



# Ultimate and Compact Roller Garage Door



## Operation and Maintenance Manual

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October 2015

# Firstly...

Thank you for your recent purchase of a Roller Shutter Garage Door from Warm Protection Products Limited. Our wish is to make sure our customers are satisfied in every way we possibly can. Therefore we ask you to read this manual carefully to ensure you get the best from your new garage door for many years to come.



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## Installation Information

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Unique Serial No:

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Door Type:

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Date Installed:

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Installation Company:

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Installation Engineer:

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Installation Company Tel No:

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# Introduction

BEFORE OPERATING YOUR DOOR FOR THE FIRST TIME PLEASE TAKE TIME TO READ AND FULLY UNDERSTAND THE CONTENTS OF THIS MANUAL AND ANY OTHER DOCUMENT RELATING TO THE DOOR SUPPLIED. ALL RELATING MANUALS SHOULD BE KEPT IN A SAFE PLACE BY THE END USER.

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**ALL PERSONS USING THE POWER OPERATED SHUTTER MUST BE SHOWN HOW TO OPERATE THE GARAGE DOOR PROPERLY AND SAFELY.**

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1. When operating the door the user must be in sight of the door at all times.
2. When operating the door do not place fingers near or in the shutter guide tracks at any time, or within any moving part of the door.
3. Do not allow children to operate/play with the door or any electrical switching equipment.
4. Do not attach objects or make alterations to the door as this may cause damage, personal injury and invalidate the warranty.
5. Only operate the door when in full view and if no objects or persons are in the path of the doors descent.
6. Minus temperatures and freezing conditions can cause the roller shutter curtain to freeze together or freeze the bottom rail seal to the floor. In such weather conditions we recommend keeping the door in view when operating the up movement and if impaired the door is to be immediately stopped to prevent damage occurring. Only when the ice on the door has melted is the door to be operated again.
7. Beware of operating the door in high winds. Operating the door in high winds can cause the centre of the shutter curtain to bow activating the safety device in the bottom rubber seal.
8. In the event of a malfunction the operator/end user should follow the advice given in the operation and maintenance manuals and if applicable contact the installation company. Repairs and adjustments should be undertaken by qualified personnel.

## Intended Use

**This Door is intended exclusively for domestic use, on average 2,200 cycles per year and is not licenced for continuous operation. The motor, control unit and safety system must only be operated in dry areas.**

# Cleaning

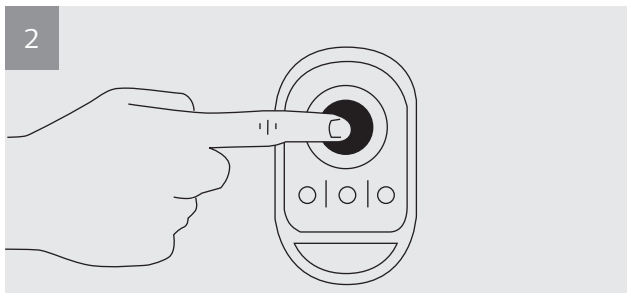
1. Power to the Garage Door should be isolated before washing.
2. Periodically clean the door (at least four times a year) with soapy water, rinse and allow to dry naturally. Do not use corrosive chemical cleaning agents or jet washers. Bird droppings are caustic and should be removed on detection. For dusty areas or salt air environments the cleaning process should be increased.
3. Marks on the paint finish can be cleaned using many types of car polish or touch up pens.
4. Chips on the paint should be touched up to prevent corrosion of the metal.
5. Check and remove any debris from the guide tracks and always ensure the path of the door is clear when in the closed position and free from stones, leaves and debris.
6. Your new garage door needs to be serviced annually by an authorised agent to maintain the CE mark and warranty.

# Operating Instructions

THE FOLLOWING DETAILS ARE A QUICK GUIDE, FOR MORE DETAILED INFORMATION PLEASE REFER TO THE ROLLIXO USER MANUAL SUPPLIED WITH THE DOOR.

