

Trouble Shooting and Repair Guide

Description of the Fault	Possible Cause	Recommended Action
The turnstile does not work even if the power plug is on.	<ul style="list-style-type: none"> ➤ No AC power supplied to unit. ➤ Loose power cable ➤ Faulty power supply unit. 	<ul style="list-style-type: none"> ➤ Restore AC power. ➤ Connect power cable. ➤ Replace power supply unit.
The wing does not open.	<ul style="list-style-type: none"> ➤ Controller is set wrong. ➤ The sensor of position is wrong. ➤ The turnstile is not receiving an activation signal from the Access Control System. 	<ul style="list-style-type: none"> ➤ Change the settings of Controller. ➤ Replace the sensor. ➤ Ensure that the access control system is properly connected to controller board. ➤ Confirm that the access control system is providing a proper activation signal.
Buzzer continuously gives alarm when the turnstile is closed.	<ul style="list-style-type: none"> ➤ sensor do not see each other. ➤ sensors are faulty. 	<ul style="list-style-type: none"> ➤ It may be because of dust, Clean the plexiglas. ➤ Change the sensors if it faulty.
The wing stays in half opened position.	<ul style="list-style-type: none"> ➤ The sensor of position is faulty. ➤ Jamming in the mechanism. 	<ul style="list-style-type: none"> ➤ Check by hand if they work or not. ➤ Check the mechanism parts. ➤ Check the setting of the sensor.
The wing stay open.	<ul style="list-style-type: none"> ➤ The sensor of position is faulty. ➤ Jamming in the mechanism. 	<ul style="list-style-type: none"> ➤ Check by hand if they work or not. ➤ Check the mechanism parts. ➤ Check the setting of the sensor.
Does not work the indication.	<ul style="list-style-type: none"> ➤ Have no a communication with the controller. ➤ Damaged the wires. ➤ The LED indicator is faulty 	<ul style="list-style-type: none"> ➤ Check the wires. ➤ Check the LED indicator. ➤ Change the LED indicator.