Kwikset

FLEX 800 and 1000(B)

Residential Smart Garage Door Openers

1-850-378-1001

for Technical Support

QUICK START INSTALLATION GUIDE

The Quick Start Guide is intended to highlight a typical installation for a residential sectional garage door with jambs, up to 16' wide x 8' tall in door size and 385 lbs in weight and is not intended to be comprehensive. It is the responsibility of the purchaser, installer and end user to ensure that the total door system is safe for intended use.

IMPORTANT SAFETY NOTES

Please read the instructions carefully. This garage door opener is designed to provide safe and reliable service if installed and tested as described in these instructions. A garage door is the largest mechanical appliance in a residence. Care must be taken to prevent injury or death during installation and operation of the garage door and garage door opener.

The following formats are used for safety notes in these instructions:

⚠ WARNING ⚠	⚠ WARNING ⚠	⚠ CAUTION ⚠
This type of warning note is used to indicate possible mechanical hazards that may cause serious injuries or death.	This type of warning note is used to indicate possible electrical shock hazards that may cause serious injuries or death.	This type of warning note is used to indicate possibility of damage to the garage door or garage door operator.

IMPORTANT INSTALLATION SAFETY INSTRUCTIONS

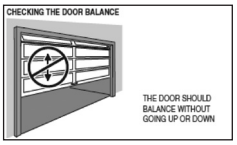
⚠ WARNING ⚠

TO REDUCE THE RISK OF SEVERE INJURY OR DEATH TO PERSONS,

REVIEW THESE INSTALLATION SAFETY STEPS BEFORE PROCEEDING

1. READ AND FOLLOW ALL INSTALLATION INSTRUCTIONS.
2. Install only on a properly balanced garage door. An improperly balanced door could result in severe injury or death. Repairs to cables, spring assemblies and other hardware must be made by a qualified service person before installing the operator.
3. Disable all locks and remove all ropes connected to the garage door before installing the operator. Ropes connected to a garage door can cause entanglement and death.
4. If possible, install door operator 7 feet or more above the floor. Mount the emergency release within reach, but at least 1.83 m (6 ft) above the floor and avoiding contact with vehicles to avoid accidental release.
5. Do not connect the operator to the power source until instructed to do so.
6. Locate the wall station within sight of the door at a minimum height of 5 feet above the floor, landing, steps or any other adjacent walking surface, so that small children cannot reach it. Locate the wall station away from all moving parts of the door.
7. Install the Entrapment Warning Label next to the control button in a prominent location. Install the Emergency Release marking. Attach the marking on or next to the emergency release.
8. Upon completion of the installation, the door must revers on contact with a 1-1/2" (3.9cm) high object (or a 2x4 laid flat at the center of the door) on the floor and when the infrared safety beam is blocked.
9. For products having a manual release, instruct the end user on the operation of the manual release.
10. Do not wear watches, rings or loose clothing while installing or servicing an operator. Jewelry or loose clothing can be caught in the mechanism of the garage door or the operator.
11. DISCONNECT THE ELECTRIC POWER FROM THE GARAGE DOOR OPERATOR BEFORE MAKING ANY REPAIRS OR REMOVING THE COVER.
12. This operator is not equipped for permanent wiring. Contact licensed electrician to install a suitable receptacle if one is not available.

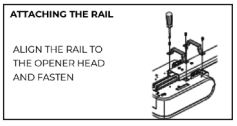
1 CHECK THE DOOR BALANCE



1. From outside the garage, slowly open the door all the way and then, close it all the way. Notice if there is any binding, sticking or rubbing. The door should move smoothly in both directions.
2. Raise the garage door about halfway up. Carefully release the door and see if the door balances. The door should stay in place. Close the door.

» IMPORTANT: if the garage door is unbalanced or the door travel isn't smooth, have a qualified garage door professional adjust or repair the door before installation of a garage door opener.