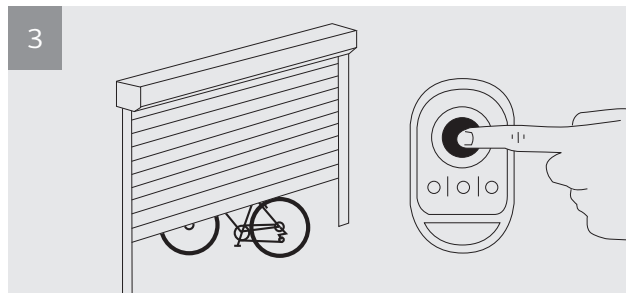
1 Ensure the opening is clear of any obstructions and that the operator is in full view of the door.

2



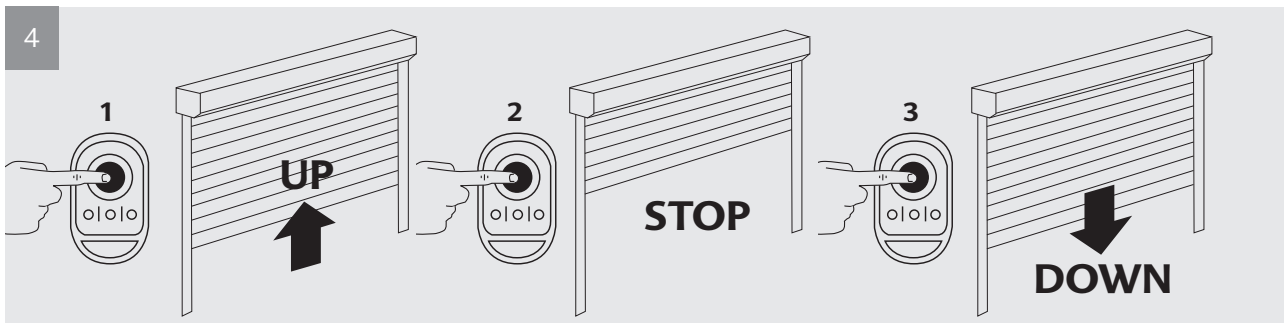
Press the large black button in the centre of the hand held transmitter (key-fob) for 1 second and the door will start to move to the fully open or closed position and stop. By pressing the black button again the door will perform the opposite sequence and stop.

3



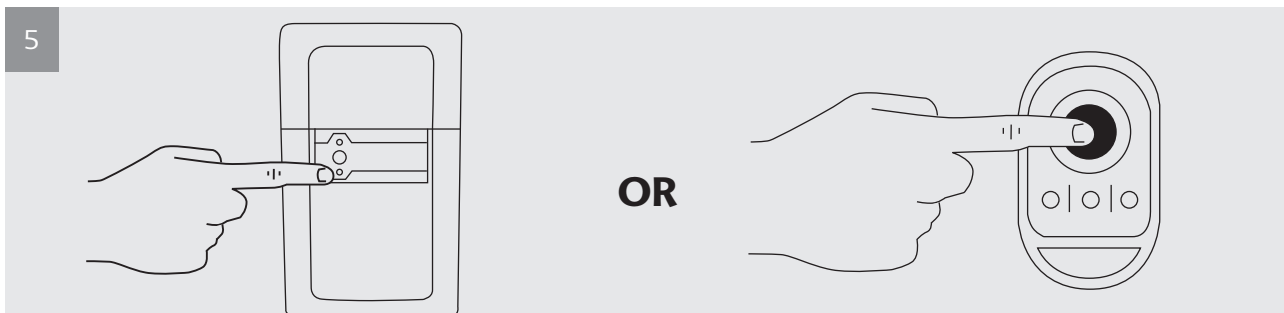
During the closing cycle if the door detects an obstruction it partially reverses and stops. The remote control receiver will emit a warning light flashing rapidly to confirm it has hit an obstacle. Remove the obstacle and press the black button again to close the door.

4



During the up or down cycle you can stop the door by simply pressing the black button on the key-fob. The next press of the black button on the key-fob will send the door in the opposite direction from which it was moving.

