

OPERATION MANUAL

Roller Doors

INTRODUCTION

Thank you for choosing a Scotty Door from our standard Roller Shutter and Roller Grille range.

⚠ Important: Please ensure all operators are fully inducted on the safe and correct procedures. Failure to do so may void warranties and could cause serious injury.

For assistance:

- **Phone: 09 479 4779 or 0800 760 687**
- **Email: office@sdlgroup.co.nz**

When contacting us, please provide the job number located on the sticker on the back of your door.

SAFETY WARNINGS

- The door spring unit is under constant tension and must only be adjusted by a trained, approved commercial roller door technician.
- Never stand directly under a moving door or attempt to pass through while in motion.
- For motorised doors, refer to the UPS Battery Backup Information.

MANUAL OPERATION

- Control the operation of the door with the pole provided – the pole has a special hook at one end for retrieving and guiding the door down safely from above and for carefully raising the door to the open position. When opening, lift the door to a height to enable the door hook to be correctly inserted into the bottom rail hole and use the door hook to guide up through a full open cycle. **DO NOT LIFT AND THROW THE DOOR OPEN AT ANY TIME.**



Standard door hook



The door hook in use



The hole in the bottom rail for the door hook

- Remove the key from the lock before raising the door, as you will snap the key off if it hits the lintel and or ceiling cavity.
- Ensure no obstructions are in the doorway when lowering the door. For example, raised mats, display stands, signs, tables, and extension leads. If the bottom of the door does not sit flat to the floor/countertop, it will not lock.
- Do not force the key to lock. Check that the door is down correctly or that the lock holes inside the door channels are not obstructed. Check you have the correct key.
- Newly cut keys should be checked against an original key and checked in the lock before distribution.
- Do not climb up the door screen – it is not a ladder.
- If this door is fitted with a “snib” lock for fire egress, simply turn the dial on the inside of the lock 90 degrees to unlock. A key will only be required for locking/unlocking from the outside.

REMOVABLE MULLIONS

- A mullion is a removable door track.
- Fitting the removable mullion is simple:
 - If it is your first time, identify which side of the mullion is the inside – it will have a socket bolt on the bottom inside face for securing the mullion at the floor/countertop.
 - Then, check the mitred block at the top of the mullion to identify which side the mullion swings into position – the flat side of the block should be towards you. This may not necessarily be on the inside in the case of ramps/obstructions, etc.



Standard removable mullion



Socket bolt for locking the mullion to the floor

- To operate, feed the mitred block at the top of the mullion into the corresponding aluminium section fixed to the lintel above. Slowly swing the mullion into the upright position, lifting as you go, to avoid the top of the mullion from falling back out. Once the mullion is in the vertical position, rest it onto the floor and fasten the socket bolt into the location hole in the floor/countertop.
- **DO NOT** force the mullion – be careful not to damage the surrounding ceiling and fixtures.
- **DO NOT** attempt to twist the mullion sideways or fit back to front.
- **DO NOT** slam the mullion into the top as it will dislocate the mullion head or damage the ceiling.
- **DO NOT lower the door without a mullion fitted first.**
- If there is more than one mullion to this opening – **DO NOT MIX THEM UP** – we recommend that you label the mullion to identify each mullion for ease of use and placement

MOTORISED OPERATION

A. SD1 MOTORISED:

- This motorised set-up is for normal day-to-day use (not High Cycle) and is a single-phase powered unit. Typically found on wider shop front motorised doors.
- **Before Opening:** Check that the door is unlocked. (If a lock is fitted). Operating the door while locked **VOIDS** the warranty.
- **Before Lowering:** Check for obstructions, including personnel, ensure the guides are clear, and no displays or furniture have been left in the doorway. Check that any mullions are fitted correctly.
- **To Operate:** You will either have a push-button controller or a key switch.
- Push the button on the controller or twist the key in the key switch to activate the door to move up or down
- Please hold the push button or key for the entire duration of the door travel.
- ALWAYS retain eye contact with the door whilst in motion.
- **ATTENTION:** If the roller grille or shutter is not operating correctly in any way - **STOP** using the door immediately and call Scotty Doors to attend and repair.
- **NEVER** attempt to manually lift the screen of a motorised door. Contact Scotty Doors immediately.
- Use of the hand chain attached to the motor is for emergency use only.
- The accessories available include UPS Battery Back Up for uninterrupted power supply, key switch and remote controls.



