



# Operating & Maintenance Guide



**SeceuroGlide**  
Sectional Garage Doors



May 2022



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To ensure compliance with the Machinery Directive this document must be given to the owner of the door and held for future reference.

Date of installation:	
Installation by:	
Product type:	SeceuroGlide Sectional Elite <input type="checkbox"/> SeceuroGlide Sectional Compact <input type="checkbox"/> SeceuroGlide Sectional Plus <input type="checkbox"/>
Contact details:	

## A class of its own



### Many features unique to SeceuroGlide

- ✓ Many unique safety, security and design features
- ✓ Enhanced strength, reduced noise and better insulation through panel and guide rail engineering



Cassette  
White

# Welcome to SeceuroGlide



Thank you for your recent purchase of a SeceuroGlide Sectional Garage Door.

Combining great design and exceptional build quality the SeceuroGlide Sectional Garage Door you have purchased has been designed and manufactured in the UK and offers attractive, effortless protection for your home.

We understand that the purchasing of your SeceuroGlide Sectional Garage Door is a significant investment for you and your property, this has led to us putting together this small guide to allow you to get to know your garage door better.

Your newly-installed product should give you many years of trouble-free service as it is designed to require minimal maintenance and servicing. In order to prolong the life of your door and to reduce the likelihood of problems, please adhere to the following instructions. Please note all products should only be operated by trained users.

Wishing you many happy years with your new purchase.

[The SeceuroGlide Team](#)



YR WARRANTY

## REGISTER NOW

Activate your **FREE** Warranty \*

Your SeceuroGlide Sectional Garage Door comes with a 5-year parts only guarantee\*, which covers you against defect of material or workmanship by SWS UK, subject to correct installation, maintenance and operation.

Where supplied, sectional motor operators also come with a 5-year warranty and un-painted panels are covered by a 10-year warranty.

To register please visit [www.seceuroglide.co.uk](http://www.seceuroglide.co.uk)

\*Terms and conditions apply, see website for details.

# Service and Maintenance Record

We recommend that your SeceuroGlide Sectional Garage Door is serviced by an official SeceuroGlide distributor once every 12 months.

Should you require any assistance with your SeceuroGlide Sectional Garage Door, please only use an official SeceuroGlide distributor and request they fill in the below form with details of any work carried out and replacement parts fitted.

Date:			
Work carried out:			
Work performed by:			
Print:			
Signed:			
Company name:			
Notes:			

Date:			
Work carried out:			
Work performed by:			
Print:			
Signed:			
Company name:			
Notes:			

Date:			
Work carried out:			
Work performed by:			
Print:			
Signed:			
Company name:			
Notes:			

Date:			
Work carried out:			
Work performed by:			
Print:			
Signed:			
Company name:			
Notes:			



Cassette  
White

# Looking After Your Garage Door

Tips on maintenance for your new SeceuroGlide Sectional Garage Door.

## Your garage door is low maintenance:

- ✓ The panels need wiping with a damp cloth and a mild detergent to remove any excess dirt/grime to maintain its appearance and to reduce risk of the surface being damaged.
- ✓ This must be done more frequently in a salt air environment.
- ✓ Marks on the paint finish can be cleaned with many types of car polish.
- ✓ Chips in the paint work should be touched up to prevent corrosion of the metal.
- ✓ The power to the garage door should be isolated before washing or repairing the paintwork.
- ✓ Silicone spray the rails and guides every 6 months.
- ✓ Make sure no foreign items get collected in the guides i.e. stones, sticks, paper etc.

## Additional Information

### for electrically operated products

Your door should run smoothly and easily as the motor is not designed to over-come problems of a badly running or damaged door. If necessary contact your approved installer for repair.

The motor should be stopping on the limits and not over-running (indicated by buzzing) when the door hits the floor or the open stops.

N.B. Always isolate the power before attempting to make any adjustments or repairs. Untrained operators are advised to contact an approved installer.



Ribbed  
Anthracite

# Operating Instructions

## Electrically Operated Products

Whenever possible the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the panels are moving, that you and any other person stands clear of the panels and keeps hands etc away from moving parts.

**PLEASE NOTE:** When opening or closing the garage door you must monitor the product until it has completed its operation. If the product is fitted with a safety device this could be activated during its operation which would cause the door to stop and reopen completely.

## Manually Operated Products

Make sure there are no obstructions. Ensure when the panels are moving, that any other person stands clear of the panels and keeps hands etc away from moving parts.

### Opening the Garage Door

Press down slightly on the handle when the door is in the closed position; disengage the locking mechanism(s). Ensure the key is removed before opening the garage door. Push the garage door upwards to open. Do not let go of the garage door until it has reached its open position.

