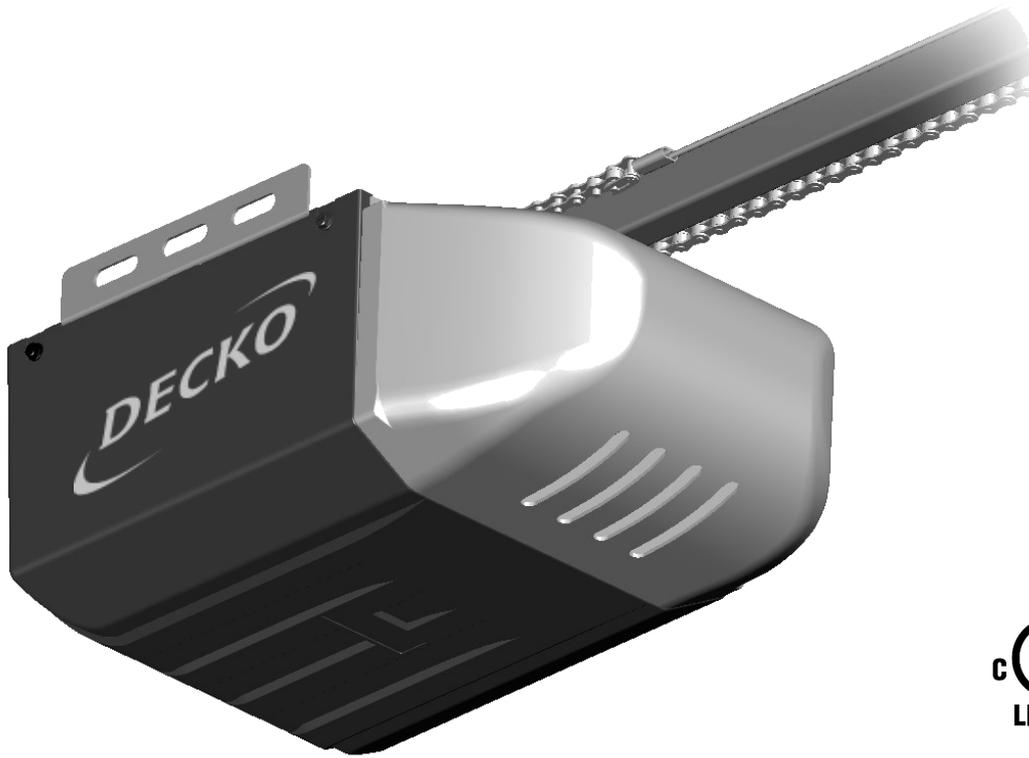




# GARAGE DOOR OPENER

MODEL: 24000-DKO  
HANDLES DOORS 18 FT. WIDE & UP TO 7FT.TALL

For Use With Residential Sectional Garage Doors Only



## Owner's Manual

- Please read and understand this manual and safety instructions carefully before installation.
- The Opener WILL NOT CLOSE until the Photo Eye Safety System is properly installed and aligned.
- REGULARLY CHECK and TEST the Opener according to the safety label to ENSURE SAFE OPERATION.
- Retain this manual for future reference.

Serial # \_\_\_\_\_ Date Installed \_\_\_\_/\_\_\_\_/\_\_\_\_

[www.deckogdo.com](http://www.deckogdo.com)  
1-877-GDO-4402  
1-877-436-4402

# Table of Contents

## Introduction

Symbols and Icons	2
Inventory	3
Preparation / Door Balance Test	4
Tools Required	4

## Assembly

Rail and Trolley Assembly	5
Installing the Cable and Chain	6
Mounting Header Bracket	7

## Installation

Attaching the Opener Assembly to Header Bracket	8
Mounting Door Bracket	8
Mounting Opener to Ceiling	9
Attaching Door Arms	10
Installing Light and Emergency Release Handle	11

## Wiring

Wiring Instructions	12
Connecting Photo Eye Safety System	13
Connecting Wall Panel	14
Connecting Power	15

## Adjustment

Aligning the Photo Eye Safety System	15
Travel Limit Adjustment	16
Force Adjustment	17
Final Adjustment and Testing	18

## Operation

Programming Hand-held Transmitter - HomeLink® Compatibility	19
Operating the Opener	20-21
Maintenance	22
Troubleshooting	22

## Repair Parts and Service

Installation and Accessory Parts	23
Opener Assembly parts	24

## Warranty

25

# Symbols and Icons



### WARNING

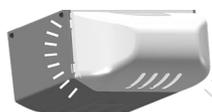
READ WARNINGS CAREFULLY to prevent **SERIOUS INJURY** or **DEATH** caused by electrocution or mechanical hazard.



DO NOT connect power



Please connect power

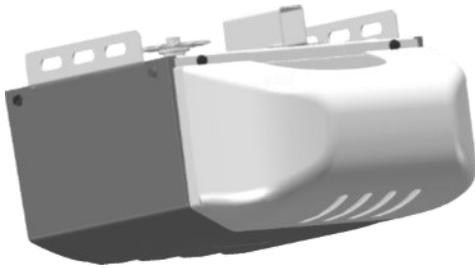


Courtesy light turns on/flashes with audible 'click'.  
(If light bulb is not installed, 'click' represents the light)



Installation hardware  
are shown in actual size

# Inventory



Opener Unit + Lamp Dome



Rail — Header Segment



Rail — Middle Segments x3



Rail — End Segment with Trolley Stop Bolt



Sprocket Cover



1 Single-Button Transmitter



Wall Panel



Header Bracket



Pulley



Trolley



Trolley Shaft and Cable

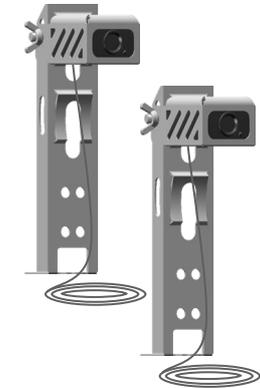
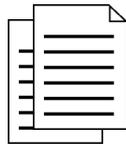


Photo Eye Safety System



Emergency Release Knob + Rope



Literature + Safety Labels



Hanging Brackets



Chain



Door Bracket



Door Arms

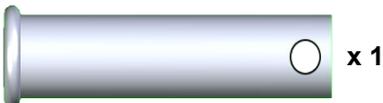
## INSTALLATION HARDWARE, LOCATED IN HARDWARE BAG (SHOWN IN ACTUAL SIZE)



Clevis Pin — Door arms  
5/16" x 1"



Clevis Pin — Header Bracket  
5/16" x 1-1/2"



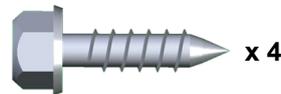
Clevis Pin — Pulley  
3/8" x 1-3/4"



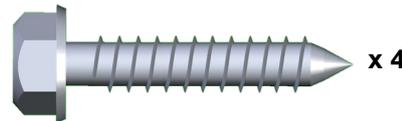
Hitch Pin — Locking Clevis Pins



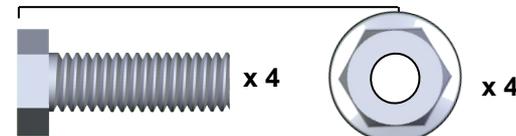
Self-Threading Screw 1/4" x 5/8"  
Door Bracket



Lag Screw #12 x 1" — Photo Eye System



Lag Screw 5/16" x 1-1/2"  
— Header Bracket / Mounting Opener



Bolt 5/16" x 1"  
— Door arms / Mounting Opener



Screw #6 x 1" - Wall Panel



Drywall Anchor - Wall panel



x 1  
Master Link Set  
— Trolley Shaft



x 30  
Insulated Staples  
— Securing wires

# Preparation

## WARNING

To prevent SERIOUS INJURY or DEATH:

- Before beginning installation of the Opener please complete the following test to ensure that your door is balanced and in good working condition.
- A poorly balanced door can cause serious injury and damage to the Opener.
- Always have a qualified garage door service technician make any required adjustments and/or repairs to your door before proceeding with installation.
- **DISABLE ALL LOCKS** and **REMOVE ALL ROPES** connected to the garage door **BEFORE** installing and/or operating the Opener.



To prevent damage to the door and Opener:

- **DO NOT** connect power until instructed.
- Operate this Opener with AC 120V/60Hz power supply **ONLY**.

**DO NOT REUSE PARTS FROM ANOTHER BRAND OF OPENER!!!**

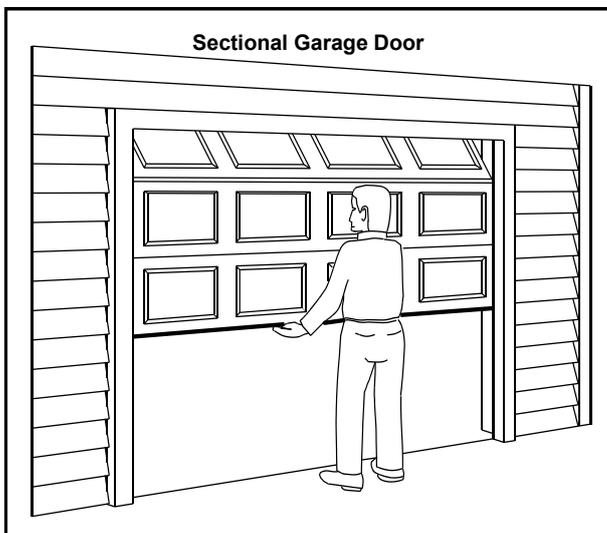
### BEFORE Beginning Installation:

1. **Disable locks and remove all ropes connected to the garage door.**
2. **Perform the following door test to ensure your door is balanced and in good working condition.**

### To Test Your Garage Door

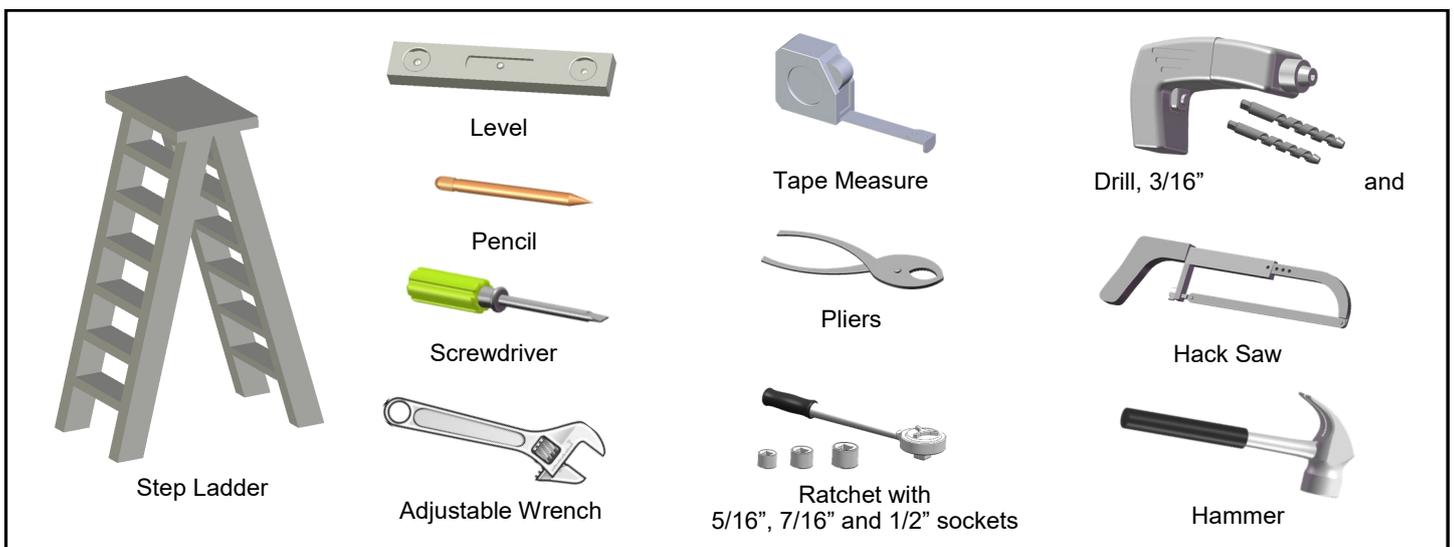
1. Raise and lower the door to check if there is any sticking or binding.
2. Check for loose hinges, damaged rollers, frayed cables and damaged or broken springs.
3. Lift the door approximately halfway and release. The door should stay at the point under proper spring tension.

Call a qualified garage door service technician if your door binds, sticks or is unbalanced.

