



## Schartec Prime Series 2

# Garage door opener installation and operation manual



600 / 1000 / 1500



Scan me for the video instructions!

# WARNING

Please read the manual carefully before you begin the installation and use of the opener. The installation of your new garage door opener must be performed by a competent expert or a specialist company. A competent person is, in accordance with EN 12635, considered a person who has appropriate training, qualified knowledge and practical experience in order to mount and maintain a door system properly and safely. The installation or repair without technical qualifications can lead to property damage, serious injury, and/or death.

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### Dear Customer

Thank you for choosing a quality product from the Schartec brand. Thanks to our unique quality management system, as well as continuous product development, Schartec garage door openers meet the highest standards of quality and comfort. We thank you for your trust and wish you much pleasure with your new Schartec garage door opener.

### Declaration of Conformity (CE)

Schartec Prime garage door openers meet the requirements of the applicable European and national directives. Conformity has been proven, the corresponding declarations, certificates, test reports and documents can be requested at [info@schartec.co.uk](mailto:info@schartec.co.uk). The Declaration of Conformity can also be found on page 17. The supplied T-11 remote control (Art.No.ST801007) complies with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following Internet address: [www.schartec.co.uk](http://www.schartec.co.uk)

## Important safety instructions

### 1. Intended use

The garage door opener is intended exclusively for the impulse operation of spring-balanced sectional and up-and-over doors in the private/non-commercial sector. Door systems that are located in the public area and only have a protective device, e.g. force limiter, may only be operated under supervision. The garage door opener is designed for operation in dry rooms.

### 2. Non-intended use

The garage door opener must not be used for purposes other than garage door opener automation. Continuous operation and use in commercial areas is not permitted. The opener must not be used on doors without fall protection.

### 3. Qualification of the fitter and installer

Only correct installation and maintenance by a competent/knowledgeable company or a competent/knowledgeable person in accordance with the instructions can ensure the safe and intended functioning of an installation. According to EN 12635, a competent person is a person who has suitable training, qualified knowledge and practical experience to correctly and safely assemble, inspect and maintain a garage door system.

### 4. Safety instructions for assembly, repair, maintenance and disassembly of the garage door system

#### DANGER!

##### *Balancing springs are under high tension*

Adjusting or loosening the balancing springs can cause serious injuries! For your own safety, only have work on the balancing springs of the door and, if necessary, maintenance and repair work carried out by an expert! Never attempt to replace, readjust, repair or relocate the balancing springs of the door or their brackets yourself. Also check the entire garage door system (joints, door bearings, cables, springs and fastening parts) for wear and possible damage. Check for existing rust, corrosion, and cracks. Faults in the garage door system or misaligned doors can result in serious injury! Do not use the garage door system if repair or adjustment work has to be carried out!

##### *Mains voltage*

In case of contact with the mains voltage, there is a risk of fatal electric shock. It is therefore essential that you observe the following instructions: Electrical connections may only be carried out by a qualified electrician. The on-site electrical installation must comply with the relevant protection regulations (230/240 V AC, 50/60 Hz). Disconnect the mains plug before carrying out any work on the opener.

**WARNING!***Unsuitable mounting materials*

The use of unsuitable mounting materials may result in the opener not being securely fastened and may come loose. The mounting materials supplied must be checked by the installer to ensure that they are suitable for the intended mounting location.

*Danger to life due to hand cord*

An entrained hand cord can lead to strangulation. Remove the hand cord during motor installation.

*Risk of injury due to unintentional door movement*

Incorrect installation or handling of the opener can trigger unintentional door movements and trap persons or objects. Follow all instructions contained in this manual. If control devices (such as push-buttons) are mounted incorrectly, unintentional door movements can be triggered, trapping persons or objects. Mount control devices at a height of at least 1.5 m (out of reach of children). Mount permanently installed control devices (such as push-buttons) within sight of the door, but away from moving parts.

*Risk of injury due to unexpected door movement*

Assembly, maintenance, repair and disassembly of the door system and garage door opener must be performed by qualified personnel. In the event of failure of the garage door opener, immediately commission an expert to inspect or repair it.

*Safety instructions for installation*

The qualified person must ensure that the applicable regulations for occupational safety and the regulations for the operation of electrical equipment are observed when carrying out the installation work. The national directives must be observed. Possible hazards in the sense of DIN EN 13241-1 are avoided by construction and assembly according to our specifications. The garage ceiling must be designed in such a way that safe mounting of the opener is ensured. If the ceiling is too high or too shallow, the opener must be fastened to additional struts.

## 5. Safety instructions for commissioning and operation

**CAUTION!!***Danger of crushing during rail mounting*

When mounting the rail, there is a risk of fingers being crushed. Make sure that your fingers do not get caught between the profile ends.

*Danger of crushing in the rail*

Reaching into the rail during door travel can lead to fingers being crushed! Do not reach into the rail during door travel.

**CAUTION!!***Risk of injury from pull-cord*

If you hang on to the pull-cord, you may fall and injure yourself. The opener may also break off and injure persons underneath, damage objects or be destroyed itself. Do not hang on the pull-cord with your body weight.

**WARNING!***Risk of injury when the door is closing quickly*

If the pull-cord is pulled while the door is open, there is a risk that the door may close quickly if the springs are weak, broken or defective or if there is insufficient weight compensation. Use the cord only when the door is closed.

*Risk of injury during door movement*

Injuries or damage can occur in the area of the door when it is moving. Make sure that no children are playing near the garage door. Make sure that there are no persons or objects in the area of movement of the door. If the door system only has a safety device, only operate the garage door opener when you can see the door's range of movement. Monitor the door movement until the door has reached the end position. Do not drive through or pass through door openings of remote-controlled door systems until the door has come to a standstill! Never remain standing under the open door. Instruct users Instruct all persons using the door system in the proper and safe operation of the garage door opener. Demonstrate and test the mechanical release and the safety return.

