

MAGNETIC GATE TROUBLESHOOTING

This troubleshooting guide will help teach you some basic steps to fix the most common magnetic gate issues.

It is recommended to start with verifying power to the gate unless you know you need a different step.

If you are needing to rebalance the gate or at If at any time you need to submit a work order ticket to MaintainX or reach out to the IT hotline for further assistance, quick launch buttons are located below.

[Submit a Work Order](#)

[Call IT Support](#)

[STEP 1: Verify Power to the Gate](#)

[STEP 2: Power Cycle The Gate](#)

[STEP 3: Gate Has Power But Won't Open](#)

[STEP 4: Verifying Loop Signals](#)

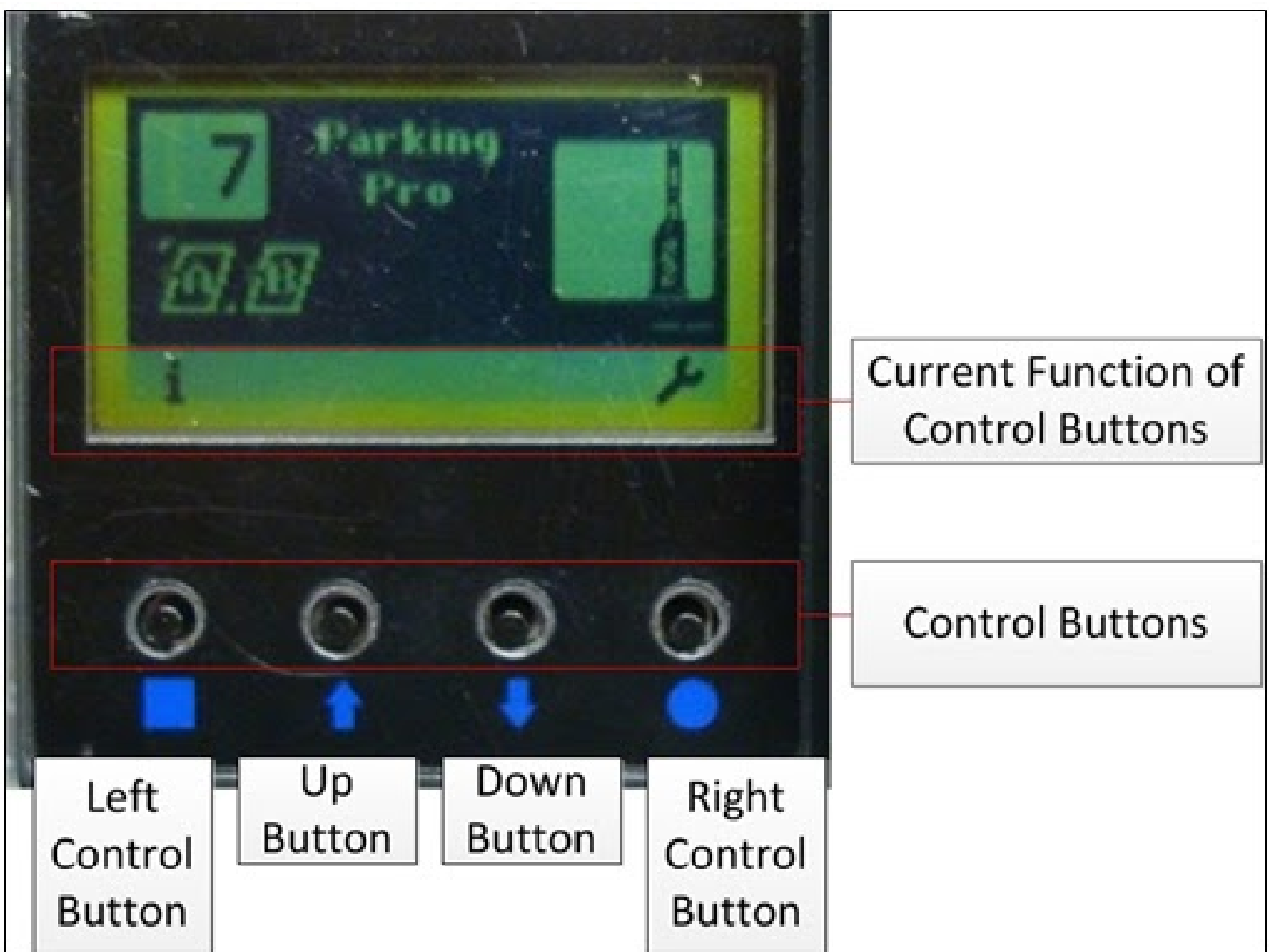
EP 1: VERIFY POWER TO THE GATE

You will need:

- Keys to the gate
- Traffic cone

Before we begin it's advised to get your customers through the lane and cone it off.