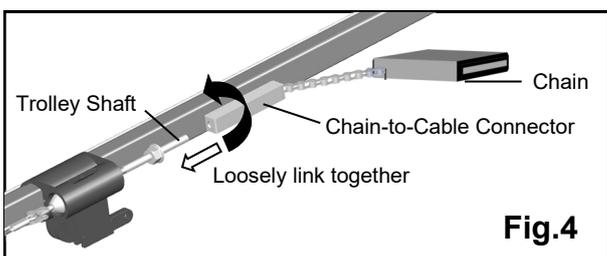
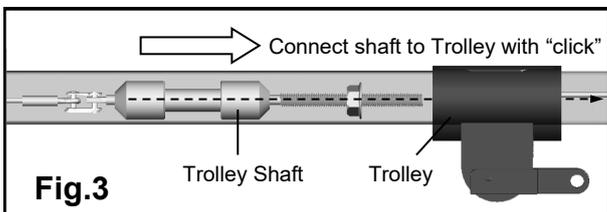
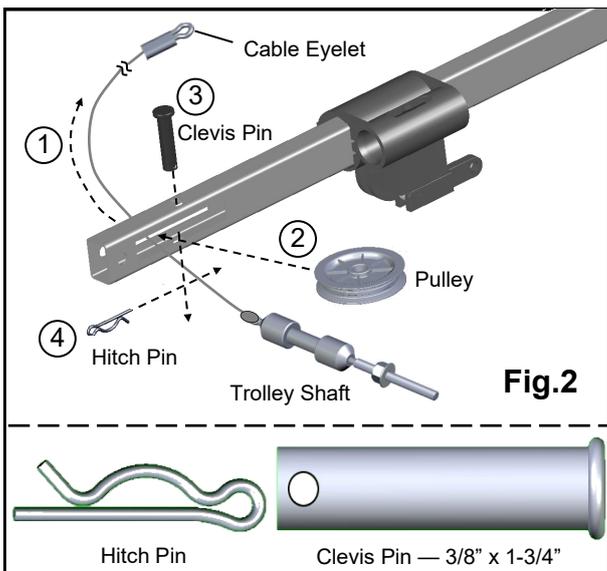
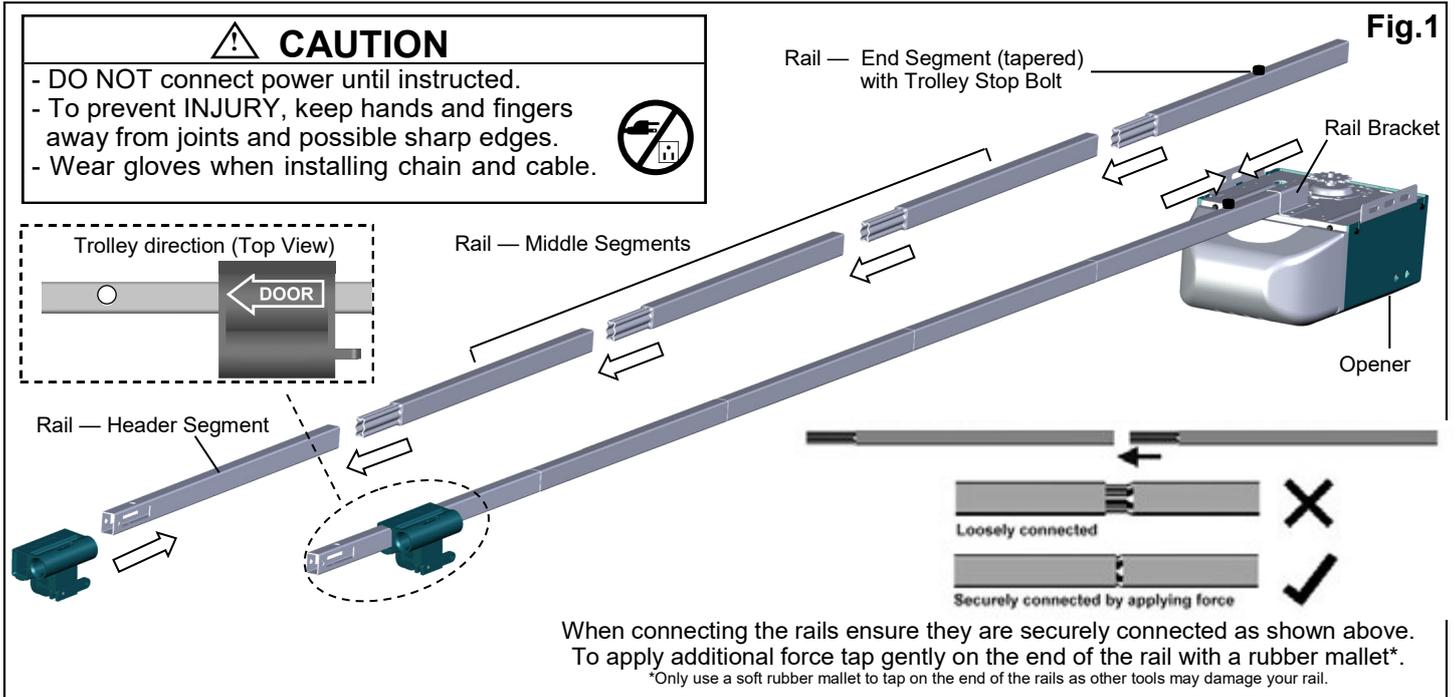


Sectional Garage Door

# Tools Required



# Rail and Trolley Assembly



## To Assemble Rail and Opener

1. Prepare the rails as shown in Fig.1.
2. Connect the rails starting with the Header Segment. Insert the tapered ends into open ends, apply any additional force necessary by tapping the Rail on padded flooring. Ensure the End Segment has Trolley Stop Bolt facing up. Make sure the rails are securely joined together as shown.
3. Slide the Trolley onto the rail from the Header Segment. Make sure the arrow is pointing towards the door as shown in Fig.1.
4. Connect the rail assembly to the Rail Bracket on the Opener.

## To Assemble the Header Section of Rail

Follow steps shown in Fig.2:

1. Remove the "Trolley Shaft and Cable" from the Chain carton and lay it beside the rail assembly. Hold Cable Eyelet on the end of cable and thread about 20" (50cm) through the slot on the Header Segment of the rail.
2. Insert the Pulley into the opening while the cable is hanging.
3. Secure the Pulley by inserting the 3/8" x 1-3/4" Clevis Pin through the top of the rail.
4. Lock the Clevis Pin with a Hitch Pin. Rotate the Pulley to ensure it spins smoothly.

Refer to Fig.3 to connect the Trolley Shaft to the Trolley. Slide both the Trolley Shaft and Trolley towards each other. A "click" will be heard when they are connected.

## To Link Cable with Chain

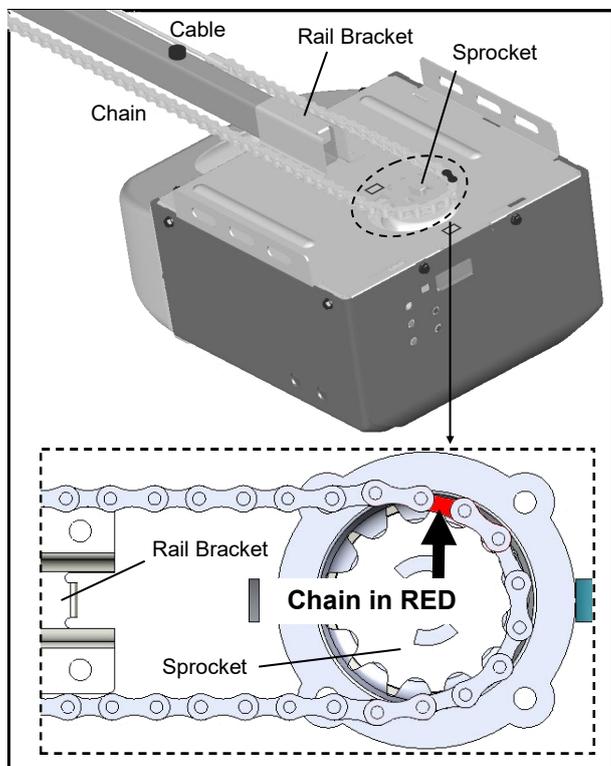
Refer to Fig.4. Place the chain carton beside the rail, hold the "Chain to Cable Connector" and pull about 8" (20cm) of chain from the box. Thread the Chain to Cable Connector onto the Trolley Shaft so that they are loosely linked together.

# Installing Cable and Chain

## WARNING

To prevent SERIOUS INJURY:

- DO NOT connect power until instructed.
- Keep hands and fingers clear from sprocket during operation.
- Wear gloves when installing chain and cable.
- Keep hands and fingers away from joints and possible sharp edges.



**Fig.1**

### To Install Chain

1. Pull the remaining chain along the rail toward the Opener.
2. A segment of chain marked in RED will be seen. Place this segment in the approximate location on the sprocket as shown in Fig.1.
3. When the chain is aligned properly around the sprocket, pull the Chain-to-Cable Connector towards the Trolley Shaft.

Follow steps shown in Fig.2 to connect & tighten the chain:

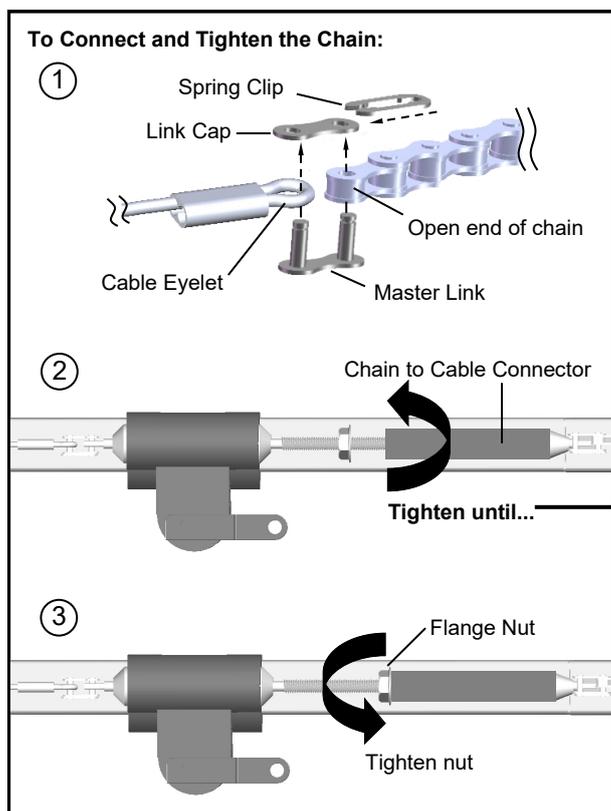
1. Align the open end of the chain to the Cable Eyelet and connect together using the Master Link Set.
2. Turn the Chain-to-Cable Connector on the Trolley Shaft until the chain is about 1/4" (6mm) above the base of the rail. Compare with the illustration below.
3. Tighten the Flange Nut on Trolley Shaft against the Chain-to-Cable Connector.

When the chain and cable are tightened around the rail and sprocket on the Opener, check and make sure the chain is properly aligned and not twisted. Attach the Sprocket Cover to the Opener as shown in Fig.3.

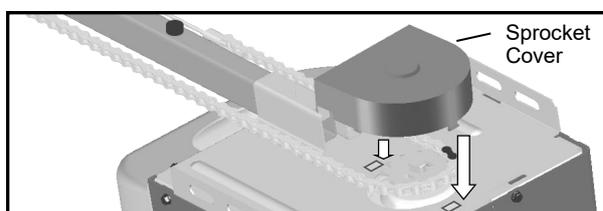
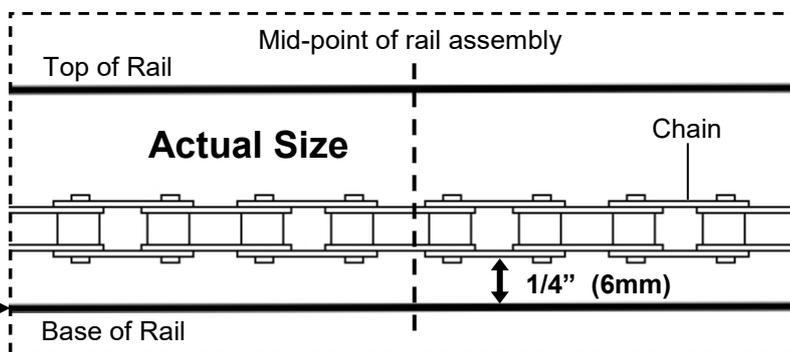
### Notice

During operation, it is normal for the chain to appear loose when the door is closed. If the chain returns to the position as shown below when the door is opened, the chain is adjusted properly. DO NOT re-tighten the chain.

When performing maintenance, always PULL the Emergency Release to DISCONNECT the door from Opener before adjusting the chain.



**Fig.2**



**Fig.3**

# Mounting Header Bracket

## WARNING

To prevent SERIOUS INJURY:

- DO NOT connect power until instructed.
- The Header Bracket MUST be SECURELY fastened to the structural support on the mounting wall or ceiling, otherwise the door may not reverse when required. DO NOT install the Header Bracket over drywall.
- Concrete anchors MUST be used when mounting the Header Bracket into masonry.
- NEVER try to loosen, move or adjust garage door springs, cables, Pulleys, Brackets, or hardware, all of which are under EXTREME tension.
- Contact a qualified garage door service technician if your door binds, sticks or is unbalanced. An unbalanced door might not reverse when required.

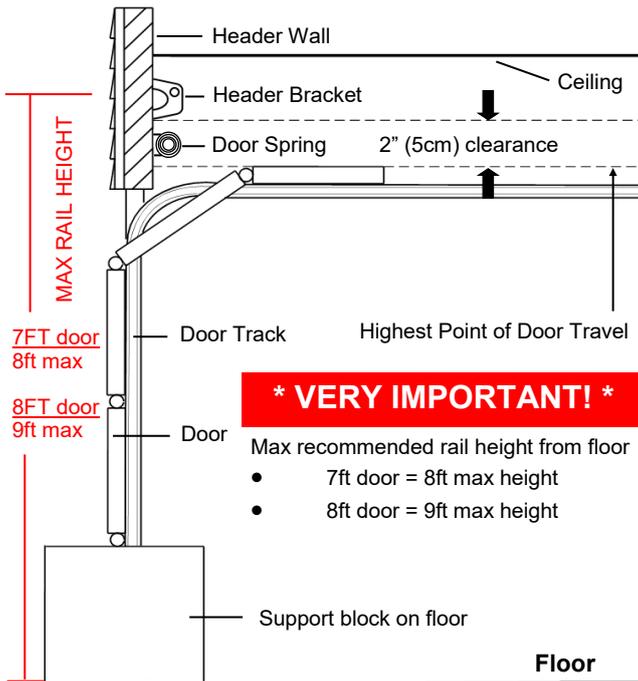


Fig.1

### To Install Header Bracket

**Note:** Installation procedures may vary according to door type.

1. While inside your garage, close the door and mark the vertical centerline of the garage door. Extend the line onto the header wall above the door spring.
2. Open the door to the highest point of travel. Mark a line on the header wall 2" (5cm) above the highest point of travel.

