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## ZUMI ZUG1/ZUG2/ZUG3 (APP Upgraded)

# ZUMI Wall-Mounted Garage Door Opener (APP Upgraded) - User Manual

Models: ZUG1, ZUG2, ZUG3

## INTRODUCTION

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This manual provides comprehensive instructions for the installation, operation, and maintenance of your ZUMI Wall-Mounted Garage Door Opener. Please read all instructions carefully before installation and use to ensure safe and efficient operation. Keep this manual for future reference.

## SAFETY INFORMATION

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**WARNING:** Improper installation or use can lead to serious injury or death. Always follow all instructions and safety warnings.

- Ensure the garage door is balanced and in good working condition before installation. An unbalanced door may cause injury.
- Disable all door locks and remove any ropes attached to the garage door before installing and operating the opener.
- Never try to adjust the garage door springs, cables, pulleys, brackets, or their hardware, as these are under extreme tension and can cause severe injury. Contact a trained door systems technician for adjustments.
- Keep children and pets away from the garage door area, especially during operation.
- Do not cross the path of a moving garage door.
- Ensure the emergency release handle is within reach but at least 6 feet above the floor to prevent accidental release.
- Only use the provided hardware and recommended tools for installation.
- If an electrical outlet is not available within 3.6 feet of the installation area, contact a qualified electrician to install one.

## PACKAGE CONTENTS

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Verify that all items listed below are included in your package:

### Standard Hardware

- 1 x Garage Door Opener
- 1 x Coupler
- 1 x Mounting Bracket
- 4 x M10 x 35 mm Coupler Bolts
- 2 x M5 x 12 mm Mounting Bolts
- 2 x M10 x 50 mm Screws
- 2 x M10 x 50 mm Expansion Tubes
- 2 x Remote Controls with Belt Clips
- 1 x Emergency Release Rope with Handle

### Infrared Sensors Hardware

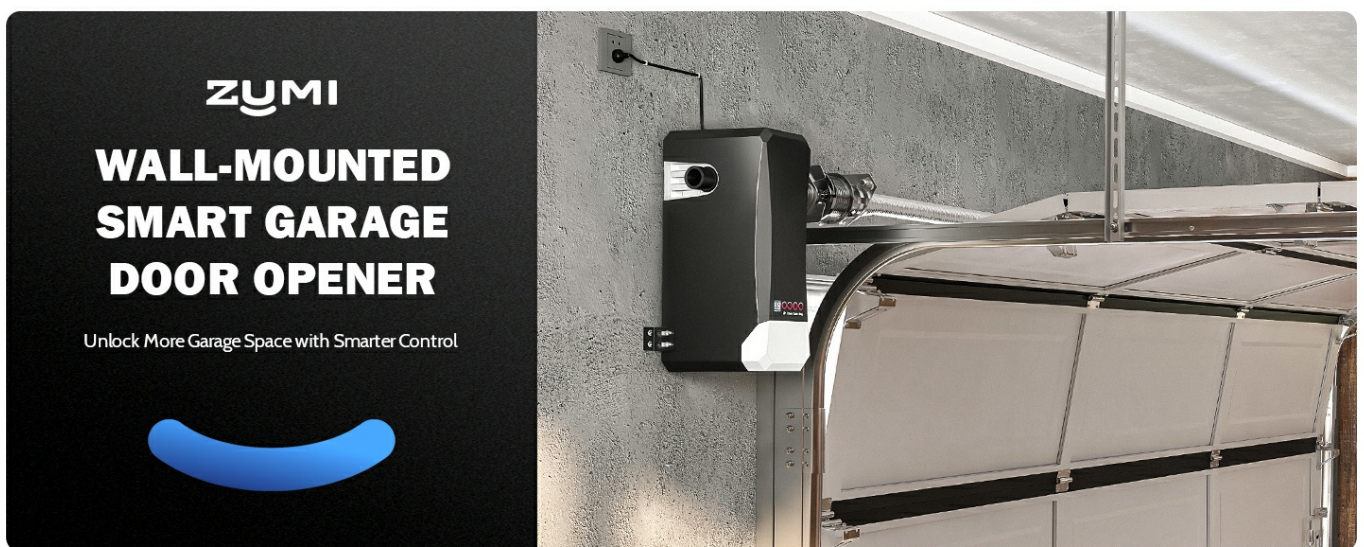
- 2 x Infrared Sensors (A 20 AWG three-core cable needs to be purchased separately.)
- 2 x Rubber Rings
- 4 x Cover Fixing Screws
- 6 x Body Fixing Screws
- 6 x Expansion Tubes