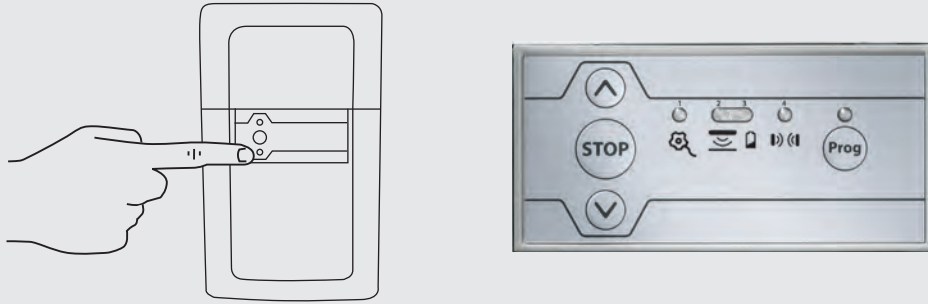
5



OR

If the OSE safety system has a fault or fails to operate the door can be brought down by pressing and holding the down button on the control receiver board or by keeping the black button held down on the downward cycle of the operator key-fob.

6



The door can also be operated from the Rollixo control unit via the UP - STOP - DOWN buttons.

7

**ALARM MODULE:** The Rollixo control unit is fitted with an alarm module. If an attempt is made to lift the door when fully closed the alarm will activate and sound for two minutes. The alarm can only be turned off with the hand held transmitter by pressing the big central button. The door cannot be operated while the alarm is sounding.

8

**SMOOVE WIRELESS SWITCH:** To operate the Smoove wireless switch simply touch the up arrow to take the door up, or the down arrow to take the door down. To stop the door at any intermediate point, press the MY button.

8

**RTS WIRELESS KEYPAD:** To operate the RTS keypad press in your code number (normally 4 digits) then press the top left hand button for one second. The door will move in the desired direction and stop. To stop the door during its travel, press the button again. After twenty seconds the unit requires the code number re-entering in the same way to operate the door.

## Safety Check

**At least every six months, check the OSE safety beam in the bottom of the rubber seal by lowering the door half way down and obstructing the path of the door to land on your hand (handshake position). The rubbers will crush together and stop/reverse the door. Simply press the key fob button again and the door will operate normally.**

## Fault Finding (operating diagnostics)

Fault finding diagnostics can be found in the Rollixo RTS User Manual, English section, page 5, supplied with the door control unit.

## Maintenance

Key fob batteries	1 x CR2430
XSE/OSE safety batteries	1 x AA3V6 lithium battery (AAIV5 NOT Compatible)
Rollixo receiver light bulb	1 x E-14-25w

# Power Failure and Manual Override

In the event of a power failure or temporarily overheating (the motor is protected by a thermal cut out), the door can be operated manually.

BEFORE USING THE MANUAL OVERRIDE, THE POWER SUPPLY TO THE ROLLER DOOR MUST BE SWITCHED OFF.

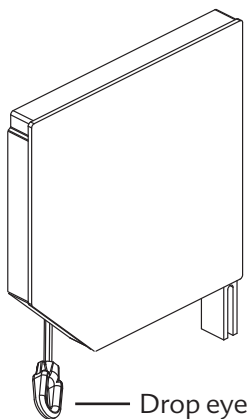
## To operate:

Hold the manual override handle in line with the eye and rotate the handle in the desired direction to either open or close the door. DO NOT OVERWIND.

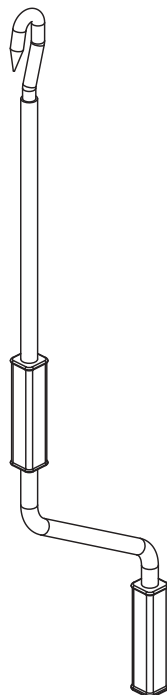
WHEN RAISING THE DOOR, ALWAYS LEAVE THE CURTAIN HANGING INTO ITS TRACKS.

WHEN LOWERING THE DOOR, NEVER WIND DOWN TOO FAR, JUST ENOUGH TO LAND ON THE FLOOR.

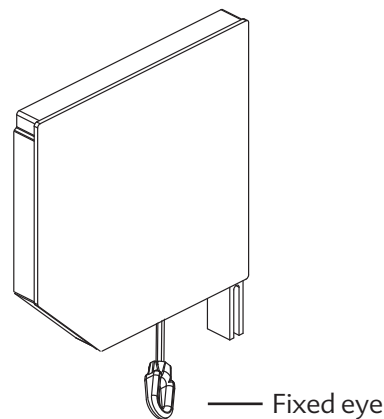
## Drop Eye Manual Override



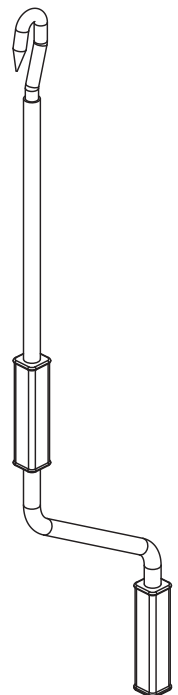
Locate the Crook Hook into the drop eye and hold handle at 45 degrees then rotate to wind up, or down as required.