**Note:** DO NOT install the Header Bracket over drywall. In some installations, it may be necessary to install a 2x4 across two wall studs to create a suitable location for the Header Bracket.

If installing into masonry, use concrete anchors (not provided).

### Wall-Mounting

As shown in Fig.2, place the Header Bracket on the vertical centerline in direction shown.

Mark and drill two 3/16" holes. Fasten the Header Bracket securely to a structural support using two 5/16" x 1-1/2" Lag Screws.

### Alternative Ceiling-Mounting

Ceiling-mounting is suggested ONLY when clearance is minimal.

Extend the vertical centerline onto the ceiling as shown in Fig.3. Center the Header Bracket on the vertical mark, no more than 6" (15cm) from the header wall. Mark and drill holes to fasten the Header Bracket securely to a structural support.

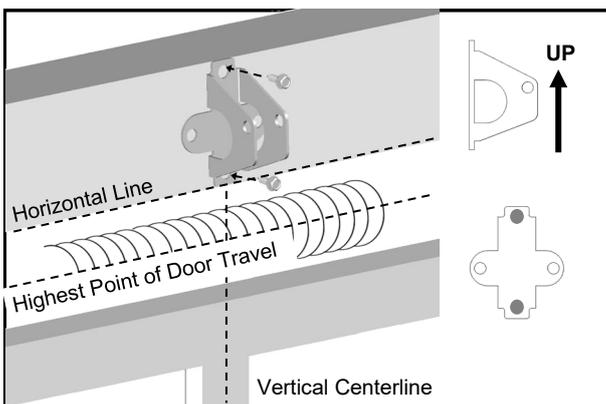


Fig.2 (Wall-Mounting)

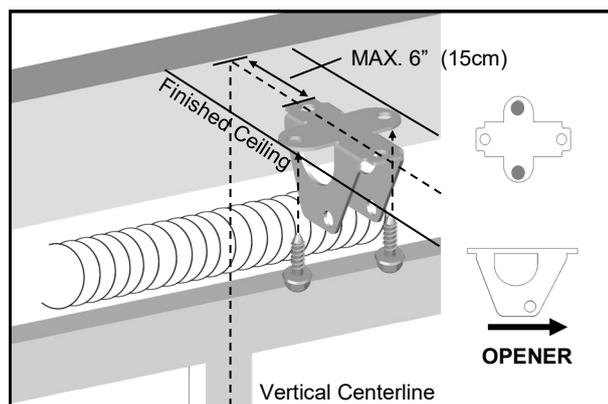
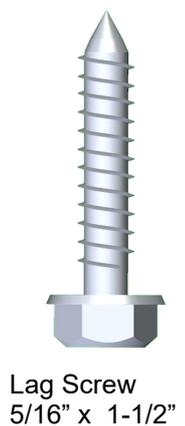


Fig.3 (Ceiling-Mounting)

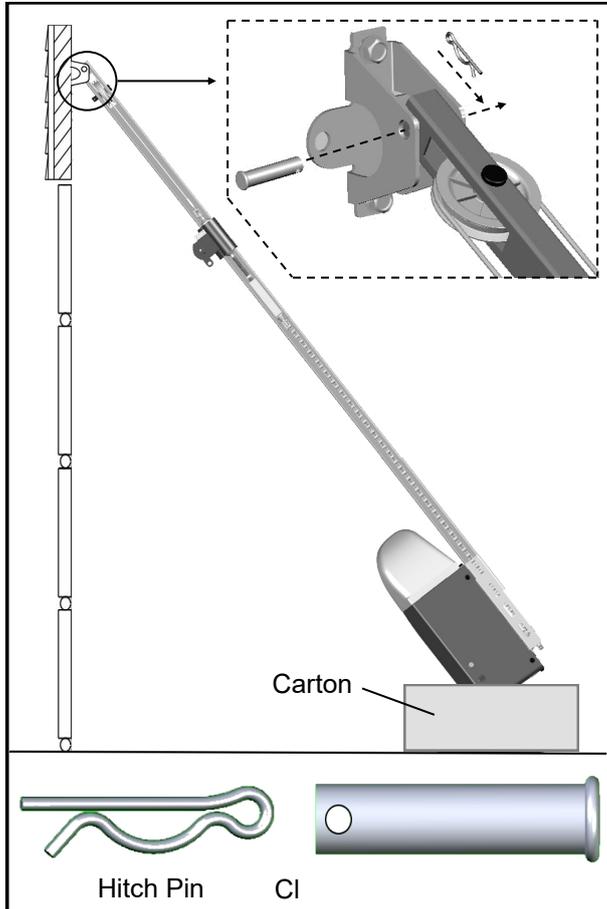


# Attaching Rail to Header Bracket and Mounting Door Bracket

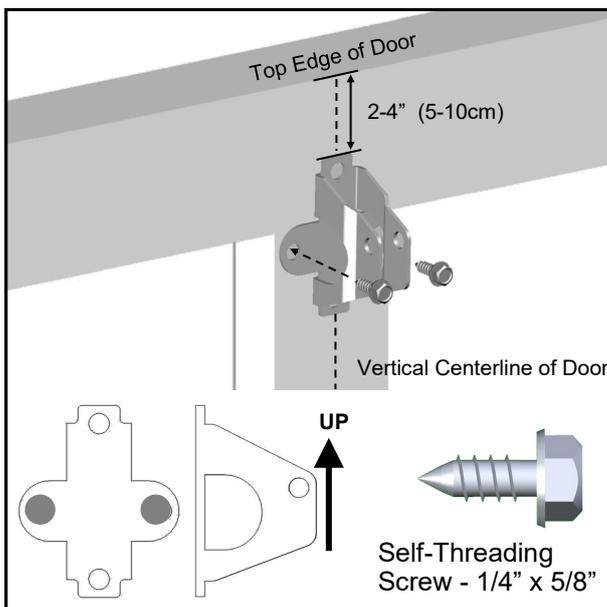
## CAUTION

To prevent SERIOUS INJURY:

- DO NOT connect power until instructed.
- REINFORCEMENT is recommended for fiberglass, aluminum or lightweight steel garage doors BEFORE installing the door Bracket. Contact your door manufacturer for reinforcement options.



**Fig.1**



**Fig.2**

### To Attach the Opener to the Header Bracket

1. As shown in Fig.1, use the packaging carton as temporary support for the Opener. Place the Opener on carton to prevent damage.
2. Align the mounting hole on the header rail to the mounting hole on the Header Bracket.
3. Connect the Header Rail and the Door Bracket together with a 5/16" x 1-1/2" Clevis Pin and lock it in place with a Hitch Pin.

### To mount the Door Bracket

**Note:** Some door reinforcement kits may provide direct attachment of the door arm to the reinforcement bracket. If you have a door reinforcement bracket with this option, skip this step and proceed with the next step "Mounting Opener to Ceiling".

1. Position the Door Bracket on the centerline of the door approximately 2" - 4" (5-10cm) below the top edge of the door, as shown in Fig.2.
2. Depending on the construction of your door, install using one of the steps shown in Fig. 3 below:

#### For steel / lightweight doors with vertical steel reinforcements / factory reinforced.

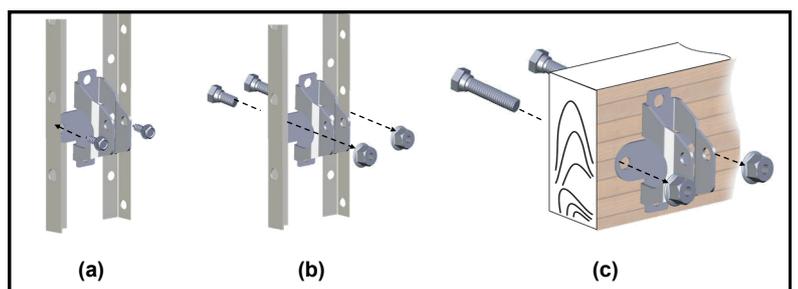
(a) Mark and drill two 3/16" holes. Make sure not to drill through the garage door. Secure the Door Bracket with two 1/4" x 5/8" Self-Threading Screws (provided) as shown in Fig.3(a).

(b) Alternative installation: Drill two 5/16" holes through the door. Secure the Door Bracket using two 5/16" Bolts, lock washers and nuts (not provided) as shown in Fig.3(b). The length of bolts will depend on the thickness of your door.

#### Wood door

(c) Mark and drill two 5/16" holes through the garage door. Secure the Door Bracket using two 5/16" carriage bolts, washers and nuts (not provided) as shown in Fig.3(c). The length of bolts will depend on the thickness of your door.

**Note: DO NOT use Self-Threading Screws on a wood door.**



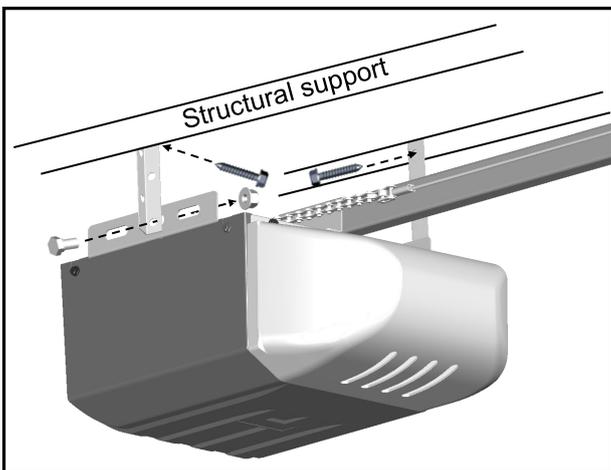
**Fig.3**

# Mounting Opener to Ceiling

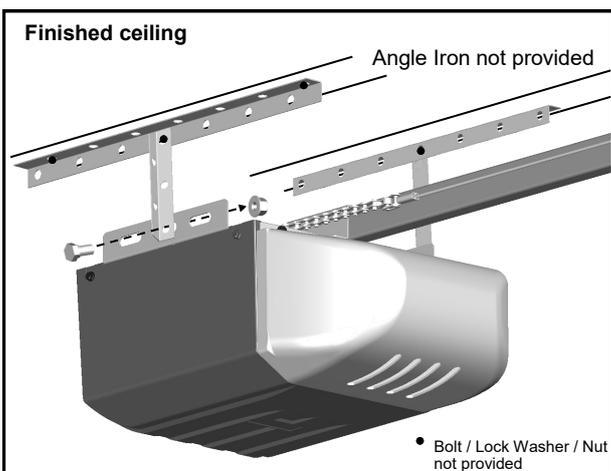
## WARNING

To prevent SERIOUS INJURY or DEATH:

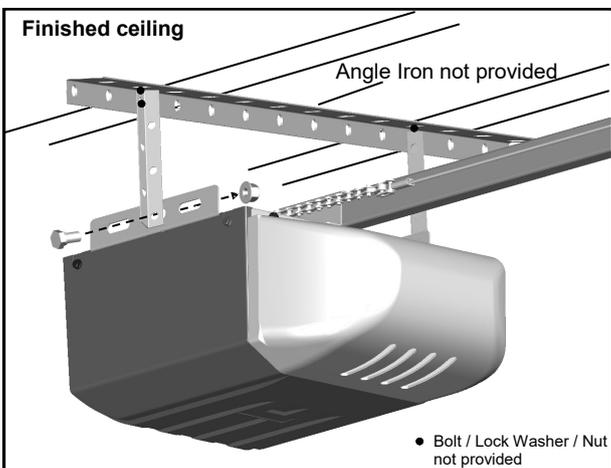
- DO NOT connect power until instructed.
- Install the Opener at least 7 feet (2.13m) above the floor.
- Fasten the Opener SECURELY to STRUCTURAL SUPPORTS of the garage to prevent falling.
- If installing Brackets to masonry, concrete anchors (not provided) MUST be used.



**Fig.1**



**Fig.2**



**Fig.3**

### To Mount the Opener to Ceiling

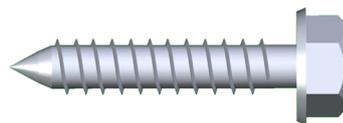
The three most common installation options are shown in Fig.1-3.

Fig.1 shows mounting the Opener directly to structural support on the ceiling. Fig.2 and 3 show mounting on a finished ceiling, with heavy duty angle iron\*. \*(angle iron not included)

Determine the mounting option that works best for your application and follow installation steps below:

1. Raise the Opener and rail assembly and temporarily place it on a stepladder.
2. Position the Opener and rail assembly so that it is aligned to the center line of the garage door. If the Header Bracket was mounted off center, align the Opener with the Header Bracket.
3. Measure the distance from each side of the Opener to the structural supports.
4. Cut both Hanging Brackets to appropriate length.
5. Drill 3/16" holes in the structural supports.
6. Secure one end of each of the Hanging Brackets to the structural supports using 5/16" x 1/2" Lag Screws (provided).
7. Secure the Opener to the Hanging Brackets and secure each side with a 5/16" x 1" Bolt and Flange Nut (provided).
8. Move the door manually to check clearance between highest point of travel of the door and rail. If the door hits the rail, raise the Header Bracket or adjust the mounting of Opener.
9. Remove the ladder ONLY when the Opener is securely mounted to the structural supports.