## 6. Safety instructions for using the remote control

**WARNING!***Risk of injury from unintentional or accidental door movement*

Pressing the button on the remote control can cause unintentional door movements and injure persons. Ensure that remote controls do not fall into the hands of children and are only used by persons who have been instructed in the operation of the remote-controlled garage door system! You must generally operate the remote control with visual contact to the door if it only has a safety device! Only drive through or pass through the door openings of remote-controlled door systems when the door has come to a standstill! Never remain standing under the opened door! Please note that a button on the remote control may be pressed accidentally (e.g. in a trouser pocket or handbag) and this may result in an unintentional door movement.

## 7. Safety devices

Safety-relevant functions and components such as the automatic force shut-off, as well as the use of external photocells, have been tested and meet the requirements of EN 12453 and EN 12445 standards.

**WARNING!***Risk of injury due to non-functioning safety devices*

To check the safety reverse, stop the door with both hands while it is closing. The door system must stop and initiate the safety reverse. Proceed in the same way while the door is opening. The door system must stop and the door must stop. In the event of a failure of the safety return, immediately commission an expert with the inspection or repair.

## 8. Inspection and maintenance

The garage door opener is maintenance-free. For your own safety, however, we recommend that you have the door system inspected and serviced by an expert in accordance with the manufacturer's instructions.

An inspection or a necessary repair may only be carried out by a qualified person. Please contact your supplier for this purpose. A visual inspection can be carried out by the opener. Check all safety and protective functions monthly. Any existing faults or defects must be rectified immediately.

Check the tension of the toothed belt every six months and adjust it if necessary. During the start-up and braking phase, the belt may briefly hang out of the rail profile. However, this effect does not have any technical consequences and does not adversely affect the function and service life of the opener.

# Warranty Conditions

## Warranty

We are exempt from warranty and product liability if without our prior consent own structural changes are made or improper installations are carried out or arranged against our specified installation guidelines. Furthermore, we accept no responsibility for the accidental or careless operation of the opener, nor for the improper maintenance of the opener and accessories, nor for the improper maintenance of the door and its counterbalance. Batteries, light bulbs and LEDs are also excluded from warranty claims.

## Duration of the warranty

In addition to the dealer's statutory warranty under the purchase contract, we provide the following warranty from the date of purchase:

- 3 years
- 2 years on radio and accessories

Claiming the warranty does not extend the warranty period. For replacement deliveries and repair work, the warranty period is six months, but at least the current warranty period.

## Requirements

The warranty claim is only valid for the country in which the device was purchased. The goods must have been purchased through the sales channel specified by us. The warranty claim is only valid for damage to the subject matter of the contract itself. Reimbursement of expenses for removal and installation, inspection of corresponding parts, as well as claims for lost profit and damages are excluded from the warranty. The proof of purchase is valid as evidence for your warranty claim.

## Performance

For the duration of the warranty, we will remedy all defects in the product that are demonstrably due to a material or manufacturing defect. We undertake, at our option, to replace the defective goods free of charge with defect-free goods, to repair or to compensate for a reduced value. Excluded are damages due to:

- improper installation and connection
- improper commissioning and operation
- external influences such as fire, water, abnormal environmental conditions
- mechanical damage due to accident, fall or impact
- negligent or willful destruction
- normal wear and tear or lack of maintenance
- repair by unqualified persons
- use of parts of foreign origin
- removal or obscuring of the serial number
- removing or cutting the power cord

Replaced parts become the property of the manufacturer

# Before installation

## 1. Check door system

### **DANGER!**

Balancing springs are under high tension. Adjusting or loosening the balancing springs can cause serious injuries! For your own safety, only have work on the balancing springs of the door and, if necessary, maintenance and repair work carried out by an expert!

Never attempt to replace, readjust, repair or relocate the balancing springs for the door or their brackets yourself. Also check the entire door system (joints, door bearings, cables, springs and fasteners) for wear and possible damage. Check for existing rust, corrosion, and cracks. Faults in the door system or misaligned doors can result in serious injury! Do not use the garage door system if repair or adjustment work must be carried out!

The construction of the opener is not designed for the operation of heavy-duty doors, i.e. doors that can no longer be opened or closed by hand or can only be opened or closed with difficulty. The door must be in a mechanically fault-free condition so that it can be easily operated by hand (EN12604). Raise the door approx. half of the opening travel and release it. The door should remain in this position and not move down or up. If the door does move in either direction, there is a risk that the balancing springs/weights are not properly adjusted or are defective. In this case, increased wear and malfunction of the garage door can be expected. Check whether the door can be opened and closed properly. Disable the mechanical locks of the door that are not required for operation with a garage door opener. This includes in particular the locking mechanisms of the door lock.

Switch to the picture section for assembly and commissioning. Refer to the relevant text section if indicated by a capitalized note for the text reference.