### Automatic Door Lock Hardware (For ZUG3 Only)

- 1 x Automatic Door Lock
- 2 x Fixing Screws
- 1 x Position Label

### Wireless Wall Control Hardware (For ZUG3 Only)

- 1 x Wireless Wall Control
- 2 x Fixing Screws
- 2 x Expansion Tubes



*Image: Overview of the ZUMI Wall-Mounted Garage Door Opener package contents, including the main unit, remote controls, and infrared sensors.*

### TOOLS REQUIRED (NOT INCLUDED)

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- Step Ladder
- Hammer Drill
- Drill Bits (15/64" (6 mm), 5/16" (8 mm), 25/64" (10 mm), & 11/16" (18 mm) Masonry Drill Bits)
- Scissors
- Protective Gloves
- Level
- Tape Measure
- Marker Pen
- Hammer
- Adjustable Wrench
- Phillips Screwdrivers PH2 & PH3
- Flathead Screwdriver #2
- M4 & M5 Hex Wrenches
- Wire Stripper
- Double-Sided Tape
- 20 AWG Three-Core Cable (for infrared sensors, if not included)

## INSTALLATION

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### Pre-Installation Check: Testing the Garage Door

Before installing the opener, ensure your garage door is properly balanced and operates smoothly. An unbalanced door can cause serious injury and may not reverse as required.

1. Disable all door locks and remove any ropes attached to the garage door.
2. Lift the garage door halfway up and release it. If balanced, it should stay in place, supported entirely by its springs.
3. After testing, close the garage door.

**WARNING:** Never attempt to adjust garage door springs, cables, pulleys, brackets, or other hardware under extreme tension. Contact a trained door systems technician if your garage door binds, sticks, or appears out of balance.

**WARNING:** The garage door could move unexpectedly. Never cross the path of the moving door at any time.

### Installation Site Requirements

- The garage door opener can be installed on either the left or right side of the garage. Select the side that meets the following clearance requirements:
  - Minimum clearance of 3.6 inches between the wall and the center of the torsion bar.
  - Minimum clearance of 8.5 inches between the sidewall (or any obstruction) and the end of the torsion bar.
  - Minimum clearance of 3.2 inches between the ceiling and the center of the torsion bar.
- The torsion bar must extend at least 1.5 inches past the bearing.
- An electrical outlet (AC 110V) is required within 3.6 feet of the installation area. If an outlet does not exist, contact a qualified electrician.
  - For detailed drum size and Wi-Fi signal requirements, refer to the user manual.

### Step 1: Installing the Garage Door Opener

This step involves mounting the main opener unit to the torsion bar and securing it to the wall.

1. Slide the coupler with the larger end fully onto the motor shaft of the opener until it stops.

2. Install the slotted side of the mounting bracket onto the opener. Partially tighten the M5 x 12 mm mounting bolts.
3. Slide the coupler onto the end of the door's torsion bar until it stops. Ensure the coupler does not touch the bearing.
4. Use a level to ensure the torsion bar is level. If the torsion bar is level, use a level to position and vertically align the garage door opener. If the torsion bar is not level, ensure the garage door opener is perpendicular to the torsion bar using a digital level.
5. Adjust the bottom of the opener and the mounting bracket. The back side of the garage door opener may be installed parallel to the wall or at a slight angle of inclination. A parallel installation is recommended.
6. Fully tighten the mounting bolts.
7. Mark the installation position of the mounting bracket on the wall.
8. Remove the garage door opener from the torsion bar.
9. Drill two 0.4-inch wide holes at the marked locations. The depth should be about 0.4 inches longer than the expansion tube. Drill through metal door rail plates if necessary.
10. Hammer the expansion tubes into the holes until they are entirely embedded in the wall.
11. Slide the garage door opener back onto the torsion bar.
12. Align the drilled holes with the mounting bracket. Secure the mounting bracket to the wall using the two M10 x 50 mm screws.
13. For a hollow torsion bar, first screw in the four bolts in order (A to B to C to D), then tighten them in that sequence with an adjustable wrench (3/4 to 1 full turn after initial contact). For a solid shaft torsion bar, tighten screws 1/4 to 1/2 turn maximum after initial contact. For a keyed torsion bar, never tighten screws into the keyway.
14. Plug the garage door opener into a grounded AC 110V outlet.

