TECHNICAL BULLETIN

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Who is the contact?
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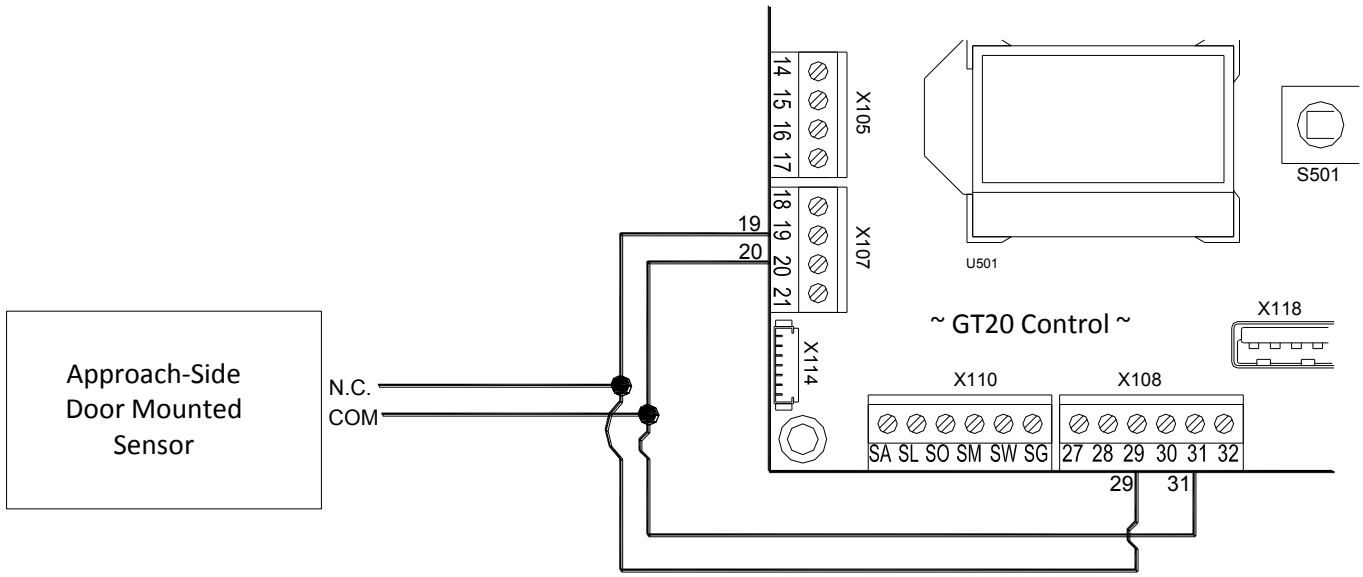
Software Glitch on GT20

It has come to our attention that the GT20 has a software issue related to push side door mounted sensors.

If a door mounted sensor is installed on the push side of the door and the sensor is in detection, the door will not activate from either the sensor or another source such as a wall switch. Once sensor detection ceases, the door will open from an alternate activation. To our understanding this only pertains to the latest software release V01.02.20.

Refer to the illustration below. If you encounter this problem, the workaround is to parallel the lock output to the safety input by installing jumpers between terminals 19 & 20 and 29 & 31. This will resolve the problem until a new software update becomes available.



GT20 programming:

1. Under "config",
2. "Unlock" must be set to "Perman".
3. "LockAU, "LockEX", and "LockMA" must all be set to "Lock".

Sensor power or monitoring wires not shown for simplicity.

The above diagram uses the electric lock output to resolve the problem. If the lock output isn't available, then a door-position switch would be needed to provide a closed contact into terminals 19 and 20 when the door is closed.

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