

# User Manual

## Swing Gate Opener

**Applicable Models: ZK-SW400DC**

Date: September 2022

Doc Version: 1.1

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website  
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If there is any issue related to the product, please contact us.

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## About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

## About the Manual

This manual introduces the operations of **the Swing Gate Opener**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.






## Document Conventions

Conventions used in this manual are listed below:

### GUI Conventions

For Software	
Convention	Description
<b>Bold font</b>	Used to identify software interface names e.g. <b>OK, Confirm, Cancel.</b>
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	Description
<>	Button or key names for devices. For example, press <OK>.
[ ]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forwarding slashes. For example, [File/Create/Folder].

### Symbols

Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care is taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

# Table of Contents

<b>1</b>	<b>SAFETY INSTRUCTION.....</b>	<b>6</b>
<b>2</b>	<b>PARTS LIST .....</b>	<b>8</b>
2.1	PARTS LIST (STANDARD CONFIGURATION).....	8
2.2	PARTS LIST (OPTIONAL) .....	9
<b>3</b>	<b>TECHNICAL PARAMETERS.....</b>	<b>10</b>
<b>4</b>	<b>INSTALLATION.....</b>	<b>11</b>
4.1	INSTALLATION DRAWING.....	11
4.2	SIZE OF MAIN MACHINE AND MOUNTING BRACKET .....	12
4.2.1	SIZE OF MAIN MACHINE.....	12
4.2.2	SIZE OF MOUNTING BRACKET.....	12
4.3	INSTALLATION STEPS.....	13
4.3.1	PREPARATION BEFORE MAIN MACHINE INSTALLATION.....	13
4.3.2	ACCESSORY INSTALLATION.....	13
4.3.3	MAIN MACHINE INSTALLATION.....	15
4.3.4	SIZE OF CONTROL BOX .....	18
<b>5</b>	<b>WIRING AND DEBUGGING.....</b>	<b>19</b>
5.1	WIRING INSTRUCTIONS.....	19
5.2	CONTROL BOARD DRAWING AND INSTRUCTIONS .....	20
5.3	INPUTS STATUS.....	21
5.4	TRAVEL SETTING (VERY IMPORTANT).....	21
5.5	TRIMMERS SETTING.....	22
5.6	LEARNING TRANSMITTER & DELETE TRANSMITTER .....	23
5.6.1	LEARNING TRANSMITTER.....	23
5.6.2	DELETE TRANSMITTER.....	23
5.6.3	SPECIAL TRANSMITTER KEY-BUTTON .....	23
5.7	CONTROL BOARD SETTINGS .....	24
5.7.1	BASE MENU.....	24
5.7.2	BASE MENU INSTRUCTION.....	25
5.7.3	ADVANCED MENU.....	27
5.7.4	ADVANCED MENU INSTRUCTION.....	28
<b>6</b>	<b>MAINTENANCE .....</b>	<b>29</b>
<b>7</b>	<b>TROUBLESHOOTING.....</b>	<b>30</b>

Dear users,

Thank you for choosing this product. Please read the manual carefully before assembling and using it. Please do not leave out the manual if you send this product to a third party.

## 1 Safety Instruction



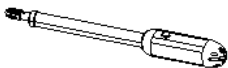
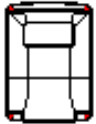
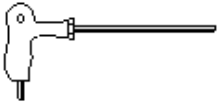
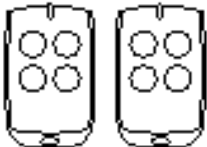
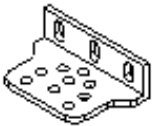
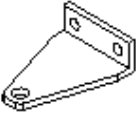





- Please read this manual carefully before installation, which involves important information about installation, usage, maintenance, and safety.
- Any undefined operations under this manual are not allowed; improper usage may damage the product even causing injuries or property losses.
- To consider the possible danger during the installation or using the process of swing gate operator, installation must strictly comply with the construction standard and electrical operating procedure.
- Before installation, please make sure that the power voltage being used matches with the supply voltage of this product. Please check if the leakage protection switch is installed and the grounding system is correct.
- Please check if additional equipment or materials are required to meet the specific requirements.
- The disposal of packaging material must be complying with the local regulation.
- Please do not change any parts except for those defined under this manual. Any undefined changes may cause the malfunction. Any resulting product damage will be beyond the scope of the company's liability.
- Please do not leak water or any liquid into the controller or any other open devices. Please disconnect the power immediately if any mentioned cases happened.
- Please keep this product away from heat and open fire. It may damage the components, cause failure or other hazards.
- Please make sure that no vehicles, passengers, and objects are passing through the swing gate while it is in motion.
- Anti-slip equipment like infrared protection switch must be installed to avoid injuries to person and property losses. The company shall not be liable for any damage or accident arising therefrom.




- Installation, operation, and maintenance of this product must be carried out by professionals.
- Children are not allowed to touch the control devices or remote transmitters.
- A warning sign must be placed somewhere on the swing gate according to the national standard.
- Please keep this instruction properly for future reference.



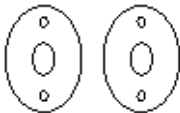
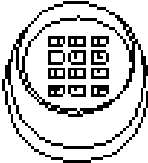

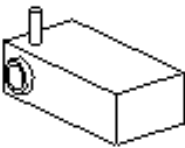
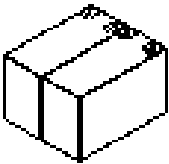
## 2 Parts List

### 2.1 Parts List (Standard Configuration)

No.1	Picture	Name	Quantity
1		Main Machine	2
2		Control Box	1
3		Manual Release Bar	1
4		Remote Control	2
5		Wall Bracket	4
6		Front Mounting Bracket	2
7		Connecting Bracket	2
8		Mounting Screw (short)	2
9		Mounting Screw (long)	2
10		Screw M8 * 25	4
11		Nut M8	6

12		Limit Stopper	1
13		Spring Washer Ø12	2
14		Gasket	2

## 2.2 Parts List (Optional)

No.1	Picture	Name	Quantity
1		Infrared Sensor	1
2		Wireless Keypad	1
3		Alarm Lamp	1
4		Electric Lock	1
5		Storage Battery	2

### 3 Technical Parameters

Model	ZK-SW400DC
Power Requirements	220V/50Hz; 110V/60Hz
Operating Voltage	24V 60W*2
Operating Temperature	-20°C to +70°C
Gate Moving Speed	22 to 26s/90°
Max. single-leaf Weight	400Kg
Max. single-leaf Length	3m
Max. piston Stroke	0.45m
Max. force	3000N
Remote Control Distance	≥30m
Remote Control Mode	Single button mode
Storage Battery (Optional)	DC24V (4.5Ah or 9Ah)
Safety Detection	Over Current Detection
Working Noise	≤60dB
Working Duty	S2, 30min
Recording of up Remote Controls	25
Remote Frequency	433.92 MHz
Dimension (L*W*H)	Main Machine (Max): 1450*106*96(mm) Control Box (without built-in battery): 210*299*88(mm) Control Box (with built-in battery): 210*299*133(mm)
Dimension with packing (L*W*H)	1070*280*305(mm)
Net Weight	13.56Kg
Weight with Packaging	20Kg
Gate Limit Type	Magnetic

Ingress Protection	IP44
Warranty	1 year

## 4 Installation

The ZK-SW400DC swing gate opener is suitable for single leaf gates weighing less than 400kg and measuring less than 3m in length. The drive mode uses the worm and worm gear to combine the screw rod transmission. For security purposes, this gate opener must be put inside the enclosure or yard.