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*Video: Detailed installation guide for the ZUMI Wall-Mounted Garage Door Opener, covering unpacking, tool preparation, door testing, site requirements, and the first step of installing the opener unit.*

## Step 2: Installing the Emergency Release Rope

The emergency release rope allows manual operation of the garage door during power outages.

1. Insert the emergency release rope through the hole in the release cable.
2. Adjust the rope length, ensuring the emergency release handle is within reach but remains at least 6 feet above the floor to avoid contact with vehicles and prevent accidental release.
3. Cut the rope if it is too long.
4. Secure the end of the release rope with an overhand knot.
5. Pull the emergency release handle until you hear a click, disconnecting the door from the opener. Ensure the door can be opened and closed manually.
6. Pull the manual release handle again until you hear a click, indicating the door has reconnected to the opener.

**WARNING:** Do not pull the rope too hard to prevent it from breaking.

## Step 3: Programming the Travel

Programming the travel limits ensures the garage door opens and closes to the correct positions.

1. Hold the "Prog" button until the display changes, entering travel learning mode.
2. Check the motor direction by holding the "UP" button. If the garage door opens, press "Prog" to confirm the motor direction. If the garage door closes, press "Code" to reverse the motor direction.
3. Hold "UP" to open the garage door until it reaches the fully open limit position.
4. Press "Prog" to confirm the opening limit position.
5. Hold "Down" to close the garage door until it reaches the fully closed limit position.

6. Press "Prog" to confirm the closing limit position.
7. The motor will then execute a complete cycle automatically, first opening the door to its set limit position, then closing it to its set limit position.

#### Step 4: Testing the Remote Control

Test the remote control to ensure it operates the garage door correctly.

1. When the garage door is closed, press the button on the remote control. The garage door should open until it reaches the limit position.
2. When the garage door is open, press the button on the remote control. The garage door should close until it reaches the limit position.

The remote control is pre-paired at the factory. If it does not work, pair it by following these steps:

1. Press "Code" on the opener's display panel.
2. Press the button on the remote control.
3. Press the remote control button again. When the panel displays two dashes (--), it means the pairing is successful.

#### Step 5: Installing the Infrared Sensors

Infrared sensors provide an essential safety feature, stopping the door if an obstruction is detected.

1. Prepare the mounting locations for the infrared sensors as shown in the diagram. The receiver should be installed on the same side as the opener. The sensors should be mounted 1-4.9 ft (0.3-1.5 m) from the ground and 1.6-39 ft (0.5-12 m) apart.
2. Remove the covers from both the receiver and transmitter units.
3. Mark the receiver's installation position. Drill three 0.24-inch wide holes at the marked locations. The depth should be about 0.4 inches longer than the expansion tube.
4. Hammer the expansion tubes into the holes until they are entirely embedded in the wall.
5. Align the drilled holes with the mounting holes on the receiver. Secure the receiver using the body fixing screws. You may wire it first, then install the receiver.
6. On the opposite side, determine the transmitter's installation position. Secure the transmitter with double-sided tape. You may wire it first, then stick the transmitter on the wall. After testing, drill and install it permanently.
7. Wire the transmitter: Prepare two 20 AWG cables. A two-core cable for transmitter to receiver, and a three-core cable for receiver to control board, or both are three-core cables. Remember to pass the cable through the wiring hole. Wire colors may vary, but terminal connections must match.
8. Wire the receiver: First pass the cable from the transmitter through your routing conduit. Then, feed the cable through the wiring hole on the receiver. Wire colors may vary, but terminal connections must match.
9. Remove the bottom cover of the opener to expose the control board. Remove the jumper wire.
10. Wire the control board. This video demonstrates the installation on the ZUG2 & ZUG3 control board as an example. Wire colors may vary, but terminal connections must match.
11. Reattach the bottom cover and infrared sensor covers before testing.
12. Use the remote control to open or close the garage door. Then, have a person walk between the receiver and the transmitter to test the sensor. The garage door should open automatically. If not, adjust the transmitter's position, then test again.