2 ATTACH THE RAIL TO THE OPENER

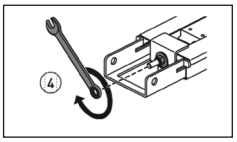


1. Place the opener head on the garage floor with cardboard underneath the opener for protection.

» **NOTE: To prevent upsetting the pre-adjusted door limits in the opener, keep the trolley at the same place on the rail until the sprocket is on the drive shaft.**

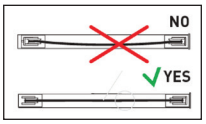
2. Align the rail over the center of the operator head.
3. Align the motor shaft with the rail sprocket.
4. Attach the rail to the opener head by using Parts Bag A and installing four Phillip head screws with a #2 Phillips screwdriver.

3 ADJUST THE BELT OR CHAIN TENSION

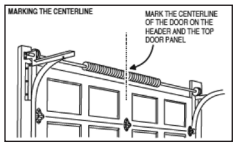


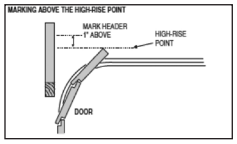
» **NOTE: The belt and chain are pretensioned from the manufacturer. Slight adjustment may be needed.**

1. Tighten the locking nut until the belt is correction tensioned so there is no slack within the guide as pictured.



4 LOCATE THE HEADER BRACKET POSITION

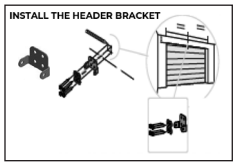




1. Close the door.
2. From inside the garage, use a pencil to mark the center of the door with a vertical line on the header wall and on the top panel of the door.
3. Examine the door header wall in the area above the center of the door for a header bracket mounting location.
4. Open the door to the high-rise point where the top edge of the door is the highest above the floor and measure the distance to the floor.
5. Closer the door and use a pencil to mark the header wall 1" above the measured high-rise point.
6. On doors with low headroom, the header bracket can be attached to the ceiling up to 6" back from the header wall (see next step).

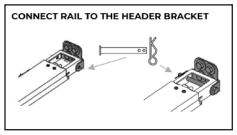
» NOTE: In some installations, the header bracket location will be higher than the door header. This will require adding a 2x4 (or larger) cross piece to the wall studs to provide a mounting location for the header bracket. Use lag screws (not supplied) to attach the 2x4 to the studs.

5 INSTALL THE HEADER BRACKET (Parts Bag B)



1. Hold the header bracket on the drawn center line.
2. Use a pencil to mark the two bracket holes.
3. Drill a minimum of two or four 3/16" pilot holes about 2" deep.
4. Use a ½" socket to fasten the bracket with a minimum of two or four 5/16" x 2" lag screws.

6 CONNECT THE RAIL TO THE HEADER BRACKET (Parts Bag C)

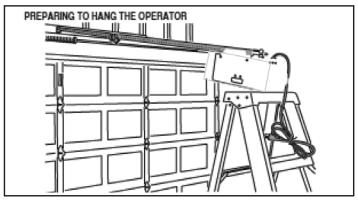


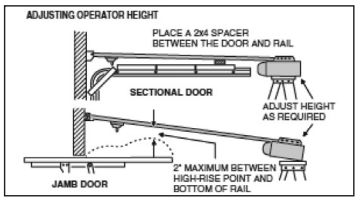
1. Place assembled opener and rail on the cardboard on the floor, with the rail towards the door.
2. Insert the end of the rail into the header bracket.
3. Insert the pin through the header bracket and rail.
4. Secure the pin with the cotter key.

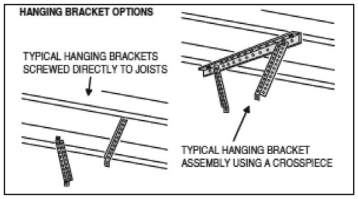
7 HANG THE OPENER

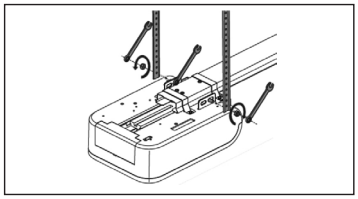
Installation requirements vary with garage construction. Hanging brackets should be angled to provide rigid support. Hanging material is sold separately. Punched angle iron and lag screws are recommended. DO NOT USE NAILS. Following are typical opener hanging methods. Certain installations require improvised methods.