## 2. Required clearance

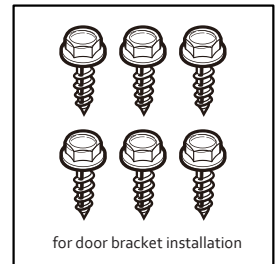
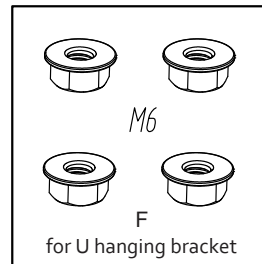
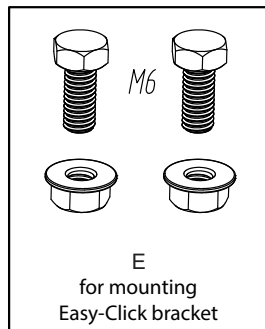
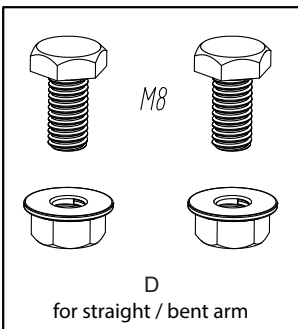
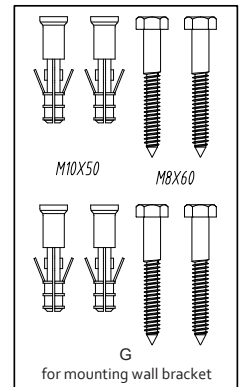
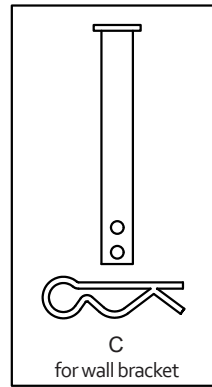
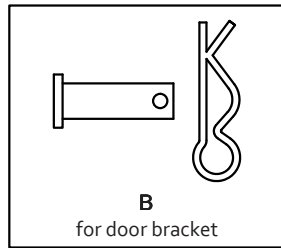
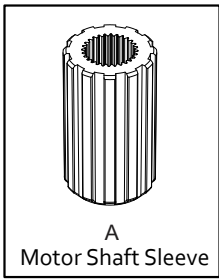
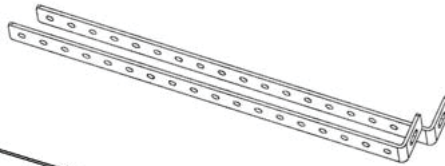
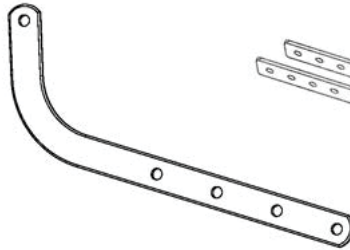
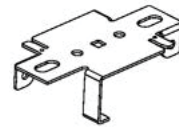
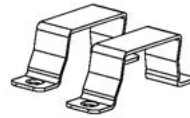
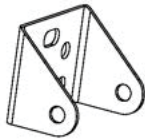
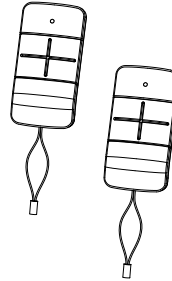
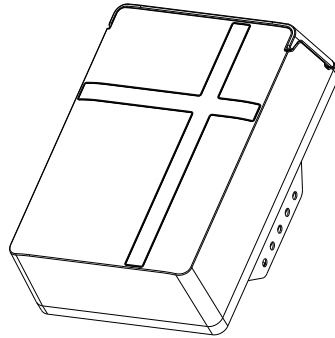
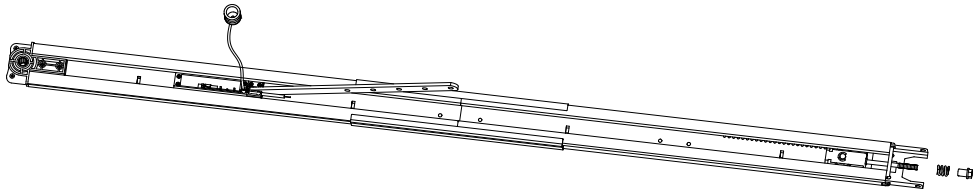
The clearance between the highest point at the door run and the ceiling must be at least 30 mm. If the clearance is less, the opener can be mounted behind the open door, provided there is enough space. In these cases, an extended door attachment must be used, which must be ordered separately. The necessary socket for the electrical connection should be mounted approx. 50 cm next to the opener head (see chapter Mains voltage). Check these dimensions!

Important note: The use of a photocell (available separately) is recommended as an additional safety device.

## 3. Emergency release

For garages without a second access, an emergency release is required for mechanical unlocking to prevent possible lockout in the event of a mains voltage failure. The emergency release is door-specific and must be ordered separately. Check the emergency unlocking device for proper functioning on a monthly basis.

# Package contents



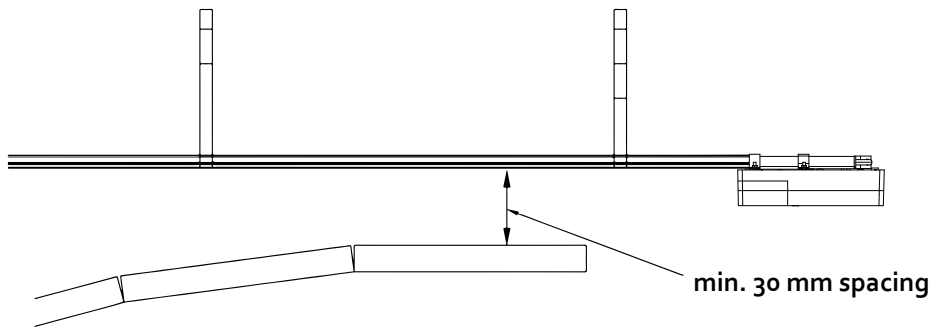
# Installation

**!!! a detailed assembly video can be found with the QR code on page 1 !!!**

## Precondition

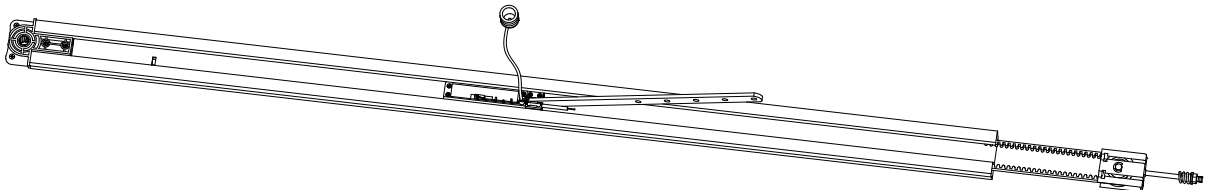
Between the rails and the door a distance of 30 mm and maximum 400 mm is necessary to mount the opener correctly.