First, let's make sure the gate is receiving power. This can be done simply by unlocking and removing the cover of the gate head. The screen should look similar to this:



If the screen is not lit and there are no LEDs, the gate is most likely not receiving power. After the head of the gate still removed slide the dark grey front cover up and out of the gate.

The main power control will be the dark grey switch on the lighter grey box circled in yellow below (it may be orange on some models). Verify that the power control switch is in the "On" (up) position.



If the issue is still present and the gate is powered on continue to the next step.

If the issue is still present and you cannot operate the gate automatically, submit a [MaintainX work order](#) or call the [IT Remote Support](#) .

EP 2: POWER CYCLE THE GATE

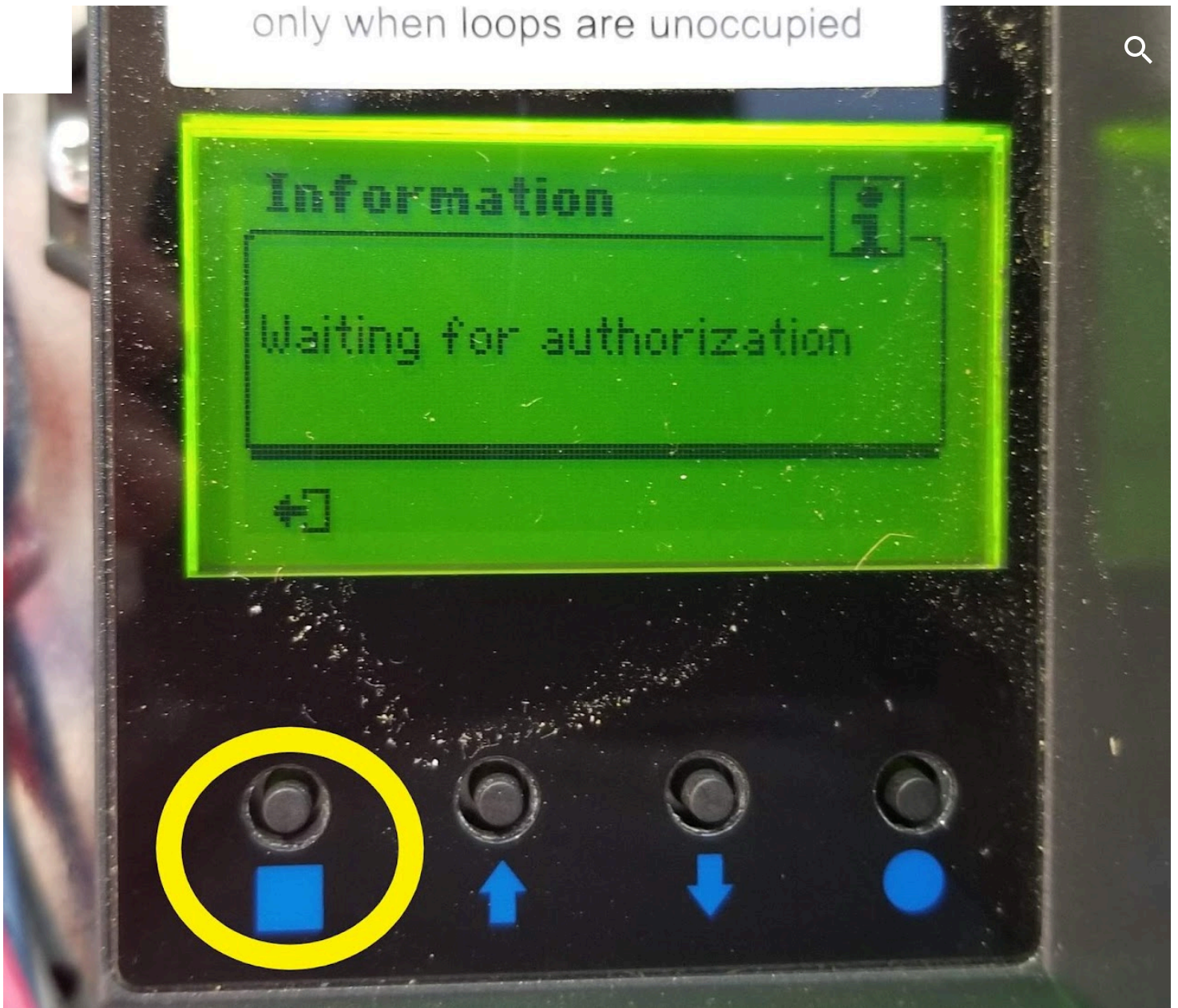
Most issues with the magnetic gate can be solved with a power cycle.

