



TECH TIPS



MARCH 2003

c.p. Allstar Corporation, 443 Boot Road, Downingtown, PA

PRODUCT REFINEMENTS

MVP System

The MVP system has now been in production for a little over a year. Overall the marriage of our dependable mechanical platform and the MVP controls has been successful.

As the product has matured, we have listened to feedback from our customers and have refined the product family to improve performance, reliability and value. We continue to monitor, track and evaluate reports from the field and product returns so that the MVP system will meet your needs and expectations.

MVP Transmitter

We have reports that certain transmitters in some installations do not meet the end users expectations. We determined that, due to production variations, certain transmitters were not performing to specifications. They generated a weak signal that caused distance and double-activation problems. These problems have a tendency to appear in areas with background RF interference (such as local radio towers, auto security systems or invisible fences).

An update was made to the transmitter that ensures it produces a consistent strong signal. When the updated transmitters were used on the problem installations the distance improved and the double-activation stopped. Transmitters that may have weak signals have date codes of 0602, 0702 and 0802. Transmitters with other production date codes do not exhibit these symptoms. The date code is located in the upper left-hand corner of the product label of the transmitter. If you are having some of these problems, please contact our customer service department.

We have been using the updated transmitters in all new production since the week of February 18th.

MVP Control Board

With the knowledge gained from the MVP transmit-

ters, we determined a refinement could be made to the control board logic to improve radio reception and minimize the potential for double-activation from the transmitter. We also enhanced the memory and the MVP control board and it will now learn **8 different transmitter codes and 2 different wireless keyless entry systems**. This will simplify the installation of extra or replacement transmitters. Unless the memory is full, any MVP transmitter code can be learned.



The MVP Has The Features You Want

- **Competitive Pricing**
- **True ½ HP Motor (not rated or so-called peak horsepower)**
- **Rugged Drive System (no plastic parts to break in cold weather)**
- **Multi-Function Wall Station (open, close, stop, lamp and vacation functions)**
- **Shock Absorbing Door Arm (quiet operation and better seal when door is closed)**
- **Three Button Transmitter (compact, stylish, reduced inventory)**
- **Wireless Keyless Entry (easy to code & use)**
- **Diagnostic LED's (quick identification for most common problems)**
- **Installation Wire**
- **Quick Door Speed (Same as the new Brand X ¾ horsepower model)**

ON BOARD DIAGNOSTICS

An often-overlooked feature of the MVP system is the built-in diagnostics. The LED's on the back panel of the operator provide a visual indication some of the most common problems that occur after installation. Our technical support use the LED's to quickly help customers trouble-shoot problems over the phone. When you get a call for service, you can help your customer over the phone (avoid the service call to move the shovel in front of the photo-beams) or help you determine the nature of the problem before you arrive on the job.

When the MVP control logic detects a problem, such as a photo-beam blockage, it turns on one of the diagnostic LED's. The LED's blink, either fast or slow to indicate the problem. The LED remains on until the door reaches the fully closed position.

Try this simple test for yourself. Start the door close and block the photo-beam. What happens? The door will stop and reverse to the full open position and the green LED will start blinking. Now let the door close and reverse on a 2x4. Again the door will stop and reverse to the full open position but this time the red LED will start blinking along with the green LED. Now let the door close all the way. When the door reaches the close limit without detecting any problems, the LED will turn off.

The various diagnostic conditions in the table below are listed in the MVP manual and on the Quick Start Guide.

<u>Diagnostic Condition</u>	<u>RED LED</u>	<u>GREEN LED</u>
Normal Operation	OFF	OFF
Photo-beam Obstruction	OFF	FAST BLINK
Contact Obstruction	FAST BLINK	OFF
Shorted Pushbutton Wire	OFF	ON
Stuck Open Limit	OFF	SLOW BLINK
Stuck Relay	SLOW BLINK	OFF
Decode RF Signal	SHORT FAST BLINK	OFF
Learn Mode Active	ON (also work light)	OFF
Receiver Memory Full	SLOW BLINK (also work light)	OFF

EASIER PROGRAMMING

Human testing over a long period of time is the best feedback to make improvements to a product. Despite our efforts to do extensive field testing with products before they are introduced to the market, we always find ways to do things better after the product has been in the field for some time.

We realized that the amount of time that someone has to release the transmitter pushbuttons after it is put into the programming mode is too short. Because of this we have made a change that allows the user up to 10 seconds to release the + and— buttons and continue with the programming.

We believe that this combined with the new receiver software that allows the operator to learn 8 different transmitter codes and 2 keypad codes adds value to the product and makes installation problems go away.

At Allstar we never stop looking for ways to improve our products. We sell only to installing dealers and we try to make our products with features that our customers and your customers appreciate.

TRANSMITTER CODING?

For you and your customers; Coding instructions are available on our website, www.allstarcorp.com.

COMPLETE LINE OF REPLACEMENT TRANSMITTERS AT ALLSTAR

Allstar has always had an extensive line of radio controls. We have transmitters in our line that will open 1 to 81 doors. Mini transmitters, "Multi" compatible controls and much much more.

We have just introduced two transmitters that are built on the MVP platform. The first one is the "Allstar Classic". The Allstar classic is a three but-



ton transmitter that will replace 16 different transmitters in the Allstar line. It has the capability of being coded as a binary and a tri-nary code. It can be express programmed

to replace the 8832, 8833 and the 8822 transmitters. It can have each button coded to a unique code. This transmitter allows you to carry much less inventory and always have the transmitter you need in stock. This transmitter is available in both 318mhz and 288mhz frequencies.

We also have a new "Multi" compatible transmitter built on the MVP transmitter platform, the "Challenger 300". This transmitter also has three



buttons and can be coded in the 10 switch binary mode. This transmitter has improved performance and is in an attractive compact package.

In the future we will be introducing both a "Challenger 310" that will replace Stanley, Moore-O-Matic and Delta 3 "dip switch" transmitters and a "Challenger 390" that will replace Chamberlain, Genie, Liftmaster and Sears dip switch transmitters.

These transmitters are economical, versatile and have the aesthetics that will appeal to your customers.

**Call our customer service
department and ask about the
introductory promotion that
extends through March 31, 2003 on the
Allstar Classic and
Challenger 300 transmitters.**

1-877-441-9300

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