Status Codes

Table 5. Status Codes

Status Code	Description	Remedy/Cause
0	Normal	
0b	Obstruction	
20	Breakout	
33	System Error	Door moves slowly on one cycle: • Note it. No action required. Door moves slowly on several cycles. Display shows **33** on slow cycles: • Reset Power. • If code does not clear, call Tech Support.
34	Internal Communication Error: Type 1 (see Attachment 7)	Door moves slowly on one cycle: • Note it. No action required. Door moves slowly on several cycles. Display shows **34** on slow cycles: • Reset Power. • If code does not clear, call Tech Support.
35	Motor Drive Failure	Replace Controller.
36	Internal Communication Error: Type 2 (see Attachment 7)	Door moves slowly on one cycle: • Note it. No action required. Door moves slowly on several cycles. Display shows **36** on slow cycles: • Reset Power. • If code does not clear, call Tech Support.
55	Stall State	
A0	Unconfigured	
A1	FIS in Progress	
A2	FIS Learn Complete	
b1	Encoder Error	Cable failure.
b2	Encoder Mismatch	Wrong Encoder/Magnet.
b3	Encoder Failure	Wrong Encoder/Magnet or cable failure. Ensure motor is attempting to move.
c1	Learn Error	
dB	Troubleshooting Mode	

Continued next page.

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Table 5. Status Codes (continued)

Status Code	Description	Remedy/Cause
E2 / ho	Door Held Open	Use best practices to troubleshoot using hand held device and provided wiring diagrams.
E3	Door Length Error	1. Check mechanical issues, components. 2. Re-do First Installation Sequence (FIS).
E5	Motor Drive Error	
E6	Power Close Control Failure	Verify Power Close Speed Module wiring.
F0	Stall Sensor Failure	Verify sensor wiring and safety logic setting.
F1	Approach Sensor Failure	Verify sensor wiring and safety logic setting.
F2	Hold Beam Sensor Failure	Verify sensor wiring and safety logic setting.
F4	Safety 1 Sensor Failure	Verify sensor wiring and safety logic setting.
F5	Safety 2 Sensor Failure	Verify sensor wiring and safety logic setting.
FA	Fire Alarm Active	

Door States

Table 6. Door States

Door State	Description
00	Door State is Closed.
02	Door State is Opening.
04	Door State is in Open Check.
06	Door State is Full Open.
09	Door State is in Close Check.
15	Door State is Open Stop.
16	Door State is Close Stop.
18	Door State is in Power Close.
19	Door State is in Lock Release.
21	Door State is in Power Assist.
22	Door State is in Power Close at Closed.

NOTES:

- If the current status code is "Normal operation—All OK", the iQ will show the current door state. Otherwise, the iQ alternates between showing the current status code and the door state.

- **d1** and **d2** displayed when controlling more than one door.
  Any state that follows **d1** is referencing door #1.

- Any state that follows **d2** is referencing door #2