### 4.1 Installation Drawing

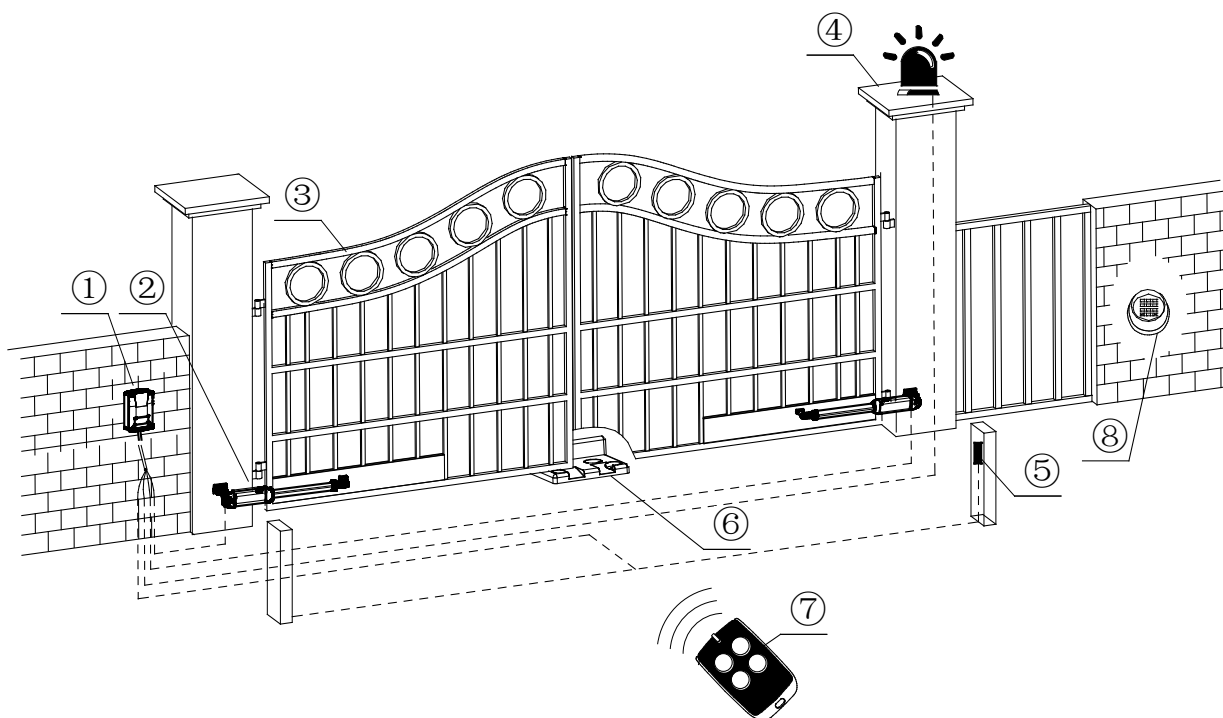


Figure 1

No.	Description	No.	Description
①	Control Box	⑤	Infrared Sensor (Optional)
②	Gate Opener	⑥	Limit Stopper

③	Gate	⑦	Remote Control
④	Alarm Lamp (Optional)	⑧	Wireless Keypad (Optional)

## 4.2 Size of Main Machine and Mounting Bracket

### 4.2.1 Size of Main Machine

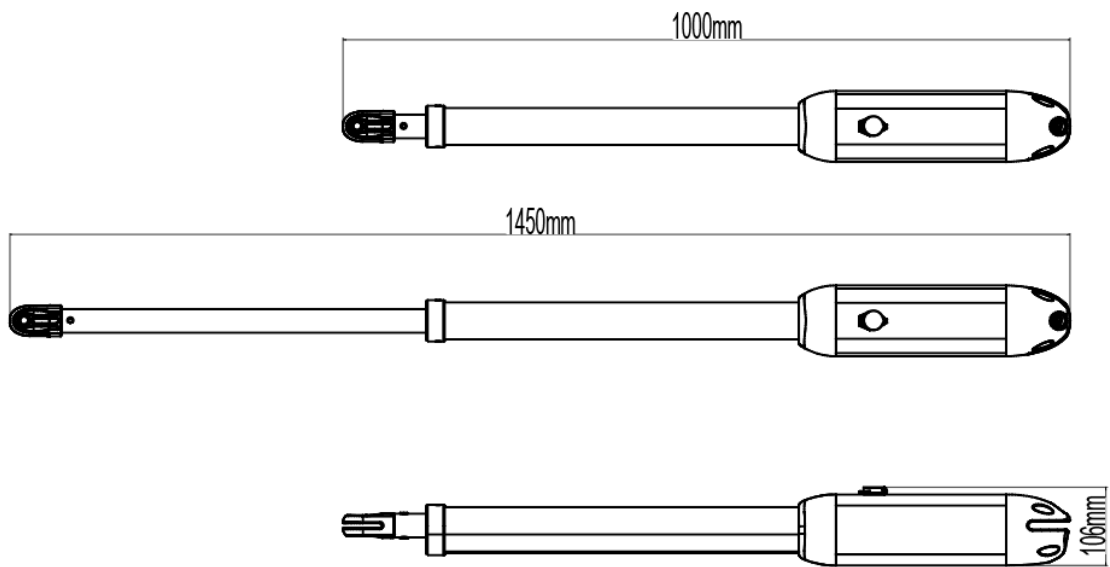


Figure 2

### 4.2.2 Size of Mounting Bracket

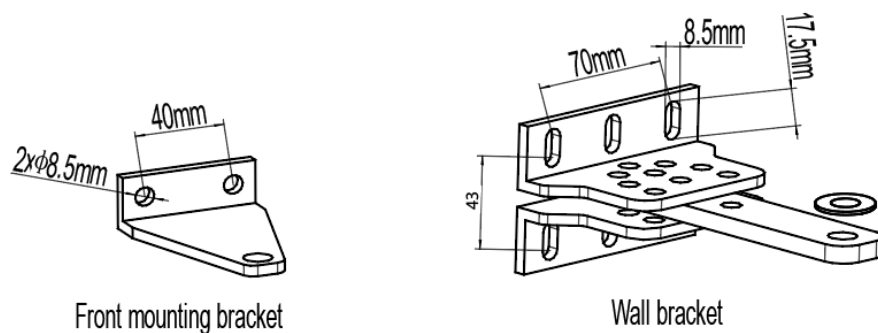


Figure 3

## 4.3 Installation Steps

### 4.3.1 Preparation Before Main Machine Installation

1. Before installing the door opener, please make sure the door was installed correctly, that it can be operated smoothly by hand, and that the door limit stopper can effectively stop the door from moving further.
2. Please leave a 40 to 50mm gap between the bottom of the door and the ground while installing the electric lock. If an electric lock is not required, the distance between the door bottom and the ground should be  $\geq 20$ mm.
3. The recommended mounting height of two main machines is around 300 to 800mm above the ground, and make sure that there are reliable fixed points for mounting brackets.

- **Cable Bury**

Please bury the motor, power, and control cables separately using two PVC pipes to ensure proper door opener operation and to protect the cable from damage. One PVC pipe is used to carry the motor and power wires, and the other is used to carry the control cables.

- **Mounting Brackets Fixing**

It is recommended to use the expansion screws to fix the mounting brackets to install the ZK-SW400DC main machines firmly.

### 4.3.2 Accessory Installation

Before installing the main machines, please install the wall bracket on the wall first, then fix the connecting bracket, and finally install the front mounting bracket on the door.