**NOTE:** The infrared signal cable must connect to the 12V, PH, and COM terminals. Note that the physical locations of these three terminals differ between ZUG1 and ZUG3 models. Wire colors may vary, but terminal connections must match.

#### Step 6: Installing the Automatic Door Lock (ZUG3 Only)

The automatic door lock provides enhanced security for your garage door.

1. Make sure the garage door is in the closed position.
2. Choose one of the door rollers, preferably the third one. Make a mark 2 inches (50 mm) above the roller's top position on the door track.
3. Peel the backing off the position label. Align the center of the lock bolt hole on the label with the mark, then center and apply the label to the track.
4. Drill holes according to the diameter size indicated on the label. Be sure to file down any sharp edges.
5. Align the lock with the three holes. Use screws to secure the lock in place.
6. Turn the knob to check whether the lock bolt can be extended and retracted properly.
7. Remove the bottom cover of the opener to expose the control board. Pass the cable through the rear wiring hole of the opener.
8. Wire the lock to the control board. The positive and negative wires of the lock must be individually connected to the corresponding positive (LOCK+) and negative (LOCK-) terminals on the control board.
9. Close the garage door. When it reaches the limit position, the lock bolt automatically extends and locks into the track.
10. Use the remote control to open the garage door. The lock bolt automatically retracts before the garage door opens, and then the garage door opens.

### Step 7: Installing the Wireless Wall Control (ZUG3 Only)

The wireless wall control offers convenient access to operate your garage door from inside.

1. Install the wireless wall control in a location convenient for your operation.
2. Remove the cover of the wall control. Mark the installation position.
3. Drill two 0.24-inch wide holes at the marked locations. The depth should be about 0.4 inches longer than the expansion tube.
4. Hammer the expansion tubes into the holes until they are entirely embedded in the wall.
5. Secure the wall control using the fixing screws.
6. Reattach the back cover to the wall control body.
7. Press the button to open the garage door. Press it again to close the garage door.

The wall control is pre-paired at the factory. If it does not work, pair it by following these steps:

1. Press "Code" on the display panel of the opener.
2. Press the button on the wall control twice. When the panel displays two dashes (--), it means the pairing is successful.

## OPERATION

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Your ZUMI Wall-Mounted Garage Door Opener offers multiple ways to operate your garage door:

- **App Control:** Operate the garage door remotely through the convenient app for flexible access anytime, anywhere. The app allows for reliable opening and closing, real-time status monitoring, supports multiple users, and offers multilingual settings.
- **Remote Controls:** Use the included remote controls for convenient operation from your vehicle or nearby.
- **Wireless Wall Control (ZUG3 Only):** A wall-mounted button provides easy access to open and close the door from inside your garage.
- **Manual Release:** In case of power failure or emergency, pull the built-in handle to quickly unlock the opener and switch to manual mode.

