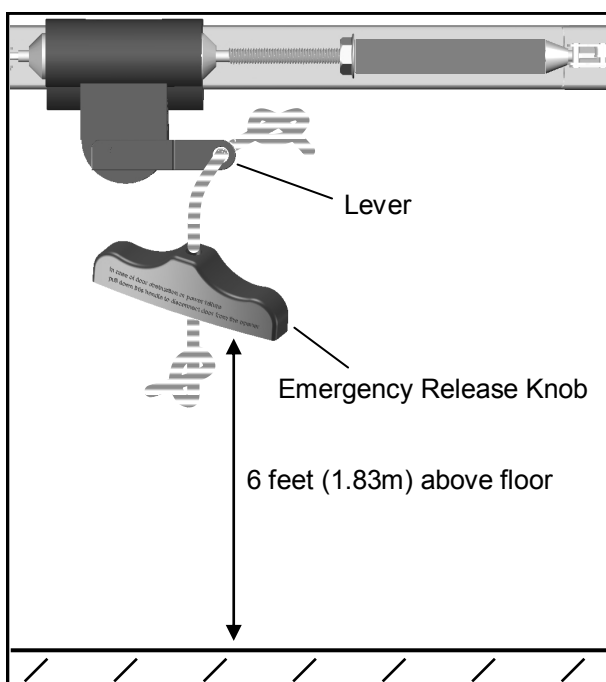
To prevent **SERIOUS INJURY** or **DEATH** from a falling garage door:

- In case of power failure or door obstruction, **PULL EMERGENCY HANDLE** to release door from Opener.

- When Emergency Release is in the released position, the door can be operated manually.

- To reconnect, flip the lever on the Trolley towards Opener, back to Connect position, it will reconnect automatically upon pressing Push Button or remote control.

- **DO NOT** use Emergency handle to pull the door open or closed.



**Fig. 2**

To attach the Emergency Release Knob:

1. Thread one end of the rope through the hole of the Emergency Release Knob and secure with an overhand knot.
2. Thread the other end of the rope through the hole in the Trolley lever.
3. Measure the rope length so that the knob is 6 feet (183cm) above the floor and is clear from the top of your vehicle. Secure with a overhand knot.

### **\* VERY IMPORTANT! \***

**Emergency Release Knob must clear all vehicles. An Emergency Release Knob set too low may get caught by the vehicle and cause damage to the opener. Measure from the floor to the top of your vehicle and set the Emergency Release Knob above this measurement.**

# Wiring Instructions

## WARNING

To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

- Power **MUST NOT** be connected until instructed.
- **NO** exposed part of the wire should be visible outside of the terminal for proper connection.



### \* VERY IMPORTANT! \*

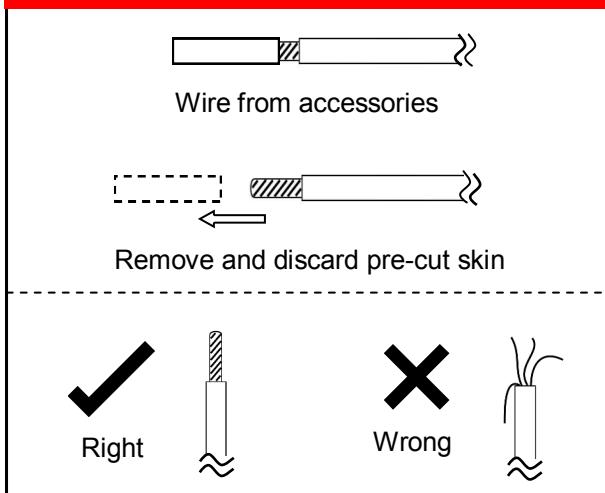


Fig. 1

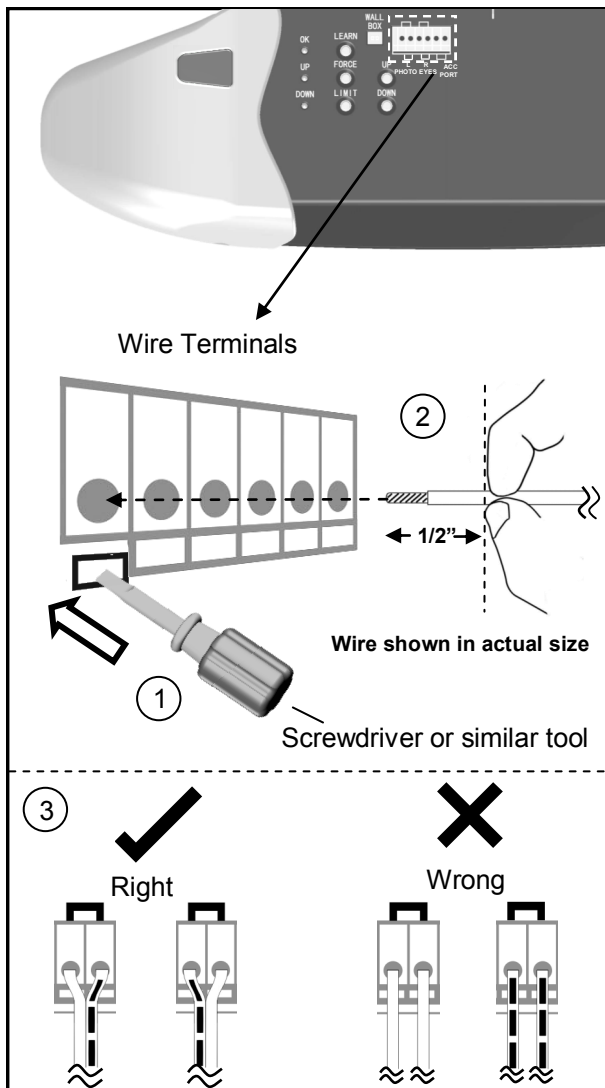
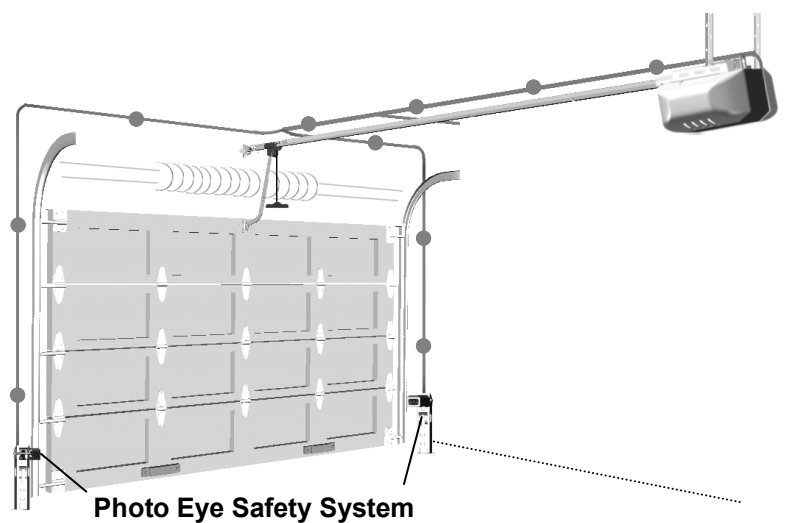


Fig. 2

In the following section, the **Photo Eye Safety System** and **Wall Panel** will be connected to the **Opener**. Please read and understand the wiring instructions before connecting wires.

1. Remove the pre-cut skin on the open end of wire from accessories. Wires **MUST NOT** be frayed. Wires must be connected as shown in Fig.1.
2. To connect a wire to an assigned terminal, use a small “flat head” screwdriver to push in the orange tab on the Wire Terminal as shown in Fig.2.
3. Insert approximately 1/2” (13mm) of the wire into the terminal while pushing in the tab as shown in Fig.2.
4. Each accessory requires a pair of terminals. Each pair of terminals **MUST** be connected with one white wire and one striped wire (non-polarized) from the **SAME** accessory as shown in Fig.2.
5. Check for proper connection by gently pulling on the wire. The wire should not come out of the terminal. **NO** exposed part of the wire should be visible outside of the terminal.
6. Use the insulated staples provided to secure the wires to the wall and/or ceiling. Be careful not to damage the wires while securing the staples.



● Suggested placement of insulated staples



# Connecting Photo Eye Safety System

## **WARNING**

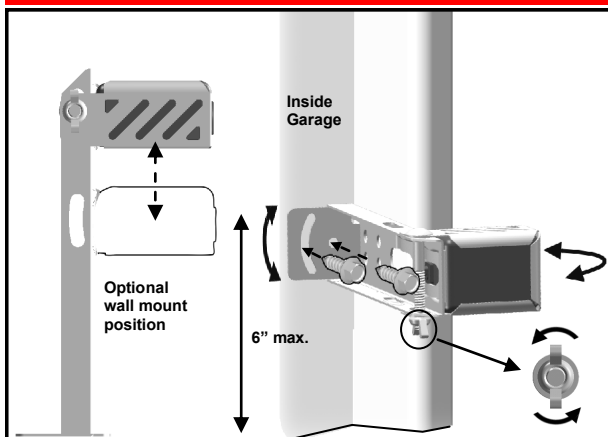
To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

- Power **MUST NOT** be connected **BEFORE** Photo Eye Safety system is connected and aligned.
- The Opener will not operate until the Photo Eye Safety System is properly connected and aligned.
- Install the Photo Eyes **NO** higher than 6" (15cm) above the floor.