Fig. 1

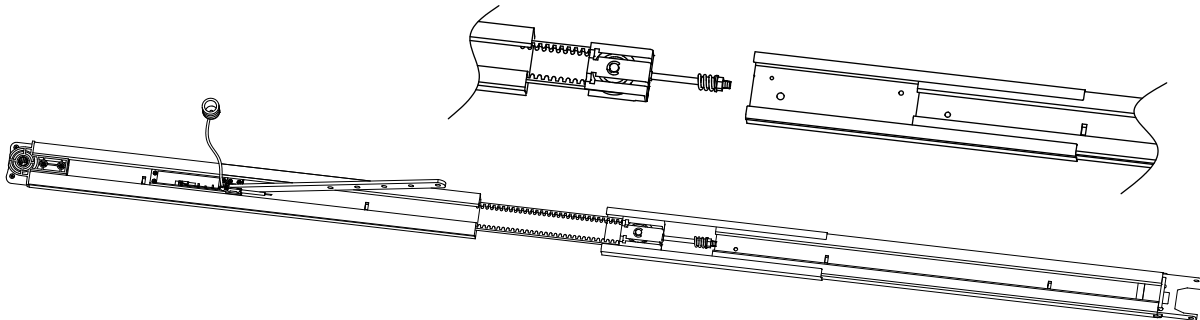


## Assembling the rail

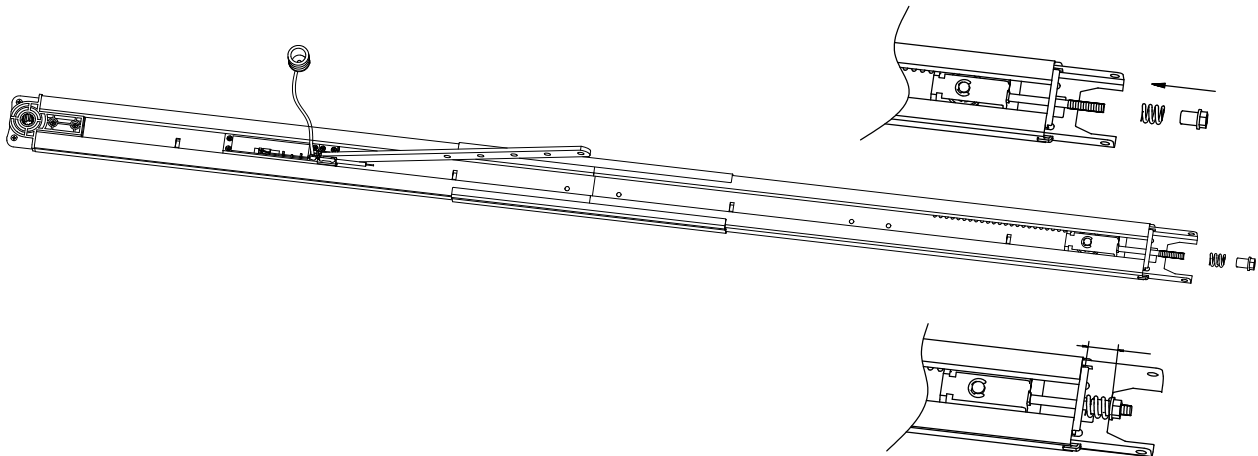
1. Pull the belt with the pulley out of the first rail section.



2. Push the pulley with the toothed belt into the second rail section. Then join the two rail sections with the connector.



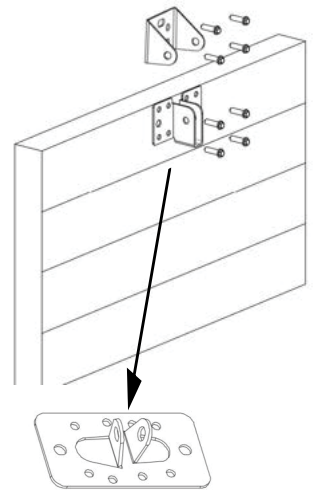
3. Pass the threaded rod through the hole and guide the spring, washer and nut onto the threaded rod as shown below. Before you tighten the nut now, check again if the belt is centered on the idlers. Tighten the nut until the spring is almost fully compressed as shown in below. The rail is now fully assembled.



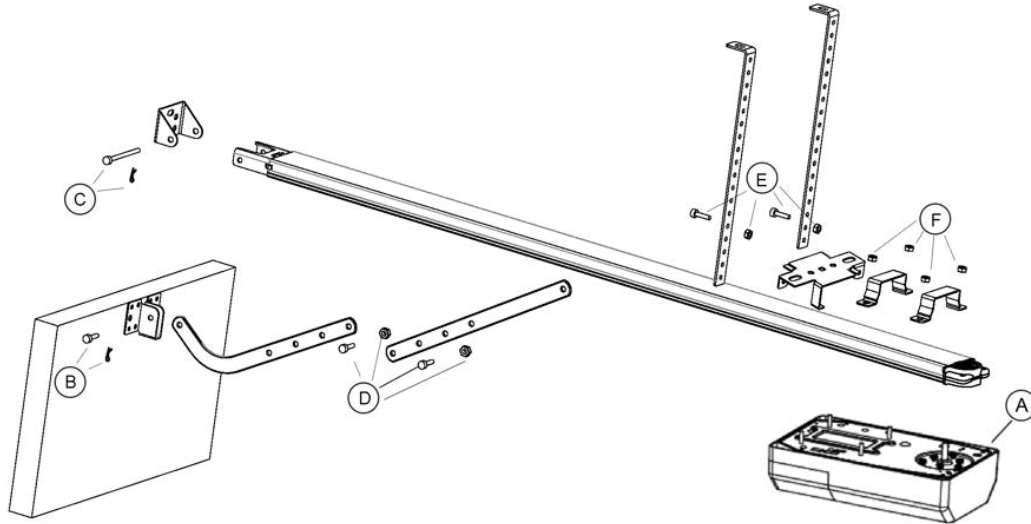
## Fastening the door leaf bracket and wall bracket

**Wall Bracket** - Close the garage door and measure the width of the garage door at the top edge. Then mark the center. Now fasten the wall bracket 2-15 cm above the top edge of the garage door to the inside wall. (The distance depends on the local installation situation).