**Note:** Before fixing, please detect a gradient to ensure that the front mounting bracket and the connecting bracket are at the same level.

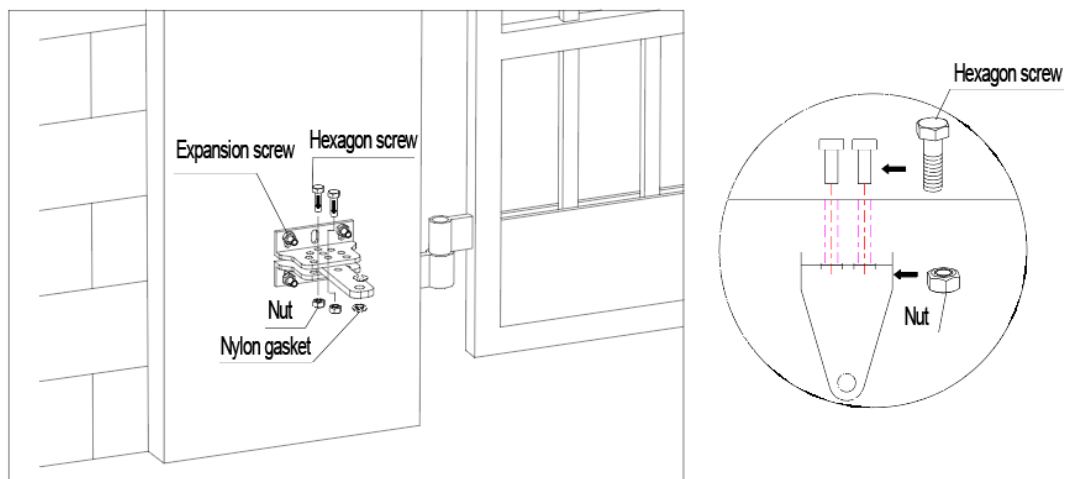


Figure 4

1. The connecting bracket and the wall bracket can be connected according to different conditions, please refer to figure 5.

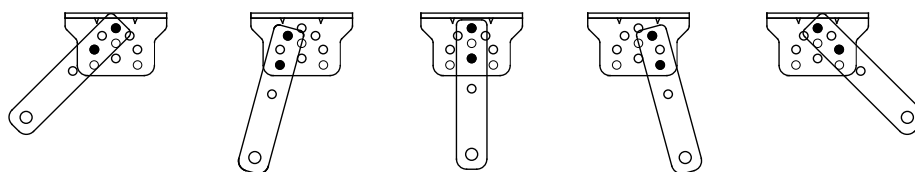


Figure 5

2. Users should prepare power cables for the control box and the main machines by themselves due to the different installation environments. The control box power supply cable should have more than 3 cores, whereas the motor cable should have 2 cores. If users need to install external accessories such as an electric lock, infrared sensor, alarm lamp, or external button switch, increase the embedded cables accordingly do make sure the sectional diameter of the electric lock cable is over 1.5 to 2mm, and the sectional diameter of the other cables is over 0.5 to 2mm. Users should determine the cable length based on their installation situations.

**Note:** The outlet on the PVC pipe should be downward to avoid the rainwater flowing into the pipe along the cable.

3. Please unlock the two main machines before proceeding with the installation.

**Method of unlocking:** Remove the cover, insert the manual release bar, and rotate the bar until it is released, as indicated in Figure 6. Then turn the telescopic arm to stretch it easily.

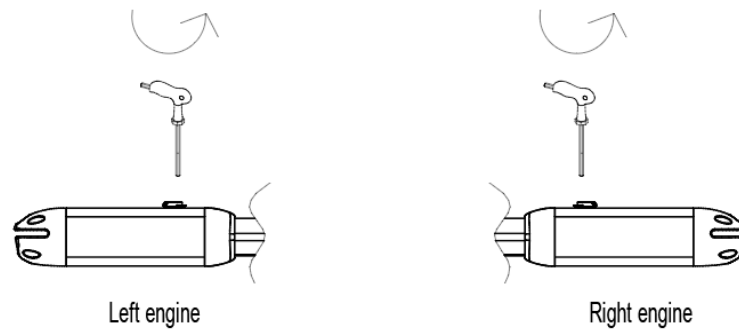


Figure 6

### 4.3.3 Main Machine Installation

Please refer Figure 7 to fix the tail of the main machine and the connecting bracket with the installation screws, and then manually adjust the telescopic arm to the appropriate length. Finally fix the telescopic arm connector and the front mounting bracket with the installation screws. After installation, pull the door to confirm that the travel is flexible and not jammed.