### Fastening Hanging Brackets to structural supports

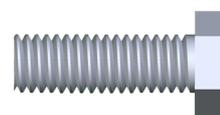


Lag Screw 5/16" x 1-1/2"

### Securing Opener to Hanging Brackets



Flange Nut



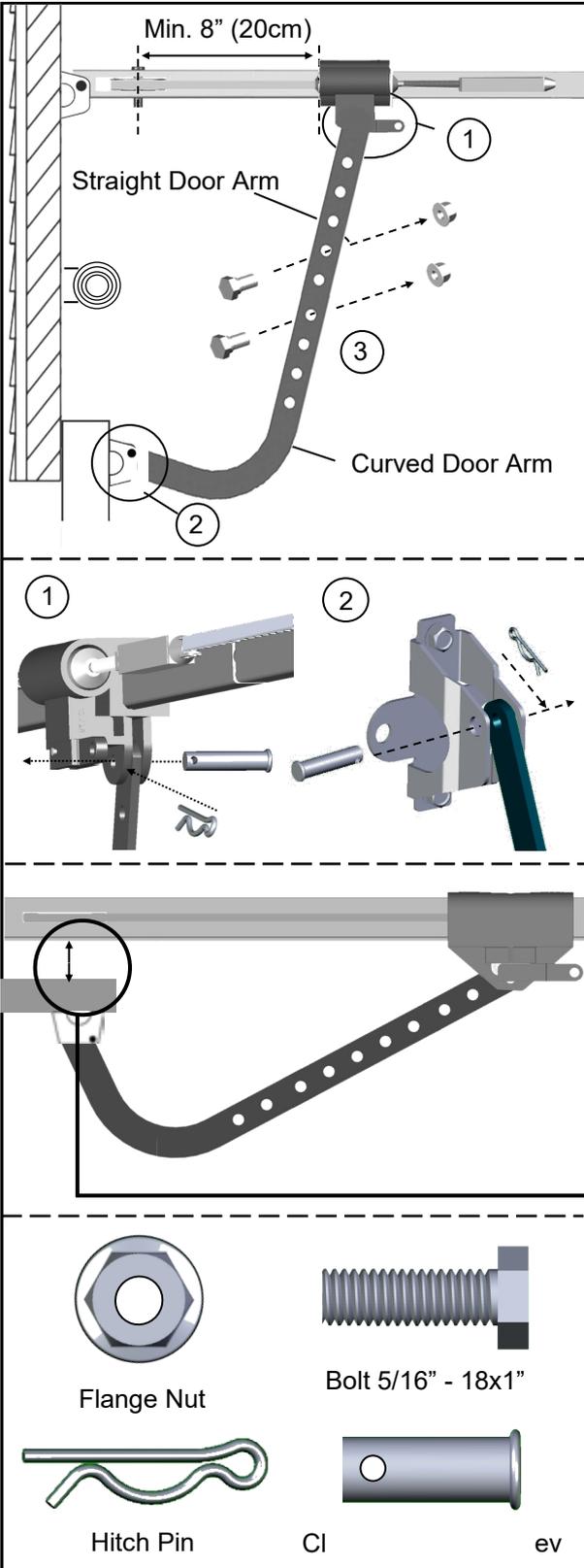
Bolt 5/16" x 1"

# Attaching Door Arms

## WARNING

To prevent **SERIOUS INJURY**:

- DO NOT connect power until instructed.
- Keep hands and fingers away from the sprocket during operation.
- Wear gloves when installing chain/belt and cable.
- Keep hands and fingers away from joints and possible sharp edges.

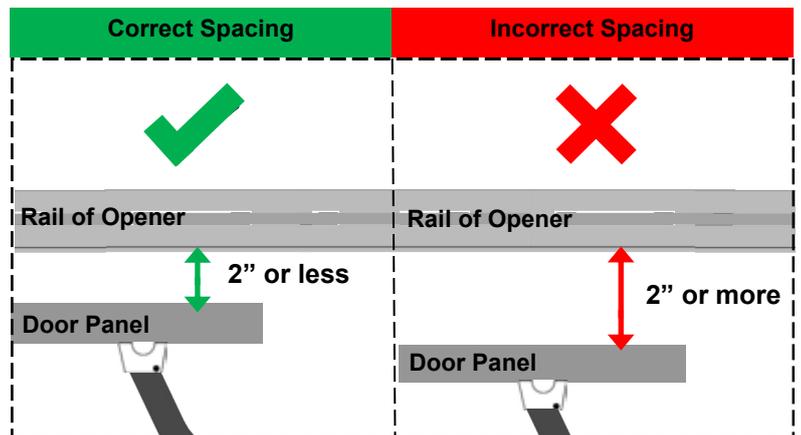


**NOTE: The trolley must be a minimum of 8" (20cm) away from the pulley.**

### To Connect Door Arm

Follow the steps shown in Fig. 1

1. Fasten the Straight Door Arm to the Trolley with a 5/16" x 1" Clevis Pin and lock it with a Hitch Pin.
2. Fasten the Curved Door Arm to the Door Bracket with 5/16" x 1" Clevis Pin and lock it with a Hitch Pin.
3. To connect the door arms together, choose two pairs of holes which are as far apart as possible. Fasten the arms using two 5/16" x 1" Bolts and Flange Nuts.



**Fig.1**

# Installing Light and Emergency Release Knob

## WARNING

To prevent SERIOUS INJURY or DEATH from electrocution:

- Disconnect power cord before installing/replacing light bulb.

To prevent possible OVERHEATING or damage to Opener:

- Use ONLY A19 (E26) incandescent bulbs\* (100W max.).

- DO NOT use short neck or specialty light bulbs.

- DO NOT use halogen bulbs.

\* CFL or LED light bulbs will work but may interfere with hand-held transmitters

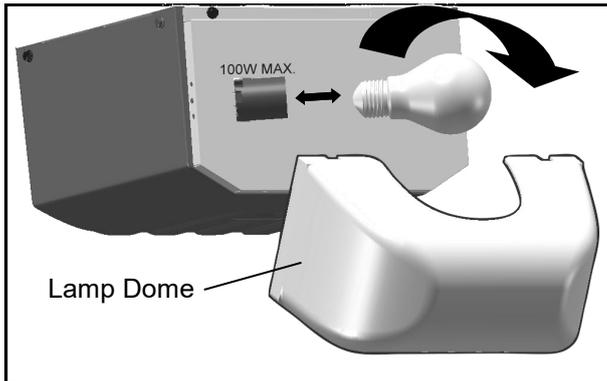


Fig. 1

### To install the light:

1. Pull the Lamp Dome from the top and detach it from the Opener.
2. Install a standard A19 (E26) 100 watt maximum light bulb.
3. Re-attach the Lamp Dome.

### Notice

When replacing the light bulb, make sure the bulb on the Opener has cooled down to prevent injury.

## WARNING

To prevent SERIOUS INJURY or DEATH from a falling garage door:

- In case of power failure or door obstruction, PULL EMERGENCY HANDLE to release door from Opener.

- When Emergency Release is in the released position, the door can be operated manually.

- To reconnect, flip the lever on the Trolley towards Opener, back to Connect position, it will reconnect automatically upon pressing wall panel or remote control.

- DO NOT use Emergency handle to pull the door open or closed.

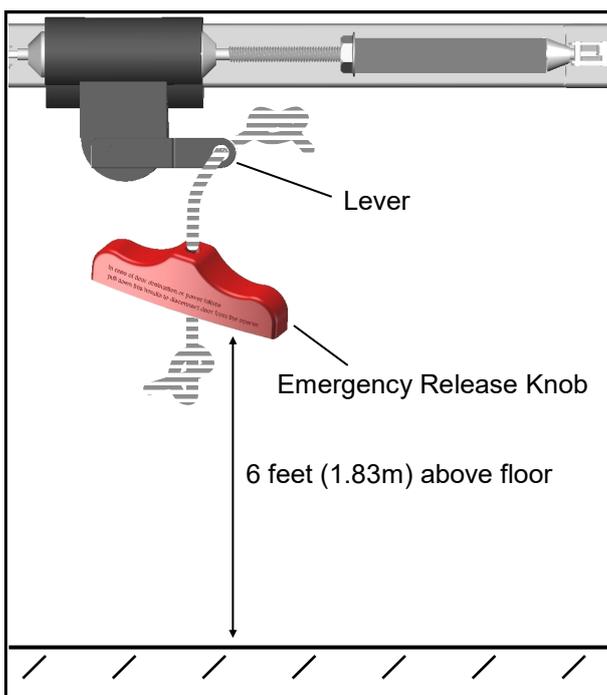


Fig. 2

### To attach the Emergency Release Knob:

1. Thread one end of the rope through the hole of the Emergency Release Knob and secure with an overhand knot.
2. Thread the other end of the rope through the hole in the Trolley lever.
3. Measure the rope length so that the knob is 6 feet (183cm) above the floor and is clear from the top of your vehicle. Secure with a overhand knot.

# Wiring Instructions

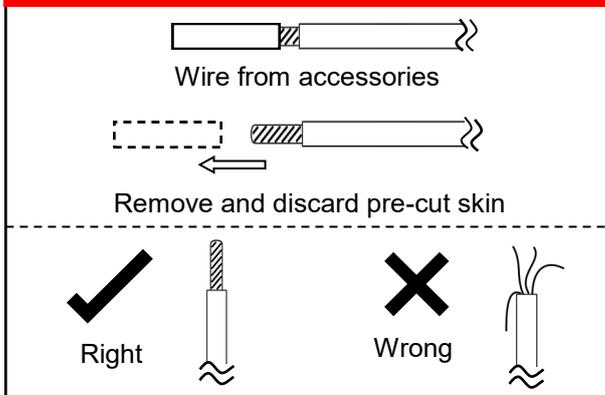
## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

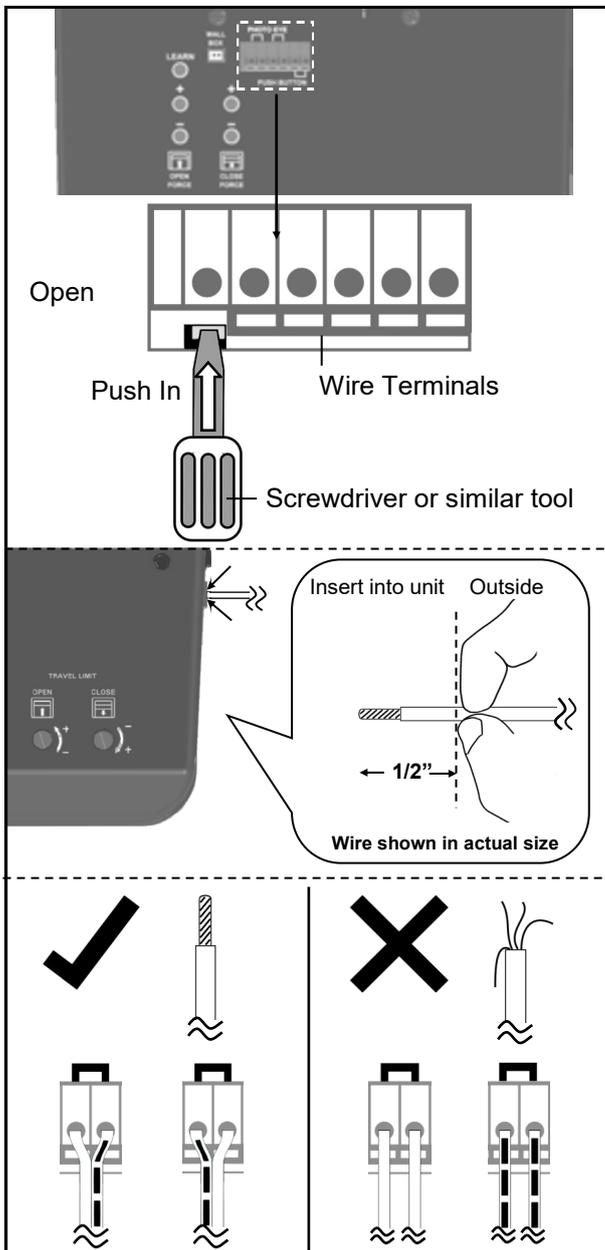
- Power **MUST NOT** be connected until instructed.
- **NO** exposed part of the wire should be visible outside of the terminal for proper connection.



### \* **VERY IMPORTANT!** \*



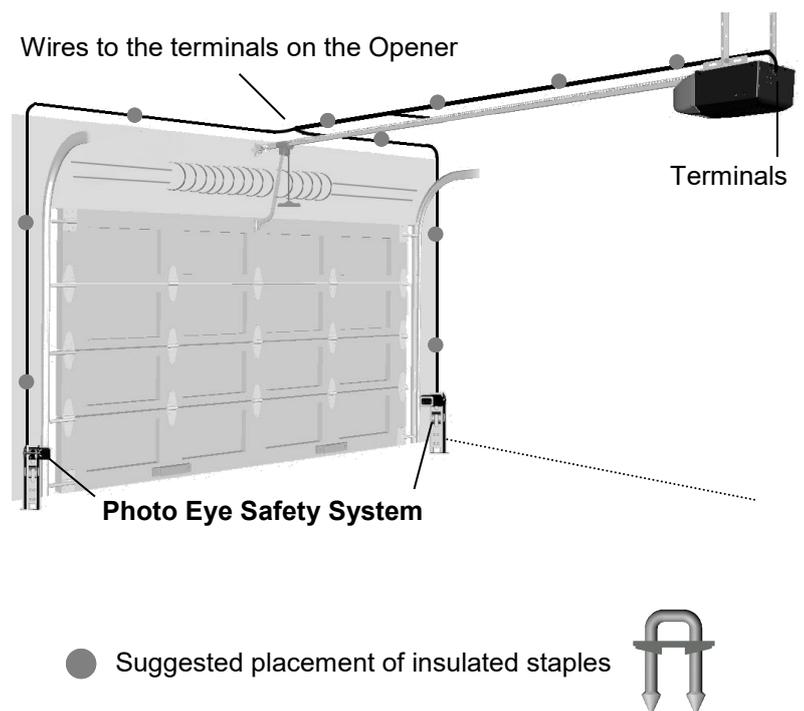
**Fig. 1**



**Fig. 2**

**In the following section, the Photo Eye Safety System and Wall Panel will be connected to the Opener. Please read and understand the wiring instructions before connecting wires.**

1. Remove the pre-cut skin on the open end of wire from accessories. Wires **MUST NOT** be frayed. Wires must be connected as shown in Fig.1.
2. To connect a wire to an assigned terminal, use a small “flat head” screwdriver to push in the orange tab on the Wire Terminal as shown in Fig.2.
3. Insert approximately 1/2” (13mm) of the wire into the terminal while pushing in the tab as shown in Fig.2.
4. Each accessory requires a pair of terminals. Each pair of terminals **MUST** be connected with one white wire and one striped wire (non-polarized) from the **SAME** accessory as shown in Fig.2.
5. Check for proper connection by gently pulling on the wire. The wire should not come out of the terminal. **NO** exposed part of the wire should be visible outside of the terminal.
6. Use the insulated staples provided to secure the wires to the wall and/or ceiling. Be careful not to damage the wires while securing the staples.



