

OWNER'S MANUAL
&
OPERATING INSTRUCTION MANUAL
Overhead Rolling Grilles / Shutters



Prepared by:

Project:

Contractor:

Commencement of use Date: _____

Operation & Maintenance Instructions

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Limited Warranty

What Does This Limited Warranty Cover?

Alumatec Pacific Products warrants its products against faulty workmanship and use of defective materials when its products are properly installed, operated and maintained according to product documentation (shop drawings, and installation instructions)

What Is Not Covered by this Limited Warranty?

Products subjected to misuse, neglect, alteration or improper installation, operation, maintenance, repair or testing – or such other act or omission not attributable to Alumatec Pacific Products – is not covered by this Limited Warranty. Alumatec Pacific Products shall in no event or circumstance be liable for the cost of removal or installation, for loss or damage to or loss of use of facilities or other property, loss of revenue, loss of use of revenue, loss of anticipated profits, or other damages or costs of any kind whatsoever, whether direct, indirect, incidental, or consequential, and in no event shall Alumatec Pacific Products liability exceed an amount equal to the original sales price of the product in question.

How Long Does the Limited Warranty?

This Limited Warranty remains in force for a period of twelve (**12**) months from: (i) Commencement of Use; (ii) Substantial Completion; or (iii) Date of Notice of Completion, whichever first occurs.

High cycle models grille will be under warranty in conjunction with this warranty plus material will be covered for the number of cycles associated with the door model. Installer and/or door dealer must install the product per Alumatec Pacific Products installation instructions and Alumatec must receive a sign off sheet of acceptance from end user followed by photos of installation

Photo #1 – Complete grille in closed position

Photo #2 – Jamb / guide showing grille curtain traveling into guide at 1½”

Photo #3 – Opposite Jamb / guide showing grille curtain traveling into guide 1½”

Photo #4 – Motor operator mount with drive chain straight, and snug on sprockets supplied with door

Photo #5 – Photo of grille curtain rolled up around barrel assembly to insure vertical links are stacking properly

What Will We Do to Correct Problems?

Alumatec Pacific Products will examine and confirm that any alleged Product issue covered by this Limited Warranty actually exists and occurred in the course proper and normal use and was not caused by accident, misuse, neglect, alteration, or improper installation, operation, maintenance, repair or testing or such other cause outside of the responsibility of Alumatec Pacific Products

How Do You Get Service?

The Buyer must promptly notify Alumatec Pacific Products or its representative – both telephonically and in writing – of an alleged warranty issue and include a detailed explanation of the alleged warranty issue. Detailed warranty claim information will be requested at this time and must be supplied by the Buyer. All telephonic notifications should be made through Alumatec Pacific Products toll free number, to wit:

(877) 770-0181. Written notification on the Customer Warranty Claim Form should be transmitted to Alumatec Pacific Products™ via facsimile transmission to the following number: (801) 298-0905, or it can be emailed to service@alumatecpp.com

What Must the Buyer Do to Keep the Limited Warranty in Effect?

Properly install, operate and maintain your Alumatec Pacific Products!

Are There Any Other Warranties?

THERE ARE NO OTHER WARRANTIES. TO THE MAXIMUM EXTENT PERMITTED BY THE LAWS OF THE STATE OF UTAH, THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF ALUMATEC PACIFIC PRODUCTS, WHETHER BY STATUTE, CONTRACT, STRICT LIABILITY, TORT OR OTHERWISE AND EXTENDED WARRANTIES ARE AVAILABLE BEYOND THE TWELVE (12) MONTH TIME PERIOD OF THIS LIMITED WARRANTY. CONTACT YOUR SALES REP BEFORE PURCHASING YOUR DOOR IF REQUIRED OR INTERESTED.

How Does State/Provincial Law Relate to This Warranty?