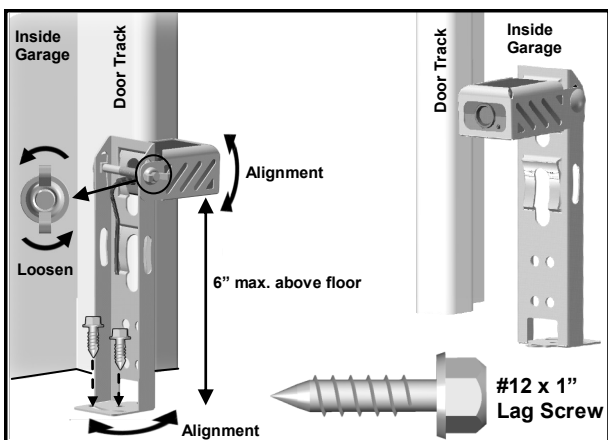


No part of garage door or other objects should obstruct the Photo Eye Safety System during door-closing.

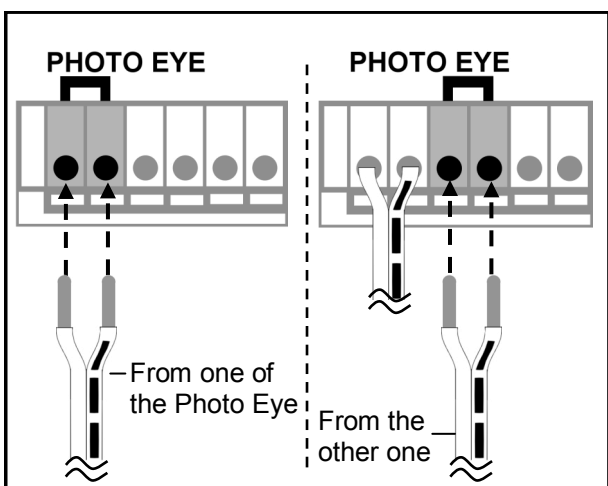
**NOTICE: The opener will not close until the photo eyes are installed. Photo eyes are required by federal law to be installed on all openers.**



**Fig. 1 (Wall Mount)**



**Fig. 2 (Floor Mount)**



**Fig. 3**

### About the Photo Eye Safety System

The Photo Eye Safety System provides protection against entrapment while the door is closing. When properly connected and aligned, the Emitter Photo Eye emits an invisible infrared light beam while the Sensor Photo Eye monitors that beam.

If the beam is obstructed during door-closing, the entrapment protection will be triggered and the door will stop and reverse to the open position. The courtesy light will flash for 30 seconds indicating an obstruction.

### Installing The Photo Eye Safety System

#### Wall-mounting

1. Place the Photo Eyes facing each other on each side of the garage door. Position the sensors so they are no higher than 6" (15cm) above the floor, as shown in Fig.1.
2. Drill 3/16" holes using the mounting holes on the Bracket as a template. Secure with #12 x 1" Lag Screws (provided).
3. If necessary use the Optional Wall-mount Position (Fig.1) to better fit your door-track and improve obstacle avoidance. To adjust the position, loosen the wing nut, disassemble the Bracket and move the Photo Eye to the lower position on the holder.
4. If necessary, align the Photo Eyes by loosening the wing nut. (This step may be further required in **Aligning the Photo Eye Safety System** on page 16.)

#### Alternative Floor-mounting

1. Place the Photo Eyes facing each other on each side of the garage door, as shown in Fig.2.
2. If attaching to concrete, secure the photo eyes using concrete anchors and bolts (not provided).
3. If necessary, align the Photo Eyes by loosening the wing nut. (This step may be further required in **Aligning the Photo Eye Safety System** on page 16.)

#### To Connect Photo Eye Safety System

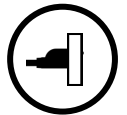
1. Connect a pair of wires from either one of the Photo Eyes to a pair of "PHOTO EYE" terminals on the rear of the Opener as shown in Fig. 3. Refer to **Wiring Instructions** on page 13 for proper connections.
2. Repeat above step to connect the other Photo Eye.
3. Refer to **Wiring Instructions** on page 13 to ensure wires are connected properly.

# Connecting Power

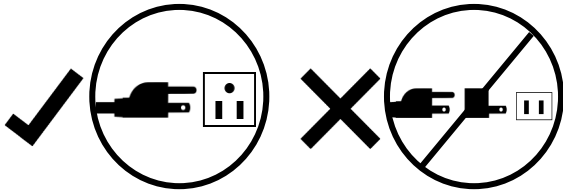
## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution or fire:

- Power **MUST** be **DISCONNECTED BEFORE** proceeding with permanent wiring procedures.
- Garage Door Opener installation and wiring **MUST** be in compliance with all local electrical and building codes. Make sure the Opener is **ALWAYS** grounded.
- **NEVER** use an extension cord, 2-wire adapter or modify the power plug in any way to make it fit the outlet.



### Ordinary Power Connection



### **DO NOT OPERATE OPENER AT THIS TIME.**

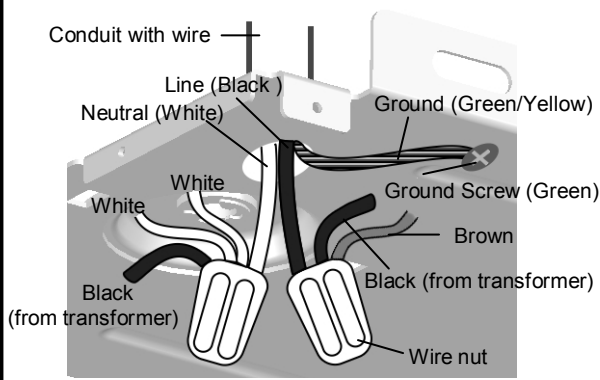
#### To Connect Power

Plug the Opener into a grounded outlet **ONLY**. If there is no grounded outlet present, call a qualified electrician to replace the outlet. Use of a surge protector is highly recommended page 4.

#### Permanent Wiring (If Required by Local Code)

1. Remove the enclosure by removing the 6 screws located on the sides and rear of the Opener.
2. Cut the two wire connectors found inside and remove the power cord.
3. Group neutral (white) wires from power source with 2 white wires and 1 black wire from transformer inside the Opener. Connect them with a wire nut (not provided).
4. Group line (black) wires from power source with another black wire from transformer and a brown wire inside the Opener. Connect them with a wire nut (not provided).
5. Secure the ground (green or bare) wire from the power source with a grounding screw.
6. Reinstall the enclosure.
7. Turn on power supply. If the wiring is properly connected, a "click" should be heard and the light will illuminate (if a bulb is installed). If there is no response from the Opener, check power source and wiring.

### For Permanent Wiring ONLY



# Aligning the Photo Eye Safety System

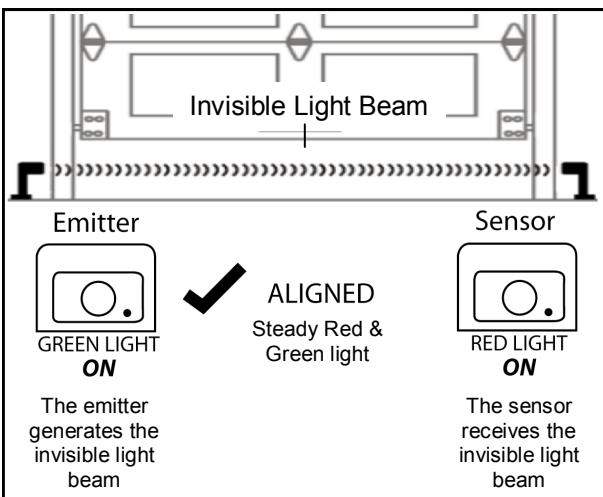
## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from a closing garage door:

- The Photo Eye Safety System **MUST** be installed **BEFORE** connecting power.
- The Photo Eye Safety System **MUST** be properly connected and aligned **BEFORE** operating the Opener.



**NOTICE: The opener will not close until the photo eyes are installed. Photo eyes are required by federal law to be installed on all openers.**



#### Aligning the Photo Eye Safety System:

1. When power is supplied, the Green photo eye (Emitter) will flash until it is aligned with the Red photo eye (Sensor). The red photo eye will not light until it is aligned with the green eye.
2. When the Photo Eye System is properly aligned the Green Photo Eye (Emitter) will emit a steady green light and the Red Photo Eye (Sensor) will emit a steady red light.
3. If either of the Photo Eye lights are unsteady, flash or dim, check for an obstruction and carefully adjust the position of the Photo Eyes until they give a steady green light and steady red light.

