

## GENESIS FREQUENTLY ASKED QUESTIONS (FAQ'S)

**Q.** My gate will not move, and the ALARM is sounding, what should I do?

**A.** The gate is in the UL Fault mode. Verify that there are no obstructions in the movement path of the gate. Reset the gate by pressing the STOP button on the board or pulse the STOP input. If the gate keeps stopping with alarm activation, check the balance, verify that the OVER CURRENT setting is high enough to allow normal operation of the gate. On a 2490 system, make sure the LPS is functioning properly.

**Q.** What kind of power does the Genesis board run on?

**A.** The Genesis board runs from a 24 volt DC power supply and 24 volt battery back-up. Genesis can run directly off solar panels. The gate motor runs off the batteries and the Solar Panels will keep the batteries charged. The charging circuit is integrated on the board.

**Q.** How much accessory power is available?

**A.** The Genesis board has both 24 volt DC and 12 volt DC accessory power available. A total of 2 amps are available at 24 VDC. A separate 2 amps are available at 12 VDC.

**Q.** Does Genesis have monitored inputs for "Entrapment Protection"?

**A.** Yes, there are 6 monitored inputs. Two dedicated inputs for the closing direction, (1-beam, 1-edge), and two dedicated inputs for the open direction, (1-beam, 1-edge). There are two fully programmable inputs that can function in either direction and for either type of device. These inputs are capable of monitoring 10K ohm devices. **Note: there must be at least one (1) device connected in both the open and close direction in order for the gate to operate.**

**Q.** Is there a way to monitor the gate position, (Open or Closed)?

**A.** Yes, there are 2 Auxiliary relays on the board which can be used. Also there are 2 Auxiliary Outputs which can output 24 Volts DC to accessories when open and/or closed.

**Q.** Can the board control external devices, such as traffic lights, counters, and other options?

**A.** Yes, the 2 Auxiliary relays are programmable to trigger based on gate position and/or motion.

**Q.** Can the speed of the gate motion be controlled?

**A.** Yes, the speed of the gate can be controlled separately in both directions. The adjustment will be from 100% to 80%.

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

**Q.** Why is the Green LED light flashing?

**A.** The green flashing LED signifies that the processor is powered up and working. If LED is on steady or OFF, the processor has a problem and the board needs replaced.

**Q.** System is completely dead and will not operate, how do I open the gate?

**A.** In a catastrophic failure (blown board, total power loss, etc.), pull the release handle on the bottom of the motor drive mechanism to disengage the drive coupler. Then at the gate, lift the Linkage Arm slightly upwards. The springs will start to pick the gate up. Then, push up on the bottom of the gate until fully open. Insert the T/M pin to lock open (Refer to Page 19).

**Q.** What is the difference between the "FAULT" log and the "OPERATIONAL" log?

**A.** The "Fault" log will store failures that are not part of standard operations. This includes things like no device connected to an active monitored input, or loss of voltage from the power supply, low battery voltage during the battery test, etc. The Operational log records all input actions, like the Open Input activation, or a monitored device is activated. This log also records the actions like close activation from the auto timer.

**Q.** Can I download the logs?

**A.** Yes, the logs will be available to download by the USB port. **(Not Available yet! Coming soon)**

**Q.** My gate is not working, and a row of LED's is flashing?

**A.** The row of flashing LED's indicates the control board is in a programming mode and will not allow the gate to move. The control board will automatically cycle out of programming mode after 1 minute of no activity by the Jog/Select knob.

**Q.** What do I do if the "Main Power Loss / Low Battery" LED is flashing?

**A.** This LED is a multifunctional indicator. There are 3 flash rates that will display. If the LED is flashing, there is either a "Main Power" loss, a "Low Battery" condition, or a system fault. Open the outer cabinet door and look at the control board, a "Fault Screen" will display the current situation or fault.

**Q.** My gate closes too fast. How do I slow it down?

**A.** There are several possibilities:

1. The gate may be out of balance (See page 49 in the installation manual). Once the gate has been rebalanced or determined to be "In" balance, if necessary, the closing speed can be adjusted.
2. Adjust the slowdown time longer
3. Change the overall running speed of the gate in the closing direction

To access these adjustments will require a PASSCODE. Adjusting the “DECEL” rate shorter will slow the gate down faster, thereby slowing the overall speed. To adjust the closing speed, access the screen showing the gate speed, which will have both Open & Close speed adjustable. The speed will be adjustable from 85% to 100% in 5% increments. Our recommendation would be to slow the gate down to 95% and test. This will normally be enough for most installations. If necessary, adjust to 90%.

**Q.** Why won't my gate run in it is in programming mode?

**A.** This is a safety feature. Sudden gate motion while programming could cause a unintended reaction by the service technician that could lead to an injury. The only time the gate can move in program mode is during the program screen while setting Limit Switches. There is the ability to move the gate in minute increments by turning the JOG/SELECT knob while the “GATE” option is chosen on the screen.