

## Harvey Overhead Door First Line Troubleshooting

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### 1. Door goes back up on its own after trying to close it, or door won't close

Does the opener flash or click 10 times after the door goes back up?

Yes

- 1 Object blocking STBs
- 2 STBs out of alignment
- 3 Call us

\* Hold the wall button to override STBs, but do so at your own risk

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No

- 1 Door hitting something
  - 2 Call us
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### 2. Door won't open, but is not cocked to one side

- 1 Carriage released (someone pulled the red cord)
  - 2 Call us
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### 3. Door is cocked to one side

- 1 **CALL US ASAP**

\* **THIS IS VERY DANGEROUS, DO NOT ATTEMPT TO MOVE OR GO UNDER THE DOOR**

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### Door works manually, but opener doesn't work

Is the opener receiving power? Is it plugged in? Does that outlet work?

Yes

- 1 Carriage released
- 2 Call us

No

- 1 Plug it in
  - 2 Call electrician, not us
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### 4. Wall button works, but remote(s) don't

- 1 Check/change batteries
- 2 Attempt to program remote to opener
- 4 Call us

\* If flashing/clicking, see section 1