



# TECH TIPS



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## USEFUL TECHNOLOGY

We live in a high tech world. There is no denying it. Technology has arguably improved our lives if not making it a little more complicated.

We think that technology should serve some useful purpose. It should make something we do easier and do it more economically. Do we really need garage door openers with voice mail, or 3/4 horsepower motors? We think, "not".

The MVP combines the strength and durability for which Allstar is known with technology that provides better performance, features that help; diagnostics, Open-Close-Stop controls and a vacation switch that allows you to close the door from the radio control and the most versatile radio controls available with residential operators.

We try to make sense out of technology so that it can help you and your customers. Gimmicks only make life more complicated without any added value or convenience.



## WHY WON'T THE OTHER TRANSMITTER WORK?



**SYMPTOM** – installer complains that after the operator has learned the transmitter the additional transmitters will not activate the operator.

**PROBLEM** – in field tests we have found that the transmitter that was used to program the operator is coded differently than the additional transmitters. This could be caused by the installer inadvertently coding the transmitter incorrectly. (in field examination we found that the transmitter that was coded wrong had only one of the nine positions coded incorrectly. This could have been caused by pressing two keys at once during the coding process.)

**SOLUTION** – Ask the customer to do the following:

1. Recode the **working** transmitter to match the code that they selected for that installation.
2. Erase the code in the operator.
3. Re-Program the operator with the **transmitter that has just been recoded.**
4. Test the remaining transmitters.

**NOTE** – This procedure does not appear to be the most logical since it appears that the transmitter that is not working is the problem, where in fact, the transmitter that is working is the one that is miscoded. The fact is that with two transmitters there is a 50/50 chance that the one that is miscoded is the one that is used to program the operator.

**CLIP ART AVAILABLE**



*Clip art for advertising it is available on our website, our fax on demand system or call a customer service representative at 877-441-9300*

## 28% Faster Than What?

We recently saw an ad for a competitors new 3/4hp operator that stated that it was 28% faster than their 1/2hp model. This raised some curiosity on our part and upon investigation we found that this new model moved the door at the same speed as the Allstar MVP. Does that mean that their 1/2hp model is 28% slower than the MVP?

**YES!**

One issue that is rarely mentioned by the competition is speed. The current crop of residential openers will move the door from 5 inches per second to 8.2 inches per second (MVP). You do the math and see how much longer it takes to get the door open at different speeds.

We are proud to say that the MVP has both the speed and the strength to handle any residential door needs.

### TRANSMITTER CODING?

If you are having problems coding the MVP transmitter, remember that the process is like setting dip switches. Coding instructions are available on line at [www.allstarcorp.com](http://www.allstarcorp.com) and a video is now available. Call our customer service department to get your copy of the video. It is a good training tool.

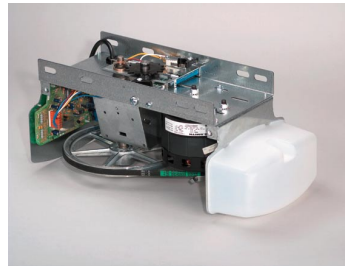
## BOARD REPLACEMENT MADE EASY!!!

Did you know that the back panel of the MVP can be swung out by loosening the back panel screw on the left side of the operator (looking towards the door). This makes changing boards much easier.

By the way, MVP circuit board returns have been very low and we find that of the boards that are returned, very few of them exhibit problems.

### BEFORE REPLACING THE BOARD

Check the diagnostic LED on the back of the operator. They are a great source of information. They will indicate photo-beam obstructions, contact reversals and shorted pushbutton wires. Below we have listed a few additional helpful hints.



Try to find out if the problem occurs at a specific time of day or when a specific person uses the door. One our dealers found out that problem with the photo-beams started after the owner purchased a new car. The new car had a longer wheel-base and the front wheels interrupted the photo-beam when he was backing out of the garage. The problem was solved when the owner waited to get out of the garage before closing the door.

Disconnect all of the wires from the terminals on the back panel. You will be able to run the operator using a jumper from terminals 1 and 0. When the photo-beams are disconnected, you will be able to close the door with constant pressure. Attach one device at a time and test before connecting another device.

Check the wiring. The wiring causes many intermittent problems. Vibrations from door operation and equipment above the garage can cause wire to break or rub against staples. Check the wires where the insulation is removed. Any nick or cut in the wire is a potential problem. Another dealer found a wiring problem when a son of the owner played his heavy-metal music in a room above the garage.

It is very helpful to have a spare set of photo-beams and a super deluxe wall station that can be used for testing. These can be connected to the operator for testing and troubleshooting.

A volt-ohm test meter is a very useful tool. It can be used to test line voltage, operator voltages (at the back panel) and to test wires.

Disconnect the door from the operator. If the operator works, check the door for binding or rough spots. The best way to do this is to push and pull the door at the door bracket. At this spot you will feel the same forces that are exerted on the operator. If required, you can make minor adjustments in the open and close sensitivity setting but always re-test the reversing after any adjustments.

Be very observant and critical of the installation (especially if you have done the work). It is easy to fall into the trap of "I already checked all of that." A few extra minutes going over the details may prevent another service call.