1. Raise the opener head and set it on top of a stepladder.
2. Sectional Doors: carefully open the door to the full up position. Lay a 2x4 board across the top section of the door as a spacer. Adjust the opener height until the rail touches the spacer. The rail should be close to level. Jamb Doors: carefully open the door to the high-rise point. Adjust the opener height until the rail is 2" above the door high-rise point. The rail should angle up towards the header wall.
3. Center the opener head and rail with the centerline mark on the top of the door.
4. For finished ceilings only: a punched angle iron cross piece between the two closest joists above the opener is required. Mark mounting hole locations, drill pilot holes and attach the crosspiece with two lag screws (not supplied).
5. Measure the distance from each of the opener's hanging tabs to the ceiling joists or angle iron cross piece.
6. Cut two angle iron pieces to the required lengths for hanging brackets. Bend brackets if required.
7. For unfinished ceilings: hold each bracket in place and use a pencil to mark the locations where they will be attached to the joists, drill pilot holes and attach the pieces with two lag screws (not supplied).
8. For finished ceilings with angle iron cross piece: attach the two hanging brackets to the cross piece with two bolts and two keps nuts (supplied in Parts Bag C).
9. Attach opener to hanging brackets using two 5/16-18 x 1" hex bolts and two 5/16-18 keps nuts (supplied in Parts Bag C). Insert bolts from the inside of hanger brackets with the nuts on the outside of the opener. Tighten nuts with a ½" socket.
10. Tighten all hanging hardware.
11. Open and close the door manually. The door should clear the rail by at least 1".
12. Attach the trolley's release lever to the red release handle with the cord supplied, so the handle is at least 6 feet from the floor. Cut off any excess cord.







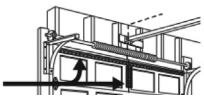


8 INSTALL DOOR BRACKET

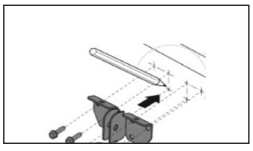
⚠ CAUTION

Fiberglass, aluminum, or lightweight steel garage doors WILL REQUIRE reinforcement BEFORE installation of door bracket. Contact the garage door installation technician for opener reinforcement instructions or reinforcement kit.

A horizontal and vertical reinforcement is needed for lightweight garage doors (not provided). A horizontal reinforcement brace should be long enough to be secured to two or three vertical supports. A vertical reinforcement brace should cover the height of the top panel. Contact the installing garage door technician for opener reinforcement instructions or reinforcement kit.



1. Fully close the door. Hold the door bracket against the inside of the door's top panel. Align the top edge of the bracket 2" to 4" below the top edge of the door; or, if there is a structural support across the top of the door, place the top edge of the bracket directly below the support. Align the vertical centerline drawn one the door with the center of the bracket. Mark the left and right holes of the bracket.
2. Secure door bracket with two ¼-20 keps nuts in Parts Bag B. Tighten with a 7/16" socket.

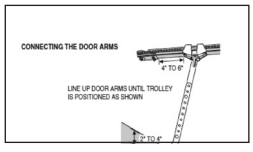


3. Slide the 5/16" x 1-3/8" clevis pin through one hole on door bracket; then the single hole on the curved door arm; then through the other hole on the door bracket. Secure the clevis pin with the hitch pin.
4. Insert the single hole end of the straight door arm into the slot in the trolley. Slide the 1-1/8" clevis pin through the hole and secure it with a hitch pin.
5. Flip the trolley release lever to disconnect the trolley.
6. Rotate the curved door arm upward to meet the straight door arm connected to the trolley Align the two door arms so that the holes in both arms overlap.