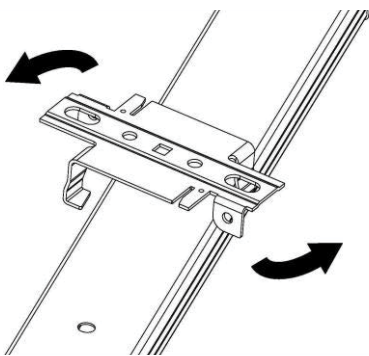
**Door leaf bracket (figure similar)** - Attach the door leaf bracket as close as possible to the upper edge of the door leaf.



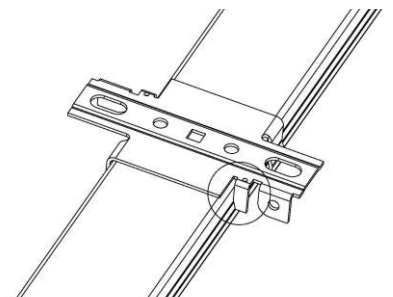
## Installing the rail with the opener



**Step 1**  
Attach the opener to the rail, putting on the motor shaft sleeve (A) beforehand. Fasten using the two retaining brackets with the supplied 6 mm nuts (F).

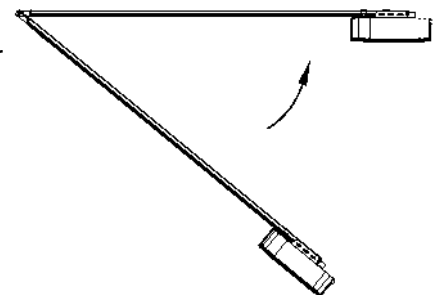


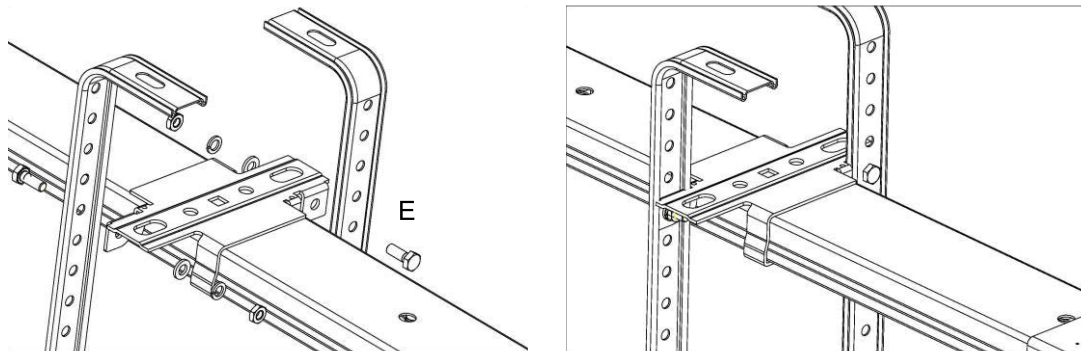
**Step 2**  
Place the rail with the opener centrally on the garage floor, with the motor side away from the garage door. Lift the front of the rail up to the wall bracket, slide the bolt through the holes in the bracket and rail, and then secure it with the cotter pin (C) provided.



**Step 3**  
Position the Easy-Click bracket anywhere on the back of the rail (in the rear area). Rotate the Easy-Click bracket onto the rail and then bend down the two tabs on the side with pliers.

**Step 4**  
Lift and support the opener (with a ladder or similar) in a centered position and position the rail at a horizontal level. **WARNING: make sure that no children are near the garage door, opener, or support ladder. Failure to heed this warning may result in serious damage and injury.**





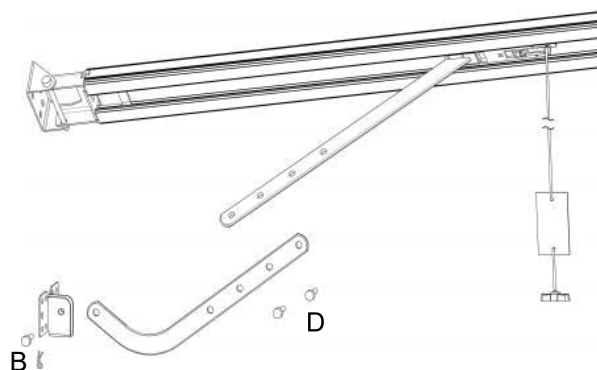
**Step 5**  
Now connect the Easy-Click bracket to the two ceiling suspensions you have previously mounted on your garage ceiling using the supplied screws and nuts (E).

**\*Fixing screws and dowels for the ceiling hangers are not included in the package\***

**NOTE:** The aforementioned installation variant is suitable for all garage door sizes. For large and heavy garage doors (e.g. wooden doors and large sectional doors), a second rail suspension is recommended for more stability. In this case, the metal rails on the motor can be used together with additional ceiling brackets (Schartec part number ST104039).

