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Hörmann Sectional Garage Door 2500x2125mm with Promatic Series 3 Drive

Hörmann Sectional Garage Door User Manual

Model: 2500 x 2125 mm with Promatic Series 3 Drive

1. INTRODUCTION AND PRODUCT OVERVIEW

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Hörmann Sectional Garage Door. This complete self-assembly kit includes the sectional door panel, the Promatic Series 3 drive, and a manual transmitter.

The Hörmann sectional garage door is designed for durability, security, and aesthetic integration with your home. It features a robust metal construction with a white wood-look surface and advanced safety mechanisms.



Figure 1.1: Hörmann Sectional Garage Door in a snowy environment, showcasing its robust design and seamless integration.

2. PRODUCT FEATURES

- **Dimensions:** Standard size of 2500 mm (width) x 2125 mm (height).
- **Appearance:** M-mesh aspect with a white wood-look surface and Z-coating for enhanced durability and aesthetics.

- **Drive System:** Equipped with the reliable Promatic Series 3 drive for smooth and quiet operation.
- **Harmonious Design:** The door leaf and side frames are designed to be identical, creating a cohesive and aesthetically pleasing overall impression.
- **Corrosion Protection:** Features a 4 cm high articulated foot that protects against corrosion and stagnant moisture, extending the lifespan of the door.
- **Anti-Burglary Mechanical Lock:** When the garage door is closed, the security device mechanically locks without power, protecting the door against unauthorized forced lifting.
- **Certified Safety:** Tested and certified according to the high safety requirements of European standard EN 13241-1, ensuring reliable and safe operation.
- **Customization:** While this is a standard dimension kit, Hörmann offers options for customization in size, color, shape, and technology to meet personal preferences.

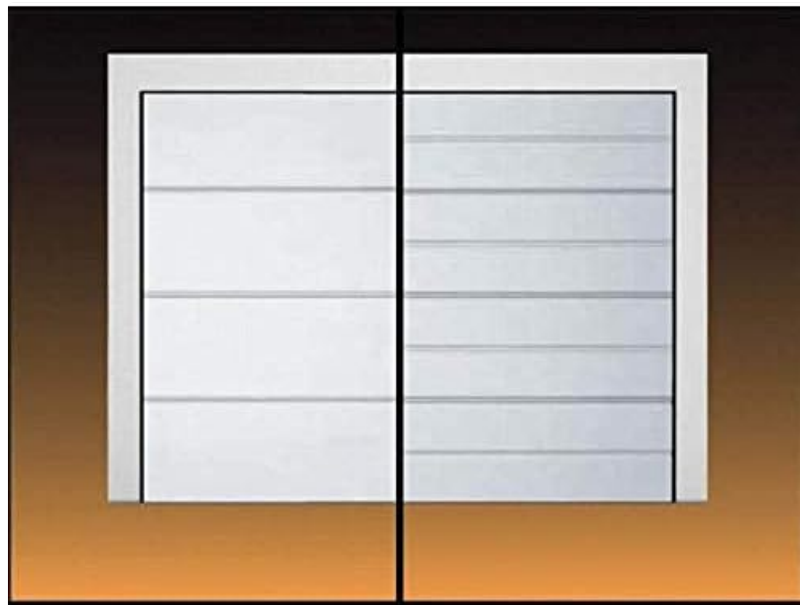


Figure 2.1: Illustration of the sectional door panels, highlighting the design that allows for smooth vertical opening.

3. SETUP AND INSTALLATION

This Hörmann sectional garage door is supplied as a complete self-assembly kit. While designed for DIY installation, due to the complexity and safety critical nature of garage door systems, professional installation is highly recommended.

3.1 Pre-Installation Checks

- Ensure the garage opening dimensions are compatible with the 2500 x 2125 mm door.
- Verify that the surrounding wall structure is sound and capable of supporting the door and its operating mechanism.
- Confirm availability of a suitable power supply for the Promatic Series 3 drive.

3.2 Installation Process Overview

Detailed step-by-step installation instructions are provided in a separate guide accompanying your product. Please refer to that document for comprehensive assembly procedures. Key steps typically include:

1. Assembling the door frame and tracks.
2. Mounting the door panels.
3. Installing the Promatic Series 3 drive unit and rail.

4. Connecting electrical components and programming the manual transmitter.
5. Performing initial safety checks and adjustments.

Ensure that the side frames are properly connected to the masonry (Mauerwerk) and, if colored, can be painted appropriately to match the surrounding structure. An optional frame cladding in the gate color can be ordered for a seamless finish.