# Connecting Photo Eye Safety System

## **WARNING**

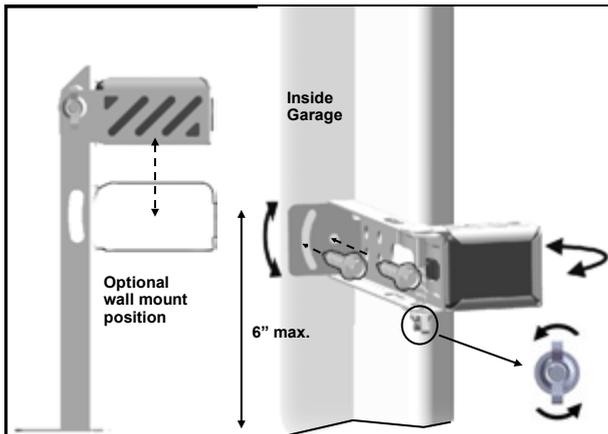
To prevent SERIOUS INJURY or DEATH from electrocution:

- Power **MUST NOT** be connected **BEFORE** Photo Eye Safety system is connected and aligned.
- The Opener will not operate until the Photo Eye Safety System is properly connected and aligned.
- Install the Photo Eyes **NO** higher than 6" (15cm) above the floor.

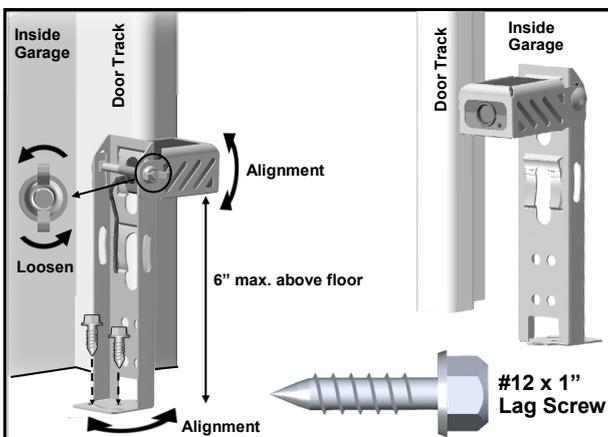
No part of garage door or other objects should obstruct the Photo Eye Safety System during door-closing.



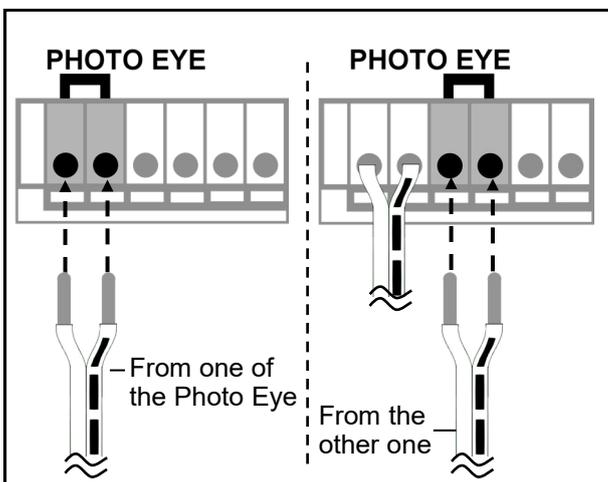
**NOTICE: The opener will not close until the photo eyes are installed. Photo eyes are required by federal law to be installed on all openers. The opener will not work properly using photo eyes from another brand of opener and may disable the safety system.**



**Fig. 1 (Wall Mount)**



**Fig. 2 (Floor Mount)**



**Fig. 3**

## About the Photo Eye Safety System

The Photo Eye Safety System provides protection against entrapment while the door is closing. When properly connected and aligned, the Emitter Photo Eye emits an invisible infrared light beam while the Sensor Photo Eye monitors that beam.

If the beam is obstructed during door-closing, the entrapment protection will be triggered and the door will stop and reverse to the open position. The courtesy light will flash for 30 seconds indicating an obstruction.

## Installing The Photo Eye Safety System

### Wall-mounting

1. Place the Photo Eyes facing each other on each side of the garage door. Position the sensors so they are no higher than 6" (15cm) above the floor, as shown in Fig.1.
2. Drill 3/16" holes using the mounting holes on the Bracket as a template. Secure with #12 x 1" Lag Screws (provided).
3. Be sure brackets, when mounted, are **NOT** in contact with the door track.
4. If necessary use the Optional Wall-mount Position (Fig.1) to better fit your door-track and improve obstacle avoidance. To adjust the position, loosen the wing nut, disassemble the Bracket and move the Photo Eye to the lower position on the holder.
5. If necessary, align the Photo Eyes by loosening the wing nut. (This step may be further required in **Aligning the Photo Eye Safety System** on page 16.)

### Alternative Floor-mounting

1. Place the Photo Eyes facing each other on each side of the garage door, as shown in Fig.2.
2. If attaching to concrete, secure the photo eyes using concrete anchors and bolts (not provided).
3. Be sure brackets, when mounted, are **NOT** in contact with the door track.
4. If necessary, align the Photo Eyes by loosening the wing nut. (This step may be further required in **Aligning the Photo Eye Safety System** on page 16.)

### To Connect Photo Eye Safety System

1. Connect a pair of wires from either one of the Photo Eyes to a pair of "PHOTO EYE" terminals on the rear of the Opener as shown in Fig. 3. Refer to **Wiring Instructions** on page 13 for proper connections.
2. Repeat above step to connect the other Photo Eye.
3. Refer to **Wiring Instructions** on page 12 to ensure wires are connected properly.

# Connecting Wall Panel

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution:

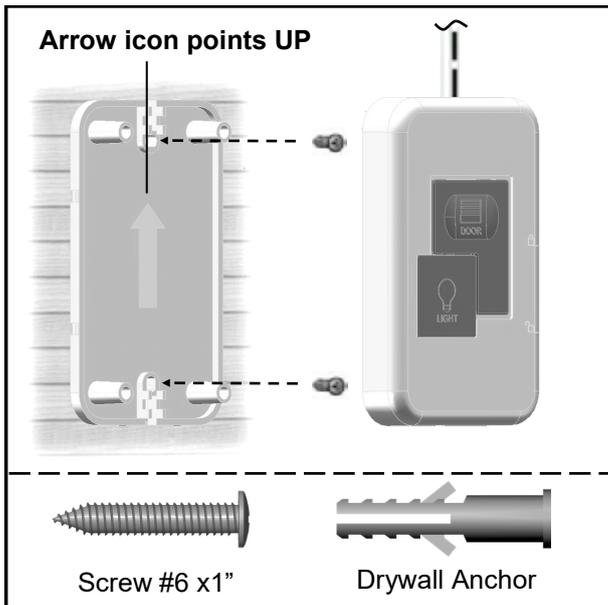
- Power **MUST NOT** be connected until instructed.

To prevent **SERIOUS INJURY** or **DEATH** from using the Wall Panel and a closing door:

- Install the Wall Panel within sight of the door at a minimum height of 5 feet (1.5m) above the floor. Make sure it is out of the reach of children and moving parts of door and hardware.
- **NEVER** permit children to access the Wall Panel or remote Transmitters.
- Operate the door **ONLY** when it is adjusted properly with no obstructions present and is in clear sight.
- **ALWAYS** keep a moving door in sight until it's completely closed.
- **NEVER** cross the path of a moving door.



**NOTICE: Use Decko brand wall panel only. Use of other brands of wall panels or buttons may cause issues or damage to your opener.**



**Fig. 1**

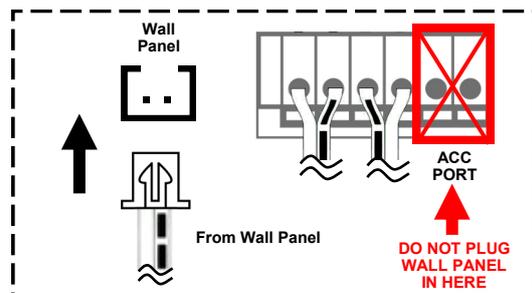
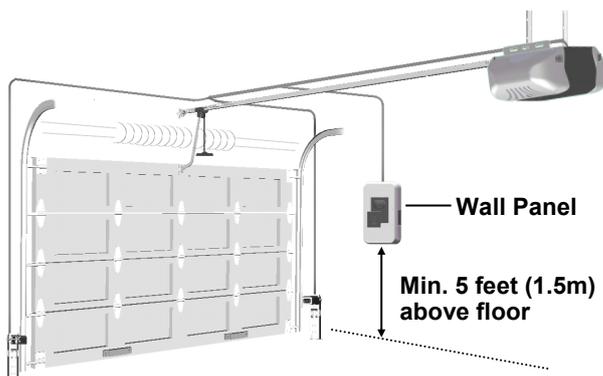
The Wall Panel is a wired, illuminated door control placed inside your garage.

### To install the Wall Panel:

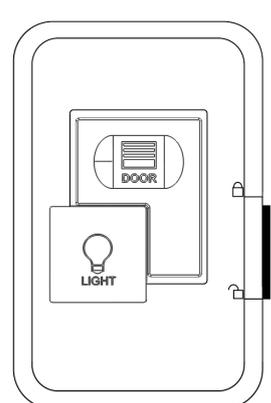
1. Inside your garage, install the rear cover of the Wall Panel within sight of the door at a minimum height of 5 feet (1.5m) off the ground. Ensure it is installed out of the reach of children and free from the moving parts of the door and hardware.
2. With the "Arrow" icon on the rear cover pointing to up, securely fasten it to a solid surface with 1" screws. If attaching to drywall or other hollow surface, drill 3/16" holes and use the provided Drywall Anchors.
3. Snap the Wall Panel onto the rear cover.

### To Connect the Wall Panel to the Opener

Connect the pair of wires from the Wall Panel to the "Wall Panel" terminals on the rear of the Opener, as shown in Fig.2.



**Fig. 2**



**Using the Wall Panel**  
(ONLY after installation is completed )

-  **Door**—Momentary press to access the door
-  **Light**— Turns the courtesy light On/Off
- Vacation Lock**
-  **ON** — Prevent access of door by Remote Transmitters and Door button
-  **OFF** — Door can be accessed by either access controls

# Connecting Power

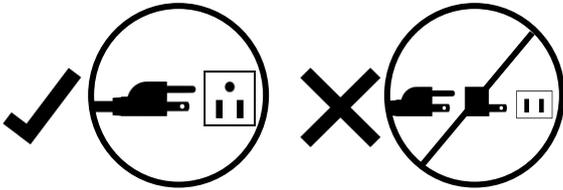
## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from electrocution or fire:

- Power **MUST** be **DISCONNECTED BEFORE** proceeding with permanent wiring procedures.
- Garage Door Opener installation and wiring **MUST** be in compliance with all local electrical and building codes. Make sure the Opener is **ALWAYS** grounded.
- **NEVER** use an extension cord, 2-wire adapter or modify the power plug in any way to make it fit the outlet.



### Ordinary Power Connection



### **DO NOT OPERATE OPENER AT THIS TIME.**

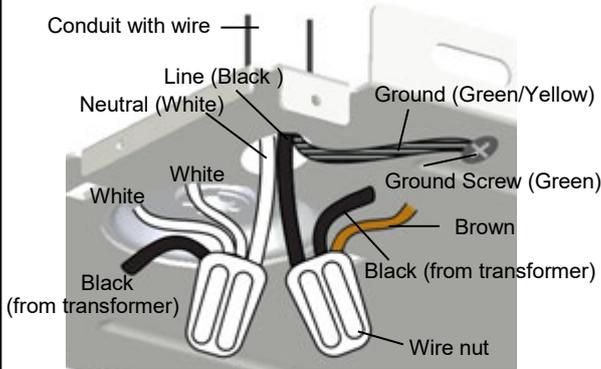
#### To Connect Power

Plug the Opener into a grounded outlet **ONLY**. If there is no grounded outlet present, call a qualified electrician to replace the outlet. Use of a surge protector is highly recommended page 4.

#### Permanent Wiring (If Required by Local Code)

1. Remove the enclosure by removing the 6 screws located on the sides and rear of the Opener.
2. Cut the two wire connectors found inside and remove the power cord.
3. Group neutral (white) wires from power source with 2 white wires and 1 black wire from transformer inside the Opener. Connect them with a wire nut (not provided).
4. Group line (black) wires from power source with another black wire from transformer and a brown wire inside the Opener. Connect them with a wire nut (not provided).
5. Secure the ground (green or bare) wire from the power source with a grounding screw.
6. Reinstall the enclosure.
7. Turn on power supply. If the wiring is properly connected, a "click" should be heard and the light will illuminate (if a bulb is installed). If there is no response from the Opener, check power source and wiring.