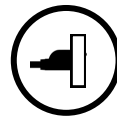
**Note: The path of the invisible light beam **MUST NOT** be obstructed. No part of the garage door or any hardware should interfere or block either sensor.**

# Travel Limit Adjustment— I. UP Limit

## WARNING

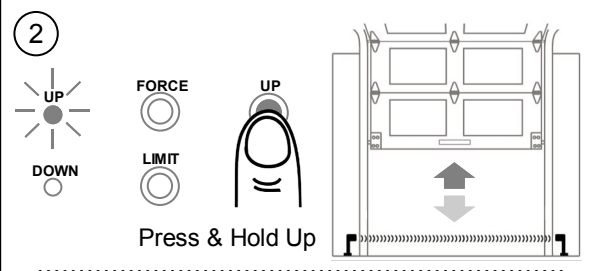
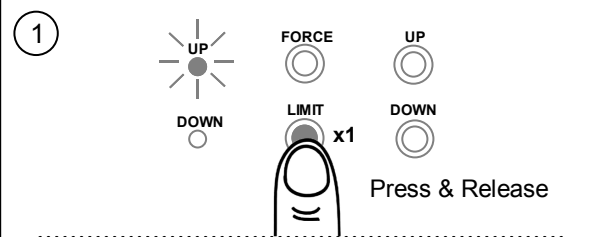
To prevent SERIOUS INJURY or DEATH from improper Force Adjustment:

- YOU CANNOT adjust force manually to compensate for binding or sticking of the garage door. Call a qualified garage door service person to make necessary adjustments in case of binding.
- YOU CANNOT manually increase the force required for closing the door.
- After ANY adjustments, Safety Reverse Test MUST be performed to ensure the door reverses on contact with a 1.5" high object (2x4 laid flat).

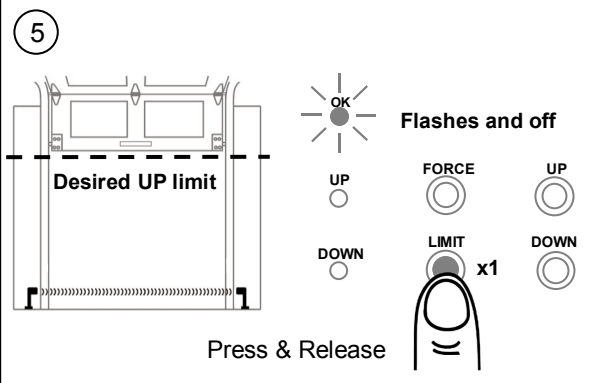
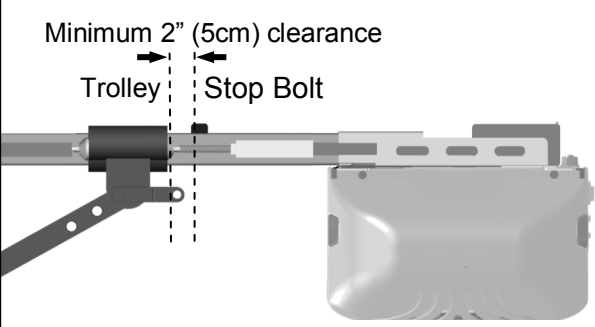


**NOTICE: This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps on pages 16,17,18.**

### I. Setting UP Limit



**\* DO NOT HIT STOP BOLT \***



### About Travel UP Limit Adjustment

Travel "UP" Limit Adjustment regulates the fully-open (UP limit) position. This step will program how far the opener will open the garage door.

**Make sure the trolley is engaged, photo eyes are installed P.14 and photo eyes are aligned P.15 before proceeding with adjustments.**

### I. Setting Travel UP Limit

1. Press and Release "LIMIT" button **ONCE** to enter Travel Limit Adjustment. "UP" indicator (green) will turn on\*.

\*NOTE: Once you have pressed and released the "Limit" button, the "UP" light will stay on for 10 seconds. You must press & hold the "UP" button within 10 seconds to begin programming. If the "UP" light turns off before pressing and holding the "UP" you will need to start over.

2. **With green indicator on**, press & hold the "UP" button, the door will travel up. You may use both "UP" or "DOWN" buttons to inch-adjust the door to the desired UP limit position.
3. **DO NOT HIT STOP BOLT!** There is a minimum 2" (5cm) gap between Trolley and Stop Bolt.
4. Make sure there is enough clearance for your vehicle(s), to enter and exit the garage door.
5. Once the door is at the desired UP limit position, press and release "LIMIT" button once, "OK" indicator (orange) flashes and goes off. The UP limit is set.

Continue to page 17 for down limit



# Travel Limit Adjustment— II. DOWN Limit

## WARNING

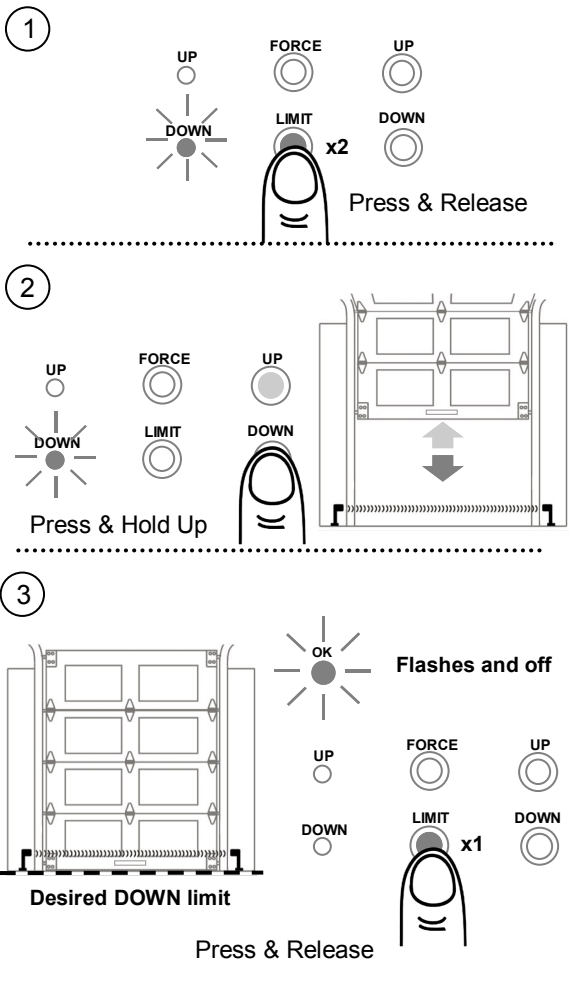
To prevent SERIOUS INJURY or DEATH from improper Force Adjustment:

- YOU CANNOT adjust force manually to compensate for binding or sticking of the garage door. Call a qualified garage door service person to make necessary adjustments in case of binding.
- YOU CANNOT manually increase the force required for closing the door.
- After ANY adjustments, Safety Reverse Test MUST be performed to ensure the door reverses on contact with a 1.5" high object (2x4 laid flat).



**NOTICE: This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps on pages 16,17,18**

## II. Setting DOWN Limit



**CAUTION: WHILE SETTING THE DOWN LIMIT, CAREFULLY WATCH DOOR TRAVEL DISTANCE. RELEASE BUTTON WHEN THE DOOR MAKES CONTACT WITH THE GROUND!**

### About Travel DOWN Limit Adjustment

Travel “DOWN” Limit Adjustment regulates the fully-closed (DOWN limit) position. This step will program how far the opener will close the garage door.

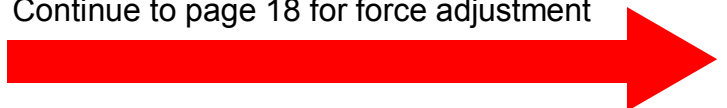
**Make sure the trolley is engaged, photo eyes are installed P.14 and photo eyes are aligned P.15 before proceeding with adjustments.**

### I. Setting Travel DOWN Limit

1. Press and Release “LIMIT” button **TWICE** to enter Travel Limit Adjustment. “DOWN” indicator (red) will turn on\*.  
\*NOTE: Once you have pressed and released the “Limit” button twice, the “DOWN” light will stay on for 10 seconds. You must press & hold the “DOWN” button within 10 seconds to begin programming. If the “DOWN” light turns off before pressing and holding the “DOWN” you will need to start over.
2. **With red indicator on**, press & hold the “DOWN” button, the door will travel down. You may use both “UP” or “DOWN” buttons to inch-adjust the door to the desired DOWN limit position.
3. Once the door is at the desired DOWN limit position, press and release “LIMIT” button once, “OK” indicator (orange) flashes and goes off. The DOWN limit is set.