» NOTE: *The straight door arm should be slightly angled toward the operator head. to the studs.*

9 CONNECT DOOR ARM TO TROLLEY

1. Line up door arms until trolley is positioned as shown. Connect the arms together using two 5/16-18 x 1" bolts inserted in the highest and lowest matching holes, secure the bolts with two 5/16" keps nuts, tighten with a ½" socket.



⚠ WARNING ⚠

Children operating or playing with a garage door operator can injure themselves or others. The garage door could cause serious injury or death. Do not allow children to operate the remote control(s) or the wall station. Install the wall station out of reach of children and away from all moving parts of the door. The door must be clearly visible from the wall station. A moving garage door could injure someone under it. Only activate the door when it is properly adjusted, when it can be seen clearly and when there are no obstructions to the door travel.

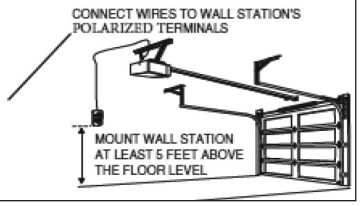
10 INSTALL THE WALL STATION

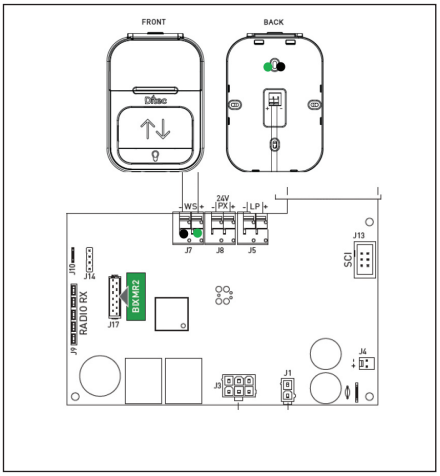
» NOTE: Wall station and safety beam wire are supplied with the opener. Use this wire or the installation's pre-wiring. Dedicated Class-2 24 V dc supply terminals are provided.

» NOTE: Wall station terminals are polarized. Wiring connections to terminals may need to be switched if wall station operations does not open/close the garage door.

1. Strip back ½" of wire insulation and connect a wire to each of the two terminals on the back of the wall station.
2. Put the wire through the wall station mounting plate and attach the plate near an access door at a minimum height of five feet.
3. For non-prewired installations, route the wire to the back of the opener. Use insulated staples (not supplied) to secure the wire. Staples must straddle both wires to avoid electrical shorts.
4. Cut the wire about 6" longer than needed to reach the opener terminals. Strip back ½" of wire insulation.
5. Connect the wire to the opener's polarized terminals at J7 Wallstation (WS). Positive terminal is green, negative terminal is black.
6. Apply the User Safety Instruction label to the wall next to the wall station. Use staples or tacks to help the label remain in place over time.

CONNECTING AND LOCATING THE WALL STATION





7. Attach the garage door warning label to the door at eye level near the manual door release.

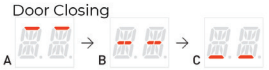
» IMPORTANT! Do not plug in the opener at this time! More installation is required.

Wall Station Display Messages

STEP	Display	Description
A		Door fully OPEN
B		Door between the two end stop positions
C		Door fully CLOSED

Door Opening

Door Closing



11 INSTALL THE SAFETY PHOTO BEAM SENSORS

⚠ WARNING ⚠	⚠ WARNING ⚠
Persons, particularly children, could be killed by a closing garage door without a properly installed and adjusted safety beam optical obstacle sensing system.	To protect small children, do not install the safety beam higher or lower than instructed.

» NOTE: The safety photo beam's infrared light beam must not be obstructed by the door or by any part of the door opener in at this time! Use wooden spacers between the beam brackets and wall if necessary to create proper clearance.

The safety photo beam sensors are designed to clip onto the door track with the provided brackets. If the track will not support the sensor bracket a wall installation is recommended. The sensor beam should be NO HIGHER than 6" (15cm) above the floor.