## Fixed Eye Manual Override



Locate the Crook Hook into the fixed eye and hold handle straight then rotate to wind up, or down as required.

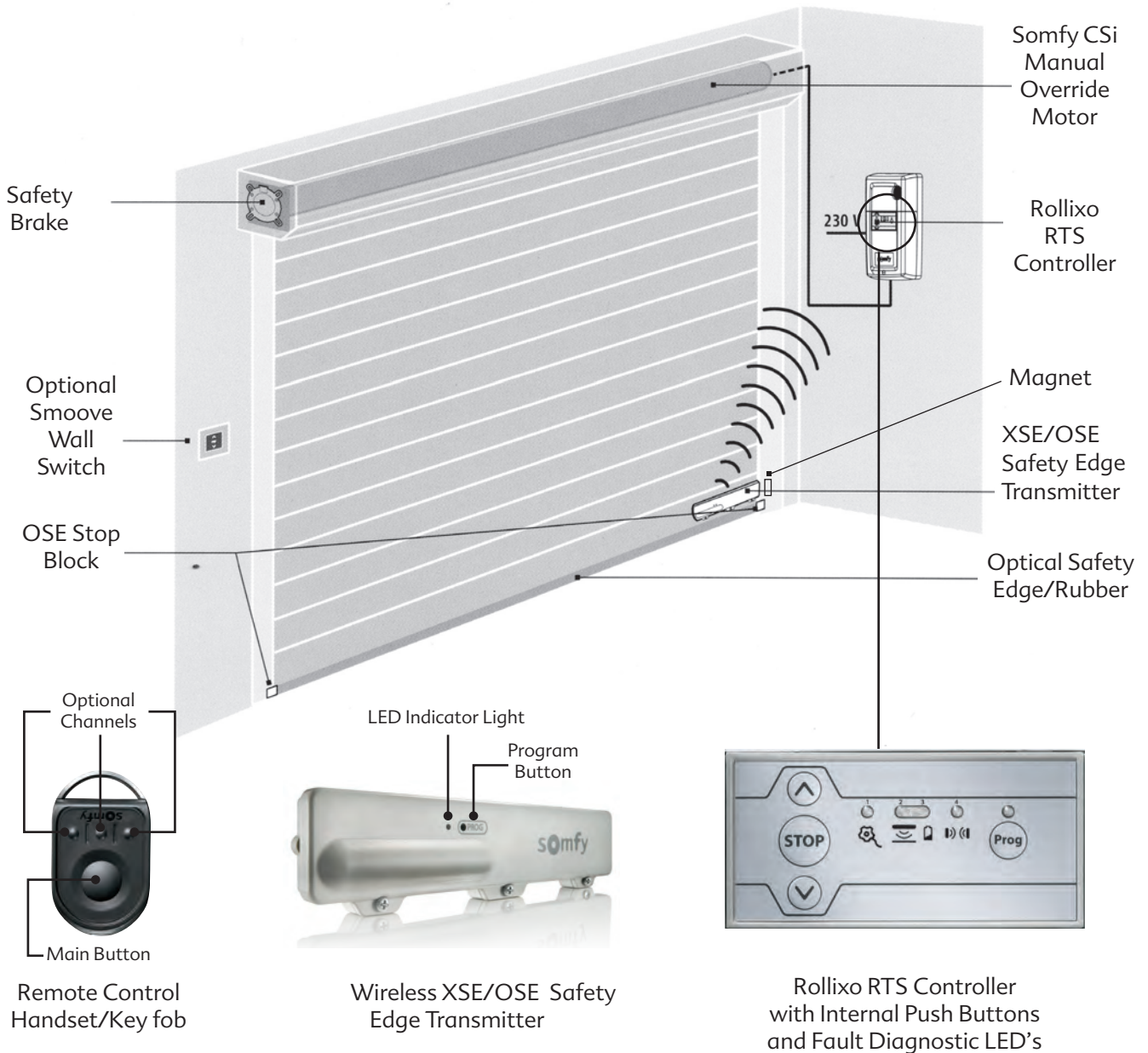




# Rollixo Remote Control Unit and OSE Safety Edge



For all installation, maintenance, technical and operator instructions, please refer to the Rollixo RTS Installation Manual and Rollixo RTS User Manual supplied in the Remote Control Kit.

