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› Hormann ProMatic Series 4 Garage Door Operator User Manual

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Hormann ProMatic Series 4 Garage Door Operator User Manual

Comprehensive Guide for Installation, Operation, and Maintenance

1. SAFETY INFORMATION

Please read this manual carefully before installation and operation. Failure to follow these instructions may result in serious injury or property damage. Keep this manual for future reference.

- Ensure all electrical connections are made by a qualified electrician and comply with local regulations.
- Do not allow children to play with the garage door operator or its controls.
- Keep the area around the garage door clear of obstructions.
- Regularly inspect the garage door and operator for signs of wear or damage.
- In case of power failure, use the manual release mechanism only when the door is fully closed.

2. PRODUCT OVERVIEW

The Hormann ProMatic Series 4 is a complete garage door operator set designed for reliable and convenient operation of your garage door. It includes the drive unit, a rail system, and two handheld transmitters for remote control.



Figure 2.1: Hormann ProMatic Series 4 drive unit with rail and two handheld transmitters.

Key features include efficient operation, integrated lighting, and robust construction for long-term performance.

3. COMPONENTS AND PACKAGE CONTENTS

Before beginning installation, verify that all components listed below are present in your package:

- ProMatic Series 4 Drive Unit
- Rail System (sectional, typically requiring assembly)
- Two (2) Handheld Transmitters (remote controls)
- Mounting Hardware (screws, anchors, brackets, etc.)
- Manual Release Cord
- Installation Template (if provided)

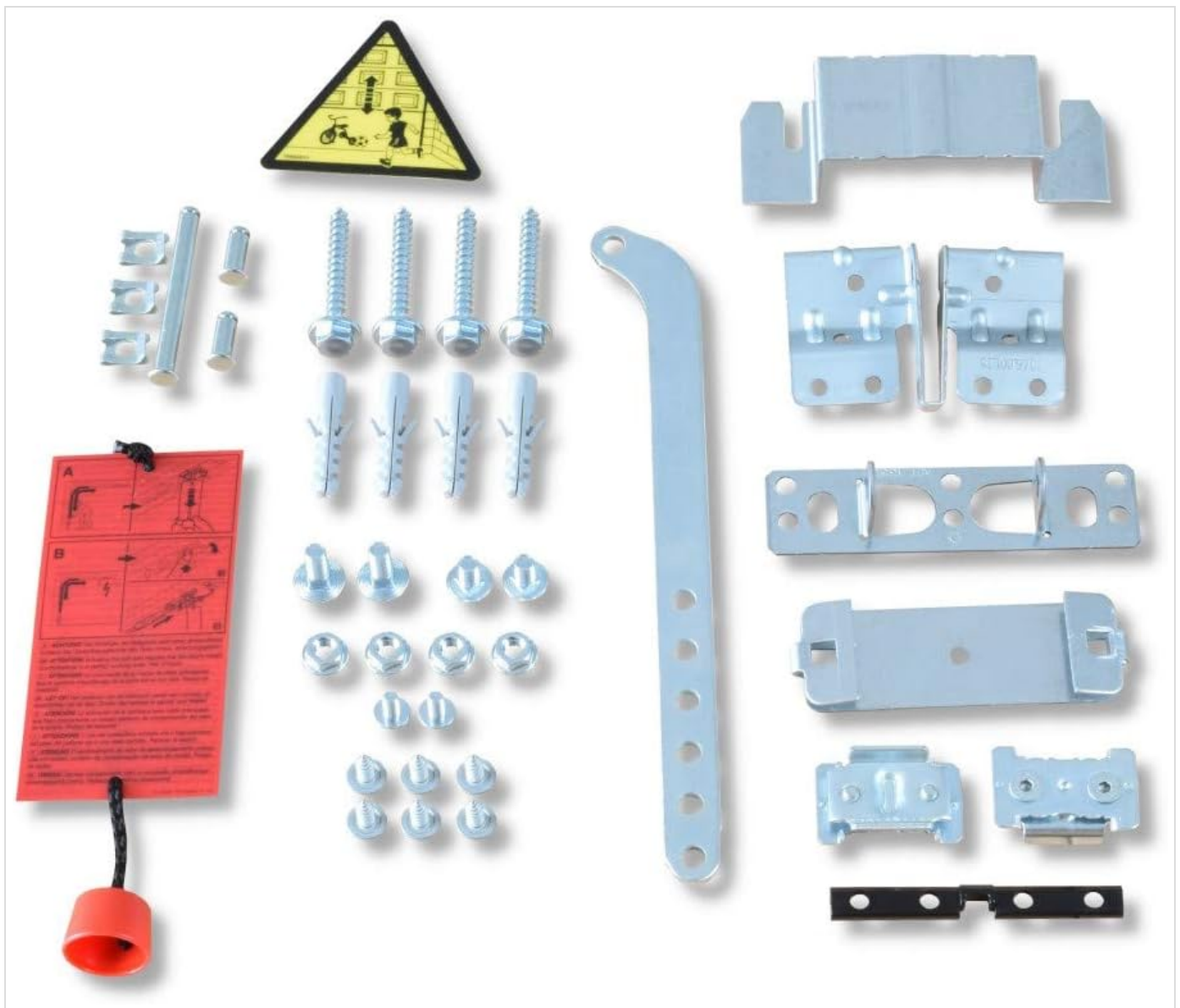


Figure 3.1: Included mounting hardware and accessories for the ProMatic Series 4.