### For Permanent Wiring **ONLY**

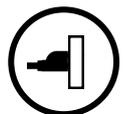


# Aligning the Photo Eye

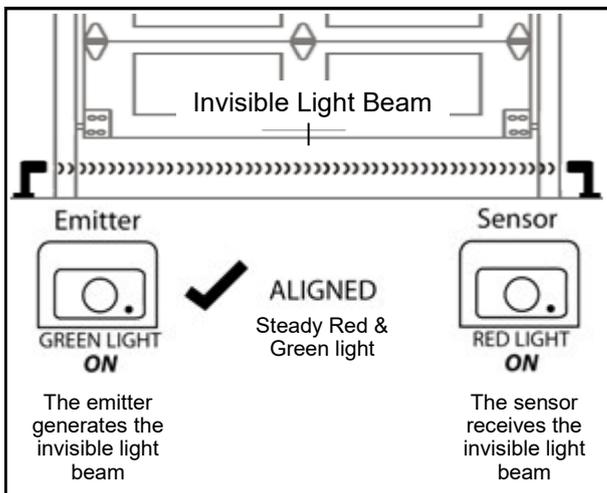
## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from a closing garage door:

- The Photo Eye Safety System **MUST** be installed **BEFORE** connecting power.
- The Photo Eye Safety System **MUST** be properly connected and aligned **BEFORE** operating the Opener.



**NOTICE: The opener will not close until the photo eyes are installed. Photo eyes are required by federal law to be installed on all openers.**



#### Aligning the Photo Eye Safety System:

1. When power is supplied, the Green photo eye (Emitter) will flash until it is aligned with the Red photo eye (Sensor). The red photo eye will not light until it is aligned with the green eye.
2. When the Photo Eye System is properly aligned the Green Photo Eye (Emitter) will emit a steady green light and the Red Photo Eye (Sensor) will emit a steady red light.
3. If either of the Photo Eye lights are unsteady, flash or dim, check for an obstruction and carefully adjust the position of the Photo Eyes until they give a steady green light and steady red light.

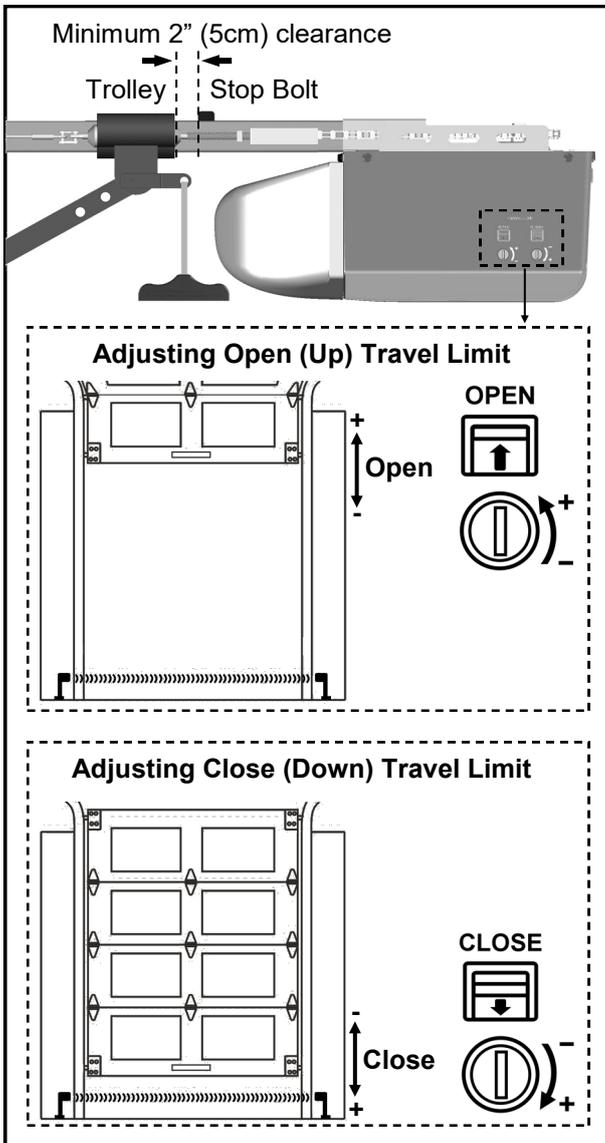
**Note: The path of the invisible light beam **MUST NOT** be obstructed. No part of the garage door or any hardware should interfere or block either sensor.**

# Travel Limit Adjustment

## WARNING

To prevent SERIOUS INJURY or DEATH from improper Force Adjustment:

- Improper adjustment of travel limits will cause operation of safety reversal mechanism.
- If Travel limit adjustment is made, Force Adjustment may also be needed.
- After ANY adjustments, the Safety Reverse Test MUST be performed to ensure the door reverses on contact with a 1-1/2" thick object (2x4 laid flat).



**If the door reverses unintentionally during closing, check below symptoms:**

1. The Photo Eye System may be improperly connected, misaligned or obstructed. The courtesy light will flash continuously for 30 seconds. Refer to **Troubleshooting** on P.22.
2. Binding door — Disconnect the door from the Opener by using the Emergency Release Handle. Open and close the door manually and check the following steps.
  - 2.1 If the door is balanced, refer to "Force Adjustment" to adjust Close force.
  - 2.2 If the door is unbalanced, binding or jammed, call a trained service person to adjust the door.

### About Travel Limits

Limit Adjustments regulate the position at which the door will stop when opening and closing.

BEFORE making any adjustments, operate the door by using the wall panel or Transmitter. Run the Opener through a complete cycle.

*If the door opens and closes completely without unintended reversing upon closing — NO adjustment is necessary.*

If the door does not open or close at desired positions, proceed with the instructions below to adjust the travel limits.

### Adjusting Travel Limits

Open and Close Limits can be increased (+) or decreased (-) by turning the corresponding screws on the Opener. Use a "flat head" screwdriver to make adjustments. One full turn of the screw is about 2" (5cm) of actual travel.

**NOTE:** The Opener motor includes an automatic thermal protection system which will shut down the motor in an overheat situation. The thermal protector will reset itself once the motor cools down. Opening and closing the Opener multiple times (in a short period of time) may cause the motor to overheat and shut down. If this happens, wait about 15 minutes for the motor to cool and retry operation.

### Setting OPEN (UP) Travel Limit

1. CLOSE the garage door by using either the Transmitter or wall panel.
2. Adjust the OPEN Limit Screw.
3. OPEN garage door and check for proper adjustment.
4. Repeat steps 1-3 until the door opens to the desired position. When the door is in the open position, make sure there is enough clearance for your vehicle(s), and there is a minimum 2" (5cm) gap between Trolley and Stop Bolt.
5. Perform **Safety Reverse Test** on page 18.

If the door does not open past 5 feet (1.5m), follow **Force Adjustment** on page 17 to adjust the Open Force.

### Setting CLOSE (DOWN) Travel Limit

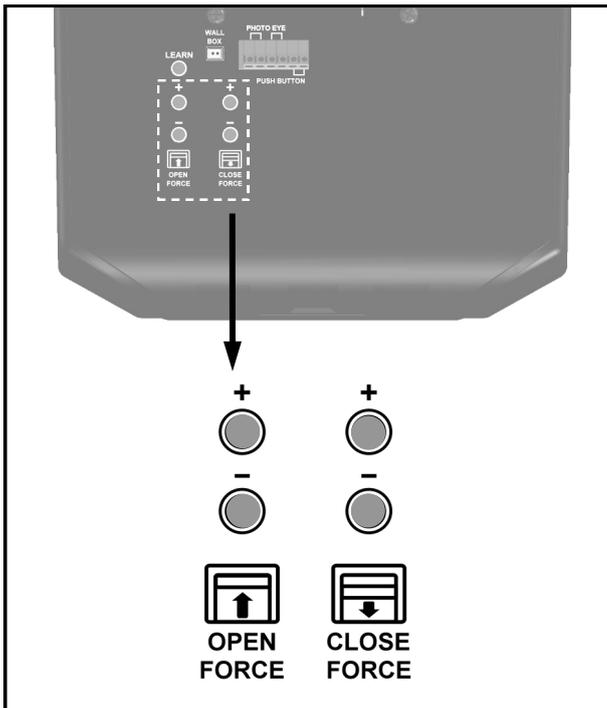
1. OPEN the garage door by using either the Transmitter or wall panel.
2. Adjust the CLOSE Limit Screw.
3. CLOSE the garage door and check for proper adjustment.
4. Repeat steps 1-3 until door closes to the desired position.
5. Perform **Safety Reverse Test** on page 18.

# Force Adjustment

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from improper Force Adjustment:

- **DO NOT** adjust force to compensate for binding or sticking of the garage door. Call a qualified garage door service technician to make necessary adjustments in case of binding.
- **DO NOT** increase the force beyond minimum force required for closing the door. Too much force will cause improper operation of safety reversal mechanism.
- If either the Force or Travel limit adjustment is made, the other adjustment may also be needed.
- After **ANY** adjustments, the Safety Reverse Test **MUST** be performed to ensure the door reverses on contact with a 1-1/2" thick object (2x4 laid flat).



***For safe operation, the force setting should always be set at the MINIMUM FORCE required to run the door.***

## **Adjusting Force**

1. Force Adjustment controls are located on the rear panel of the Opener. The force adjustments regulate the amount of force required to open or close the door.
  2. Force Adjustment is applied only to compensate for the minor resistance caused by weather or other means.
- Note: Force is preset at level 6 for both Open and Close adjustments. The size and operating conditions of the garage door will determine the correct level of Force/Sensitivity. Weather conditions may also affect the operation of the door requiring further adjustments as needed.
  - Note: If the close force is set too light the Opener will reverse the door during closing. If the open force is set too light the Opener will stop the door during opening.
  - Note: There are 12 levels for open and close force settings. When either the maximum or minimum level is reached, the light will flash 6 times.
  - Never adjust the force setting by more than 1 level (1 press) at a time.

## **Setting Force**

### **Setting Close Force**

1. If the door completes a full close cycle without reversing, decrease (-) the Close Force by 1 level at a time until the door reverses. If the door reverses during closing, increase (+) Close Force by 1 increment. The Close Force is now properly adjusted.
2. During the "door-close" cycle, the Opener will reverse if the force required to close the door is exceeded.

### **Setting Open Force**

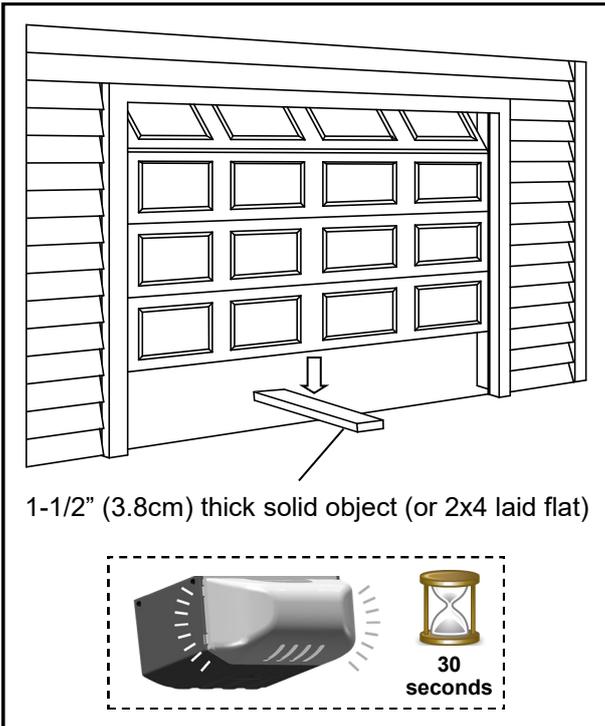
1. If the door completes a full open cycle without stopping, decrease (-) the amount of force by 1 level until the door stops during the opening. Once the door stops during opening, increase (+) Open Force by 1 increment. The Close Force is now properly adjusted.
2. During the "door-open" cycle the Opener will stop if the force required to open the door is exceeded.

# Final Adjustments and Testing

## **WARNING**

To prevent **SERIOUS INJURY** or **DEATH** from a closing garage door:

- The Safety Reversal Test **MUST** be conducted **ONCE A MONTH**.
- **NO ONE** should cross the path of moving door during operation and/or testing.
- If either Force or Travel limit adjustment is made, the other adjustment may also be needed.
- After **ANY** adjustments to the door system, the Safety Reverse Test **MUST** be performed to ensure the door reverses on contact with a 1-1/2" thick (2x4 laid flat) object.
- The Photo Eye Safety System **MUST** be properly aligned, and tested regularly.



### Testing the Safety Reverse System

**The Safety Reverse System prevents the door from closing when an obstruction is present.**

1. Open the door by using the wall panel or Transmitter
2. Place a 1-1/2" (3.8cm) thick solid object (or 2x4 laid flat) on floor under the center of garage door.
3. Keeping the door in sight, use the wall panel or Transmitter to close the door.
4. The door **MUST REVERSE** upon striking the object within 1.5 seconds, and stop at the fully opened position.
5. The courtesy light will start flashing for 30 seconds upon triggering the Safety Reverse System.