1. Slide the curved arms of the sensor bracket around the edge of the door track. Snap into place so that the sensor bracket is flush against the track.
2. Insert the photo beam sensors into the mounting holes on the sensor bracket.
3. Attach the sensor to the bracket with the wing nut (provided). Make sure the lens is not obstructed by the bracket.
4. Repeat the steps with the other sensor on the opposite door track. Both lenses must face each other.

WALL INSTALLATION OF PHOTO BEAM SENSORS

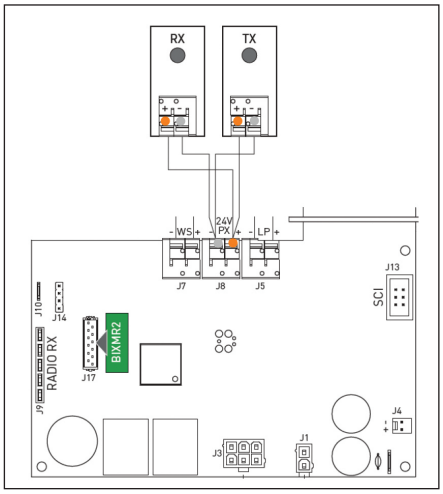
Make sure the brackets on each side are clear of the door track and have the same amount of clearance so the photo beam sensors will align correctly. Make sure the photo beam centers of both sensors are at the same height, and between 3" and 6" (7.6 cm - 15.2 cm) off the floor.

1. Attach the sensor bracket against the wall with two lag screws (not provided).
2. Slide the hex screw through the sensor.
3. Attach the sensor to the bracket with the wing nut. Make sure that the wiring entry side points towards the floor, and the lens is not obstructed.
4. Repeat the steps with the other sensor on the opposite side of the garage door. Both lenses must face other.

FLOOR INSTALLATION OF PHOTO BEAM SENSORS Attach the photo beam sensors to the floor on each side of garage door opening.

1. Make sure the photo beam centers of both sensors are at the same height, and between 3" and 6" (7.6 cm - 15.2 cm) off the floor, facing each other and unobstructed.
2. Attach the bracket to the floor with concrete anchors (not provided).
3. Slide the hex screw through the sensor.
4. Attach the sensor to the bracket with the wing nut. Make sure that the wiring entry side points towards the floor, and the lens is not obstructed by the bracket.
5. Repeat the steps with the other sensor on the opposite side of the garage door. Both lenses must face each other.

12 WIRING THE SAFETY PHOTO BEAM SENSORS



1. For non-prewired installations, route the wires from the sender and receiver up the wall above the door hardware, then over to the center of the door, along the top of the rail (or ceiling) and back to the opener head. Cut the wires about 6" longer than needed to reach the opener terminals. Strip back ½" of wire insulation from the wire ends.
2. For non-prewired installations, secure all the wires to the wall and ceiling with insulated staples (not supplied). Staples must straddle both wires to prevent shorts. Secure the wire to the top of the rail with wire clips (supplied).
3. At the opener, twist the positive wire from each sensor together, then twist the negative wire from each sensor together.
4. Attach the positive twisted wire pair to the opener's J8 Photocells (PX) orange positive terminal. Attach the negative twisted wire pair to the J8 Photocells (PX) gray negative terminal on the opener head. NOTE: Wiring is polarity sensitive.

» IMPORTANT: Be careful to route the safety beam wiring away from any moving parts of the door or operator.

13 SAFETY PHOTO BEAM SENSOR TROUBLESHOOTING

If the wall station is flashing I8 ensure the photo beam sensors are aligned or not obstructed.

1. Check the sensor wire is not shorted or broken.
2. Check that the sensors are wired correctly, as they are polarized. Switch wire connections.
3. Check that you have power to the garage door opener

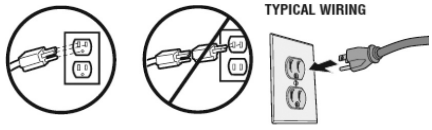
14 LP AUXILIARY OUTPUT

A configurable output LP is provided to connect an electro-lock or a warning flashing light. This is a 36 V max., 0.5 A max., Class-2 power output.