**Step 6**  
Now slide the carriage into the front part of the rail with the garage door closed. Connect the curved door arm to the straight connector of the door carriage using the supplied bolts and nuts (D). Using the bolt and cotter pin provided, attach the door carriage to the door bracket (B) as shown.

**Step 7**  
Now lift the garage door until the carriage engages the toothed belt. The opener is now ready to teach the opening/closing positions.



## NOTICE - VERY IMPORTANT BEFORE SYSTEM LEARNING

!

Ensure that the connector piece within the belt is properly connected to the trolley.

Manually open/close the door until the trolley "locks" into the belt. Very important to do this BEFORE system learning!!

Failing to do so will lead to the belt connector piece running "into" the motor head and the error E1 will show on the motor! Please ensure this step is completed BEFORE doing the system learning!

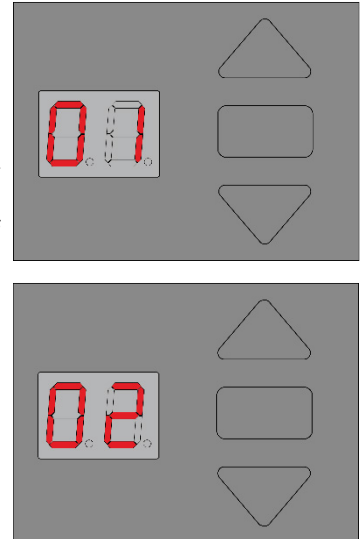
# Programming

## Programming the end positions (Menu 1)

(Can also be performed in the Schartec Smart App! You will find the instructions for this on page 28!)

1. Press and hold the SET button until the number 1 appears on the display and release the button. The operator is now in programming mode.
2. Now press and hold the UP key until the door has reached the desired position 'up'. Note: Fine adjustment of the door position can be made by briefly pressing the UP/DOWN key.
3. Now press the SET key to confirm the position. The display now shows the number 2.
4. Next, press the DOWN key until the door reaches the desired "closed" door position. For fine adjustments, briefly tap the DOWN/UP key.
5. Now press SET to confirm the closed position.

**WARNING:** The garage door will now open and close to set and calibrate the end positions and the tension and compression forces. After completion, the display shows "FF" and the operator is ready for normal operation. If a "--" is shown, the end positions have not been saved!



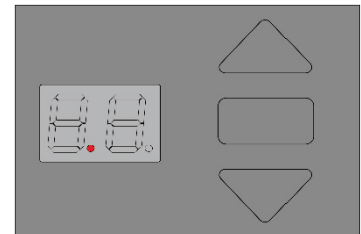
## Programming the remote control

(Can also be performed in the Schartec Smart App!)

Note: The remote controls included in the delivery are pre-programmed and do not need to be programmed. If not, please follow the instructions below.

1. Press the UP key. A dot appears in the corner of the display.
2. Now press once the button on the remote control that you want to use. Now wait 2 seconds and press the same key on the remote control again for approx. 2 seconds.

The dot on the display flashes, then goes off and returns to the display showing "FF" (normal operation). Repeat this procedure with the second remote control.

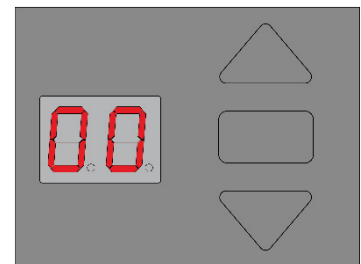


**IMPORTANT!** When operating two SCHARTEC Prime garage door openers, the operation of the 4-channel remote control is as follows: Button 1 = Door 1 / Button 2 = Door 2 / Button 3 = unlock button lock/ Button 4 = Ventilation position (both doors). The control of more than two SCHARTEC door operators with only one remote control is not possible here due to the key lock and ventilation position functions.

## Deleting stored remote controls

(Can also be performed in the Schartec Smart App!)

Press and hold the UP key until "00" appears on the display. All stored codes are now deleted.



## Setting the force cut-off (Menu 3)

**ATTENTION:** The force cut-off is already set automatically during the teach-in run. An adjustment via the menu is usually not necessary.

The forces predefined in the factory setting (value 2) are designed for trouble-free operation for standard garage doors intended for operation with the door drive. The forces exerted in the factory setting should basically be sufficient to fully open and close the garage door to be operated.

In the factory setting, the door operator complies with the legal requirements or those set out in relevant standards (such as EN 13241-1, EN 12453, EN 60335-2-95) for the operating forces and thus the maximum permissible forces.

However, the forces used by the operator can also be increased or decreased (values 1-3) if required by the procedure described below. This can be done without connecting a light barrier to the motor. **If you want to use settings 4-9, the Schartec PLS1 photocell (part number ST801010) must be connected and the photocell function must be activated.**

### **Note:**

This must be done, for example, if one of the end positions "door open" or "door closed" is not reached in the factory setting (value 2). In this case, the setting for the maximum force must be increased step by step until both end positions are reached, as described below.

Furthermore, it is possible that the running behavior or the door mechanics of the garage door deteriorate in the course of the operating time (e.g.

due to a reduction in the spring tension). For safety reasons, it may then be necessary to adjust the forces, as otherwise manual operation of the door, which may be necessary to open or close the door, poses a safety risk (e.g. door falling) to persons and property.