If the door just stops on the object, adjust the Opener as follows:

The close travel maybe inadequate, Increase Close travel limit by 1/4 turn (See **Limit Adjustment** on page 16)

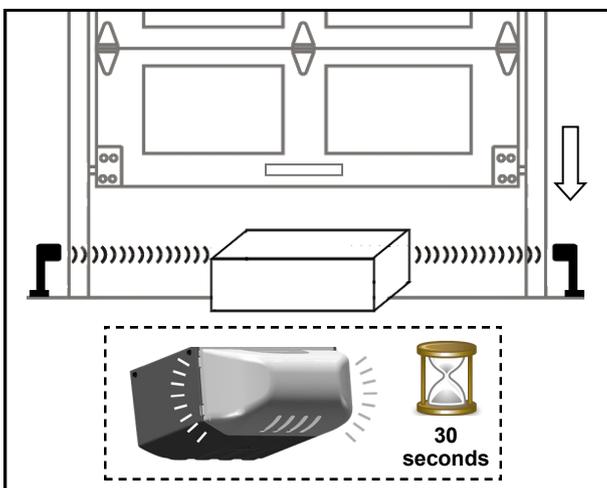
Conduct the test again. If the door reverses on contact, remove the object and run at least 3 **COMPLETE** travel cycles to ensure proper adjustment.

If the door still does not reverse on the object, decrease the Close Force (see **Force Adjustment** on page 17) and repeat the test.

If the Opener still fails the Safety reverse Test, call a qualified technician for door adjustment.

### Testing the Photo Eye Safety System

1. Open the door by using the wall panel or Transmitter
2. Make sure both Photo Eyes steadily emit the green and red indicator lights. (If not, check alignment)
3. Place an object under the door about 8" (20cm) high by 12" (30cm) wide (the Opener carton can be used),
4. The red indicator light on the sensor eye should be dimmed.
5. Keep the door in sight and use the wall panel or Transmitter to try to close the door.
6. The door should **NOT** move more than 1" (2.5cm) and the courtesy light should flash for 30 seconds.



# Programming Hand-held Transmitter

## WARNING

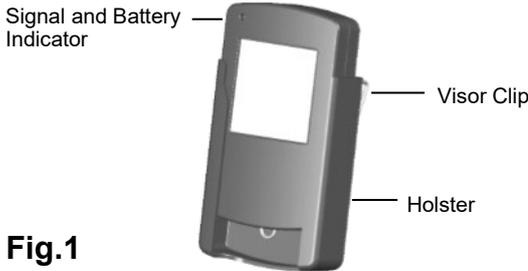
To Prevent SERIOUS INJURY or DEATH:

- Keep Transmitter and battery out of reach of children.
- NEVER permit children to access the wall panel nor remote Transmitters.
- Operate the door ONLY when it is properly adjusted, and there are no obstructions present.
- ALWAYS keep a moving door in sight until completely closed. NEVER cross the path of a moving door.



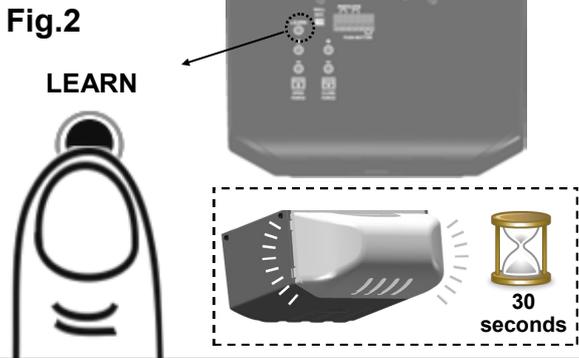
To reduce risk of fire, explosion or electric shock:

- DO NOT short circuit, recharge, disassemble or heat the battery.
- Replace with 23AE 12 Volt batteries ONLY. Dispose of batteries properly.



### To Program Transmitter(s):

1. See Fig.2 to add a Transmitter. Press the "LEARN" button on the rear control panel of the Opener. The courtesy light will illuminate with an audible click\*. The unit is now ready to learn a Transmitter.
2. Within 30 seconds, press the button on the Transmitter.
3. The courtesy light will flash twice indicating Transmitter has been stored successfully\*\*.



Up to 20 Transmitters (including wireless keypad codes) can be added to the unit by repeating the above procedures.

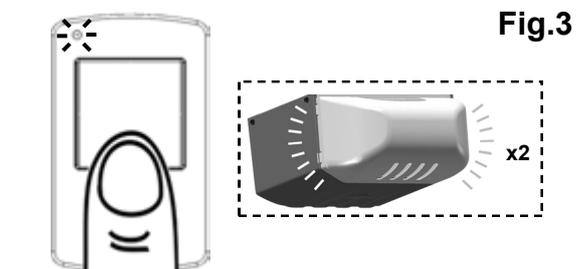
If more than 20 Transmitters are stored, the first stored Transmitter will be replaced. (i.e. the 21st Transmitter replaces the 1st stored Transmitter.)

\* If the courtesy light is already on, it will flash once and stay illuminated for 30 seconds.

\*\* If a Transmitter is not accepted, the courtesy light will stay on for 30 seconds, flash 4 times and then stay on for 2-1/2 minutes. Retry programming the Transmitter by repeating the steps above.

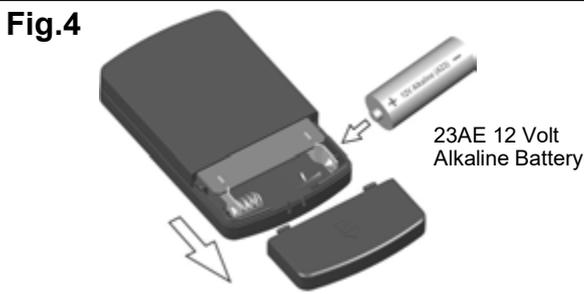
### Removing ALL Transmitters:

To remove ALL Transmitters from memory, press and hold the "LEARN" button for 5 seconds. The courtesy light will flash 7 times indicating ALL Transmitters have been removed from memory.



### Replacing Transmitter Battery:

When the battery of the hand held Transmitter is low, the indicator light will become dim and/or the range of the Transmitter will diminish. To replace the battery, remove the battery cover from the Transmitter as shown in Fig 4. Replace with a 23AE 12 volt alkaline battery with polarity shown in Fig.4.



### HomeLink® Compatible

This opener is compatible with HomeLink® in-vehicle systems. Consult your vehicles owner's manual for correct programming instructions. **NOTE:** For all other in-vehicle remote systems, contact the vehicle manufacturer for correct programming instructions.

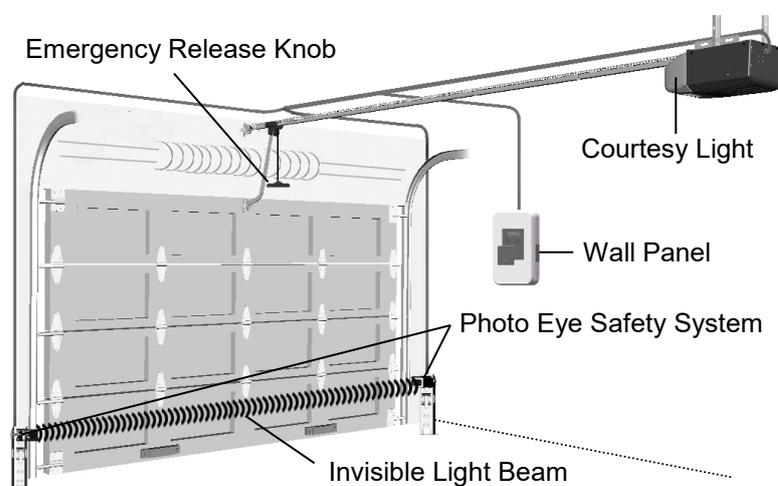
This device complies FCC Rules for HOME OR OFFICE USE. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

# Operating the Opener

## **WARNING**

To Prevent **SERIOUS INJURY** or **DEATH**:

- READ AND FOLLOW ALL INSTRUCTIONS AND WARNINGS IN THE OWNER'S MANUAL AND LABELS
- Keep Transmitter and battery out of reach of children.
- NEVER permit children to access the wall panel or remote transmitters.
- Operate the door ONLY when it is properly adjusted, and there are no obstructions and is in clear sight.
- ALWAYS keep a moving door in sight until completely closed. NEVER cross the path of a moving door.
- If Travel limit adjustment is made, Force Adjustment may also be needed.
- After ANY adjustments, the Safety Reverse Test MUST be performed to ensure the door reverses on contact with a 1-1/2" thick object (2x4 laid flat).
- ALWAYS ensure that your door is balanced and in good working condition.



**Actual Operating Scenario**

### Activating the Opener

Controls	Operation
 <p>Wall Panel (Indoor)</p>	<p>Momentary press the "DOOR" button on the wall panel, the door starts to move, and controls as follows:</p> <ul style="list-style-type: none"> <li>- Open or close the door.</li> <li>- Reverse the door while it is closing</li> <li>- Stops the door while it is opening.</li> </ul> <p>*For safety concerns, the Hand-Held Transmitter <b>WON'T</b> work if the Photo Eye Safety System is not properly installed and aligned.</p>
 <p>Hand-Held Transmitter</p>	<p>Same functions* as the wall panel with remote distance up to 100ft. in open field.</p> <p>*For safety concerns, the Hand-Held Transmitter <b>WON'T</b> work if the Photo Eye Safety System is not properly installed and aligned.</p>

## Door Status vs. Activation

Door status	 Activation using wall panel / transmitter
Door at fully open / close position	Door will move to fully close / open position
Door is closing	Door will reverse
Door is opening	Door will stop
Door is stopped as intended in partially open position	Close
Door is obstructed while closing	Door will reverse while flashing courtesy light
Door is obstructed while opening	Door will stop
Door is fully opened and Photo Eye System is obstructed	Door will not close

## Courtesy Light Responses

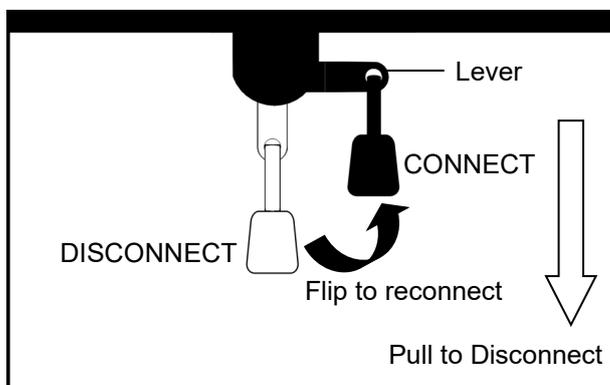
Operation / Condition	 Courtesy Light Response
Opener is initially plugged-in / Power restored	Flashes five times
Upon Opener activation	Turns on for 3-1/2 minutes and turns off automatically
“LEARN” button is pressed	Turns on for 30 seconds
Remote Transmitter / Keyless Entry PIN code accepted	Flashes twice
The Photo Eye System is obstructed during door-closing or door is obstructed during opening	Flashes for 30 seconds (Re-align and clear obstruction)
Opener motor overheat (Thermal Protection)	Flashes 5 times (Wait about 15 minutes to cool down)

## Manual Operation

### **WARNING**

To Prevent SERIOUS INJURY or DEATH:

- Use Emergency Release to disconnect Trolley ONLY when the door is CLOSED to prevent unexpected rapid falling in case of a unbalanced / poor-conditioned door.
- Use Emergency Release ONLY when doorway is clear of persons and obstructions.
- DO NOT use Emergency Release to pull the door open or closed.



In case of a power failure or door obstruction, PULL EMERGENCY Knob to release door from Opener.

### To Disconnect Trolley for Manual Operation

With the door closed, pull down the emergency release knob to the DISCONNECT position. The door can be raised / lowered manually.

### To Re-connect Trolley

Pull the knob toward the Opener so that the lever will flip up to the CONNECT position. The Trolley will reconnect itself when the Opener is activated or when the door is manually opened/ closed

## Maintenance

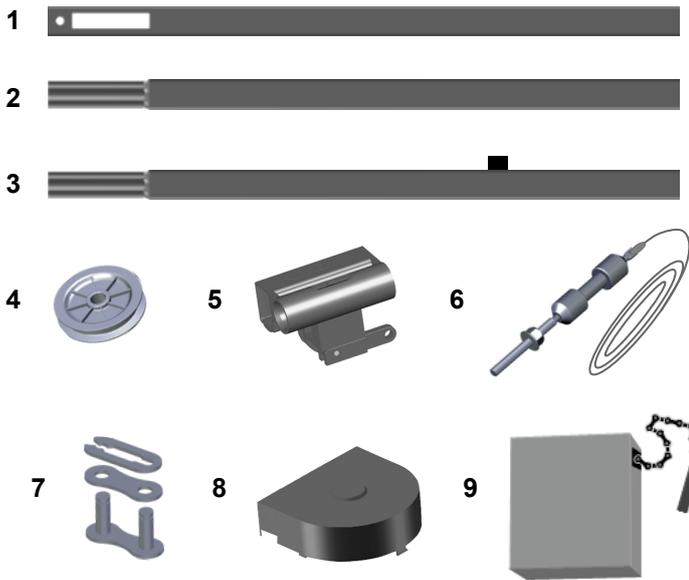
Schedule	Maintenance
Once a month	Door balance test, refer to page 4. Safety reverse test, refer to page 18.
Twice a year	Check chain tension ( refer to page 6 for adjustment if necessary).
Once a year	- Limit and Force adjustment may be necessary due to weather conditions. Refer to pages 16-17 for adjustment. Conduct Safety Reverse Test after ANY adjustments. - Lubricate door rollers, bearings and hinges. The Opener is permanently lubricated, DO NOT lubricate or grease the Opener, rail or door tracks.

