

Fault information record

Submitted by the dealer, distributor or partner for manufacturer assessment. Do not enter private access information or remote codes. Do not reproduce hazardous movement.

Record field	Record / result
Date / incident reference	
Door model / installation reference	
Motor model / revision	
Control-board model / revision	
Receiver model / revision	
Exact code / LED indication / display mode	
Movement stage / affected commands	
Start of problem / last intervention	
Manual used / revision / page	
Technician checks and results	
Photo / safe observation video references	
Remaining symptom / assessment request	