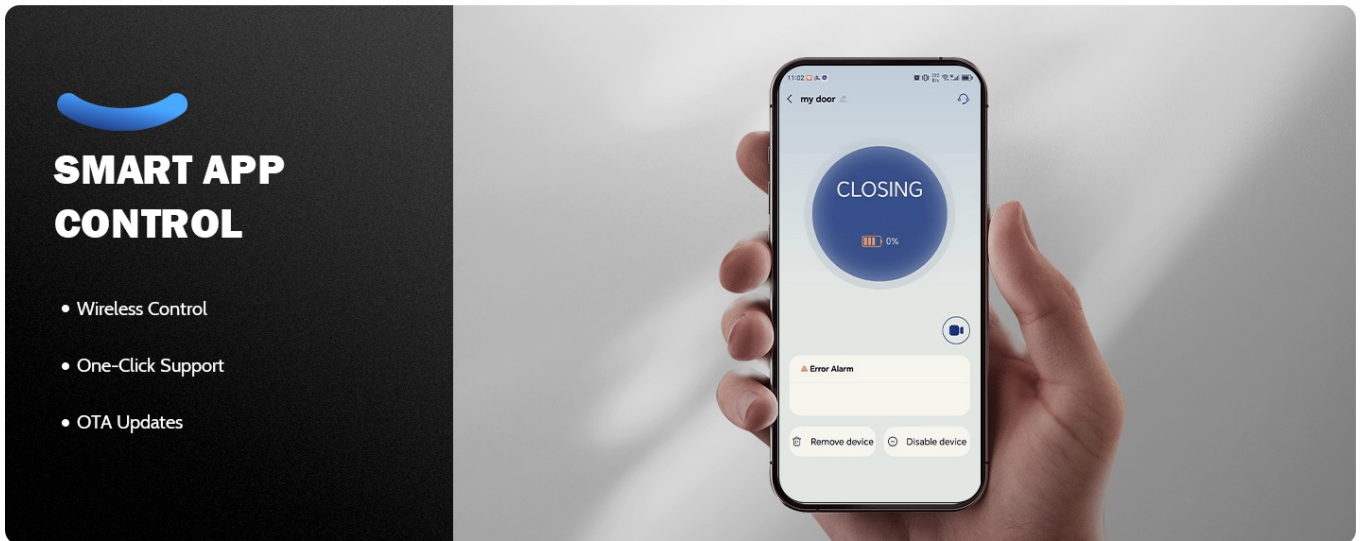


Image: Smart App Control for opening, closing, and monitoring the garage door from anywhere.



Image: Manual Release Backup, showing the green handle for quick unlocking during power outages.

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Video: ZUMI Automatic Garage Door Opener features, including smart app control, powerful motor, dual-use remote, reliable IR sensors, and manual release backup.

## MAINTENANCE

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Regular maintenance ensures the longevity and safe operation of your garage door opener:

- **Monthly:** Check the garage door balance. Inspect the infrared sensors for proper alignment and cleanliness. Test the manual release mechanism.
- **Annually:** Lubricate moving parts of the garage door (rollers, hinges, bearings) as recommended by the door manufacturer. Inspect all hardware for wear or damage.
- Keep the opener unit clean and free from dust and debris.
- Ensure all wiring connections are secure.

## TROUBLESHOOTING

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Problem	Possible Cause	Solution
Door does not open or close.	No power; remote control battery low; door is locked; infrared sensors obstructed.	Check power supply; replace remote battery; unlock door; clear sensor path.
Door reverses unexpectedly.	Infrared sensors misaligned or obstructed; travel limits incorrectly set.	Align sensors, clear path; reprogram travel limits.
Remote control not working.	Battery dead; remote not paired.	Replace battery; re-pair remote control (refer to Step 4).
Door is noisy during operation.	Lack of lubrication; worn rollers or hinges.	Lubricate moving parts; inspect and replace worn components.
Automatic door lock not engaging/disengaging (ZUG3 Only).	Improper installation; wiring issue.	Verify lock installation and wiring (refer to Step 6).
Wireless wall control not working (ZUG3 Only).	Wall control not paired.	Re-pair wall control (refer to Step 7).

## SPECIFICATIONS

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- **Brand:** ZUMI
- **Model:** ZUG1/ZUG2/ZUG3 (APP Upgraded)
- **Item Weight:** 18.74 pounds (8.52 Kilograms)
- **Package Dimensions:** 16.69 x 12.87 x 7.87 inches
- **Smart Home Compatibility:** Smart Home Compatible
- **Power:** AC 110V (standard household outlet)
- **Security:** 128-bit ZUMI-exclusive rolling code
- **Operation:** Ultra-Quiet Motor, Soft Open & Close, Adjustable Speed, Travel Learning
- **Safety Features:** Safety IR Sensors, Overload Protection, Blockage Warning, Manual Backup Control

## WARRANTY AND SUPPORT

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For warranty information, technical support, or to purchase replacement parts, please refer to the official ZUMI website or contact customer service directly. Keep your purchase receipt for warranty claims.