Verify there are no vehicles or other metal objects in the lane especially in any areas you are aware may have loops installed. Next, flip the power switch down to power off the gate. Wait 10 seconds, then you will flip the power switch back up to power it back on.

Important! Power cycling the gate with cars in the lane will result in unexpected gate behavior.

Once the gate has powered back on, you will see the following on the gate screen (pictured below). You will then hit the button below the exit icon in the bottom left hand of the screen (yellow circle).

only when loops are unoccupied



Once you have hit that button, the screen will go back to normal, but the gate will reset by slowly opening then closing the gate arm. Once the arm has returned to the closed position, return to normal operations and test a car.

If everything is working you are finished! If the gate still does not operate correctly move on to the next step.

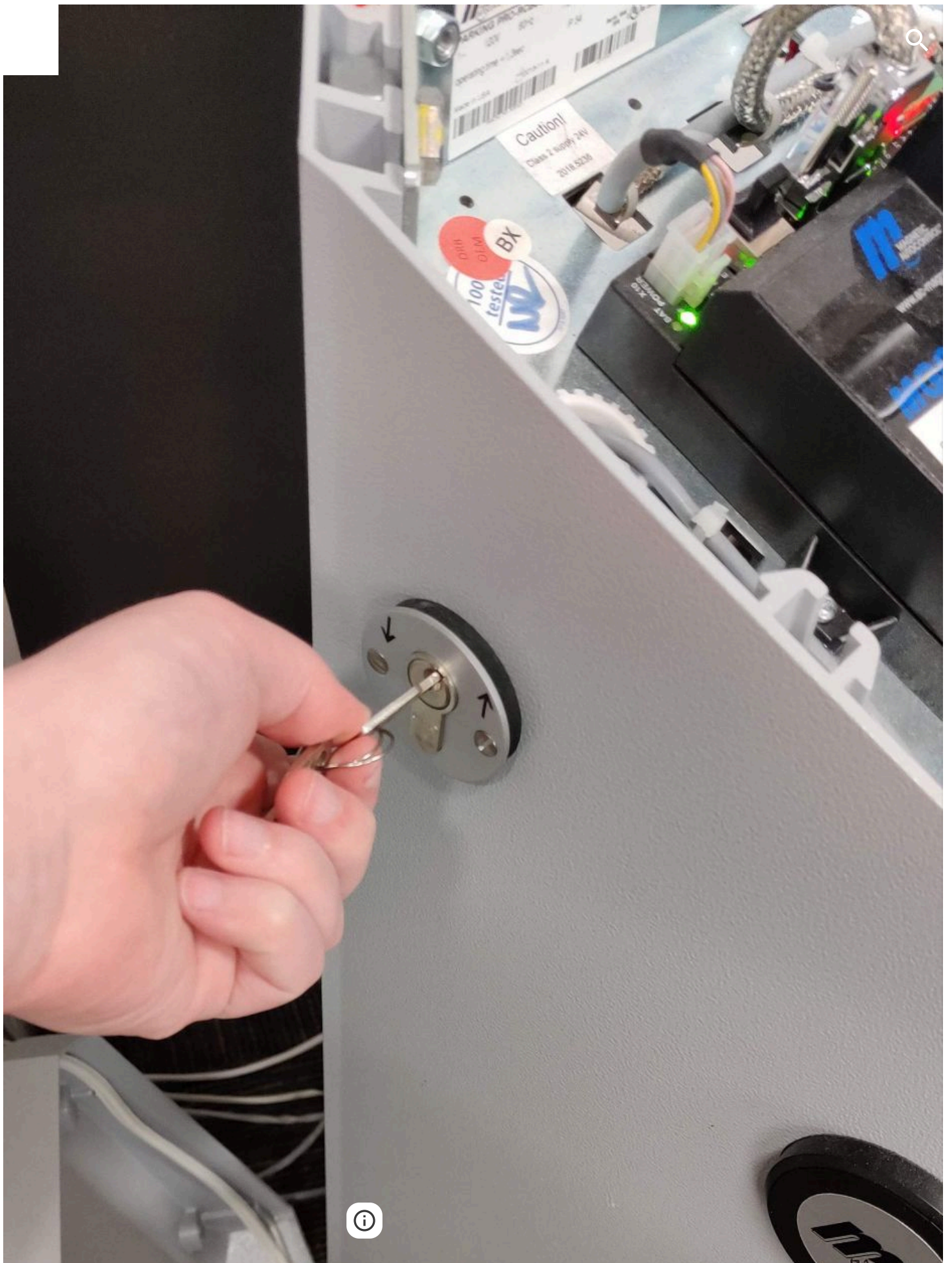
EP 3: GATE HAS POWER BUT WON'T OPEN

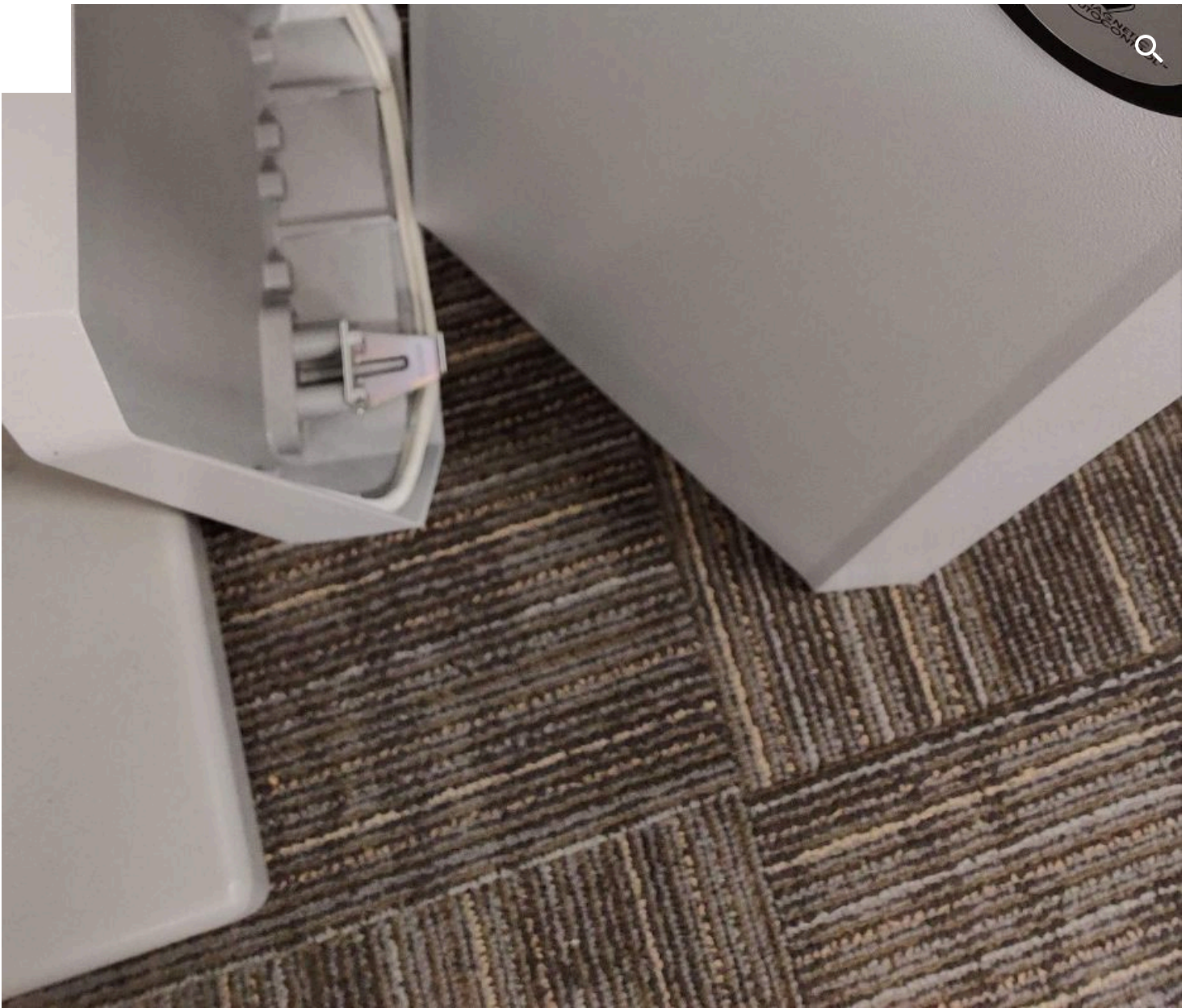
You will need:

- Keys to the gate
- A fairly large metal object (head cover of the gate, shovel, vehicle etc.)

If a gate still isn't opening after a power cycle, continue with these steps.