**Both “UP” and “DOWN” (green and red) indicators are now on, indicating that both UP and DOWN limits are set, and the opener is ready for Auto Force Adjustment, see Page 18.**

Continue to page 18 for force adjustment



# Auto Force Adjustment

## **WARNING**

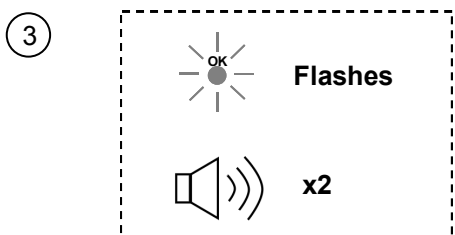
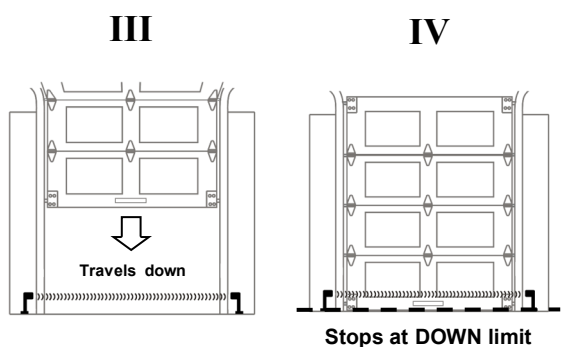
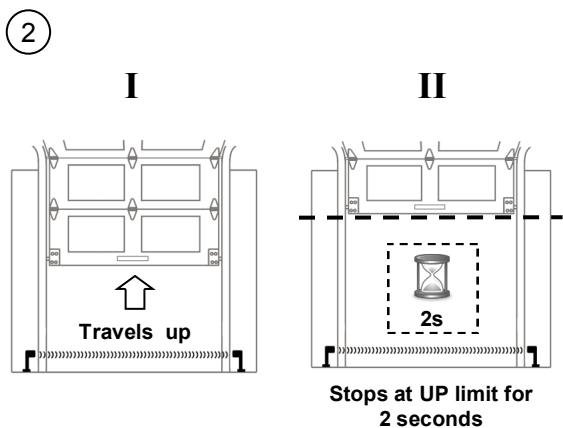
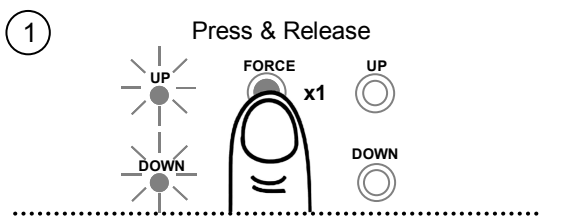
To prevent **SERIOUS INJURY** or **DEATH** from improper Force Adjustment:

- YOU CANNOT adjust force manually to compensate for binding or sticking of the garage door. Call a qualified garage door service person to make necessary adjustments in case of binding.
- YOU CANNOT manually increase the force required for closing the door.
- After ANY adjustments, Safety Reverse Test **MUST** be performed to ensure the door reverses on contact with a 1.5" high object (2x4 laid flat).



**NOTICE: This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps on pages 16,17,18**

### Auto Force Adjustment



Following limit-setting, the unit is now ready to automatically adjust the forces for opening and closing the door. The door will automatically open and close. The opener is measuring the weight of the door and the force that is required to open and close the garage door. Proceed with the following steps to complete adjustment.

**Make sure the trolley is engaged, photo eyes are installed P.14 and photo eyes are aligned P.15 before proceeding with adjustments.**

1. With both "UP" and "DOWN" indicators on after Travel Limit Adjustment, press and release the "FORCE" button once to enter Auto Force Adjustment.
2. The door will travel up **automatically** (I) and stop at UP limit for 2 seconds (II). Door will then travel down **automatically** (III) and stop at down limit (IV).
3. The "OK" indicator (orange) will flash with beeps, the Auto Force Adjustment is completed.

**The opener is now programmed and ready for operation. Continue to page 19 to install wall panel then page 20 to program the remotes.**

Continue to page 19 for wall panel installation



### How to Clear and Reset the limits and the force

1. Press and hold "LIMIT" button for about 5-7 seconds. The dome light will come on or go off. Release the limit button
2. The unit's dome light will then flash 5 times
3. The unit is returned to factory default and is ready for programming limits and force.

# Connecting Wall Panel

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

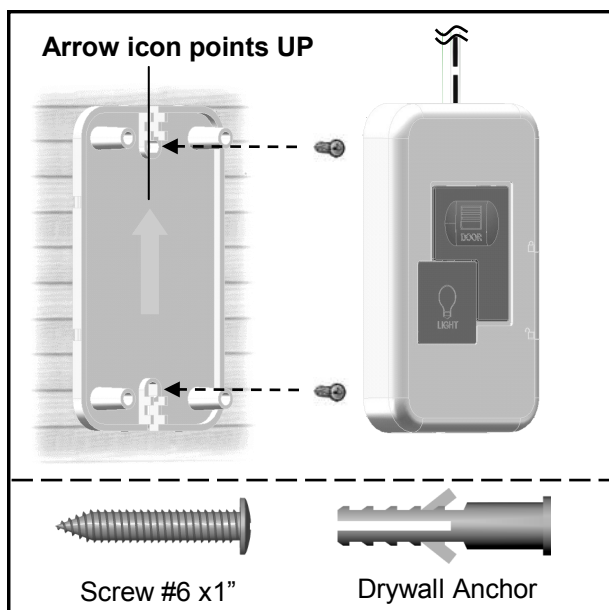
- Power **MUST NOT** be connected until instructed.

To prevent **SERIOUS INJURY** or **DEATH** from using the Wall Panel or Push Button and a closing door:

- Install the Wall Panel or Push Button within sight of the door at a minimum height of 5 feet (1.5m) above the floor. Make sure it is out of the reach of children and moving parts of door and hardware.
- **NEVER** permit children to access the Wall Panel, Push Button or remote Transmitters.
- Operate the door **ONLY** when it is adjusted properly with no obstructions present and is in clear sight.
- **ALWAYS** keep a moving door in sight until it's completely closed.
- **NEVER** cross the path of a moving door.



**NOTICE:** This opener wall button will not work until you set the travel limits and the auto force adjustment. You must follow all steps located on pages 16,17,18.



**Fig. 1**

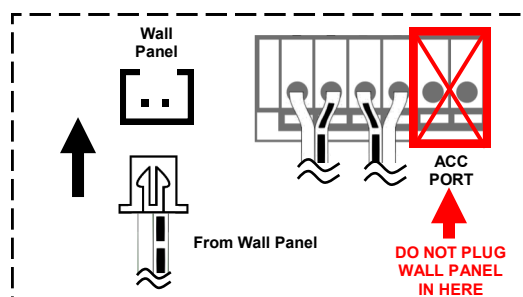
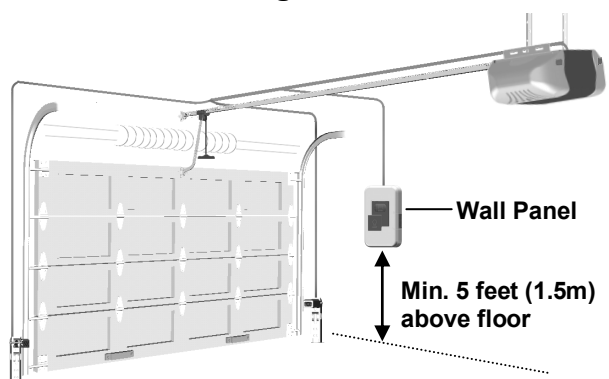
The Wall Panel is a wired, illuminated door control placed inside your garage.

### To install the Wall Panel:

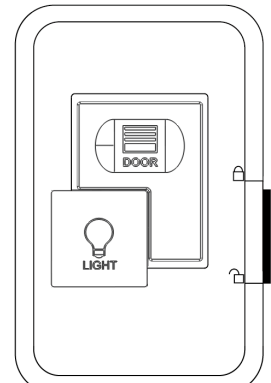
1. Inside your garage, install the rear cover of the Wall Panel within sight of the door at a minimum height of 5 feet (1.5m) off the ground. Ensure it is installed out of the reach of children and free from the moving parts of the door and hardware.
2. With the "Arrow" icon on the rear cover pointing to up, securely fasten it to a solid surface with 1" screws. If attaching to drywall or other hollow surface, drill 3/16" holes and use the provided Drywall Anchors.
3. Snap the Wall Panel onto the rear cover.

### To Connect the Wall Panel to the Opener





Connect the pair of wires from the Wall Panel to the "Wall Panel" terminals on the rear of the Opener, as shown in Fig.2.