4. SETUP AND INSTALLATION

Installation of the Hormann ProMatic Series 4 requires careful attention to detail. It is recommended to have two people for certain steps. Ensure you have the necessary tools, including a drill, wrenches, and measuring tape.

4.1 Rail Assembly

Assemble the rail sections according to the diagrams in the separate installation guide provided with the product. Ensure all connections are secure and the chain/belt is correctly tensioned.

4.2 Drive Unit Mounting

Mount the drive unit to the ceiling or appropriate support structure above the garage door. Use the provided mounting hardware and ensure the unit is level and securely fastened. The drive unit features integrated LED lighting for illumination.



Figure 4.2.1: Integrated LED lighting on the ProMatic Series 4 drive unit.

Access to the internal control board is typically required for initial wiring and programming. Refer to the detailed wiring diagrams in the separate installation manual.



Figure 4.2.2: Internal components and control board of the ProMatic Series 4 drive unit.

4.3 Electrical Connection

Connect the drive unit to a suitable power supply according to local electrical codes. Ensure the power is off before making any connections. The unit requires a standard electrical outlet.

4.4 Limit Switch Adjustment and Programming

After physical installation, the operator's limit switches must be set to define the open and closed positions of the garage

door. Follow the programming sequence outlined in the detailed installation manual to teach the operator these positions. This typically involves moving the door manually to the desired positions and confirming them via buttons on the drive unit.

4.5 Handheld Transmitter Pairing

To pair the handheld transmitters with the drive unit:

1. Locate the programming button on the drive unit (refer to the detailed manual for exact location).
2. Press and release the programming button. An indicator light will typically illuminate.
3. Within a few seconds, press and hold the desired button on your handheld transmitter.
4. Release the button on the transmitter once the indicator light on the drive unit flashes or changes color, confirming successful pairing.
5. Repeat for additional transmitters.

5. OPERATING INSTRUCTIONS

Once installed and programmed, operating your Hormann ProMatic Series 4 garage door operator is straightforward.

5.1 Using Handheld Transmitters

Press the programmed button on your handheld transmitter to open or close the garage door. A single press will initiate movement. Pressing again during movement will stop the door.

5.2 Manual Operation

In case of power outage or malfunction, the garage door can be operated manually. Pull the red manual release cord located near the drive unit to disengage the door from the operator. You can then open or close the door by hand. Re-engage the operator by pushing the carriage back into place or by following specific instructions in the detailed manual.

5.3 Smartphone Control (Optional)

The Hormann ProMatic Series 4 may support smartphone integration for remote control via a dedicated app and additional hardware (e.g., a gateway module). Refer to the specific instructions provided with any optional smart home accessories for setup and operation.



Figure 5.3.1: Smartphone integration for garage door control (requires additional accessories).

6. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your garage door operator.

- **Monthly:** Check the safety reversal system by placing an object (e.g., a 2x4 piece of wood) on the floor in the door's path. The door should reverse upon contact. If not, adjust or contact service.
- **Quarterly:** Inspect all moving parts, including rollers, cables, pulleys, and springs, for wear or damage. Lubricate moving parts as recommended by the garage door manufacturer.
- **Annually:** Have a qualified technician perform a comprehensive inspection and service.
- Keep the drive unit and rail system clean and free of debris.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your garage door operator.

Problem	Possible Cause	Solution
Door does not move.	No power; safety sensors obstructed; remote battery dead; manual release engaged.	Check power supply; clear sensor path; replace remote battery; disengage manual release.
Door reverses unexpectedly.	Obstruction in door path; safety sensor misalignment; force settings too low.	Remove obstruction; align sensors; adjust force settings (refer to detailed manual).
Remote control not working.	Battery dead; remote out of range; remote not paired.	Replace battery; move closer to operator; re-pair remote (see Section 4.5).
Door is noisy during operation.	Lack of lubrication; worn rollers or hinges.	Lubricate moving parts; inspect and replace worn components.

For more complex issues or if troubleshooting steps do not resolve the problem, contact Hormann customer support or a qualified service technician.

8. SPECIFICATIONS

Below are the technical specifications for the Hormann ProMatic Series 4 garage door operator:

Attribute	Value
Brand	Hormann
Model	ProMatic Series 4
Product Type	Garage Door Operator
Color	Black
Material	Wood (Note: This might refer to packaging or a specific component, the main unit is typically metal/plastic)
Item Weight	3.04 Kilograms
Assembly Required	Yes
First Available Date	November 16, 2021

9. WARRANTY AND SUPPORT

Hormann products are manufactured to high quality standards and come with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Hormann website.

For technical support, spare parts, or service inquiries, please contact Hormann customer service. Contact information can typically be found on the official Hormann website or in your product documentation.

It is recommended to keep your purchase receipt as proof of purchase for warranty claims.