*Standard push button
controller*



Standard key switch



Emergency hand chain

B. HC MOTORISED:

- This motorising set-up is primarily for carpark use and is designed for high-cycle use. It is either single or three-phase powered.
- We recommend that these roller doors be set up for “Automatic” operation through a Logic Controller.
- The roller door will open and stay open for a predetermined time, then automatically close.
- A safety beam must be fitted to prevent the door from lowering onto vehicles or pedestrians, as it will only operate once the opening is clear.
- **DO NOT** attempt to drive through until the door is fully open – hitting the bottom of the door with the roof of your car will cause damage to both.
- **DO NOT** tailgate – 1 car at a time
- **DO NOT** attempt to manually lift the screen of a motorised door.
- **ATTENTION:** If the roller grille or shutter is not operating correctly in any way, stop using the door immediately and call Scotty Doors to attend and repair.
- There is a very real risk of injury if the door is attempted to be opened manually while the door controller is set to automatic.

UPS INFORMATION – **PLEASE READ IF YOUR DOOR IS MOTORISED.**

- Your UPS battery backup is typically located in the ceiling close to the motor or sometimes located in a cupboard at ground level. Please consult your builder or shopfitter if you are unsure where your UPS is located.
- A UPS battery backup is designed to ensure your door can open in the event of an emergency where power is lost to your store.
- If your roller door is your primary fire exit, we **strongly recommend** that you have a UPS unit fitted to ensure the safety of your team & customers in the event of an emergency. Access control is essential and must always be functional.
- In the event of power loss to your door, your UPS is only designed to run the motor for a relatively short period of time – please **do not operate the door unnecessarily** under these conditions.
- If you believe your door requires a UPS battery backup, please contact us to discuss this.

If your door is motorised and fitted with a UPS, please listen for a beeping sound coming from the UPS.

Your UPS should only beep in the following situations:

- When there is no power from the point the UPS is plugged into (i.e. a power cut has occurred). This will be an intermittent beep, roughly every 5-10 seconds.
- When the door is operating, and the UPS is running on battery power, the UPS will beep constantly (roughly every 1-2 seconds).

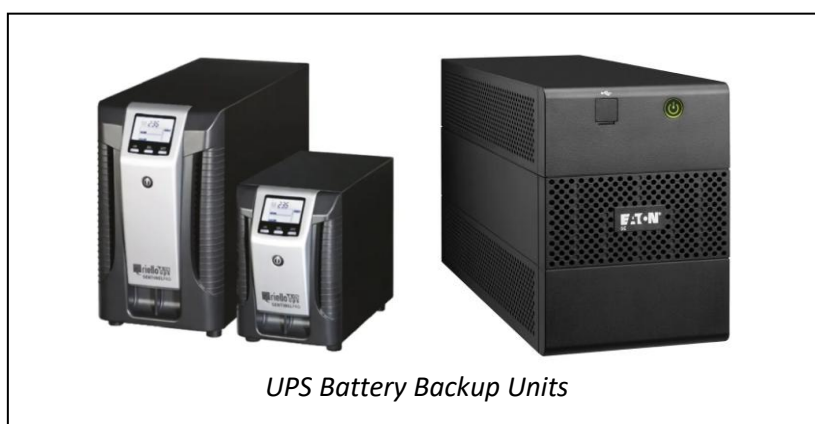
IF YOUR UPS IS BEEPING UNDER ANY OTHER CIRCUMSTANCES, IT MAY INDICATE AN ISSUE.

If you can hear your UPS beeping and there is no power cut – please note the frequency of the beeps:

- If it is only every 5-10 seconds, it may indicate that there is no power to the point that the UPS is plugged into – despite the rest of your store having power.
- If it is more frequent and constant, it likely means that the UPS is reaching the end of its lifespan.