**Fig. 2**



### Using the Wall Panel (ONLY after installation is completed )

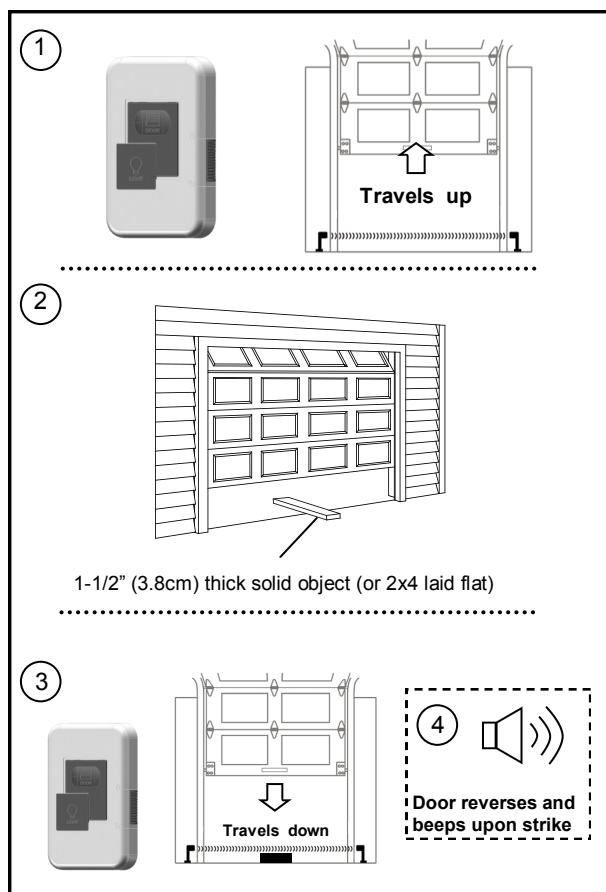
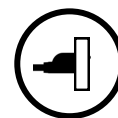
-  **Door**—Momentary press to access the door
-  **Light**— Turns the courtesy light On/Off
- Vacation Lock**
-  **ON** — Prevent access of door by Remote Transmitters and Door button
-  **OFF** — Door can be accessed by either access controls

# Final Adjustments and Testing

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from a closing garage door:

- The Safety Reversal Test **MUST** be conducted **ONCE A MONTH**.
- **NO ONE** should cross the path of moving door during operation and/or testing.
- If either Force or Travel limit adjustment is made, the other adjustment may also be needed.
- After **ANY** adjustments to the door system, the Safety Reverse Test **MUST** be performed to ensure the door reverses on contact with a 1-1/2" thick (2x4 laid flat) object.
- The Photo Eye Safety System **MUST** be properly aligned, and tested regularly.



### Testing the Safety Reverse System

**The Safety Reverse System prevents the door from closing when an obstruction is present.**

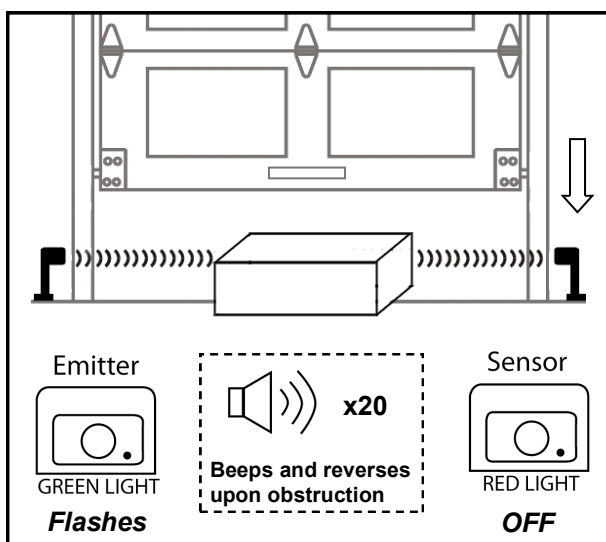
1. Open the door by using the Wall Panel.
2. Place a 1-1/2" (3.8cm) thick solid object (or 2x4 laid flat) on floor under the center of garage door.
3. Keeping the door in sight, use the Wall Panel to close the door.
4. The door **MUST REVERSE** and beep within 1.5 seconds upon striking the object, and stop at the fully open position.
5. The Safety Reverse System works properly and the opener is ready to use.

If the door fails to reverse upon contact with obstruction, adjust the Opener as follows:

The close travel maybe inadequate, reset down limit and force. (See **Travel Limit Adjustment** on page 16,17,18)

Conduct the test again. If the door reverses on contact, remove the object and run at least 3 **COMPLETE** travel cycles to ensure proper adjustment.

If the Opener still fails the Safety Reverse Test, call a qualified technician for door adjustment or call 1-877-436-4402.



### Testing the Photo Eye Safety System

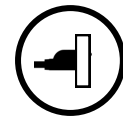
1. Open the door by using the Wall Panel.
2. Make sure both Photo Eyes steadily emit the green and red indicator lights. (If not, check alignment)
3. Place an object under the door about 8" (20cm) high by 12" (30cm) wide (the opener carton can be used),
4. The green indicator light on the emitter eye should flash.
5. The red indicator light on the sensor eye should be dimmed.
6. Keep the door in sight and use the Wall Panel, Push Button or Transmitter to try to close the door.
7. The door should **NOT** move more than 1" (2.5cm) and the opener will beep and flash 20 times.

# Programming Hand-held Transmitter

## WARNING

To Prevent SERIOUS INJURY or DEATH:

- Keep Transmitter and battery out of reach of children.
- NEVER permit children to access the Wall Panel, Push Button nor remote Transmitters.
- Operate the door ONLY when it is properly adjusted, and there are no obstructions present.
- ALWAYS keep a moving door in sight until completely closed. NEVER cross the path of a moving door.



To reduce risk of fire, explosion or electric shock:

- DO NOT short circuit, recharge, disassemble or heat the battery.
- Replace with 23AE 12 Volt batteries ONLY. Dispose of batteries properly.

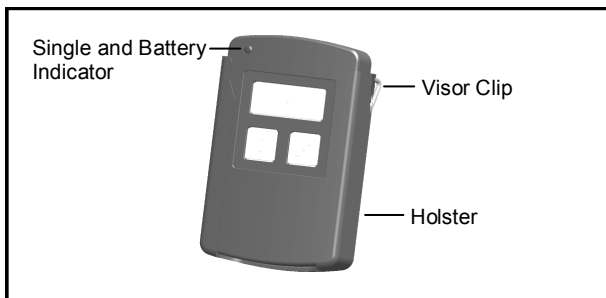


Fig.1

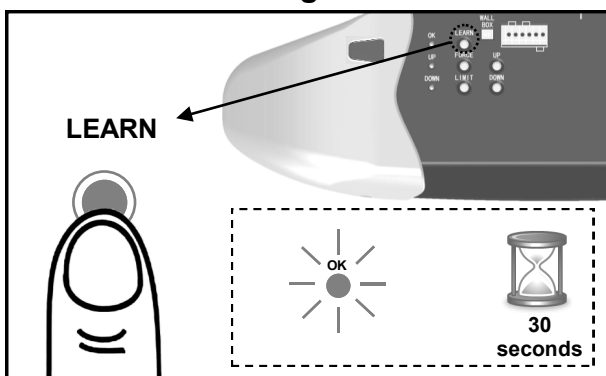


Fig.2

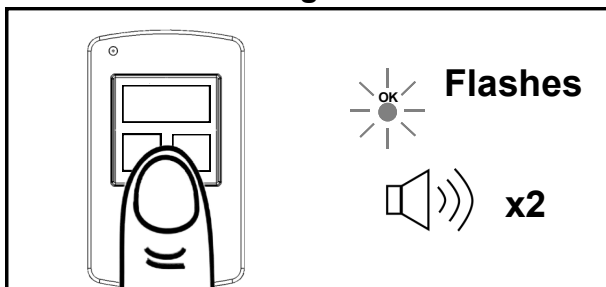


Fig.3

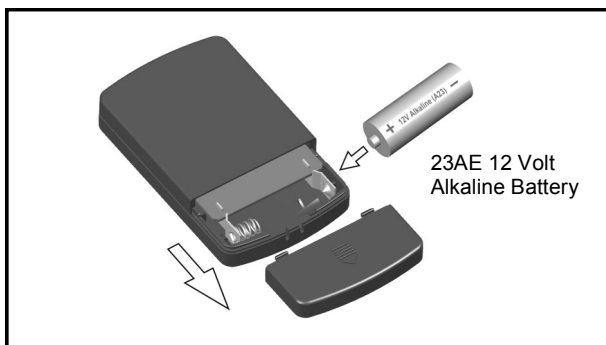


Fig.4

**NOTICE:** This opener transmitters will not work until you set the travel limits and the auto force adjustment. You must follow all steps located on pages 16,17,18

### To Program Transmitter(s):

1. Press/release the "LEARN" button on the rear control panel, "OK" LED will glow and beep. The unit is now ready to accept a transmitter in the next 30 seconds as shown in Fig.2.
2. Press/release a button on the Transmitter.
3. The "OK" LED will flash and beep twice indicating transmitter is stored successfully.

**(Additional buttons used for multiple garage door openers)**

Up to 20 Transmitters (including wireless keypad codes) can be added to the unit by repeating the above procedures.

If more than 20 Transmitters are stored, the first stored Transmitter will be replaced. (i.e. the 21st Transmitter replaces the 1st stored Transmitter.)

### Removing ALL Transmitters:

To remove ALL Transmitters from memory, press and hold the "LEARN" button for 5 seconds. The "OK" LED will flash and beep 2 times indicating ALL transmitters have been removed from memory.

### Replacing Transmitter Battery:

When the battery of the hand held Transmitter is low, the indicator light will become dim and/or the range of the Transmitter will decrease. To replace the battery, remove the battery cover from the Transmitter as shown in Fig 4. Replace with a 23AE 12 volt alkaline battery with polarity shown in Fig.4.