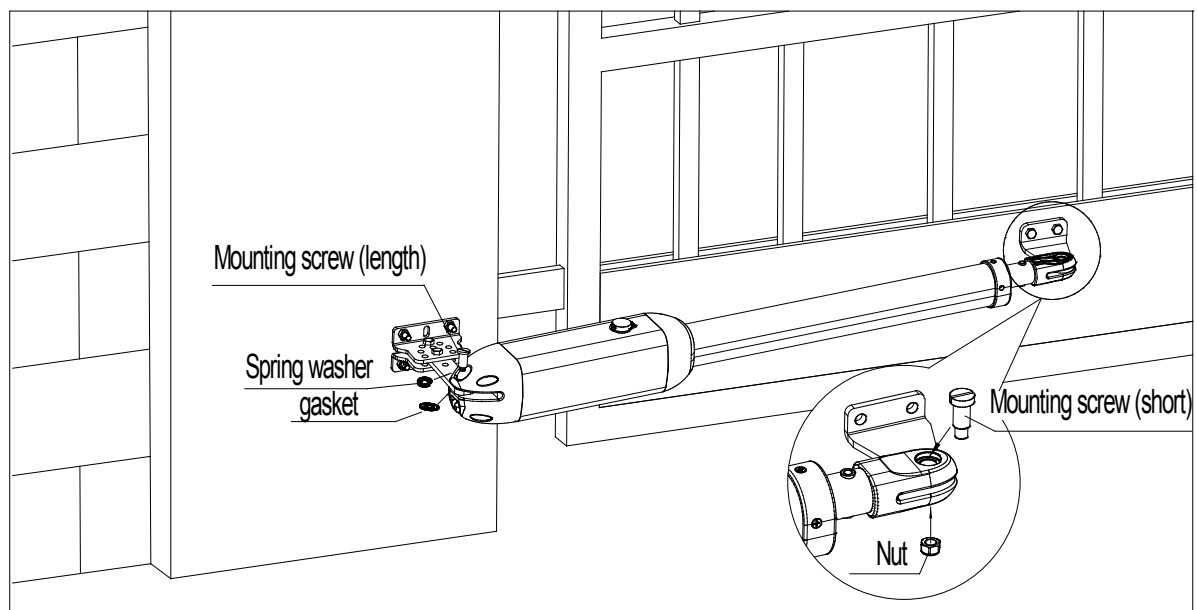


Figure 7



**Installation direction: door opens inward**

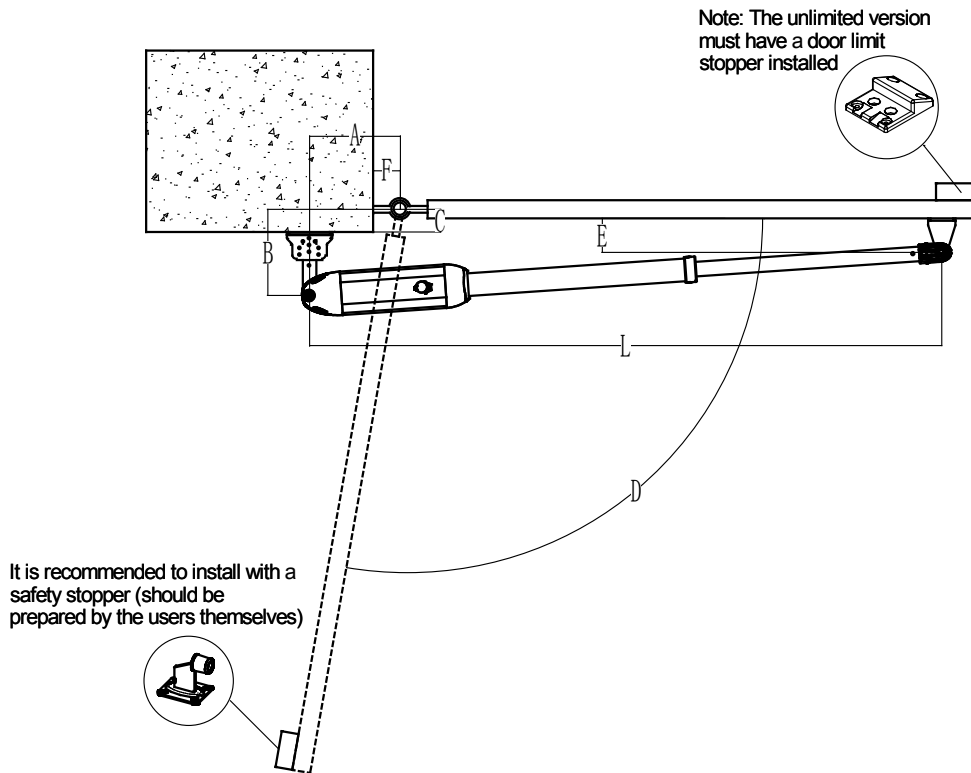


Figure 8

	A	B	C	D max	L
SIZE (mm)	240	115	15	100°	1400
	220	125	25	100°	1440
	200	135	35	100°	1420
	180	145	45	90°	1420

Table 1 Recommended Installation Position

**Installation direction: door opens outward**

It is recommended to install with a safety stopper (should be prepared by the users themselves)

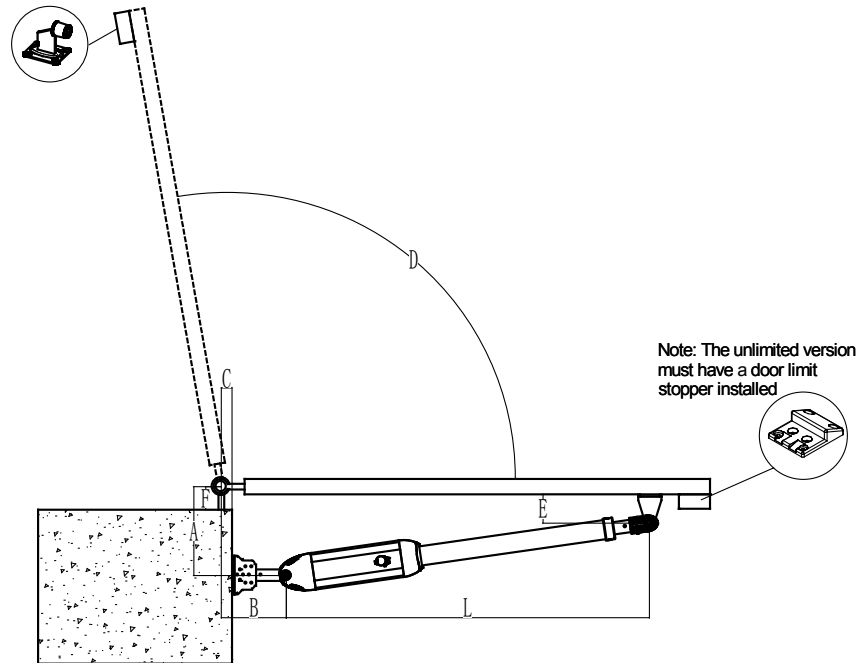


Figure 9

	A	B	C	D	L
SIZE (mm)	170	170	40	90°	1000
	180	170	30	100°	1000
	190	170	30	100°	1000
	200	180	40	100°	1000

Table 2 Recommended Installation Position

**Note:** Value B must be close to or equal to value A to reach the best mechanical advantage.

### 4.3.4 Size of Control Box

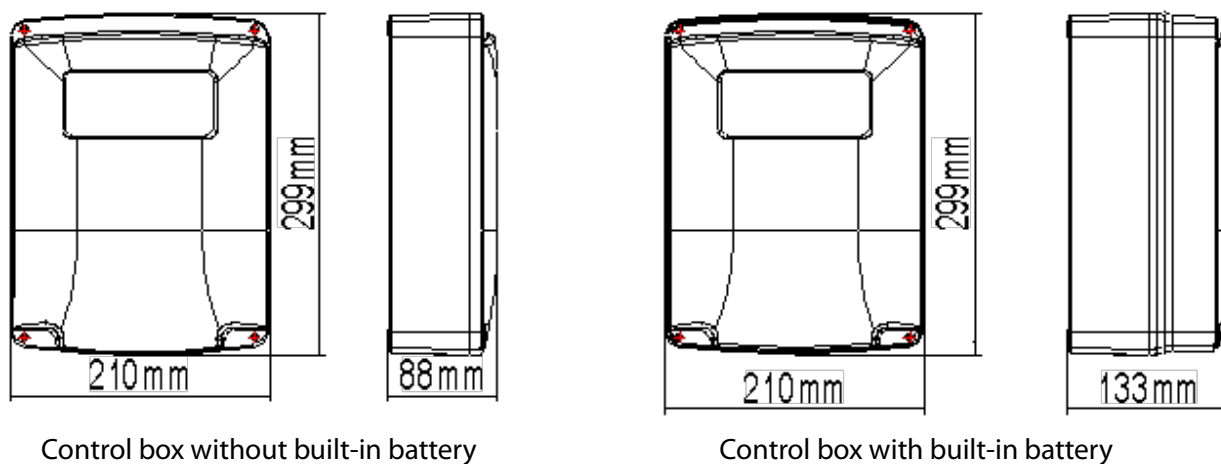


Figure 10



#### **Warning**

- To ensure safety and protect the machines, please install a gate stopper at the open limit position when the door opens outward to prevent the gate from running over its travel. Meanwhile, to enable the 2 swings to close to their accurate limit position, please install a limit stopper at the close limit position (as shown in figure 9). Similarly, when the door opens inward, please install a limit stopper at the close limit position (as shown in figure 8).
- Before installing the main machine, please make sure that the main machine and components are in good mechanical performance and the door can be manually operated flexibly.
- One control unit can optionally drive one main machine or two main machines.
- Earth leakage circuit breaker must be installed on where the gate movement can be seen, and the minimum mounting height for the control box should be over 1.5m to avoid being touched by kids.
- After installation, please check whether the mechanical property is good or not, whether gate movement is flexible or not after unlocking, and whether the infrared sensor (optional) is installed correctly and effectively.