If your UPS reaches the end of its lifespan and fails, it may mean that your door will be unable to either open or close. If you hear any abnormal beeping from your UPS, we strongly recommend that you have it assessed.

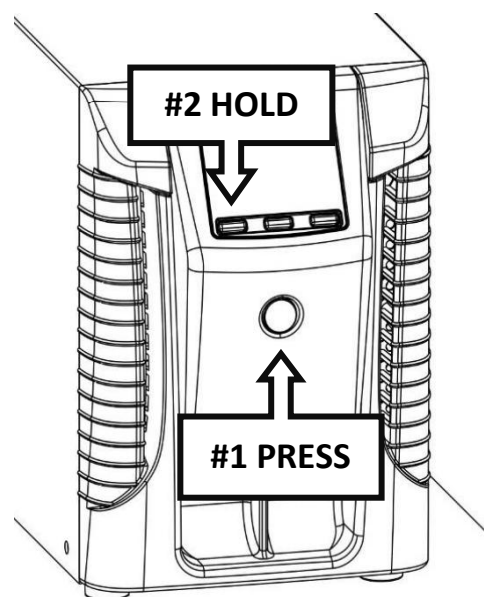
**PLEASE DO NOT IGNORE THE BEEPING FROM YOUR UPS
UNDER NORMAL OPERATING CONDITIONS**



For our new UPS model (Riello SEP1500, as per the left photo above), the process for turning the unit on is as follows:

1: Press the main power button once to turn on the unit. You will see the display light up & a triangular symbol may flash in the top corner.

2: Press and hold the left-hand most button of the 3 smaller buttons underneath the screen. The unit will beep and start displaying more information on the screen – the UPS is now on and active.



CARE & MAINTENANCE OF YOUR SCOTTY DOOR

An investment in the maintenance of your Scotty Door/s will keep them operating correctly and provide safe and reliable access for years to come. We recommend that it be serviced by Scotty Doors or any reputable commercial roller door company **every 6 months** to make sure it is operating correctly.

As roller doors comprise so many moving parts, wear and tear over time is inevitable. Issues can occur above the ceiling or in areas staff cannot see – so issues are often only detected when they have become critical, and operation or safety is affected.

- Regular service & maintenance helps avoid potentially dangerous situations.
- During service & maintenance visits, a trained service technician can detect any abnormal wear and tear or damage to your roller grille or shutter.
- Early detection of potential problems helps you avoid emergency repairs.
- Regular service & maintenance helps avoid the sudden loss of income or costly repairs when a malfunctioning security grille or shutter restricts access to your premises.
- Regular professional service & maintenance extends the durability of your security roller grilles & shutters.
- Regular maintenance ensures the health & safety of your team and customers.

Please call Scotty Doors to schedule regular service and maintenance

GENERAL CARE & MAINTENANCE

- Do not use solvents to clean your door. We recommend using a dry chamois-style cloth to wipe down your door to remove dust. For dirt or more heavy-duty cleaning, please wash your door with warm soapy water and use a chamois-style cloth.
- Do not apply any grease or petroleum-based lubricant to door guides; the nylon end locks are designed to make the door run smoothly. Grease will only collect dust and grit, etc.
- **KEYS** – Please note that all replacement/copies of keys must be cut by a reputable locksmith (i.e., Armstrong). We do not recommend a mall kiosk key-cutting service (i.e., Mister Minit).
- Failure to follow operational, care & maintenance instructions will void your warranty.

WARRANTY

- Scotty Doors roller grilles and shutters are covered by a one (1) year unlimited cycle warranty on the complete system against faulty workmanship and materials.
- One (1) year warranty on powder coating (excluding general wear and tear from use).
- Any concerns or issues, please call our office immediately.
- Upon expiration of your warranty period, you must contact Scotty Doors or any reputable commercial roller door company for an assessment to confirm your ongoing service and maintenance schedule.
- Any questions or assistance, please call **09 479 4779** or **0800 760 687** or email **office@sdlgroup.co.nz**.