This device complies FCC Rules for HOME OR OFFICE USE. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

# Programming Wireless Keyless Entry Pad

## WARNING

To Prevent SERIOUS INJURY or DEATH:

- Keep transmitter and battery out of reach of children.
- NEVER permit children to access the Wall Panel, Push Button nor remote transmitters.
- Operate door ONLY when it is adjusted properly with no obstructions to door travel and is in clear sight.
- ALWAYS keep a moving door in sight until completely closed. NO ONE should cross the path of a moving door.

To reduce risk of fire, explosion or electric shock:

- DO NOT short circuit, recharge, disassemble or heat battery.
- Replace with 9V batteries ONLY. Dispose of batteries properly.

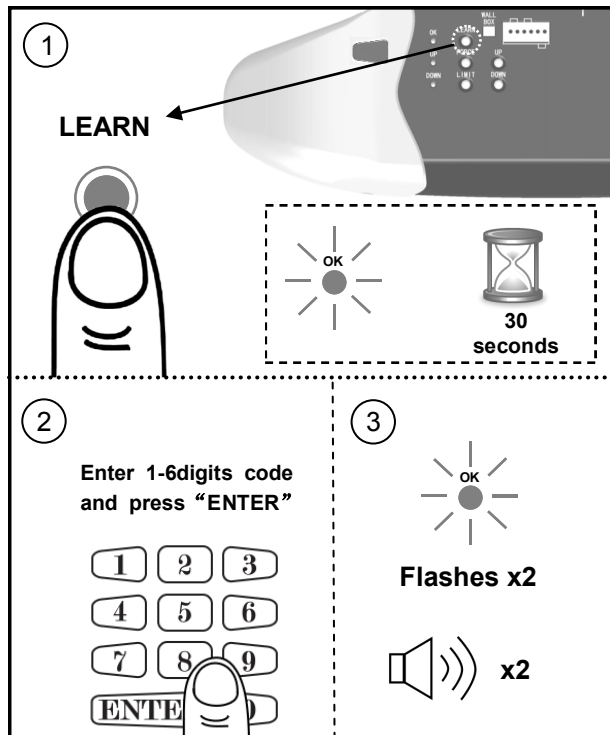
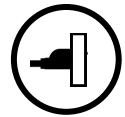


Fig.1

### To Add Personal Codes:

1. Press the "LEARN" button on the rear control panel, "OK" LED will glow and beep. The unit is ready to accept a transmitter in the next 30 seconds as shown in Fig.1.
2. Enter 1 - 6 digit(s) personal code on the Keyless Entry within 30 seconds and press/release "ENTER" button. "OK" LED will flash and beep twice indicating personal code is stored in memory.

Up to 20 personal codes (including 1-button transmitters) can be added to the unit by repeating the above procedures.

If more than 20 personal codes are stored, the previously stored one from the very beginning will be replaced, (i.e. the 21st transmitter replaces the 1st stored one.)

### Operation:

To access the door, enter a pre-stored personal code and press "ENTER" to transmit code, and within 20 seconds, "ENTER" button can be used to stop or reverse the door.

If the code is entered incorrectly, correction can be made by pressing "ENTER" to reset and re-enter code.

When dark, "ENTER" may be pressed in advance to turn on back light.

### Removing ALL Personal Code(s):

To remove ALL personal code(s) and/or transmitters from memory, press and hold the "LEARN" button for 5 seconds. "OK" LED will flash and beep, indicating ALL codes/transmitters have been removed from memory.

### Mounting the Keyless Entry:

Keyless Entry may be secured on door jamb face outside your garage. Locate Keyless Entry within sight of door at minimum height of 5 feet (1.5m), ensure it is away from reach of children and moving parts of door and hardware. Test the reception of the Keyless Entry before mounting. Change location for better reception if necessary.

Use the mounting holes on the Keyless Entry as template to mark position on the mounting surface. To attach to a wooden surface use the screws provided. In case of a drywall surface, drill holes and use drywall anchors provided.

### Replacing Keyless Entry Battery:

When the battery of Keyless Entry is low, dimmed illumination is observed. To replace battery, remove the battery cover by loosening the screws underneath, and replace the battery with a 9V battery.

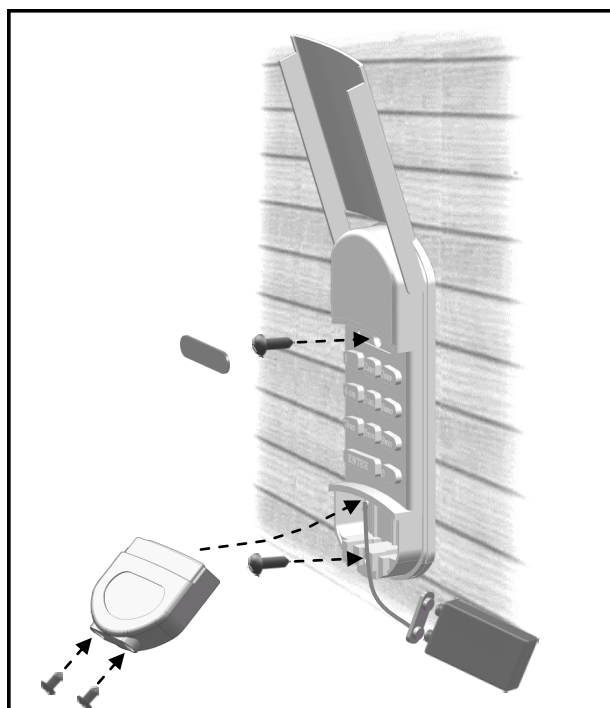


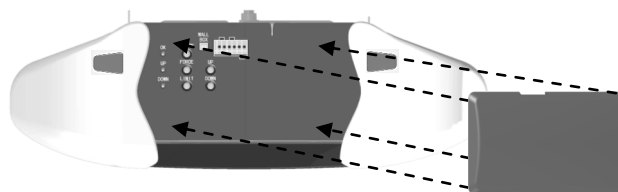
Fig.2

# Operating the Opener

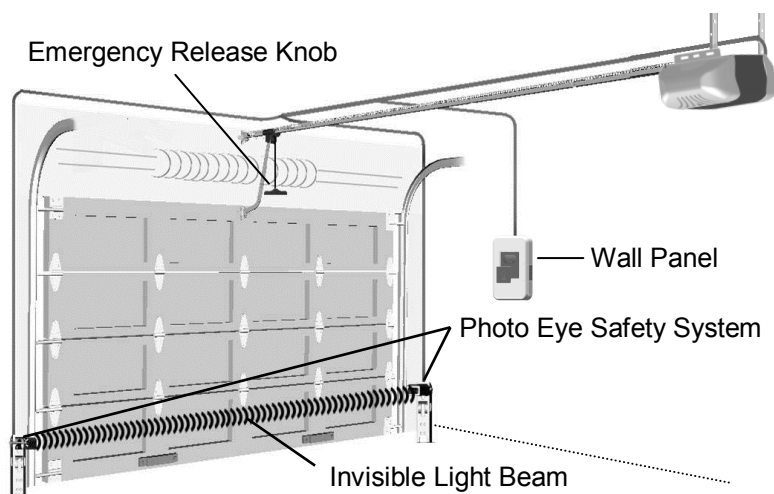
## **WARNING**

To Prevent **SERIOUS INJURY** or **DEATH**:

- READ AND FOLLOW ALL INSTRUCTIONS AND WARNINGS IN THE OWNER'S MANUAL AND LABELS
- Keep Transmitter and battery out of reach of children.
- NEVER permit children to access the Wall Panel, Push Button or remote Transmitters.
- Operate the door ONLY when it is properly adjusted, and there are no obstructions and is in clear sight.
- ALWAYS keep a moving door in sight until completely closed. NEVER cross the path of a moving door.
- If Travel Limit adjustment is made, Force Adjustment may also be needed.
- After ANY adjustments, the Safety Reverse Test MUST be performed to ensure the door reverses on contact with a 1-1/2" thick object (2x4 laid flat).
- ALWAYS ensure that your door is balanced and in good working condition.





**Attach the protective cover to the opener after installation and adjustment is completed. The antenna wire must hang down outside of the protective cover for proper operation.**



**Actual Operating Scenario**

### Activating the Opener

Controls	Operation
 Wall Panel (Indoor)	Momentary press the "DOOR" button on the Wall Panel, the door starts to move, and controls as follows: <ul style="list-style-type: none"> <li>- Open or close the door.</li> <li>- Reverse the door while it is closing</li> <li>- Stops the door while it is opening.</li> </ul>
 Hand-Held Transmitter	Remote distance up to 100ft. in open field. For safety concerns, the Hand-Held Transmitter WILL NOT work if the Photo Eye Safety System is not properly installed and aligned.
Keyless Entry Pad*	Program the Keyless Entry pad accordingly and access the door using the PIN code.


\*Optional

# Operating the Opener


**NOTICE:** This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps located on pages 16,17,18.

**Soft Open / Soft Close Feature:** The opener is designed to start slowly, accelerate to full speed, then slowly stop. The soft open/close is designed to reduce strain on the openers components and to improve opener longevity.