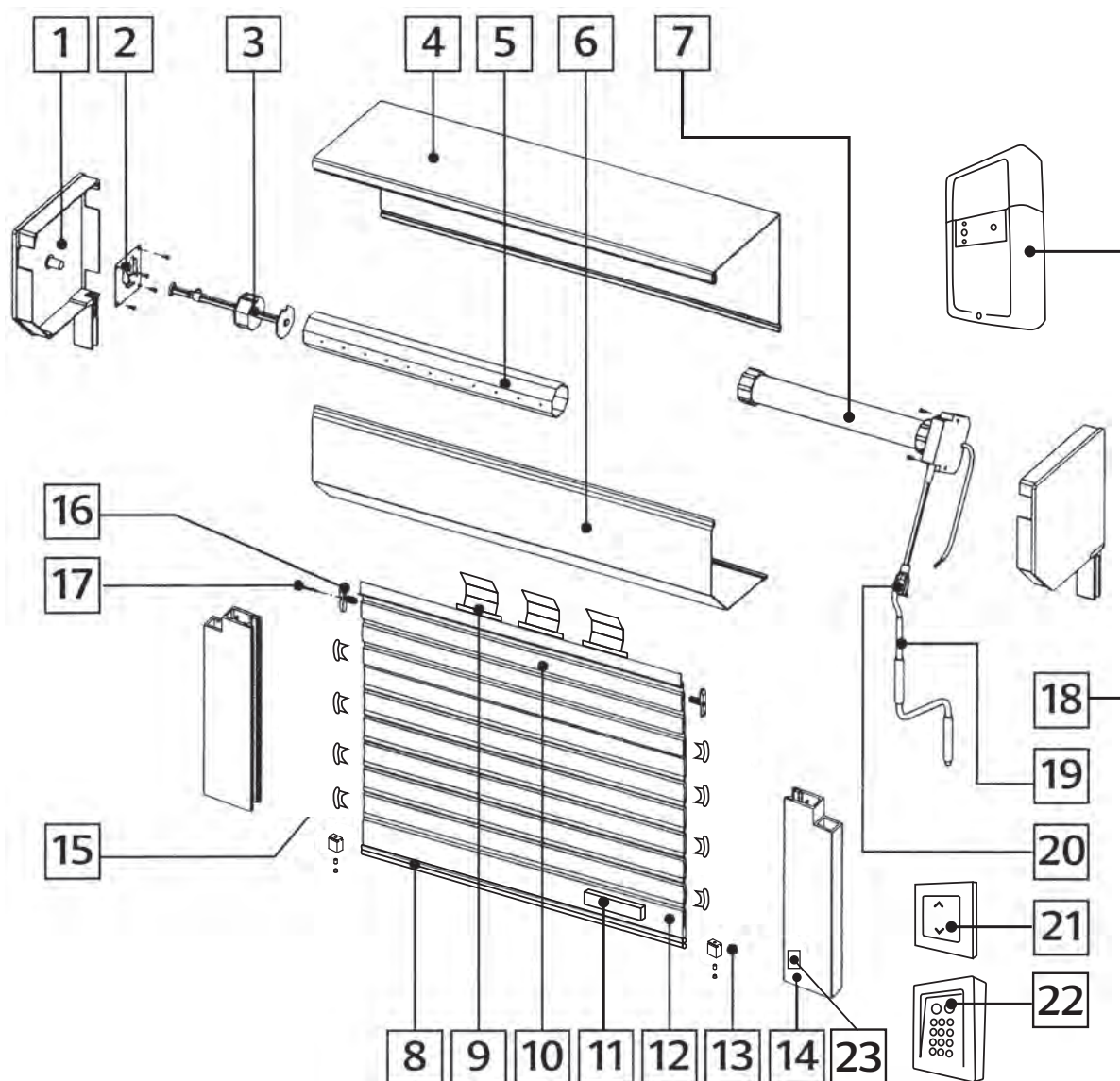


Optional Smoove Wireless Wall Switch



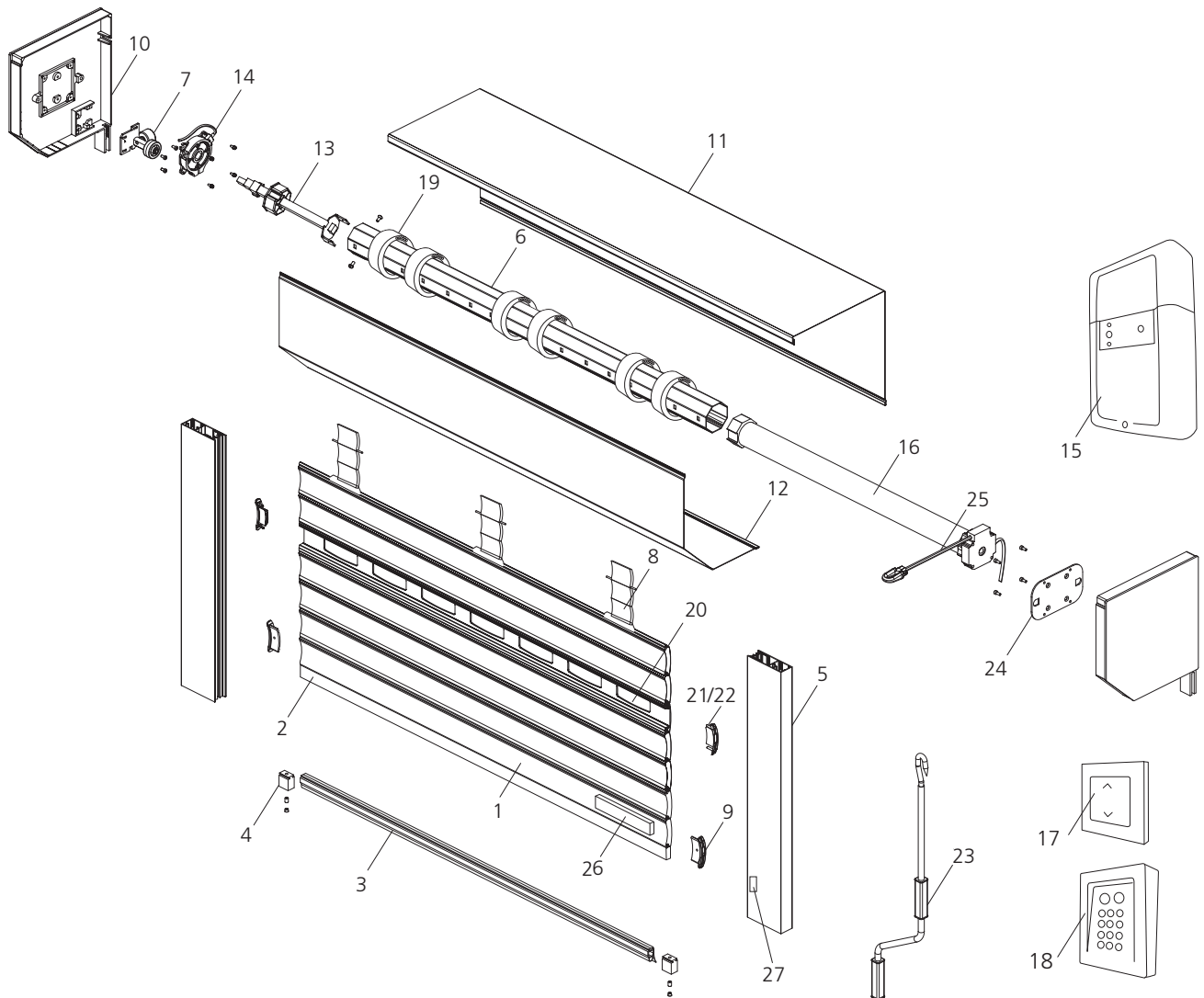
Optional RTS Wireless Keypad

# Plant on Motorised Make Up Details for Compact Roller Garage Door 54/56



- |                             |                                     |                                   |
|-----------------------------|-------------------------------------|-----------------------------------|
| 1. Endplate                 | 9. Locking Straps                   | 17. Endlock Screws for Profile 56 |
| 2. Bearing Holder           | 10. Shutter Curtain                 | 18. Rollixo Remote Control Unit   |
| 3. Adjustable Axle Cap      | 11. XSE/OSE Bottom Rail Transmitter | 19. Override Winding Crook        |
| 4. Back Box                 | 12. Bottom Rail                     | 20. Override Eye                  |
| 5. Tube                     | 13. OSE Stopper Block               | 21. Smoove Wireless Wall Switch   |
| 6. Front Lid                | 14. Guide Rail                      | 22. RTS Wireless Keypad           |
| 7. Tube Motor with Override | 15. Curtain Endlock for Profile 54  | 23. Switch off/Alarm Magnet       |
| 8. OSE Rubber               | 16. Curtain Endlock for Profile 56  |                                   |

# Plant on Motorised Make Up Details for Ultimate Roller Garage Door 75



- |                        |  |                                     |
|------------------------|--|-------------------------------------|