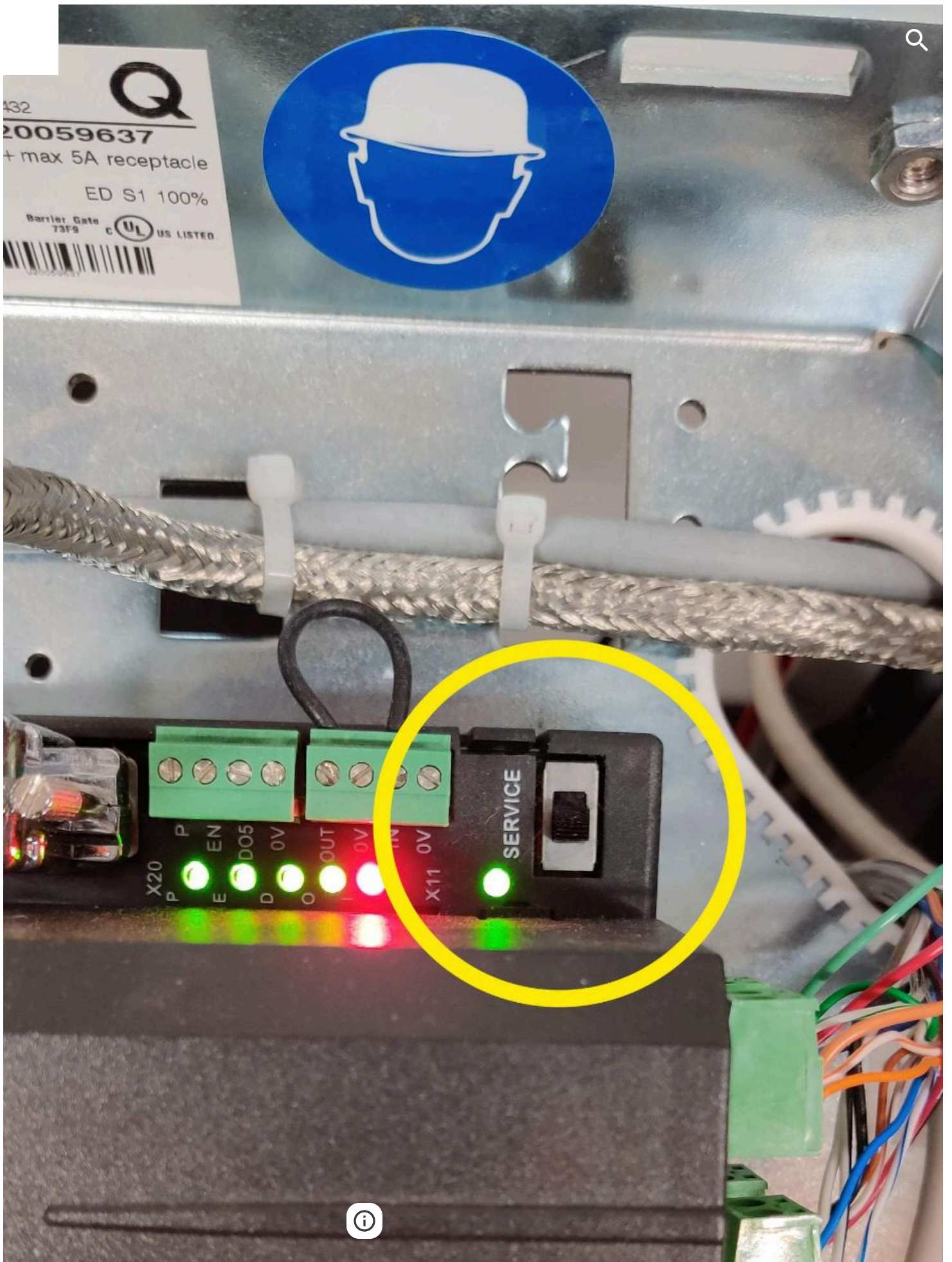
First, let's try manually raising the gate using the keys and the key switch on the top, left side of the gate. Insert the key and twist clockwise to try and open the gate.





If the gate doesn't open verify the service mode switch is off. The switch is off when it is moved down and the LED to the immediate left is green.

Note: When service mode is on the LED will be red and the screen will flash repeatedly.





If the issue is still present and you cannot operate the gate automatically, submit a [MaintainX work order](#) or call the [IT Remote Support](#) .

If the gate does open with the key switch, but the gate still isn't opening automatically, move on to the next step.

EP 4: VERIFYING LOOP SIGNALS

You will need:

- Keys to the gate
- A fairly large metal object (head cover of the gate, shovel, vehicle etc.)

If we can operate the gate arm manually but it will not operate automatically during normal operation we will first want to verify no metal objects, including a vehicle, are covering any of the loops for the lane, including the merge zone located beyond the gate.

Next refer to the screen on the gate control unit, all loops (typically A, B and C or sometimes just A and B) should be present with icons similar to what is shown below. If any of these loops is flashing it means that loops thinks a vehicle is present and should be recalibrated, simply press and hold the up and down arrow buttons on the control unit for several seconds to reset the gate and force a recalibration.

Once the gate has finished the reboot press the far left button to acknowledge the 'Waiting for Authorization' screen, then check to see if any loops are flashing. If no loops are flashing, take the head of the gate and pass it over the loops to see if they detect the metal and begin flashing when the head is present. If all loops are operational reopen the lane and test a vehicle.

If the issue is still present and you cannot operate the gate automatically, submit a [MaintainX work order](#) or call the [IT Remote Support](#) .