Figure 3.1: An installed Hörmann garage door, demonstrating its integration with residential architecture.

4. OPERATING INSTRUCTIONS

Your Hörmann sectional garage door is designed for user-friendly operation via the included manual transmitter and the Promatic Series 3 drive system.

4.1 Basic Operation

- **Opening the Door:** Press the designated button on your manual transmitter. The door will smoothly ascend along its tracks.
- **Closing the Door:** Press the designated button on your manual transmitter. The door will descend until it reaches the closed position.
- **Stopping Mid-Cycle:** Press the button again while the door is in motion to stop it at any desired position.

4.2 Safety Features During Operation

The Promatic Series 3 drive incorporates safety features to prevent accidents:

- **Obstruction Detection:** If the door encounters an obstruction during closing, it will automatically reverse to prevent damage or injury.
- **Anti-Lift Locking:** When fully closed, the door's mechanical lock engages, providing security against forced entry, even without power.

4.3 Manual Override (Power Failure)

In the event of a power outage, your garage door can be operated manually. Refer to the specific instructions for manual release of the drive unit provided in your detailed installation guide. This typically involves disengaging the drive from the door and manually lifting or lowering the door.



Figure 4.1: Illustrates the convenience of operating the garage door remotely from a vehicle.

5. MAINTENANCE

Regular maintenance ensures the longevity, safety, and optimal performance of your Hörmann sectional garage door. Perform these checks periodically:

5.1 Cleaning

- Clean the door panels regularly with a mild detergent and water. Avoid abrasive cleaners.
- Keep the tracks free of dirt, debris, and obstructions.

5.2 Inspection and Lubrication

- **Moving Parts:** Annually inspect all moving parts, including hinges, rollers, and cables, for signs of wear or damage.
- **Lubrication:** Apply a silicone-based lubricant to rollers, hinges, and springs as recommended by the manufacturer (refer to your detailed guide). Do not lubricate the tracks.
- **Safety Mechanisms:** Regularly test the obstruction detection system by placing a small object in the door's path during closing. The door should reverse.
- **Balance Test:** With the door in manual mode (drive disengaged), the door should stay in place when lifted halfway. If it sags or springs up, the springs may need adjustment by a professional.

5.3 Professional Servicing

It is recommended to have your garage door professionally inspected and serviced at least once a year to ensure all components are functioning correctly and safely.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Hörmann sectional garage door. Always prioritize safety when troubleshooting.

Problem	Possible Cause	Solution
Door does not open or close.	No power to the drive unit. Remote control battery is dead. Obstruction in the door's path.	Check power supply and circuit breaker. Replace remote control battery. Remove any obstructions from tracks or door path.
Door reverses unexpectedly.	Obstruction detected. Safety sensors are misaligned or dirty.	Check for and remove obstructions. Clean and align safety sensors (refer to drive manual).

Problem	Possible Cause	Solution
Unusual noises during operation.	Lack of lubrication. Worn rollers or hinges. Loose hardware.	Lubricate moving parts (not tracks). Inspect and replace worn components. Tighten any loose bolts or screws.
Remote control not working.	Battery dead. Out of range. Remote needs reprogramming.	Replace battery. Move closer to the garage door. Refer to drive manual for reprogramming instructions.

If the problem persists after attempting these solutions, or if you suspect a serious mechanical or electrical issue, contact a qualified garage door technician for assistance. Do not attempt repairs on springs or cables yourself, as they are under high tension and can cause serious injury.



Figure 6.1: The garage door in a nighttime setting, highlighting its functionality and security features.

7. SPECIFICATIONS

Feature	Detail
Product Type	Sectional Garage Door
Brand	Hörmann (Distributed by scheurich)
Model Dimensions	2500 mm (Width) x 2125 mm (Height)
Drive System	Promatic Series 3
Appearance	M-mesh
Surface Finish	White wood with Z-coating
Material	Metal
Color	White
Style	Modern

Feature	Detail
Assembly Required	Yes
Safety Certification	European Standard EN 13241-1

8. WARRANTY AND SUPPORT

Hörmann products are manufactured to high quality standards. For specific warranty terms and conditions, please refer to the documentation provided with your purchase or contact your authorized Hörmann dealer.

Important Note: Please be aware that garage doors and gates are custom-made products and may be excluded from standard withdrawal rights. Verify this information with your supplier at the time of purchase.

For technical support, spare parts, or professional assistance, please contact your dealer or the manufacturer's authorized service center. For general inquiries, you may also reach out to the distributor, [scheurich24](#), at 06028/406258-60.