Alumatec Pacific Products., is a Utah LLC, and is duly licensed to engage in business under the laws of the State of Utah. Accordingly, this Limited Warranty shall be construed and enforced in accordance with the laws of the State of Utah. If the goods are deemed to be a consumer product in Buyer's jurisdiction, the above exclusion or limitation of incidental or consequential damages and the above disclaimer of implied warranties may not apply. The term of any such implied warranty is limited to the term of this Limited Warranty. Some Jurisdictions do not allow limitations on how long an implied warranty last, so the above limitation may not apply. This warranty gives consumers specific legal rights, and consumers may also have other rights, which vary by jurisdiction.

Can This Warranty Be Modified, Amended or Changed?

This Limited Warranty can be modified, amended or changed only by a written instrument signed by a duly authorized officer of Alumatec Pacific Products

General

Maintenance:

The grille/door(s) are virtually maintenance free. Should you notice any friction damage on rods or links, some lubrication may be necessary in the area where rubbing occurs. A silicone lubricant spray or similar should be sufficient.

Damage:

If there is any noticeable damage to the grille/door such as, but not limited to, bent rods, links not in proper alignment/position, or links coming apart, servicing may be necessary. Please call us @ 877-770-0181 for assistance in possible self-repair or for Alumatec Pacific to have an authorized service company make any necessary repairs the owner agrees to.

Warranty:

For specific warranty details, see the cover page of this book entitled 'Warranty'

Manual Rolling Grille/Door

Locking:

Ensure that the grille/door is completely in the down position. Turn the locking handle in the direction of the arrow to engage/throw the locking rods. Then using either the key or thumb turn handle (if so equipped), turn in the direction indicated to keep the locking handle in the locked position.

Unlocking:

Using key or thumb turn handle (if so equipped), turn in direction indicated to unlock. The locking handle should spring into the open/unlocked position. If it does not unlock, pushing slightly downward on grille/door may be necessary to relieve pressure on locking rods. If locking handle continues to stay in the locked position, try turning handle manually.

Normal Operation:

After unlocking grille/door, grab hold of the rods at about waist height (or handle if equipped) and pull up with a continuous motion. Opening and closing of the grille should always be performed from the center of the door opening only to ensure the vertical links stack upon them-selves when rolling up. It is not necessary to use excessive force. When grille/door reaches approximately halfway open, it should continue up by itself.

If the grille/door stops before being all the way up/open, use the pull hook included or similar object to push the grille/door all of the way open.

To close the grille/door, use the pull hook included by inserting the hook end into the bottom cap of the grille/door and pull down. Grab grille/door with your hand and remove hook. Push down until you can turn locking handle and key/thumb turn.

Motor Operated Rolling Grille/Door

With grille in the down (closed) position:

1. Unlock the grille by inserting key into cylinder and turning 360° or by using turning thumb-turn 360° to disengage lock. When lock disengages, the handle will be pointing upwards. If the handle is not pointing up, do not operate grille electrically until the lock is fully disengaged and lock handle is in 12 O'clock position.
2. Once grille is unlocked, insert key into the key station (located on a wall near the store opening).
3. Turn key to "Open" and hold until the grille is fully opened or until it reaches desired height.¹

With grille in the up (open) position:

1. Insert your key into the key station
2. Turn your key to "Close" and hold until the grille stops automatically in the fully closed position.
3. Lock the grille by turning the lock handle to the horizontal position, while holding the handle in this position turn the key or thumb turn 360° in the direction indicated on the label. Once locked, the handle will stay in the horizontal position.