15 CONNECT POWER

To avoid installation difficulties, do not activate the garage door at this time.
To reduce the risk of electric shock, your opener has a grounding type plus with a third grounding pin and will only fit into a grounding type outlet. If the plug does not fit into your outlet, contact a qualified electrician to install the proper outlet.

1. Plug in the garage door opener into a grounded outlet.
2. DO NOT run garage door opener at this time.



⚠ WARNING

To prevent possible SERIOUS INJURY or DEATH from electrocution or fire:
- Be sure power is NOT connected to the opener, and disconnect power to circuit BEFORE removing cover to establish permanent wiring connection.
- Garage door installation and wiring MUST be in compliance with ALL local electrical and building codes.
- NEVER use an extension cord, 2-wire adapter, or change plug in ANY way to make it fit outlet. Be sure the opener is grounded.

16 PROGRAMMING THE TRAVEL & AUTOMATIC FORCE LIMITS

⚠⚠ WARNING

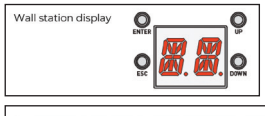
Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing garage door.
- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system MUST be tested. Door MUST reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

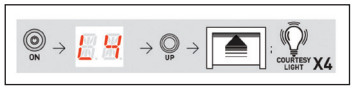
Note: While programming the travel, the UP and DOWN buttons can be used to move the door as needed. During the Automatic Force Setup, the door will automatically open and close.

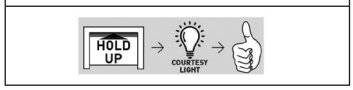
» IMPORTANT: Be sure there are no obstructions in the door travel before programming the travel & automatic force limits.

» NOTE: Press the ESC button on the wall station if you want to interrupt this process. And restart from step 1.

1. When you turn on the opener, the code L4 will flash on the wall station display.
2. Press and hold the UP button until the door moves to the desired up position.
3. Release the button when the desired opening position is reached.
4. Adjust the desired up position of the door by pressing the UP and DOWN buttons.
5. Once the door is in the desired up position, press the ENTER button. Self-learning operation will automatically start to store the opening position.
6. The display flashes the code L3 and the opener light will flash 3 times.
7. The garage door will automatically close, the wall station display will flash L2 and the opener light will flash 2 times.
8. The door will open automatically to the up position stored, the wall station display will flash L1 and the opener light flashes 1 time.







9. The door will automatically reclose to the closed position and the opener light will not flash.
10. The door will automatically reopen and the light will turn on. The automatic procedure to learn the travel and automatic force limits is complete when the door is fully open and the opener light is on.

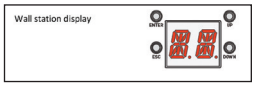
NOTE: **To reset calibration,** (1) Press the ESC, Vacation Lock and Light buttons on the wall station for more than 4 seconds to disable/enable the Full Menu. The wall station will display codes FM -> ON when Full Menu is enabled. (2) Simultaneously press, ESC and ENTER buttons on the wall station and the display will flash RC slowly and then, faster. Hold buttons for more than 4 seconds until the system performs a reset where all calibration run values are cleared and display reads L4. Release all buttons. System is ready to perform new learning process.

17 PROGRAMMING REMOTES

Remotes can be added and deleted from the wall station and via the Kwikset app on your smartphone.

Adding remotes

1. On the wall station display, press the ENTER button and release.
2. The wall station will display a SR code.
3. Press ENTER again, SR will begin flashing.
4. Press the button on the remote that you want to program.
5. Wall station will display OK when remote button is programmed. Kwikset app on your smartphone will also confirm remote is added.