## 5 Wiring and Debugging

### 5.1 Wiring Instructions

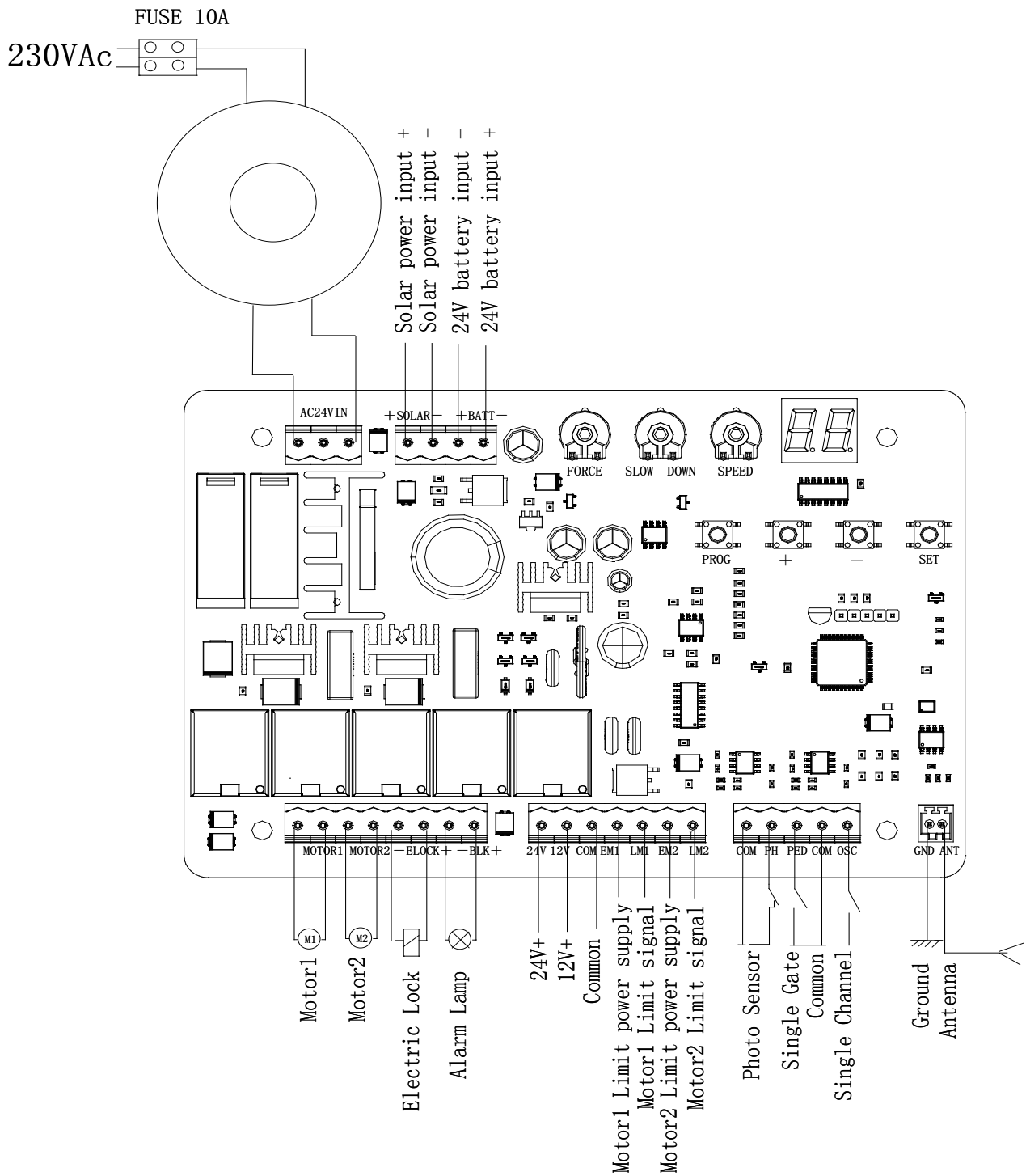


Figure 11

## 5.2 Control Board Drawing and Instructions

### Drawing:

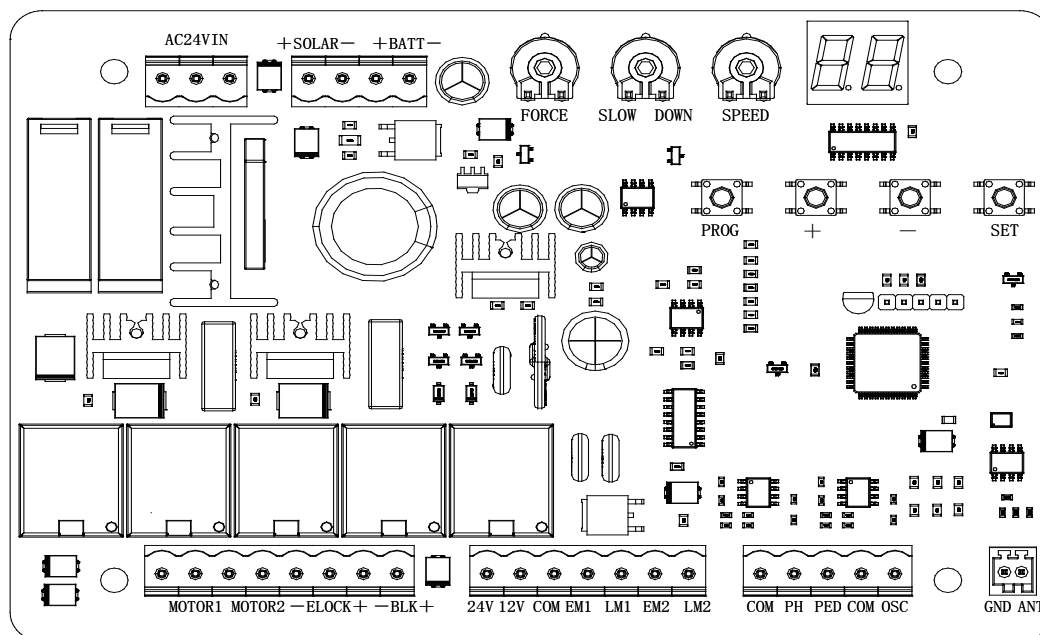
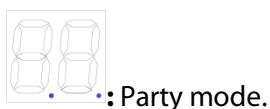
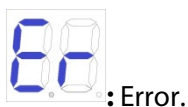
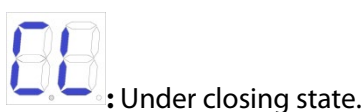
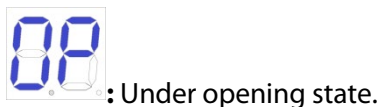
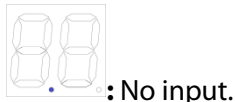


Figure 12

Terminal	Description
1. AC24VIN	24VAC Power Supply Input
2. +SOLAR-	Solar Power Input
3. +BATT-	24V Battery Input
4. FORCE	Resistance Force
5. SLOW DOWN	Slow Stop Distance
6. SPEED	Moving Speed
7. MOTOR1	Motor1 Output
8. MOTOR2	Motor2 Output
9. -ELOCK+	Electric Lock Output
10. -BLK+	Alarm Lamp Output (Note: Pay attention to the negative and positive.)
11. +24V	24V Output Positive
12. +12V	12V Output Positive (No output under dormant state)
13. EM1	Motor1 Limits the Power Input
14. LM1	Motor1 Limits Signal Input
15. EM2	Motor2 Limits the Power Input
16. LM2	Motor2 Limits Signal Input
17. PH	Photo Sensor Input Active
18. PED	Single Gate / Pedestrian Mode Input Active
19. OSC	Single Channel Input Active
20. ANT	Antenna
21. COM	Common

## 5.3 Inputs Status

The users can check the working state of gate opener by digital screen on the control board when it is working.