## Door Status vs. Activation

Door status	 Activation using Wall Panel / Transmitter
Door at fully open / close position	Door will move to fully close / open position
Door is closing	Door will reverse
Door is opening	Door will stop
Door is stopped as intended in partially open position	Close
Door is obstructed while closing	Door will reverse and Beep x 20
Door is obstructed while opening	Door will stop and Beep x 25
Door is fully opened and Photo Eye System is obstructed	Door will not close

## Courtesy Light / Buzzer Responses

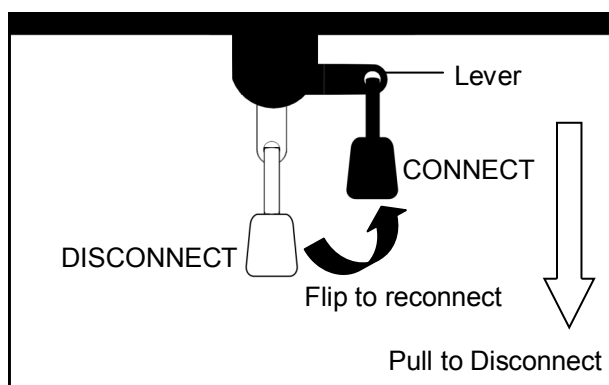
Operation / Condition	 Courtesy Light / Buzzer Responses
Opener is initially plugged-in (no travel limits stored see pages 16,17,18)	Flash x 5
Reconnecting power (with travel limits stored)	Flash x 3
“LEARN” button is pressed	Beep x 1
Upon activation	Light On for 2.5 minutes
Upon activation by remote transmitters	Beep x 1, Light On for 2.5 minutes
Remote Transmitter / Keyless Entry PIN code accepted	Beep x 2
Photo Eye System is obstructed during door-closing	Beep x 20
The door is obstructed during travel	Beep x 25
Door travels with abnormal speed	Beep x 12 (1 beep / second)

## Manual Operation

### **WARNING**

To Prevent SERIOUS INJURY or DEATH:

- Use Emergency Release to disconnect Trolley ONLY when the door is CLOSED to prevent unexpected rapid falling in case of a unbalanced / poor-conditioned door.
- Use Emergency Release ONLY when doorway is clear of persons and obstructions.
- DO NOT use Emergency Release to pull the door open or closed.



In case of a power failure or door obstruction, PULL EMERGENCY Knob to release door from Opener.

### To Disconnect Trolley for Manual Operation

With the door closed, pull down the emergency release knob to the DISCONNECT position. The door can be raised / lowered manually.

### To Re-connect Trolley

Pull the knob toward the Opener so that the lever will flip up to the CONNECT position. The Trolley will reconnect itself when the Opener is activated or when the door is manually opened/closed.

# Maintenance

Schedule	Maintenance
Once a month	Door balance test, refer to page 4. Safety reverse test, refer to page 20.
Twice a year	Check chain/belt tension ( refer to page 6 for adjustment if necessary).
Once a year	- Limit and Force adjustment may be necessary due to weather conditions. Refer to pages 16-18 for adjustment. Conduct Safety Reverse Test after ANY adjustments. - Lubricate door rollers, bearings and hinges. The Opener is permanently lubricated, DO NOT lubricate or grease the Opener, rail or door tracks.

## Troubleshooting

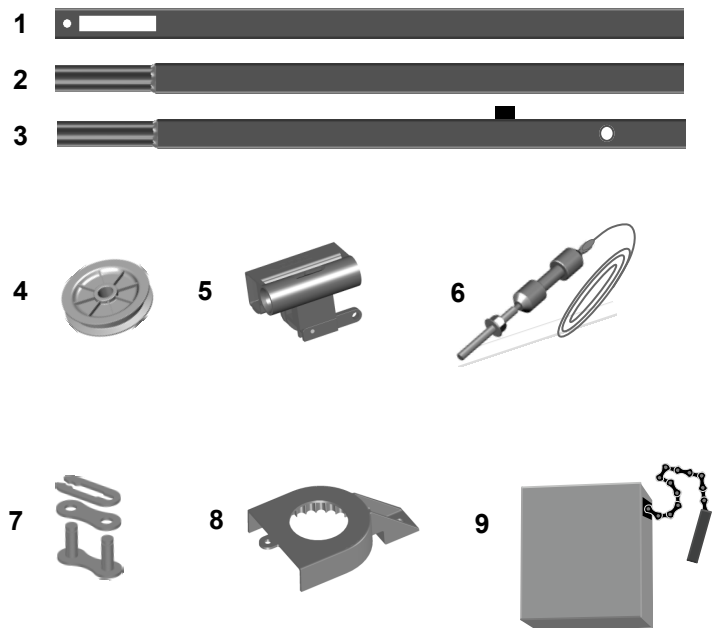
**NOTICE:** This opener will not work until you set the travel limits and the auto force adjustment. You must follow all steps located on pages 16,17,18.

**Soft Open / Soft Close Feature:** The opener is designed to start slowly, accelerate to full speed, then slowly stop. The soft open/close is designed to reduce strain on the openers components and to improve opener longevity.

Problem	Possible Cause / Solution
Opener does not close and beeps	The Photo Eye may be obstructed, not properly aligned or installed, check connection and alignment referring to pages 14 & 15.
Opener does not respond to Transmitter	- Refer page 21 to reprogram transmitter. - Check Transmitter battery.
Opener stops before reaching full open / close position	Travel Limit is not properly adjusted, check adjustment referring to pages 16-18. Conduct Safety Reverse Test after ANY adjustment.
The door reverses unintentionally	- Make sure the Photo Eye Safety System is aligned and clear of obstructions. - Refer to page 4 to check the door balance - Refer to page 16-18 to reset Travel Limits and Travel Force.
The door reverses upon touching the floor and the courtesy light flashes	Refer to page 16-18 to reset Travel Limits and Travel Force.
The Opener does not close the door and the indicator on one of the Photo Eyes flashes	The Photo Eye Safety System is misaligned or obstructed, refer to page 15 for proper alignment.
The Opener is working properly but the courtesy light does not turn on	Replace light bulb (A19 incandescent Max.100W).
The courtesy light does not turn off	Defective Logic Board.
The Opener hums as the Trolley hits the Trolley Stop Bolt in open travel	<ol style="list-style-type: none"> <li>1. Disconnect the Trolley by using the Emergency Release.</li> <li>2. Close the door manually.</li> <li>3. Relieve the chain tension by loosening both the chain to cable connector and the Flange Nut (see page 6-7).</li> <li>4. Operate the Opener so the Trolley Shaft travels towards the door (Trolley should be kept disconnected).</li> <li>5. Refer to page 16 to reset UP Limit.</li> <li>6. Refer to page 6-7 to re-tighten the chain until it is 1/4" (6mm) above the base of rail (reference the figure shown on page 6).</li> <li>7. Repeat the above steps if the Trolley still hits the Stop Bolt.</li> </ol>

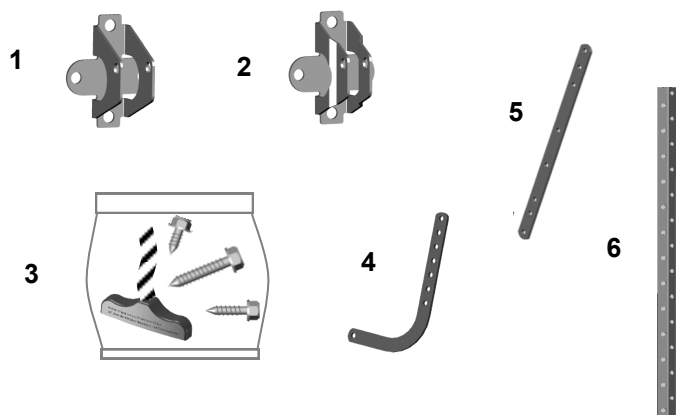
# Repair Parts

## Rail Assembly Parts



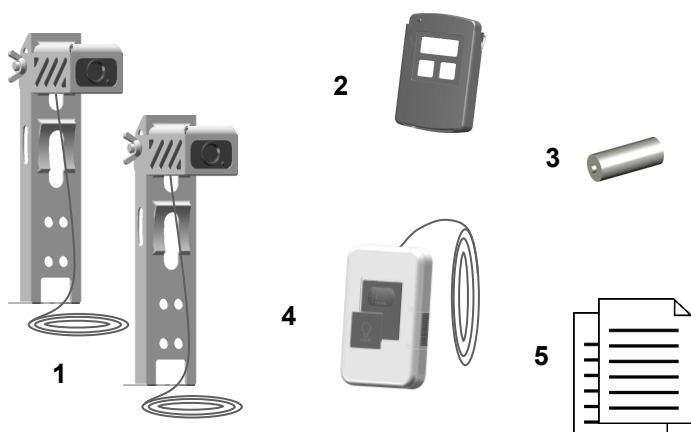
Item	Part No.	Name / Description
1	24982	Rail—Header Segment
2	24909	Rail—Middle segment
3	24984	Rail—End segment with Stop Bolt
4	24929	Pulley
5	24927	Trolley
6	24928	Trolley Shaft and Cable
7	24907	Master Link Set
8	24961	Sprocket Cover
9	24908	Chain