## Troubleshooting

Problem	Possible Cause / Solution
Opener does not close and light flashes	The Photo Eye may be obstructed, not properly aligned or installed, check connection and alignment referring to pages 13 & 15.
Opener does not respond to Transmitter	- Refer page 19 to reprogram Transmitter. - Check Transmitter battery
Opener stops before reaching full open / close position	Either the Travel Limit or Force is not properly adjusted, check adjustment referring to pages 16-17. Conduct Safety Reverse Test after ANY adjustment.
The door reverses unintentionally	- Make sure the Photo Eye Safety System is aligned and clear of obstructions. - Refer to page 4 to check the door balance - Refer to page 17 to re-adjust the force
The door reverses upon touching the floor and the courtesy light flashes	Refer to page 16 to decrease Close Limit by 1/4 turn until door stops as intended at the fully closed position. Conduct Safety Reverse Test after ANY adjustment.
The courtesy light flashes 5 times and the Opener does not start	Opener motor overheat, please wait about 15 minutes and retry.
The Opener does not close the door and the indicator on one of the Photo Eyes flashes	The Photo Eye Safety System is misaligned or obstructed, refer to page 14 for proper alignment.
The Opener is working properly but the courtesy light does not turn on	Replace light bulb (A19 incandescent Max. 100W).
The courtesy light does not turn off	Defective Logic Board.
The Opener hums as the Trolley hits the Trolley Stop Bolt in open travel	<ol style="list-style-type: none"> <li>1. Make sure the Trolley is towards the Trolley Stop Bolt.</li> <li>2. Disconnect the Trolley by using the Emergency Release.</li> <li>3. Close the door manually</li> <li>4. Relieve the chain tension by loosening both the Chain-to-Cable Connector and the Flange Nut (see page 6)</li> <li>5. Operate the Opener so the Trolley Shaft travels towards the door (Trolley should be kept disconnected)</li> <li>6. Refer to page 16 to decrease Open Travel Limit by 2 full turns</li> <li>7. Refer to page 6 to re-tighten the chain until it is 1/4" (6mm) above the base of rail (reference the figure shown on page 6).</li> <li>8. Repeat the above steps if the Trolley still hits the Stop Bolt.</li> </ol>

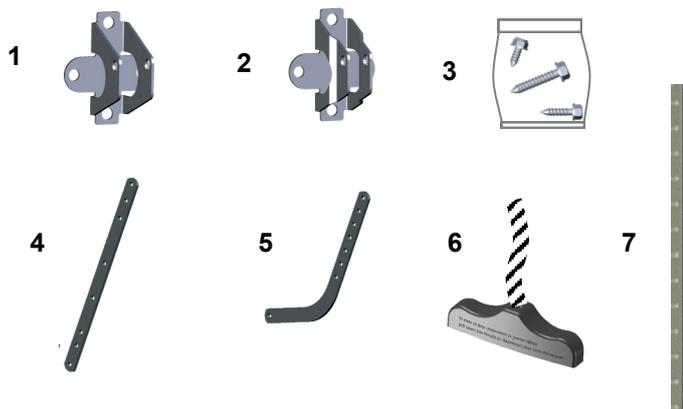
# Repair Parts

## Rail Assembly Parts



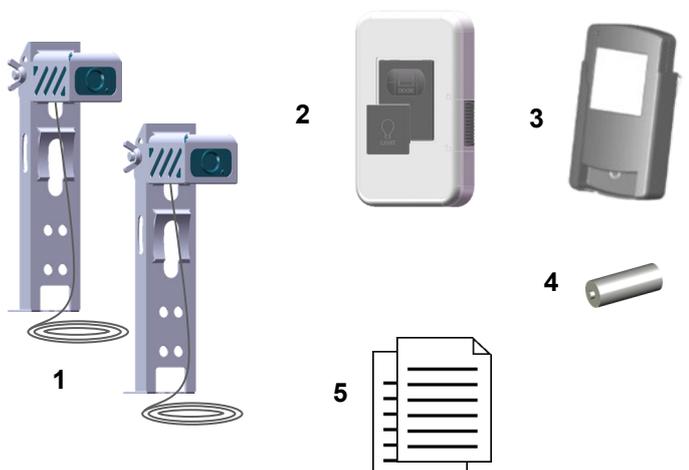
Item	Part No.	Name / Description
1	24911	Rail—Header Segment
2	24982	Rail—Middle segment
3	24984	Rail—End segment with Stop Bolt
4	24929	Pulley
5	24927	Trolley
6	24928	Trolley Shaft and Cable
7	24907	Master Link Set
8	24935	Sprocket Cover
9	24908	Chain

## Installation Parts



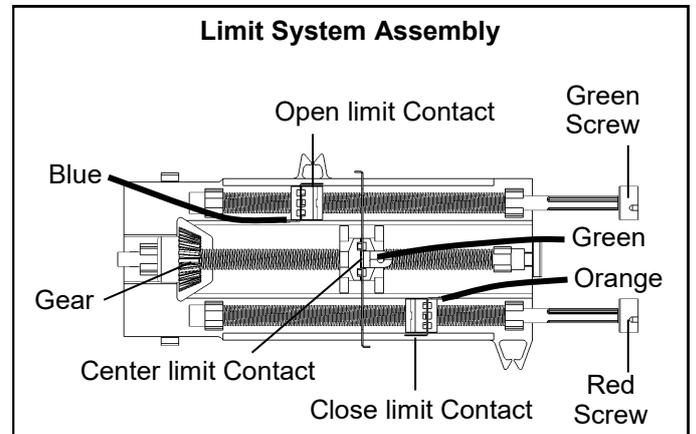
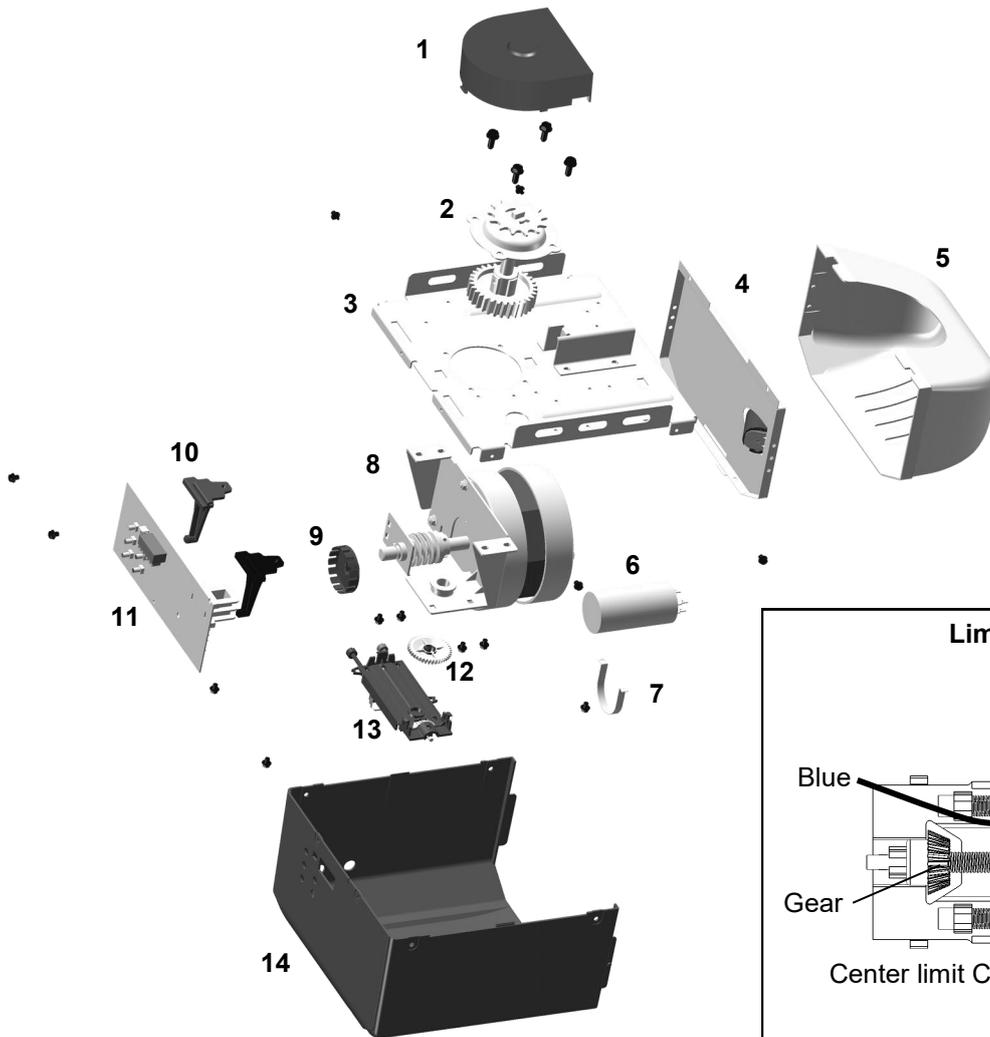
Item	Part No.	Name / Description
1	24919	Header Bracket
2	24917	Door Bracket
3	24925	Hardware Bag (Installation hardware shown on P.3)
4	24921	Straight Door Arm
5	24923	Curved Door Arm
6	24924	Emergency Release Knob & Rope
7	24941	Hanging Bracket

## Accessories



Item	Part No.	Name / Description
1	24913	Photo Eye Safety System (Emitter + Sensor with Brackets)
2	24949	Wall Panel
3	24111	Hand-held Transmitter
4	24939	12V alkaline battery
5	24000-M	Owner's manual

## Opener Assembly Parts



Item	Part No.	Name / Description
1	24935	Sprocket Cover
2	24934	Sprocket and gear assembly
3	*	Chassis
4	*	Lamp plate
5	24905	Lamp Dome
6	*	Capacitor
7	*	Capacitor holder
8	*	Motor assembly
9	24963	RPM wheel
10	*	Logic Board holder
11	24931	Logic Board
12	*	Limit system driving gear
13	24936	Limit system assembly
14	24937	Opener cover

# LIMITED WARRANTY AND LIMITATION OF LIABILITY

Notice: This product is not warranted for commercial use

Decko Products warrants this product, to the original purchaser, for the initial residence in which it is installed (upon verification that it is installed correctly) to be free from defects in materials and or workmanship for a period of 1 YEAR from the date of purchase. The motor is warranted to be free from defects in materials and or workmanship for 6 years from the date of purchase. With the exception that certain components wear out upon normal use are excluded from this warranty. Examples of such components are as follows but not limited to; belt, chain, cable, logic board, wall panel, photo eyes, trolley and trolley system, sprocket, position encoder and brush & gear. As the sole and exclusive remedy for a breach of this limited warranty, if the product is found to be defective by Decko Products, Decko Products, at its option, will repair the product or replace it with an equivalent product.

If this product should fail during the limited warranty period call 1-877-GDO-4402 toll free before removing product from installation. If the product is deemed by Decko Products to contain a manufacturer's defect covered by this limited warranty and if it is determined it cannot be fixed at the original address of installation.

Call 1-877-GDO-4402 for a RGA # and then send product post paid to:

Decko Products,  
ATTN: Warranty Dept.,  
2301 Traffic Street NE  
Minneapolis, MN 55413

Please include a brief description of the problem and a dated proof-of-purchase receipt with any product returned for warranty repair. Defective product will be repaired or replaced with new or factory-rebuilt parts at manufacturer's sole option. Any costs to un-install or re-install the product are not covered by this Limited Warranty, and you are solely responsible for any such costs which you may incur.

In order to **ACTIVATE YOUR WARRANTY**, the original purchaser must register the product using the form below or online at [www.deckogdo.com](http://www.deckogdo.com) within 30 days of purchase. A copy of the original receipt must accompany warranty registration.

- **ANY ABUSE, MODIFICATION OR DISSASSEMBLY OF THIS PRODUCT VOIDS THIS LIMITED WARRANTY.**
- **DECKO DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**
- **THIS LIMITED WARRANTY DOES NOT COVER ANY PROBLEMS RELATED TO THE INSTALLATION OF THE GARAGE DOOR OR GARAGE DOOR HARDWARE. THIS INCLUDES BUT IS NOT LIMITED TO THE DOOR SPRINGS, DOOR ROLLERS, DOOR ALIGNMENT OR DOOR HINGES.**
- **DECKO PRODUCTS SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES THAT ARISE IN CONNECTION WITH USE, OR INABILITY TO USE THIS PRODUCT.**

This warranty shall not apply to damage due to acts of God, normal wear and tear, normal maintenance services and the parts used in connection with such service, lightning or conditions beyond the control of Decko Products, have been subject to negligence, abuse, accident, misapplication, tampering, alteration; nor due to improper installation, operation, maintenance, or storage; nor to excess of recommended maximums as set forth in the instructions.

Any oral statements about the product made by the seller, Decko Products, the representatives, or any other parties do not constitute warranties, shall not be relied upon by the user, and are not part of the contract for sale. Sellers' and Decko Products only obligation, and the buyer's only remedy, shall be the replacement and/or repair by Decko Products of the product as described above. Neither seller nor Decko Products shall be liable for any injury, loss or damage, direct or incidental or consequential (including but not limited to incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss arising out of the use or the inability to use the product, and the user agrees that no other remedy shall be available to it. Before using the user shall determine the suitability of the product for his/her intended use and user assumes all risk and liability whatsoever in connection therewith.

The warranty and remedy in this limited warranty is an exclusive warranty and remedy and is in lieu of any other warranty or remedy, expressed or implied, which other warranties and remedies are hereby expressly excluded, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, to the extent either applies to a product shall be limited in duration to the periods of the expressed warranties given above

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## REGISTRATION CARD

Customer First Name: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Customer Last Name: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Commercial Application: Yes No

Zip Code: \_\_\_\_\_

Did purchaser install the product: Yes No

Phone Number: \_\_\_\_\_

If no, who installed the product?: \_\_\_\_\_

Email Address: \_\_\_\_\_

Model Number: \_\_\_\_\_

Cut along dotted line and mail card to:  
Decko Products,  
ATTN: Warranty Dept.,  
2301 Traffic Street NE  
Minneapolis, MN 55413  
OR REGISTER AT [WWW.DECKOGDO.COM](http://WWW.DECKOGDO.COM)