## 5.4 Travel Setting (VERY IMPORTANT)

**The opening and closing limit switch positions for the travel must be set during the first installation of gate openers.**

Fully open both sides of the gate and lock the clutch, and then long press the "-" button on the control board until the digital screen shows "SU". At that time, the gate will first move in the closing direction and stop, then the gate will automatically open. When the two swing gates are fully open, the gates will automatically close for the second time, and the travel setting will be completed when the gates are closed. If the distance of starting slow speed of gate is not appropriate, then adjust the "SLOW DOWN" button to revise the distance.

**Note:**

- Please increase the resistance force if the gate suddenly stops during travel setting.
- Please appropriately reduce the resistance force if the gate has not stopped blocking when it meets the blocker during the travel setting.
- Installer must redo travel setting after modifying the "SPEED" trimmer.

## 5.5 Trimmers Setting

### Obstacle Sensibility Trimmer

**To adjust the sensitivity of obstacle:** Rotate Obstacle Sensibility Trimmer clockwise to increase and counterclockwise to reduce the sensitivity of obstacle. Adjust the trimmer according to environment effects such as heavy winds.

### Slow Speed Distance Trimmer

**To adjust slow speed distance:** Rotate Slow Speed Distance Trimmer clockwise to increase and counterclockwise to decrease slow speed distance. Please do not set very short slow speed distance to avoid the gate collision.

### Gate Moving Speed Trimmer

**To adjust gate moving speed:** Rotate Gate Moving Speed Trimmer clockwise to accelerate and counterclockwise to slow down. The trimmer can be adjusted to change the opening and closing travel time. This adjustment must be finished before travel setting.

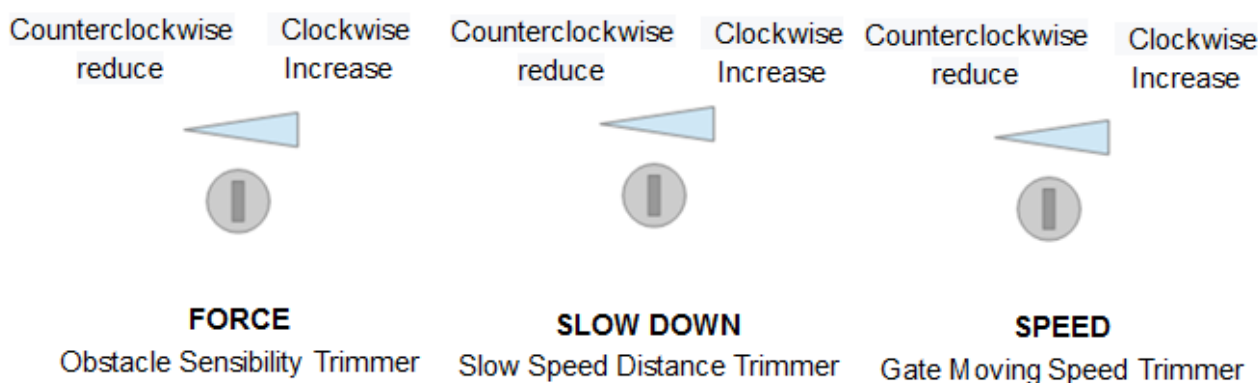


Figure 13

## 5.6 Learning Transmitter & Delete Transmitter

### 5.6.1 Learning Transmitter

Long press "+", the alarm light will keep flashing and the digital screen will show the number of paired remote controls as well as the remote control modes "Pd" (single gate four channel mode) and "PO" (two swing gate single channel mode). Press the button of the remote control to be learned, the digital screen will show the number of current learned remote control, then the remote control learning is completed. (The default of new paired remote control is two swing gates single channel mode).

### 5.6.2 Delete Transmitter

Enter into AE in the digital screen and then to choose "rE" to delete the remote controls.

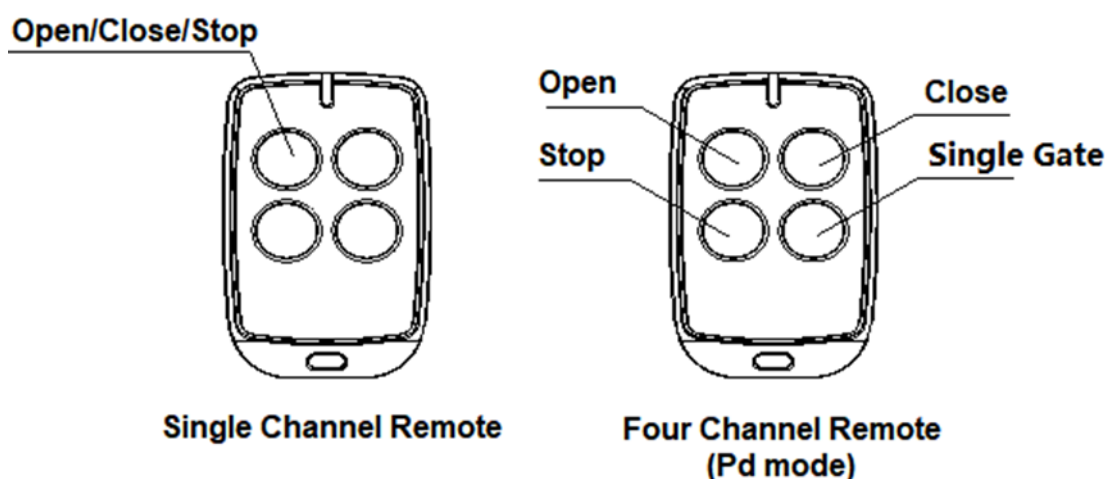


Figure 14

### 5.6.3 Special Transmitter Key-button

**Long press the combination keys for 5s.**

- **Enter into travel setting:** A (open) + D (single gate) combination key.
- **Enter/exit party mode:** B (close) + D (single gate) combination key.  
(Party mode: the swing gates can only be opened but cannot be closed. In party mode, the alarm light will flash for 2s when the control board receives signal.)
- **Enter into remote control learning:** C (stop) + D (single gate) combination key.

