10 Reasons why your shutter may not be working – Smart Drive control type

Smart Drive L10 limit settings(Limits stopping in the incorrect position)

Put the curtain in the down position
Remove axle: if it has a red axle insert, push in the 2 wings on the axle insert,
this will then allow the axle insert to slide into the axle and shorten the axle

Push the down button the motor will do a cycle then stop

Push the down button again this will lock its memory
Put the axle back into the head box and attach curtain spring fasteners.

The limits will now be set in the correct position.

Burnt out L10 Mech

In each L10 mech there are two motors. When one of the motors no longer works or is burned out the shutter issue symptom will cause the curtain to drive an inch at a time.

Gear Jam L10 Mech

When an L10 mech roller shutter is in the down position and will no longer drive when pressing the up button on the control this usually means the Geneva wheel and the Gear 9 lock/jam. The L10 Mech will generally have no movement when this occurs.

Broken/Faulty Gear L10 Mech

This fault has no main symptom due to the nature of the problem and how severe the damage is to the part.

Battery replacement kits/ New controller required

When a new battery is required for any model control the battery will no longer hold the charge in the cells. The symptom will be a minimal amount of power to drive the shutter and will only drive the shutter a certain distance. The control will have to be pressed a number of times to drive the shutter to the up position. When a control is 5 years or older we recommend purchasing a complete new controller but the customer has the option of purchasing just the battery replacement kit.

Issue with PCB in controllers

There are a number of issues that can occur regarding the PCB board in all model controls. If any of these issues occur the controller will not drive the shutter at all.

Curtain clicking

When a curtain makes clicking noises when driving this generally means some of the slat inserts are in the incorrect position or the slat profile is roll formed to the incorrect specifications and tolerance regarding the hook and the leg.

Curtains stopping intermittently L10 Mech

This problem occurs when the slat inserts protrude/outside of alignment of the slat. This causes the slat inserts to catch the box end inserts located on the endplates which guide the curtain into the head box. The curtain stops when this occurs due to the controllers stop under any resistance felt.

Slats not closing in some positions

This problem occurs when some of the slat inserts are in the incorrect position. The slats insert tears on the edge when inserted in the wrong position and becomes caught in between two slats and will not allow the slats to close correctly.

Slat inserts loose or missing

When slat inserts are loose or missing in some areas of a curtain this can cause the following issues.

1. Curtain movement left or right (cause scratching due to metal on metal movement when rolling up).
2. Curtain damage/ shutters Control damage (Curtain can move and wrap around the motor wire/loom. Slats may also clash with areas of guides, motor or box end inserts and can cause hook and leg to overturn and damage slats.
3. Curtains may knuckle and become noisy due to pressure being put on hook and leg and may change the shape and correct specifications of profile.