

Frequently Asked Questions

1. [How do I operate a single skin roller door if the power goes off ?](#)
2. [How far away from my door will the transmitter work?](#)
3. [How long does the light on the control box stay on for?](#)
4. [How much space will I need to fit my single skin roller door?](#)
5. [How often should I have my Gliderol single skin roller door serviced?](#)
6. [Should I lock my single skin roller door even though its fitted with a remote control operator?](#)
7. [Should I wash my roller door?](#)
8. [What happens if my remote control roller door closes and hits an immoveable obstruction?](#)
9. [What happens if someone in my street has a Glidermatic or Rollamatic operator, can they open my door?](#)

How do I operate a single skin roller door if the power goes off ?

All Glidermatic or Rol•a•matic operators have a simple manual release lever, situated on the side of the motor, which allows the door to be operated manually during loss of electrical power. Garages or installations where the roller door is the only point of access will require a dual override key switch at the time of installation which enables the door to be operated manually from the outside of the building.

How far away from my door will the transmitter work?

In general remote control transmitters will operate from much further than required. This can be as far as 50 metres. However, this can also be significantly reduced due to a number of building and environmental factors. As a rule Gliderol strongly suggest that all doors should be operated when they are in clear line of sight. The average opening or closing cycle time should be a matter of 12 – 15 seconds. Should any Gliderol door take longer than this to open or close consult your local service agent.

How long does the light on the control box stay on for?

The courtesy light housed within the control box is activated during opening or closing and stays on for approximately 60 seconds.

How much space will I need to fit my single skin roller door?

Gliderol single skin roller doors do by virtue of their construction require some space above the lintel to conceal the rolled up section of the door. The headroom clearance required (i.e. from the lowest point of the ceiling to the top of the opening) for **domestic installations** is as follows:

OPENING HEIGHT up to 2135mm **HEADROOM REQUIRED** 420mm

OPENING HEIGHT up to 2440mm **HEADROOM REQUIRED** 450mm

OPENING HEIGHT up to 2740mm **HEADROOM REQUIRED** 480mm

OPENING HEIGHT up to 3055mm **HEADROOM REQUIRED** 520mm

Frequently Asked Questions

If you have a low opening height and you intend to store a boat or park a 4WD in your garage it is always wise to check first.

A fascia panel can be supplied where the headroom clearances are not fully available, but this will reduce the opening height of the door.

Sideroom clearance required is 75mm for single domestic doors, 150mm for double domestic doors, with an extra 20mm required if a motor is to be fitted.

The headroom clearance required (i.e. from the lowest point of the ceiling to the top of the opening) for commercial **installations** is as follows:

OPENING HEIGHT Handheld up to 2440mm **HEADROOM REQUIRED** 460mm

OPENING HEIGHT Handheld up to 5000mm **HEADROOM REQUIRED** 490mm

OPENING HEIGHT Chain operated up to 2400mm **HEADROOM REQUIRED** 460mm

OPENING HEIGHT Chain operated up to 3000mm **HEADROOM REQUIRED** 490mm

OPENING HEIGHT Chain operated up to 5000mm **HEADROOM REQUIRED** 530mm

Sideroom clearance required is 150mm for industrial doors, 225mm at the side where the chain is situated with an extra 20mm required if a motor is to be fitted.

How often should I have my Gliderol single skin roller door serviced?

All Gliderol single skin roller doors are designed to offer years of trouble free operation and generally require minimal maintenance. Manually operated single skin roller doors should operate freely in either the opening or closing direction. Roller doors which are either difficult to lift or which appear to fall when moving in the closing direction may require some adjustment to the spring tension. This is best left to the services of a suitably qualified technician. All roller doors operate with the assistance of specially designed torsion springs which are under tension - as such serious injury may be sustained if the adjustment procedure is not undertaken correctly.

Gliderol single skin roller doors fitted with either the Glidermatic or Roll.a.matic remote control system should likewise require minimal maintenance. Any door which appears to be labouring during the opening or closing operation may also require some qualified adjustment.

Ensuring that the guide sections in which the door runs are kept free from dust, dirt and other build up is a simple yet effective maintenance step which involves nothing more than carefully wiping the inside of the section with a clean cloth and white spirit. **Do not lubricate the guide sections with oil, grease or any other petroleum based product.**

Frequently Asked Questions

Should I lock my single skin roller door even though its fitted with a remote control operator?

All Gliderol single skin roller doors fitted with either a Glidermatic or Rol•a•matic operator should not be locked during normal operation. The units are designed to hold the doors closed to prevent unauthorized entry. Should any attempt be made to force the door open from the outside the unique electronic control system will detect the forced intrusion and pulse the door to the closed position. If the door is inadvertently locked and the operator activated this will cause the unit to overload and force the gears to drive against the lock. In such instances the power should be turned off immediately and a qualified technician may be required to return the door to its correct operation. If the roller door is not going to be used for a long period, possibly during holidays and you are concerned about security, you may turn the power off, return the door to manual operation by pulling the red pin handle on the side of the motor and use the key provided to lock the door.

Should I wash my roller door?

Gliderol single skin roller doors are manufactured from Plastisol coated steel which has a ten year warranty. Should any dust and dirt build up on the surface profile of the door all that is required is an occasional wipe with a cloth or sponge and mild soapy water.

What happens if my remote control roller door closes and hits an immovable obstruction?

Gliderol roller doors fitted with Glidermatic or Rol•a•matic operators are designed with an inherent safety device which will detect any obstruction in the path of a closing door and reverse the direction of the door. This feature is known as 'auto reverse' and is outlined in the owners manual. We recommend that this feature be tested monthly to ensure that the door is operating correctly.

What happens if someone in my street has a Glidermatic or Rollamatic operator, can they open my door?

All Gliderol operators have the very latest rolling code technology which ensures that other remote control transmitters for Gliderol operators will not operate your door. All transmitters are designed to be coded to suit the required receiver only. Each time you activate your transmitter the encryption technology changes the code with **two billion** combinations.