FAQs

My gate isn't operating correctly?

Perform the reset procedure mentioned in sections (7.3) and (7.4) of the installation manual, or refer to the "Set Gate Limits" video on easygate.com.au

Gate opens but won't close?

The most common cause is Photocell safety beams not operating correctly. Check for obstructions. Covers are free from dust or dirt. Check units are properly aligned to allow communication between them. Refer to the user manual for the correct communication signal and wiring or see 'Install Photocels' video on easygate.com.au

Perform the "Recognition of Connected Devices" (7.3) process by pushing and holding the P2 button until the corresponding LED starts to flash. Once the LED begins flashing release the button. If this is not successful, try removing the blue ECSBus terminal and repeat the process with the Photocells no longer connected. If the gate operates without the Photocells in the system, they may be damaged and need replacement.

Remote won't operate gate?

Check the batteries. Depending on the age of the device the batteries may retain enough voltage to light the LED, but not enough to transmit a signal.

Reconnect the remote to control board or (receiver). See the manual (10.4 - MEMORIZING ALL RADIO TRANSMITTERS) or the 'Connect a Remote' video on easygate.com.au

Can I delete a Remote from the motor without the remote?

Yes. If a remote (transmitter) is lost or stolen it can be deleted without being present.

First perform a "Global" deletion to remove ALL the learned transmitters (remotes connected to your motor). See owners Manual (10.4.5) to reconnect any remotes as per normal. (10.4).

Can I delete a single remote without deleting the others?

Yes. Refer to owner's manual section (10.4.4 - Deleting a radio transmitter) or by following the instructions on 'Delete a Remote' video on easygate.com.au

Can I connect my remote to operate more than one device?

Yes. In order to operate more than one device (eg:- two different gates or gate and garage door) the remote transmitters must be programmed in Mode-2. To program the remote to the control board or receiver in Mode-2 follow the manual (10.4.2 – Memorization Mode-2) or by following the videos on easygate.com.au 'GTX4 - Advanced Mode-2'

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