### Closing the Garage Door

Pull the garage door down using the handle provided. When the door reaches the close position press down on the handle to engage the locking mechanism.

## Safety

1. There is a risk of crushing and pinching when the door is moving
2. Switch off mains power when work is carried out. Only an approved installer is allowed to work on the operator
3. The door may only be operated by authorised persons
4. The door may only be operated if there is no one present in the danger zone (approximately 1 meter from the door)
5. If the door doesn't move smoothly then contact the installations company as soon as possible
6. Ensure that when operating the door, you do not become trapped between the guide rollers and the rail. When operating a manual door, always use the handles provided
7. Installation, disposal, maintenance and repairs may only be carried out by an approved installer.



# Automatic Safety Stop

The motor is fitted with stop detection. If the door comes in to contact with an object while the door is closing, it reverses the motor. The door will stop and then reopen completely.



# Power Failure

## Electrically Operated Products

If your Sectional garage door is not working correctly please contact your installer for assistance. N.B: Always isolate the power before attempting to make an adjustment or repair. Untrained operators are advised to contact an approved installer.

### Power Failure

In the event of disruption to the power supply or the motor temporarily overheating, the door can be operated manually. NOTE: Isolate the power supply before using the manual override.

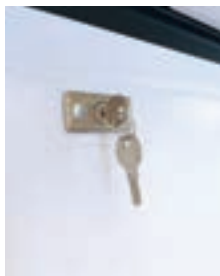
**To operate internally:** Pull the cord hanging from the operator belt with a sharp tug to disengage the motor rail.

**To operate externally (if a manual override is fitted):** Insert key in the override and pull cord through. A sharp tug will release the motor rail.

Once the motor rail is released, you can manually open and close the door using the handle provided.

To re-engage the motorisation once power is restored, move the door manually until the drive mechanism re-locks on the transmission rail.

Alternatively you can install a battery back-up, which will allow approx. 5-10 operations.



# Hand Transmitters

Your Sectional Garage Door is supplied with two hand transmitters, which are already programmed to operate your garage door. The default setting is one button operation that allows you to lift, stop and close the door.








# Trouble Shooting

## Electrically Operated Products – Black Edition

Fault	Possible Cause	Solution
All 3 programming LEDs are on.	Programming mode has been activated.	Start a programming sequence.
Alarm is sounding and the courtesy light is flashing.	The motor has been programmed for auto close.	Nothing - The garage door will start closing after 20 seconds.
Alarm is sounding and the courtesy light is flashing.	If the garage door doesn't close after 20 seconds then the 2000 cycle counter has been activated.	Cancel by pressing any programmed button on the hand transmitter for 3 seconds. Contact your garage door installer for a maintenance visit.
Alarm is sounding.	The garage door has been left open for 10 minutes.	Close the garage door.
Garage door is bouncing back off the floor.	Safety edge has been activated.	Check for any obstructions.

## Electrically Operated Products – Dextxo Compact

Warning Light B	Meaning	Solution
2 	Motor waiting for auto-programming.	Start auto-programming.
3 	Cell fault.	Check that no obstacles prevent the cells from detecting. Check the wiring of the cells or create a bridge between terminals 1 and 2 if no cells are installed. Check the correct alignment of the cells.
5 	Motor thermal protection device.	Leave the motor to cool until the fault disappears.
6 	Motor current measuring circuit fault or sensor fault.	Switch off the power supply (mains and backup battery), wait a few minutes then reconnect the power supply. Perform an auto-programming cycle. If the fault remains, contact Somfy technical assistance.
7 	Maximum power delivered by the motor reached during the auto-programming phase.	Product has reached operating limit.

# Trouble Shooting

## Manually Operated Products

Fault	Possible Cause	Solution
Lock will not engage.	The lock is not correctly aligned with the lock catch.	Apply more pressure to the bottom of the panels until the lock engages or move the panels around slightly until it is in the correct position for the lock(s) to engage.
Lock has become loose.	The screws holding the lock to the door have begun to unfasten.	Check and tighten the two screws fastening the lock to the door.