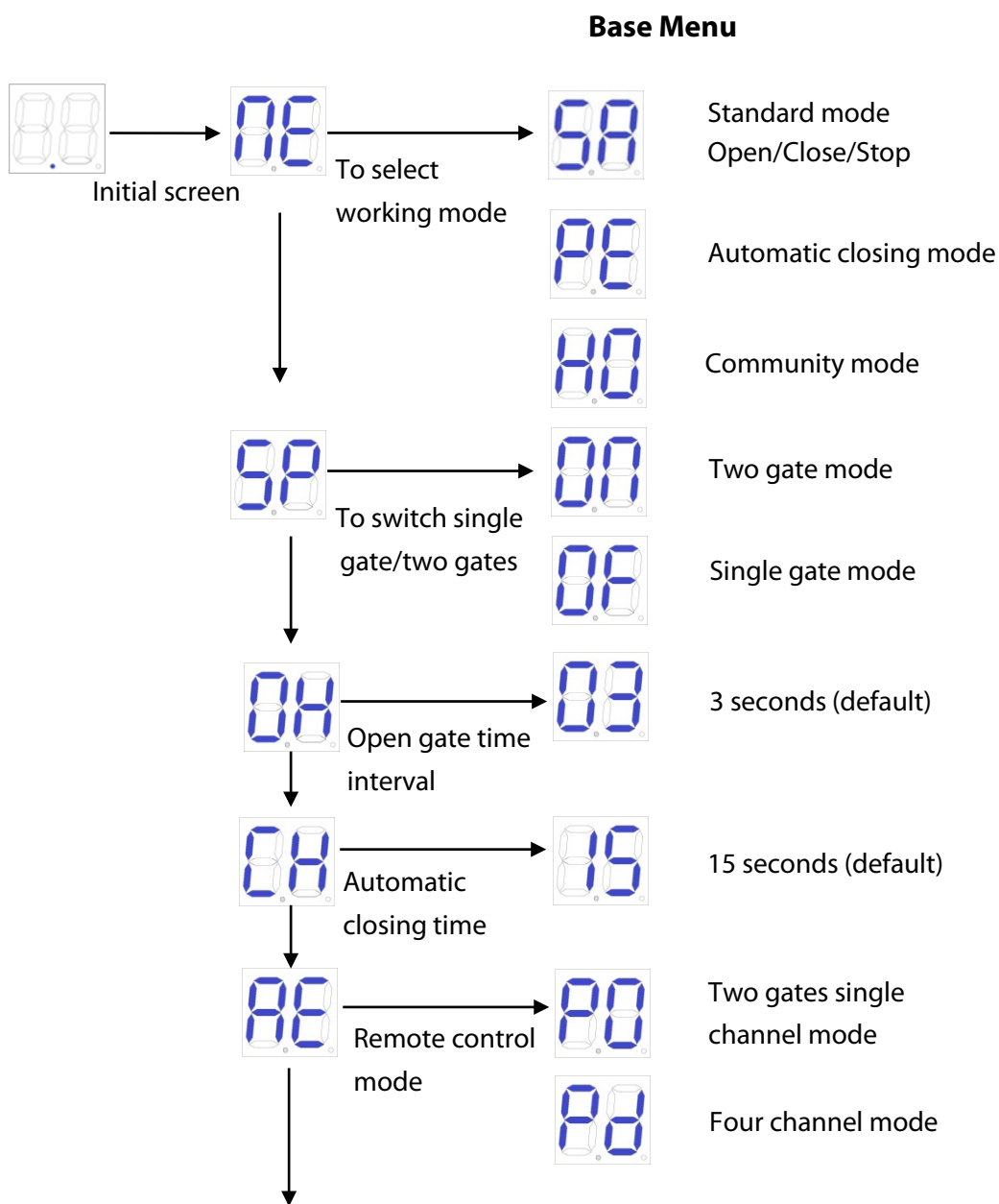


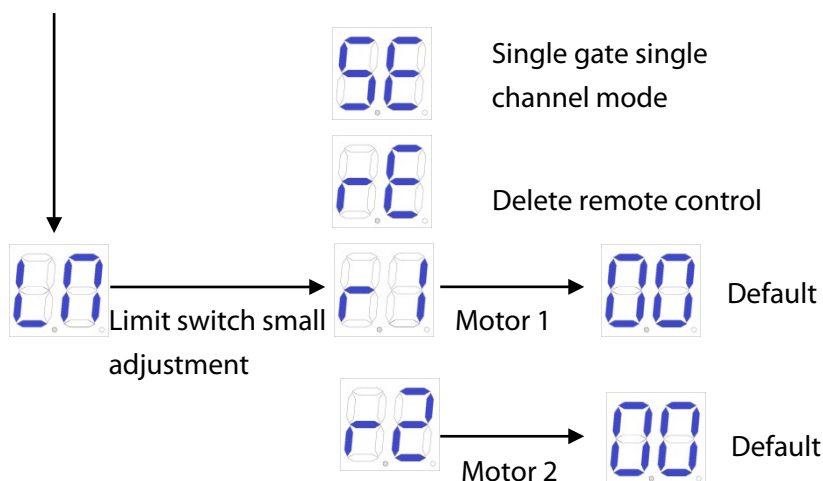
## 5.7 Control Board Settings

### 5.7.1 Base Menu


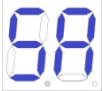



- Press "PROG" to enter into base menu.
- If the digital display reads "NE," select another function from this menu by pressing the "+" and "-" buttons.
- Press "SET" to confirm or to enter into sub-menu.
- To exit menu, press "PROG".


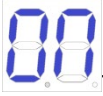

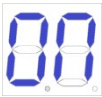
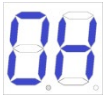
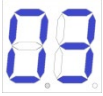

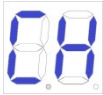



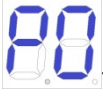
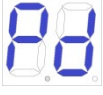

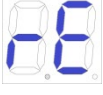
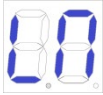
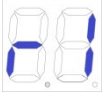
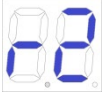
If no command for one minute, the menu will automatically exit.





### 5.7.2 Base Menu Instruction

Menu Press "PROG" to enter into base menu	Option Press "+" (up) or "-" (down) to select; Press "SET" to confirm.	Default/Attention
 <p><b>Working Mode</b></p>	 <p>Standard mode; O/C/S (Open/Close/Stop).</p>  <p>O/S/C standard mode with automatic closing function. When the gate opens, it will automatically close after automatic closing time. If a "close the gate" command is sent during the automatic closing waiting time, the automatic closing function will be cancelled.</p>  <p>Community mode (with automatic closing function). When the gate opens, it will not respond to any gate command until it closes automatically. If user sends gate command during the closing process, then the gate will reopen. If a gate command is sent during the automatic closing waiting time, this waiting time will be recalculated. If the gate is not closed completely for more than three consecutive times, the automatic closing function will be cancelled and the gate will be closed by re-sending the door closing command. <i>Note: In community mode the door has the</i></p>	 <p>Standard mode; O/C/S (Open/Close/Stop).</p>