But

#### **ATTENTION:**

An increased force setting value that deviates from the factory setting (value 2) can lead to serious injuries to persons and animals or even danger to life, as well as damage to property! An increased force setting value deviating from the factory setting increases the forces exerted by the garage door drive for the opening and closing movement of the door. If the factory setting is changed, there is a risk of serious personal injury or even danger to life, as well as a risk of damage to property, for example, if persons, animals or objects are trapped or crushed in the door area, since an increase in the force setting that deviates from the factory setting can lead to the maximum permissible force limit values mentioned above being exceeded. Therefore the following applies:

**Notice: After each setting of the force (values 1-9) deviating from the factory setting (value 2), compliance with the force limit values required by law or in the relevant standards must be checked, accepted, measured and documented by a competent person in order to exclude the above-mentioned hazards to life and limb and damage to property.**

1. Press and hold the SET key until the number 3 appears on the display and then release the key. The operator is now in the force cut-off menu and displays the number 2 (factory setting of force cut-off).
2. Press the UP button to increase the force for disconnection or the DOWN button to decrease the force for disconnection. The maximum force is 3 and the minimum force is 1. Using the Schartec photocell ST801010 the maximum force is 9. **For this purpose, the photocell must be connected and activated.**
3. Press SET to confirm the settings.

**Comment:** The factory setting of the force cut-off is 2.

### **Automatic Close (Menu 4)**

**Notice:** For the use of the automatic close, the connection of a photocell is required for safety reasons (automatic close is not possible without a photocell). Connect the Schartec PLS1 photocell (art. no. ST801010) properly and activate this function in menu 5. **If menu 5 is not activated, you will not be able to access menu 4 for automatic close for safety reasons.**

**Comment: Is the photocell already connected and the function activated on the operator? Then the automatic close can also be set in the app.**

1. Press and hold the SET key until a 4 appears on the display and then release. Now press the UP key to set the automatic close in seconds.
2. Press UP to increase the time or DOWN to decrease the time. The maximum possible time is 540 seconds. To deactivate the automatic close again, set "00" on the display.
3. Press the SET key to confirm the setting.

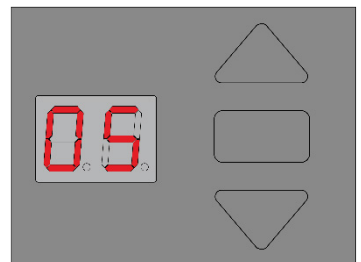
**!! Automatic close is only permitted together with operation of the Schartec PLS1 photocell !!**

### **Photocell as safety device (Menu 5)**

**Comment:** Make sure that the photocell has been properly installed and connected (Figure 15).

**Please also note that the photocell function must be deactivated if no photocell is installed. Otherwise the door will not close.**

1. Press and hold the SET key until the number 5 appears on the display. To activate the photocell function press the UP key again, the display shows a 1 (activated) or press DOWN to deactivate the photocell function (display shows 0).
2. Press SET to confirm the setting.



### **Partial opening/Ventilation position (Menu 6)**

1. Press and hold the UP + DOWN key simultaneously until 6 appears on the display and then release. Now press the SET key to enter menu 6. The display now shows the number 00 (zero - the factory setting for partial opening).
2. Now press the UP key to activate and increase the partial opening. Press the DOWN key to decrease or deactivate the partial opening.
3. The numbers from 1 to XX increase in steps of 10 cm. (XX means that it is different for each garage door height. Higher garage doors have a higher number, shorter garage doors have a lower number). So 1 = 10 cm, 2 = 20 cm and so on.
4. After you have set the desired height of the partial opening, press the SET key to confirm.

#### **ATTENTION!**

- When partial opening is activated, key 4 (bottom right) of the remote control is programmed for partial opening.
- Only the maximum possible partial opening values are always displayed in the menu, depending on the complete opening height.

## Set key lock on remote control

1. Press and hold the UP key and DOWN key simultaneously until the display shows the number 6 and then release both keys.
2. Now press the UP key once until the display shows the number 7 and then confirm with the SET key.
3. With the UP key and the DOWN key you can now switch between 0 and 1. 0 means no key lock active and 1 means key lock active. Then confirm your selection with the SET key.

If you have set this setting to active (1), the taught-in button of the remote control is automatically locked 5 seconds after the door has completely closed. This prevents the remote control from being triggered accidentally. To unlock, simply press the third key (bottom left key) on the remote control. The taught-in button is then active again.

## Disable power saving mode

(effective only motors that have "**Standby: ≤0,8 Watt**" listed on the product label.)

**WARNING!** Due to changes introduced by Commission Regulation (EU) 2023/826, standby power consumption must now remain below 1 watt. As a result, the external 12–35V outputs are no longer active while in standby mode. To use these outputs, standby mode must be disabled—this will render the device non-compliant with EU Ecodesign regulations. Proceed only if you fully understand the implications.

After 3 minutes of standby, the LED will display a '.', indicating that the motor has entered low-power mode.  
To deactivate this mode, please follow these steps:

1. Press and hold UP and DOWN simultaneously until '06' is shown on the display.
2. Press UP until '16' is shown on the display, then press SET.
3. The display now shows '0', press UP so it shows '1'.
4. Press SET to confirm. The low-power function is now disabled.

To reactivate the low-power mode:

1. Press and hold UP and DOWN simultaneously until '06' is shown on the display.
2. Press UP until '16' is shown on the display, then press SET.
3. The display now shows '1', press DOWN so it shows '0'.
4. Press SET to confirm. The low-power function is reactivated.