| 1. Shutter Curtain     | 10. Box Ends   | 18. RTS Wireless Keypad             |
| 2. Bottom Slat Carrier | 11. Top Box  | 19. Locking Strap Collars           |
| 3. OSE Rubber          | 12. Front Lid  | 20. Vision Slat                     |
| 4. OSE Rubber Blocks   | 13. 70 oct tube Safety Brake<br>125 oct tube Dummy End | 21. Vision Endlock RH2              |
| 5. Guide Rails         | 14. Safety Brake                                       | 22. Vision Endlock RH1              |
| 6. 70/125 oct tube     | 15. Rollixo Remote Receiver                            | 23. Override Crook                  |
| 7. Double Rollers      | 16. Override Motor                                     | 24. CSI Motor Plate                 |
| 8. Locking Straps      | 17. Smoove Wireless Wall Switch                        | 25. Override Eye                    |
| 9. Endlocks            |  | 26. XSE/OSE Bottom Rail Transmitter |
|                        |  | 27. Switch off/Alarm Magnet         |



**Warm Protection**<sup>®</sup>  
PRODUCTS LIMITED

# EC Declaration of Conformity

## WARM PROTECTION POWER OPERATED ULTIMATE/COMPACT GARAGE DOORS

In accordance with the EC Machinery Directive 2006/42/EC

We the company:

Warm Protection Products Ltd  
Unit 5 Throckley Way  
Middlefields Industrial Estate  
South Shields  
Tyne & Wear  
NE34 ONU

Hereby confirm that the apparatus:

**Warm Protection Ultimate and Compact Roller Garage Doors**

Conforms to the following EC Directives:

