Vehicle Gates Troubleshooting Guide

The vehicle gates are very reliable but occasionally they can break down and require manual intervention. The gates are fully automated and should only be opened via the GMM provided codes or from a registered phone.

Any attempt to manually push/hold/open/force the gates will damage the motors and they cost £2000 a piece for each gate and GMM will recover costs incurred from the lessee. If you see anyone doing this please take a photo/video of the vehicle/person and email GMM. If you have rented out your flat/house please ensure that your tenants are aware because it is the lessee who gets charged by GMM.

Gates Not Opening

The safety sensors can prevent the gates from either opening, freezing or closing**. If the gates are not responding or are partially open then try the following steps before emailing GMM at** gatewaymews@gmail.com:

1. Try sending an open command from either a registered phone or via a code from the Telguard unit
2. Are both sets of sensors free of obstruction?
3. Carry out the checks detailed in the *External Sensors* section below
4. Carry out the checks detailed in the *Internal Sensors* section below
5. If the Telguard display does not have power then that indicates that the power needs to be turned back on again as detailed in the next step
6. Email GMM and someone will carry out the steps detailed in *Power Supply to Vehicle Gates* section
7. Repeat step 1

Please email GMM at *gatewaymews@gmail.com* immediately if there is a gate issue and someone will manually disengage the gates from the motors to the open position as soon as possible.

Gates Not Closing

1. Carry out the steps detailed in the *Gates Not Opening* section
2. Has the ivy overgrown and obstructed the internal sensor? When you break the beam, the internal sensor should click and a red light appears when there is no line of sight
3. If both sets of sensors click, then, you will need a call-out for further investigation
4. In 2022, there was an issue where the remote keyfob receivers were *intermittently* sending an open signal whenever it rained and this was preventing the gates from closing for upto 24 hours or till the unit dried out. This was only identified as the

cause as the gates were still open when the engineer arrived on-site. The gates must still be faulty when the engineer comes on-site or the fault cannot be determined and it would be a wasted call-out

External Sensors

This sensor controls both the opening and closing cycles. When there is no line of sight between the two external sensors the vehicle gates will not open or close and additionally they will freeze in a partially open position. The external sensors work as follows:

1. You should be able to see a red dot on the external mounted sensor as shown in the photo below

2. When you break the beam the sensor will click and the red dot disappears
3. The line of sight, as shown in the photo below, must be clear

Internal Sensors

This sensor only controls the closing cycle and when there is no line of sight between the two internal sensors the vehicle gates will stay open. Quite often the ivy overgrows and blocks this sensor. The internal sensors work as follows:

1. When the beam is broken, the sensor by the ivy clicks and a red dot appears on the sensor. When the beam is intact there will be no red dot on the sensor. If a red-dot is being displayed on the sensor, then, the gates will not close as there is an obstruction
2. The line of sight from the ivy sensor must be clear to the sensor by the bins as shown in the photos below. Quite often residents dump items outside of the bins or the ivy overgrows and covers the sensor preventing the vehicle gates from closing

Power Supply to Vehicle Gates

This section can only be carried out by GMM authorised persons.

1. Check that the vehicle gate trip switch is in the “On” position
2. If the trip switch is in the “On” position then turn it off for at least 5 minutes and then back on again. The gates are designed to open automatically if there is a power loss but only if the external sensors are clear.
3. If all the above fail then carry out the instructions in the next section

Manually Overriding the Vehicle Gates

Detailed instructions are available from Lakshman (3) via this Gate disengaging steps restricted to Lakshman, Tim (19), Nick (30) & Simon (10), Alfie (16)

1. Turn the power off at the fusebox so that the gate magnetic lock is disengaged

2. Follow instructions here to disengage the gates from the motor: GMM restricted link

GMM Vehicle Gate Checklist

Lakshman (3)
GMM Director (*GMM Director 27th September 2004 to 6th June 2022*)