

 ISSUE	 MOST COMMON CAUSE	 REMEDY
Door running slowly.	<ul style="list-style-type: none"> ○ Limits are not set. 	Close door, Perform Master Reset, Open door to fully open position and adjust Max Power as necessary, close door to fully closed position, repeat 2 more times (refer to Portalp ZAP Setting the Limits video on You Tube for specifics).
Receiver not working.	<ul style="list-style-type: none"> ○ Receiver is not wired properly. 	TB9 +24V to 24V, -24V and Common to 0v, NO to RADIO.
Have to hold close button.	<ul style="list-style-type: none"> ○ No photo eyes installed or photo eyes not functioning properly. 	Add photo eyes/ensure correct wiring and correct configuration on DIPs 1 & 2.
Running backwards.	<ul style="list-style-type: none"> ○ Motor voltage being fed in wrong direction. 	Swap wires in M1 and M2.
Does not stop and reverse upon obstruction.	<ul style="list-style-type: none"> ○ Limits are not set properly. 	Close door, Perform Master Reset, Open door to fully open position and adjust Max Power as necessary, close door to fully closed position, repeat 2 more times (refer to Portalp ZAP Setting the Limits video on You Tube for specifics).
Stops and reverses upon opening.	<ul style="list-style-type: none"> ○ Open/Close inputs are swapped. 	Swap wires for open/close, swap wires to M1 & M2, reset limits.
Door continues running when fully open.	<ul style="list-style-type: none"> ○ Max Power clamp needs to be adjusted. 	Adjust Max Power Clamp, set the limits by following these steps: Close door, Perform Master Reset, Open door to fully open position and adjust Max Power as necessary, close door to fully closed position, repeat 2 more times (refer to Portalp ZAP Setting the Limits video on You Tube for specifics).
Zero functionality.	<ul style="list-style-type: none"> ○ EEPROMs not fully seated - Bad PCB. 	Press down on EEPROMs to ensure they are fully seated, replace PCB if bad.
Unable to set limits.	<ul style="list-style-type: none"> ○ Door is poorly balanced - Bad PCB. 	Check balance of door - Replace PCB.
Grinding noises	<ul style="list-style-type: none"> ○ Bad motor. 	Replace motor.

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PORTALP ZAP
Most Common Issues
Customer Service: (412) 823-2537

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