## Installation Parts



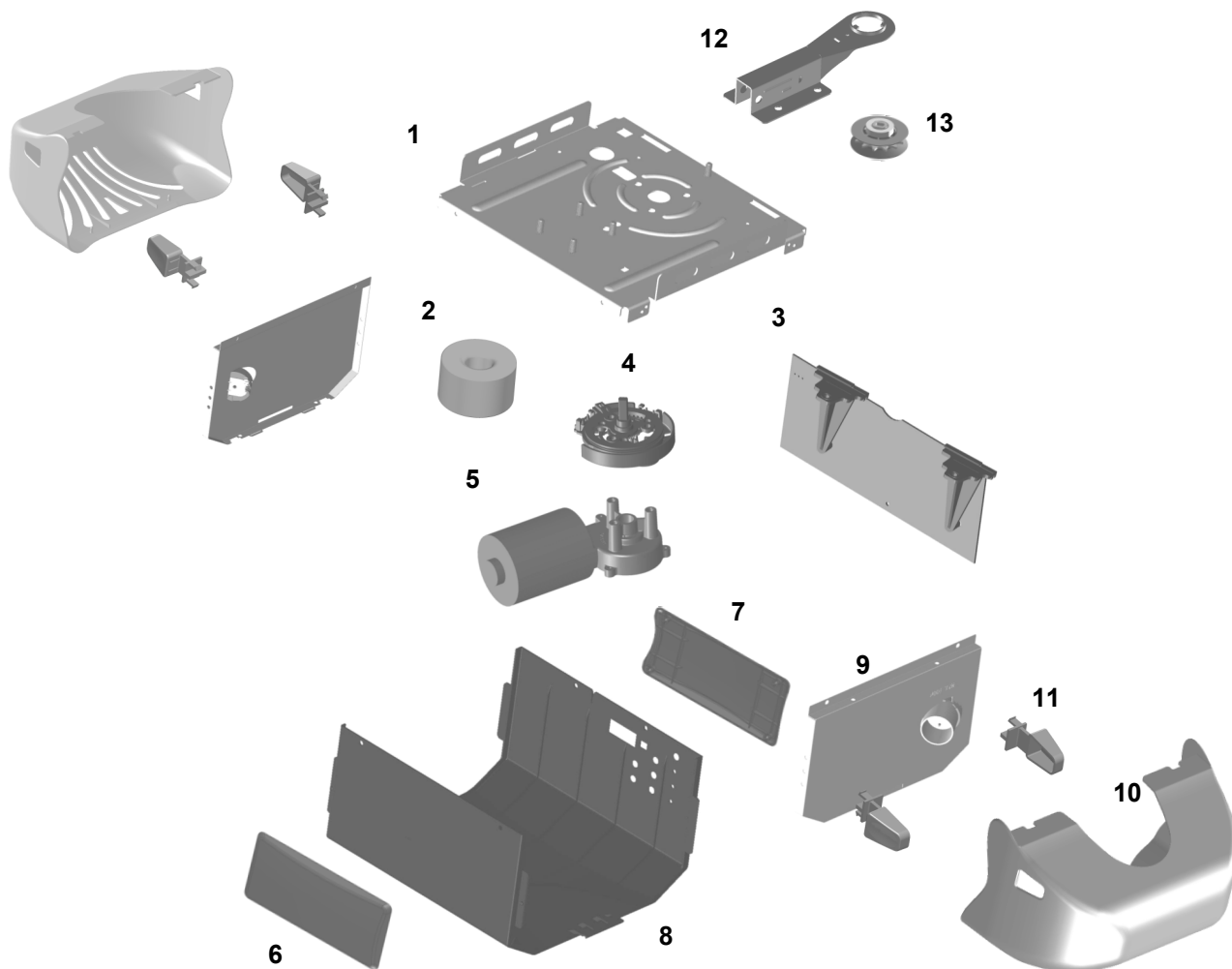
Item	Part No.	Name / Description
1	24919	Header Bracket
2	24917	Door Bracket
3	24925	Hardware Bag with Emergency Release Knob & Rope (Installation hardware shown on P.3)
4	24923	Curved Door Arm
5	24921	Straight Door Arm
6	24941	Hanging Bracket

## Accessories



Item	Part No.	Name / Description
1	24913	Photo Eye Safety System (Emitter + Sensor with Brackets)
2	24113-XPRO	3 Button Hand-held Transmitter
3	24939	12V alkaline transmitter battery
4	24165	Wall Panel
5	24040-M	Owner's manual

# Opener Assembly Parts



Item	Part No.	Name / Description
1	N/A	Chassis
2	24948	Transformer
3	24930	Logic Board
4	24932	Position Encoder
5	24947	DC Motor
6	24983	Cover plate—Front
7	24984	Cover plate—Back
8	24980	Opener Cover
9	N/A	Lamp Plate
10	24906	Lamp Dome
11	24968	Latch Button
12	24971	Rail Bracket
13	24974	Chain Sprocket

# LIMITED WARRANTY AND LIMITATION OF LIABILITY

Notice: This product is not warranted for commercial use

Decko Products warrants this product, to the original purchaser, for the initial residence in which it is installed (upon verification that it is installed correctly) to be free from defects in materials and or workmanship for a period of 1 YEAR from the date of purchase. The motor is warranted to be free from defects in materials and or workmanship for the life of the product. With the exception that certain components wear out upon normal use are excluded from this warranty. Examples of such components are as follows but not limited to; belt, chain, cable, logic board, push button, photo eyes, trolley and trolley system, sprocket, position encoder and brush & gear. As the sole and exclusive remedy for a breach of this limited warranty, if the product is found to be defective by Decko Products, Decko Products, at its option, will repair the product or replace it with an equivalent product.

If this product should fail during the limited warranty period call 1-877-GDO-4402 toll free before removing product from installation. If the product is deemed by Decko Products to contain a manufacturer's defect covered by this limited warranty and if it is determined it cannot be fixed at the original address of installation.

Send product post paid to:  
Decko Products,  
ATTN: Warranty Dept.,  
2301 Traffic Street NE  
Minneapolis, MN 55413

Please include a brief description of the problem and a dated proof-of-purchase receipt with any product returned for warranty repair. Defective product will be repaired or replaced with new or factory-rebuilt parts at manufacturer's sole option. Any costs to un-install or re-install the product are not covered by this Limited Warranty, and you are solely responsible for any such costs which you may incur.

In order to **ACTIVATE YOUR WARRANTY**, the original purchaser must register the product using the form below or online at [www.gdohelp.com](http://www.gdohelp.com) within 30 days of purchase. A copy of the original receipt must accompany warranty registration.

- **ANY ABUSE, MODIFICATION OR DISSASSEMBLY OF THIS PRODUCT VOIDS THIS LIMITED WARRANTY.**
- **DECKO DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**
- **THIS LIMITED WARRANTY DOES NOT COVER ANY PROBLEMS RELATED TO THE INSTALLATION OF THE GARAGE DOOR OR GARAGE DOOR HARDWARE. THIS INCLUDES BUT IS NOT LIMITED TO THE DOOR SPRINGS, DOOR ROLLERS, DOOR ALIGNMENT OR DOOR HINGES.**
- **DECKO PRODUCTS SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES THAT ARISE IN CONNECTION WITH USE, OR INABILITY TO USE THIS PRODUCT.**

This warranty shall not apply to damage due to acts of God, normal wear and tear, normal maintenance services and the parts used in connection with such service, lightning or conditions beyond the control of Decko Products, have been subject to negligence, abuse, accident, misapplication, tampering, alteration; nor due to improper installation, operation, maintenance, or storage; nor to excess of recommended maximums as set forth in the instructions.

Any oral statements about the product made by the seller, Decko Products, the representatives, or any other parties do not constitute warranties, shall not be relied upon by the user, and are not part of the contract for sale. Sellers' and Decko Products only obligation, and the buyer's only remedy, shall be the replacement and/or repair by Decko Products of the product as described above. Neither seller nor Decko Products shall be liable for any injury, loss or damage, direct or incidental or consequential (including but not limited to incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss arising out of the use or the inability to use the product, and the user agrees that no other remedy shall be available to it. Before using the user shall determine the suitability of the product for his/her intended use and user assumes all risk and liability whatsoever in connection therewith.

The warranty and remedy in this limited warranty is an exclusive warranty and remedy and is in lieu of any other warranty or remedy, expressed or implied, which other warranties and remedies are hereby expressly excluded, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, to the extent either applies to a product shall be limited in duration to the periods of the expressed warranties given above

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state

## REGISTRATION CARD

Customer First Name: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Customer Last Name: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Commercial Application: Yes No

Zip Code: \_\_\_\_\_

Did purchaser install the product: Yes No

Phone Number: \_\_\_\_\_

If no, who installed the product?: \_\_\_\_\_

Email Address: \_\_\_\_\_

Model Number: \_\_\_\_\_

Cut along dotted line and mail card to:

Decko Products,  
ATTN: Warranty Dept.,  
2301 Traffic Street NE  
Minneapolis, MN 55413

OR REGISTER AT [WWW.DECKOGDO.COM](http://WWW.DECKOGDO.COM)