Deleting remotes

1. On the wall station display, press the ENTER button to get the main Frequent Use menu.
2. The wall station will display the Frequent Use FV code. Press ENTER.
3. Press the UP or DOWN button to move the display to the Radio Operations RO code. Press ENTER.
4. Press the UP or DOWN button to move the display to the Erase ER code. Press ENTER.
5. Press the button on the remote that you want to delete.
6. Wall station will display OK when remote button is deleted. Kwikset app on your smartphone will also confirm remote is added.

18 TEST THE SAFETY REVERSAL SYSTEM

⚠ WARNING

Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing garage door.
- Safety reversal system MUST be tested every month.
- After ANY adjustments are made, the safety reversal system MUST be tested. Door MUST reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

1. With the door fully open, place a 1-1/2" (3.8cm) board (or a 2x4 laid flat) on the floor, centered under the garage door.
2. Press the remote control push button to close the door. The door MUST reverse when it makes contact with the board.

If the door stops but does not reverse, repeat Step 13 Program the Travel and Step 15 Safety Reversal Test. If the test continues to fail, call a trained door systems technician.

19 TEST THE SYSTEM

⚠ WARNING

Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing garage door.

1. Open the door. Place an obstruction in the path of the door.
2. Press the remote control button to close the door. The door will not move more than one inch (2.5cm).

The garage door opener will not close from a remote control if the LED in either the safety photo beam sensor is off (alerting you to the fact that the sensor is misaligned or obstructed).

If the garage door opener closes the door when the safety photo beam sensors are obstructed (and the sensors are no more than 6" (15cm) above the floor), call for a trained door systems technician.

20 CONNECT THE BATTERY BACKUP (IF APPLICABLE)

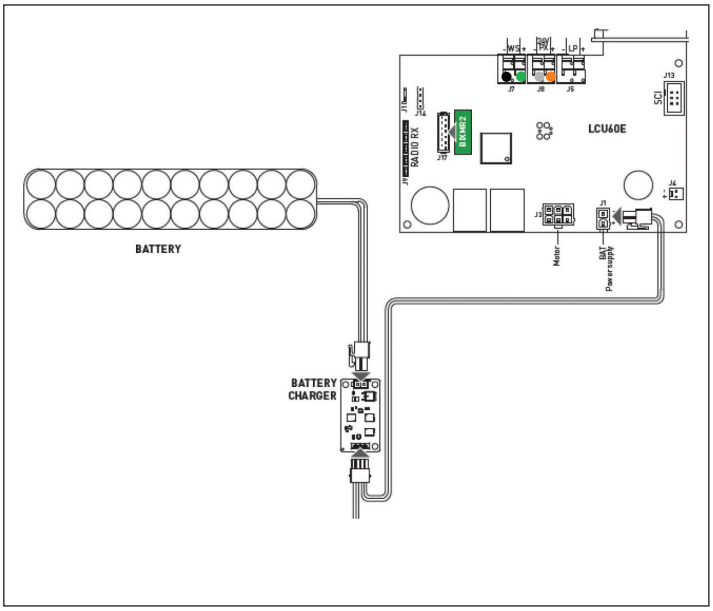
⚠ WARNING

To reduce the risk of FIRE or INJURY to persons:
- Disconnect ALL electric and batter power BEFORE performing ANY service or maintenance
- Use ONLY Kwikset battery for use.
- DO NOT dispose of battery in fire. Battery may explode. Check with local codes for disposal instructions.

⚠ CAUTION

ALWAYS wear protective gloves and eye protection when changing the battery or working around battery compartment.

To install the battery backup:
1. Unplug the garage door opener.
2. Open the opener head cover.
3. Connect the battery to the battery charger board.



4. Close the opener head cover.

To charge the battery backup:
1. The battery must be installed into the garage door head and the power plugged in.
2. The battery charges when the garage door opener is plugged into a 120V electrical outlet that has power and requires 24 hours to fully charge. Battery backup capability is 48 hours, approximately 20 cycles.
3. After the electrical power has been restored, the battery will recharge.

NOTE: When the garage door opener is in battery backup mode, the garage door opener lights, Timer-to-Close, remote close functions are still available.
Battery performance varies dependent on temperature, usage and age of batteries.