## Electrically Operated Products – Dexxo Pro

Code	Description	Comments	Action required
E2	Safety input always active.	Displayed when the safety input remains active for more than three minutes.	<p>Check that there is no obstacle triggering cell or sensor bar detection.</p> <p>Check that "P2" is setup correctly depending on the devices connected to the safety input.</p> <p>Check safety device wiring.</p> <p>When photoelectric cells are used, check their proper alignment.</p>
E4	Safety mechanism self test fault.	The safety device self test failed.	<p>Check that "P2" is setup correctly depending on the devices connected to the safety input.</p> <p>Check safety device wiring.</p> <p>When photoelectric cells are used, check their proper alignment.</p>
Eb Ec	Other faults and failure conditions.	These codes correspond to various electronic circuit board failures.	<p>Cut the power supply (mains &amp; battery back-up), wait for a few minutes then re-connect the power supply.</p> <p>Perform a learning cycle.</p> <p>If the fault persists, contact Somfy Technical Support.</p>
H1	Detection of forced entry.	Displayed when an action occurs from outside the garage (read by reinjection of power).	<p>Press a button on the memorised remote control to stop the siren.</p> <p>Start a complete opening and closing cycle.</p>
H2	Detection of forced entry.	Displayed when an action occurs from outside the garage (read by optical encoder).	<p>Press a button on the memorised remote control to stop the siren.</p> <p>Start a complete opening and closing cycle.</p>
CC	Maintenance is required.	<p>Displayed when maintenance is required on the installation.</p> <p>The number of cycles programmed in parameter "PA" has been reached.</p>	<p>Confirm or modify the current "PA" value, or deactivate the "Maintenance required indicator" function.</p>

# Maintenance

Every garage door has to be serviced once installed and then on a regular basis. This is to comply with EN12635:2002-norms.

**THIS INSPECTION HAS TO BE CARRIED OUT BY A QUALIFIED INSTALLER.**

## After Installation:

- |  |           |
|--|-----------|
| 1. Lubricate the running parts of the tracks | Installer |
| 2. Lubricate the bearings and rollers        | Installer |
| 3. Lubricate hinge pins                      | Installer |
| 4. Lubricate all seals                       | Installer |
| 5. Lubricate the springs and cables          | Installer |

*Lubrication should be made with a silicone spray*

## After 3 Months:

*Lubricate above mentioned parts if needed*

- |  |           |
|--|-----------|
| 1. Inspect visually (pays special attention to the cables and spring system) | Installer |
| 2. Check the balancing system and adjust if necessary                        | Installer |

## Every 6 Months:

- |  |      |
|--|------|
| 1. Remove dirt from the door and surroundings                    | User |
| 2. Lubricate as per here above (silicone spray)                  | User |
| 3. Clean the panels (with soft product and water, no detergent!) | User |
| 4. Check all the seals for any damages or wear and tear          | User |

## Every 12 Months:

- |   |           |
|---|-----------|
| 1. Check the cables and connections for wear and tear                                       | Installer |
| 2. Check the bottom brackets for wear and tear  | Installer |
| 3. Check the balance of the door and adjust if necessary                                    | Installer |
| 4. Check the pulleys for wear and tear  | Installer |
| 5. Check the rollers for wear and tear  | Installer |
| 6. Check the springs tension  | Installer |
| 7. Check the fixing from horizontal track to the ceiling                                    | Installer |
| 8. Check all the seals for wear and tear  | Installer |
| 9. Check and test the safety edge system  | Installer |
| 10. Check the springs condition   | Installer |
| 11. Check the spring safety device - if compact or plus                                     | Installer |
| 12. Lubricate the above mentioned parts   | Installer |
| 13. Check the manual operation of the door  | Installer |
| 14. If electrically operated check the condition of the boom and the fixings to the ceiling | Installer |

*Compact and Plus Models Only:*

- |  |           |
|--|-----------|
| 15. Check the spring shaft for wear or tear                    | Installer |
| 16. Check the connection of the cable drum to the spring shaft | Installer |
| 17. Check and tighten the bolts for the spring shaft coupler   | Installer |

## After 2 years:

- |   |           |
|---|-----------|
| 1. Carry out the every 12 month maintenance   | Installer |
| 2. Check the hinges for breaks                | Installer |
| 3. Check the panels for damage, wear and rust | Installer |

# DECLARATION OF CONFORMITY



SWS UK Head Office: Hornby Road, Claughton, Lancaster LA2 9LA

**PRODUCT NAME:** SeceuroGlide Sectional Garage Door

**IDENTIFICATION NUMBER:** Sectional Garage Door P37 & P38

**MODELS:** ELITE / PLUS / COMPACT

The company above declares under its own authority that the door above is fully compliant with:

- Machinery Directive 2006/42/EC

The company additionally declares that the door is in compliance with the following directives:

- 2014/30/EU – Electro-Magnetic Compatibility Directive (EMC)
- 2014/53/EC – Radio Equipment Directive (RED)
- EN 13241:2003 + A2:2016

**Signed for and on behalf of the manufacturer by:**

**NAME:** Colin Reoch (Managing Director)

**DATE:** 3/07/17

**SIGNED:**

## Your local distributor is:



Raising Standards  
Safety Assured