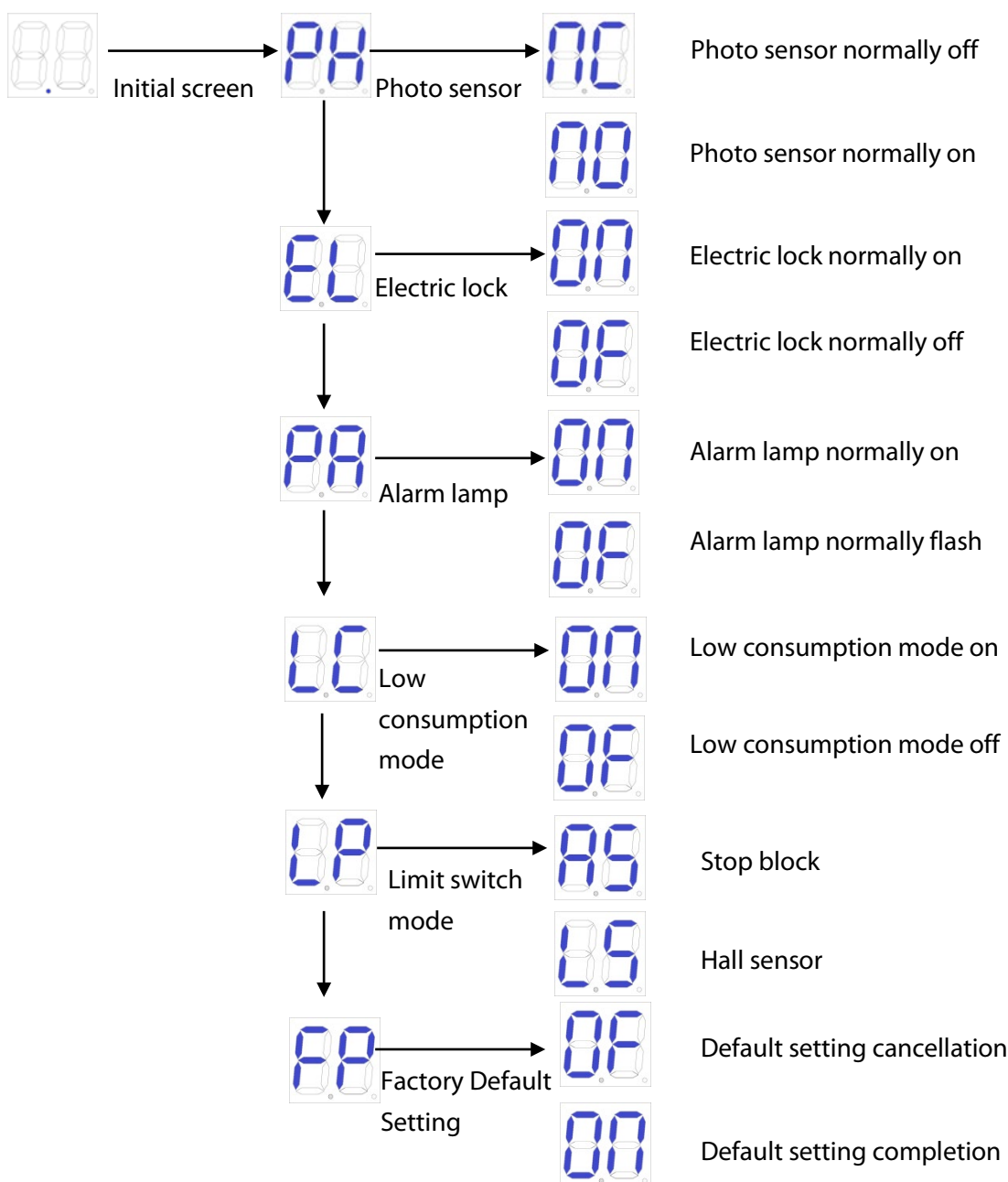
	automatic closing function in case of meeting obstacles.	
 <b>Single Gate/Two Gates Switch</b>	 Two gate mode (default).  Single gate mode.	 Two gate mode.
 <b>Open Gate Time Interval</b>	 <p>00 to 10: Open gate time interval is 0 to 15 seconds (default 3 seconds). If the interval shorter than 2 seconds, then the electric lock cannot be used.</p>	 3 seconds.
 <b>Automatic Closing Time</b>	 <p>Automatic closing time can be set as 15 (default), 30, 60, 90 seconds.</p>	 15 seconds.
 <b>Remote Control Mode</b>	 Two gates single channel mode.  Four channel mode.  Single gate single channel mode.  Delete all paired remote controls.	
 <b>Limit Switch Small Adjustment</b>	 <p>Increase the value of "r1" to extend the closing limit position of gate1.</p>  <p>Increase the value of "r2" to extend the closing limit position of gate2.</p> <p><i>Note:</i> This value applies only for electronic limit. The value cannot be increased indefinitely, and it is used only for small adjustment after manually set the limit switch positions.</p>	

### 5.7.3 Advanced Menu





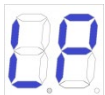
- Press "PROG" for 2 seconds to enter into advanced menu.
- If the digital display reads "PH," select another function from this menu by pressing the "+" and "-" buttons.
- Press "+" (up) or "-" (down) to select on a digital screen;
- Short press "SET" to confirm or to enter into sub-menu.
- Short press "PROG" to exit.

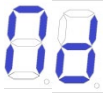



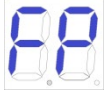


If no command for one minute, the menu will automatically exit.

#### Advanced Menu



### 5.7.4 Advanced Menu Instruction

<p><b>Menu</b></p> <p>Long press "PROG" 2 seconds to enter into base menu.</p>	<p><b>Option</b></p> <p>Press "+" (up) or "-" (down) to select; Press "SET" to confirm.</p>	<p><b>Default/Attention</b></p>
 <p><b>Photo Sensor</b></p>	 <p>N/C; photo sensor normally is off.</p>  <p>N/O; photo sensor normally on. (Default)</p>	 <p>N/O; photo sensor normally on.</p>
 <p><b>Electric Lock</b></p>	 <p>Electric lock normally is on. (Default)</p>  <p>Electric lock normally is off.</p>	 <p>Electric lock normally on.</p>
 <p><b>Alarm Lamp</b></p>	 <p>Alarm lamp normally is on. 24V power supply. (Default)</p>  <p>Alarm lamp normally flashes. 24V power supply.</p>	 <p>Alarm lamp normally is on. 24V power supply.</p>
 <p><b>Low Consumption Mode</b></p>	 <p>Low consumption mode on. The control board will automatically enter to low-consumption mode after one minute when there is no operation at the initial screen. (Default)</p>  <p>Low consumption mode off.</p>	 <p>Low consumption mode on.</p>
 <p><b>Limit Switch Mode</b></p>	 <p>Stop block. (Default)</p>  <p>Hall sensor.</p>	 <p>Stop block.</p>

 <b>Swing Gate Open Model</b>	 ZK-SW400DC.  ZK-SW300DC. (Default)	 ZK-SW300DC.
 <b>Factory Default Setting</b>	 Cancel factory default setting.  Factory default setting completes.	

## 6 Maintenance

1. Check whether the gate normally operates every month.
2. For the sake of safety, each gate is suggested to be equipped with an infrared protector, and regular inspection is required as well.
3. Before installation and operation of the gate opener, please read all the instructions carefully.
4. We reserve the right to change the instruction without prior notice.

## 7 Troubleshooting

Any troubleshooting work below done to the motor must be completed by a licensed electrician and only whilst the power is off, and the motor is unplugged!

Problems	Possible Reasons	Solutions
The gate cannot open or close normally, and the Display does not light.	<ol style="list-style-type: none"> <li>1. The power is off.</li> <li>2. Fuse is burned.</li> <li>3. Control board power wiring with the problem.</li> </ol>	<ol style="list-style-type: none"> <li>1. Switch on the power supply.</li> <li>2. Check the fuse, change it if it burns.</li> <li>3. Rewiring according to instructions.</li> </ol>
The gate can open but cannot close.	<ol style="list-style-type: none"> <li>1. Photocell wiring with the problem.</li> <li>2. Photocell mounting with the problem.</li> <li>3. Photocell is blocked by objects.</li> <li>4. Sensitivity of obstacle is too high.</li> </ol>	<ol style="list-style-type: none"> <li>1. If not connect photocell, please make sure that the 5 and 6, 5 and 7 short circuit; if connect infrared sensor, please make sure the wiring is correct and the photocell is N.C.</li> <li>2. Make sure that the photocell mounting position can be mutually aligned.</li> <li>3. Remove the obstacle.</li> <li>4. Reduce the sensitivity to obstacle.</li> </ol>
The remote control doesn't work.	<ol style="list-style-type: none"> <li>1. Battery level of the remote control is low.</li> <li>2. Remote control is not paired.</li> </ol>	<ol style="list-style-type: none"> <li>1. Change the remote-control battery.</li> <li>2. Re-conduct remote control learning.</li> </ol>
Press OPEN, CLOSE button, the gate is not moving, motor has noise.	Gate is not moving smoothly.	According to the actual situation to adjust the motor or the gate.
Leakage switch tripped.	Power supply line short circuit or motor line short circuit.	Check wiring.
Remote control working distance is too	Signal is blocked.	Connect with an external antenna, 1.5 meters above the ground.

short.		
The gate moves to the middle position then stop or reverse.	<ol style="list-style-type: none"><li>1. Motor output force is not enough.</li><li>2. Sensitivity of obstacle is too high.</li><li>3. Gate meets an obstacle.</li></ol>	<ol style="list-style-type: none"><li>1. Check whether the transformer power is normal, if not, change the transformer.</li><li>2. Adjust the TR2.</li><li>3. Remove the obstacle.</li></ol>



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