Battery status can be found on your Kwikset smartphone app or wall station display. Depleted battery is denoted with a BO code.

BO	B0 - Battery almost flat	Check battery voltage. Replace battery

21 LIMITED WARRANTY

This Kwikset product is warranted to the original purchaser against defects in material and workmanship by ASSA ABLOY for the time periods listed below:

MODEL	MOTOR	ELECTRONICS
Kwikset 800	25 yrs	2 yrs
Kwikset 1000B	Lifetime	2 yrs

MECHANICAL	BELT	CHAIN	KEYPAD
1 yr	Lifetime	5 yrs	1 yr
5 yrs	Lifetime	5 yrs	1 yr

ASSA ABLOY will repair, or at its option, replace any device that it finds requires service under this warranty and will return the repaired or replaced device to the consumer at ASSA ABLOY's cost. Installing garage door systems technician must obtain product from homeowner and return to Manufacturer for service at technician's expense.

This limited warranty does not apply to damage to the product from negligence, abuse, abnormal usage, misuse, accidents, normal wear or tear or due to failure to follow manufacturer's instructions, or arising from improper installation, storage or maintenance. In no event will manufacturer be responsible for incidental, compensatory, punitive, consequential, indirect, special or other damages. The limited warranties and remedies set forth above are exclusive and in lieu of all others, oral or written, expressed or implied. This limited warranty excludes any loss or damage not specifically undertaken herein, including without limitation, any consequential or incidental damages, such as death, injury, damages to property or damages arising from loss of use of any product or facility. Any and all implied warranties, including any warranty of merchantability or fitness for a particular purpose, are hereby expressly excluded and disclaimed. To the extent that any implied warranties are not disclaimed, the duration of any implied warranty is limited to the duration of the express limited warranties herein. Some states do not allow the exclusion or limitation of incidental and consequential damages or of warranty time periods, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For warranty service, contact your installing garage door systems company with a description and photographs of the issue and proof of purchase.

22 FCC NOTICE

This Kwikset product is warranted to the original purchaser against defects in material and workmanship by ASSA ABLOY for the time periods listed below:

This device complies with part 15 of the FCC Rules and Innovation, Science and Economic Development Canada license-exempt standards. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and Industry Canada ICES-003 standard. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and use in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the garage door or experienced radio/TV technician for assistance.

WARNING: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

23 TROUBLESHOOTING

Kwikset garage door opener performance diagnostics are visible on the wall station display for more accurate identification of service needs. Consult a professional garage door technician for service.

OPENER/WALL STATION DISPLAY CODE	PROBLEM	CAUSE	REMEDY
	Door won't close	Photo eye beam obstacle or wire disconnection.	Inspect photo beam sensors for misalignment. Inspect connection wires to photo beam sensors.
	Door reverses or won't open or close	Open or close force exceeded, or motor thermal shutdown	
	Door won't open from transmitter	Remote was activated while vacation lock was on	Unlock vacation switch via wall station or app
	Motor ran longer than 30 seconds	Mechanical or electrical failure	Call **1-850-378-1001** for support
	The wall station will not function.	The wires for the wall station are in the incorrect terminals or wire disconnection.	Inspect wires. Switch terminals for wire connection as terminals are polarized.
	No door movement or door moves 6-8" (15-20cm) stops or reverses.	Binding or obstructions in door travel.	Manually open and close the door. Check for bindings, such as a broken spring. Contact a trained garage door systems technician to replace broken spring.
	No movement or sound	Bad logic board	Replace logic board
n/a	Cannot connect to Wi-Fi® network	Weak signal in garage.	Ensure the Wi-Fi signal reaches the garage. Bluetooth signal will be active if Wi-Fi signal is not available.
n/a	Homelink® in my car does not open/close my garage door	Depending on the make, model and year of your vehicle, an external adapter may be required.	Visit www.homelink.com for additional information.

Kwikset
19701 DaVinci, Lake Forest, CA 92610
Kwikset.com