2006/42/EC	Machinery Directive
2004/108/EC	EMC Directive
2006/95/EC	Low Voltage Directive
1989/106/EEC	Construction Products Directive
1999/5/EC	R & TTE Directive

Standards applied:

EN 13241-1: 2003	Industrial commercial and garage doors and gates - Product Standard Part 1
EN 12445: 2000	Safety in use of power operated doors -Test Methods
EN 12453: 2000	Safety in use of power operated doors - Requirements
EN 12604: 2000	Industrial, commercial and garage doors and gates - Mechanical aspects - Requirements
EN 12605: 2000	Industrial, commercial and garage doors and gates - Mechanical aspects - Test methods

Documentation manager: Warm Protection Products Ltd

*J Chapman*

Mr J Chapman Managing Director  
Date of Creation 04/06/2013

# Construction Products Regulation

## DECLARATION OF PERFORMANCE: NO 001 CPR2013

1. Identification type: **Ultimate Garage Door and Compact Garage Door**
2. Serial Number: **No 001 (Yellow Label)**
3. Intended use: **Roller Garage Door/Rolling Commercial Shutter**
4. Manufacturer: **Warm Protection Products Ltd  
Unit 5 Middlefields Industrial Estate  
South Shields  
Tyne & Wear  
NE34 ONU**
5. Authorised representative: **N/A**
6. Assessment and verification of constancy of performance: **System 3-4**
7. Notified body: **TUV NORD GmbH Hanover performed initial type testing under system 3 and issued protocol on product ITT No 11 325 394907006 and ITTNo11 325 392981**
8. European Technical Assessment: **N/A**