¹ If the grille will not open, check to see that the lock handle is facing up. The motor is equipped with a sensing device that will shut off the motor in the event that the door is locked while opening. If the lock handle is facing up and the motor is not responding, please contact factory for support – 877-770-0181

TROUBLESHOOTING GUIDE

BARREL

Problem	Cause	Correction
A. Door starts down, then binds	1. Curtain binds in guides	1. Increase guide groove. Curtain should be loose in guides
B. Tension wheel turns freely	1. Broken spring 2. Broken shaft tie 3. Broken barrel tie	1. Consult door technician 2. Consult door technician 3. Consult door technician
C. Door loses tension	1. Spring casting loose	1. Consult door technician
D. Drive shaft crooked	1. Broken weld 2. Bent by excessive force	1. Re-weld drive plate 2. Call factory for drive end replacement, by door technician

CURTAIN

A. Curtain rolls unevenly	1. Starter slats not in line 2. Barrel not level	1. Loosen starter screws and realign. 2. Consult door technician
B. Door curtain separates	1. Door opened with locks engaged 2. Curtain back winds 3. Screws pulled top slat	1. Check that interlock is adjusted properly to prevent operation Unlock door prior to use Install interlocks 2. Re-set down limit 3. Install washer under screws
C. Finish problems	1. Not manufacturing issue	1. Powder coat finishes not under warranty 2. Consult painting contractor
D. Curtain appears to sag	1. Barrel deflection of wide doors should not exceed .03 inches per foot of opening	1. Consult door technician

GUIDES

A. Curtain binds in guide	1. Incorrect guide groove 2. Incorrect width of guides	1. Adjust guide groove opening 2. Remount wall angles to correct guide width. Consult door technician
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BOTTOM BAR

Problem	Cause	Correction
A. Safety Edge not working	<ol style="list-style-type: none"> 1. Open circuit in bottom bar. To confirm, disconnect bottom bar wiring and insert continuity checker. If pressing up on safety edge does not close circuit, problem is open circuit in bottom bar 2. Open circuit in coil cord or Coil reel. Check with volt meter. Reading should be 24v AC 3. Door in extremely wet or flood environment 	<ol style="list-style-type: none"> 1. Defective switch or connection at switch to wires. Check to make sure all wires are securely fastened. Replace switch 2. Replace cord and/or reel 3. Eliminate water. Replace safety edge and or safety edge switch
B. Locks not working	<ol style="list-style-type: none"> 1. Cam of cylinder out of position 2. Damage to lock assembly 	<ol style="list-style-type: none"> 1. Reposition cylinder and secure with set screw located below cylinder 2. Replace lock assembly
C. Electrical interlocks not working	<ol style="list-style-type: none"> 1. Lock bar does not strike interlock switch plate 2. Interlock does not prevent motor operation 	<ol style="list-style-type: none"> 1. Adjust switch location 2. Defective switch, check connection and/or replace switch

BRACKET

A. Brackets not perpendicular to barrel	<ol style="list-style-type: none"> 1. Wall angle not square 	<ol style="list-style-type: none"> 1. Brace bracket into position
B. Drive chain tension	<ol style="list-style-type: none"> 1. Sprocket out of position 	<ol style="list-style-type: none"> 1. Tighten chain by repositioning operator or remove link from chain
C. Binding in bevel gear box	<ol style="list-style-type: none"> 1. Lack of lubrication 	<ol style="list-style-type: none"> 1. Lubricate gear box

MOTOR OPERATOR

A. Emergency chain does not operate	<ol style="list-style-type: none"> 1. Door may be obstructed 2. Incorrect tension on spring 3. Door may be locked 4. Engage chain not tight 	<ol style="list-style-type: none"> 1. Remove obstruction 2. Consult door technician 3. Unlock door 4. Pull engage chain tight and lock in place
B. Motor fails to run	<ol style="list-style-type: none"> 1. Fuse blown or breaker tripped 2. Motor overload tripped 3. Incorrect wiring 4. Incorrect power 5. Motor burned out 	<ol style="list-style-type: none"> 1. Reset breaker 2. Reset motor overload 3. Consult electrician 4. Check voltage and phasing 5. Replace operator
C. Limits not working	<ol style="list-style-type: none"> 1. Drive chain loose 2. Detent plate loose 3. Motor operates in reverse 	<ol style="list-style-type: none"> 1. Tighten chain 2. Adjust detent plate to engage 3. Check phasing