9. Declared performance:

Characteristics	Declared Performance	Harmonised standard
Watertightness	Class 0	
Dangerous substances	None	
Resistance to wind load	Class 2	
Thermal resistance	5.7w/m2.k	
Air permeability	Class 0	EN 13241-1: 2003 +A1:2011
Safe opening	Pass	
Definition of geometry of glass components	Pass	
Mechanical resistance stability	Pass	
Operating forces	Pass	
Durability of the performance characteristics	3300 cycles	

Specific Technical Documentation: **Not applicable**

10. The performance of the products identified in points 1 and 2 is in conformity with the declared performance in point 9. This declaration performance is issued under the sole responsibility of manufacturer identified in point 4.

Signed for and on behalf of the manufacturer by:

*J Chapman*

Mr J Chapman Managing Director  
Date of Creation 28/06/2013



# Warranty

## The warranty for this product is only granted if:

1. The installation/servicing is carried out by an authorised approved competent installation engineer following Warm Protection Products Ltd fitting/installation instructions.
2. No additional objects are attached to the door.
3. Only original Warm Protection Products Ltd parts are used.
4. Annual maintenance check/service are performed and logged in the maintenance manual.
5. The door is regularly cleaned, at least 4 times per year.
6. The door operation cycle is based on an average of 3 complete operations per day.
7. The safety requirements laid down in BS12453 and BS12445 Standards show that power operated doors must be maintained at least once a year with all maintenance work/servicing documented in the log/maintenance manual.
8. Failure to maintain the door will invalidate the warranty and CE marking.

## Our Five Year Guarantee

GENERAL WARRANTY: Rolladour, electric operators, spares and accessories are warranted against manufacturing defects for a period of two years from the date of purchase. ADDITIONAL PERFORMANCE GUARANTEE The paint finish can be expected to provide a weatherproof membrane, i.e. will resist perforation of alloy substrate due to corrosion from the weatherside. Any fade of colour change shall be limited and uniform given equal exposure to the local environmental conditions. The guarantee applies to the weatherside of the door curtain only and is subject to the following conditions: 1. The garage door must be free of impact or mechanical damage, scratches, tears, scuffs or other surface abrasions. 2 Surfaces must be freely exposed to washing by rainfall and kept clear of bird droppings, accumulated dirt and debris. 3. The guarantee applies only to the weatherside and where more than 5% of the surface area of any one door is affected. Corrosion, discolouration or other effects arising from elements within the building or from abnormal pollution or contact with aggressive fumes or chemicals are excluded. 4. The guarantee begins at the time of first delivery of the product by Warm Protection Products Limited. 5. This guarantee is valid for doors sold in the UK and Republic of Ireland only. 6. In the event of a justifiable and agreed claim the company may replace the door or offer a refund at its sole discretion. Any refund will be limited to a maximum value equivalent to the list price of the door applicable at the time of purchase. 7. Small template marks may appear on the inside of the top section of the Rolladour curtain, where the locking straps appear, this is normal and will not interfere or damage the door are void from guarantee. 8. Wearing of the Rolladour curtain may appear and be visible when the Rolladour curtain is fully open. This wear is due to the lead in of the curtain in the guide tracks. The wearing is common and will not result in a defect of the shutter door. The wearing down of the paint to the aluminium will not result in further damage and is seen as general wear and tear. This wear and tear is hidden within the guide tracks when the Rolladour is fully lowered. This wear and tear will not be taken as a fault on the door and the Rolladour curtains will not be replaced if these marks appear. All other parts of the door are guaranteed against manufacturing defects for a period of two years from date of purchase. PLEASE NOTE: In line with Warm Protection Products Limited's policy of continuous product improvement, we reserve the right to make changes without prior notification. Whilst every effort has been made to provide an accurate representation, colours shown in this brochure are for illustrative purposes only and may vary from the product received.

# Service and Maintenance Record

To comply with CE legislation and to ensure warranty cover, your roller garage door should be serviced at least once per year. Failure to keep the door service schedule will invalidate the warranty. Only approved Warm Protection Products Limited agents should be used. Service agents should fill in and date the forms.

Date:	Year One:	Year Two:	Year Three:
Work carried out:			
Work performed by:			
Print:			
Signed:			
Company name:			
Notes:			

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



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PRODUCTS LIMITED

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