# WiFi settings

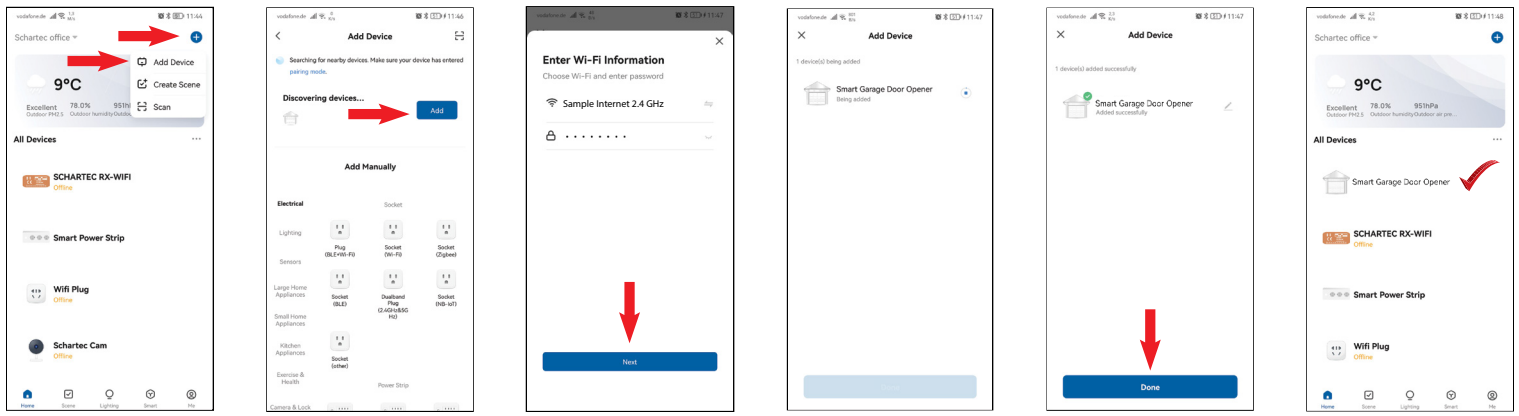
If you would like to make all of the above settings directly through the app, please follow these instructions

## Before using the WiFi functions, make sure that:

1. Sufficient Wifi signal strength is present at the mounting location. At least 3 out of 4 bars. Otherwise, there may be malfunction, disconnection or no function at all.
2. There is sufficient Wifi signal strength at your smartphone. At least 3 out of 4 bars. Otherwise, there may be malfunctions, disconnections or no function at all.
3. Bluetooth is switched on on your smartphone.
4. The location on your smartphone is active.
5. You have the WLAN network name and WLAN password ready. (ONLY USABLE WITH 2.4 GHz WIFI!)
6. You have downloaded and installed the SCHARTEC Smart App.
7. The garage door opener has been properly installed and is ready for operation.

## Coupling the garage door opener with the SCHARTEC Smart APP:

1. Press and hold the DOWN key until 0 appears on the display and then release. Now press the UP key, followed by the SET key. to enter Wifi menu 1. The display will start flashing, the operator is now ready to be paired with the SCHARTEC Smart app.
2. Open the SCHARTEC Smart APP.
3. In the SCHARTEC Smart App, go to the "+" at the top right and then to "Add device". The SCHARTEC Smart APP starts the device detection automatically and searches for compatible devices in the network.
4. When the icon with the garage appears, click the "Add" button to the right of it.
5. Now enter your WiFi information. In the upper field the network name and in the lower field the corresponding WiFi password. ATTENTION: Your WiFi network must be capable of 2.4 GHz. Otherwise, the garage door opener cannot be paired.
6. The device is being added. This process can take up to 2 minutes.
7. After successful pairing, click on the "Finish" button at the bottom. The garage door opener is now linked to the SCHARTEC Smart APP and can be operated.



## WiFi reset on garage door opener:

Important! The WiFi reset will delete all paired devices.

1. Press and hold the DOWN key until 0 appears on the display and then release it.
2. Now press the UP key until the number 2 appears on the display.
3. Now press the SET key once. All paired devices are deleted.

## Connection of external controls and accessories

1. **The O/S/C connection:** Connect an external push-button or key-switch to the door opener.
2. **Photocell Connection:** The connection of a photocell increases the safety during the operation of your garage door opener. NOTE: The Schartec Prime garage door opener can ONLY be used with the Schartec PLS1 photocell!!!
3. **Warning light connection:** This connection is suitable for the following warning lights: 24-35V DC, max. 12 Watt, max. 500 mA.
4. **Wicket door contact connection:** This function prevents the garage door from opening when the wicket door in the door leaf is open, thus preventing damage to the door. **IMPORTANT!** Remove the jumper in the terminal strip when using a wicket door contact, and be sure to check the function before use.

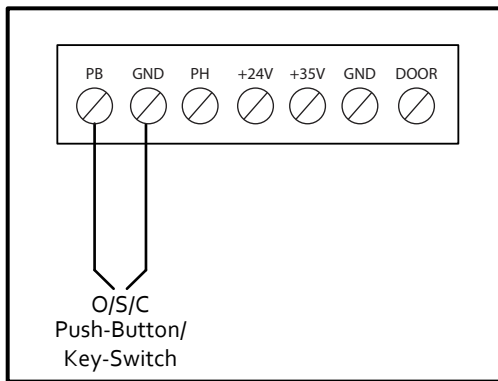


Fig. 14

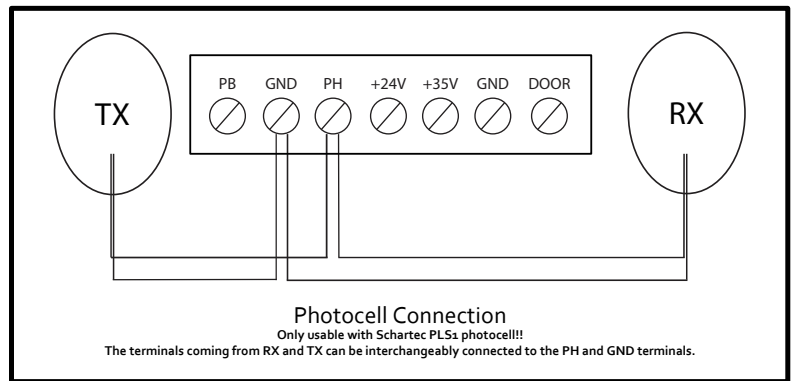


Fig. 15

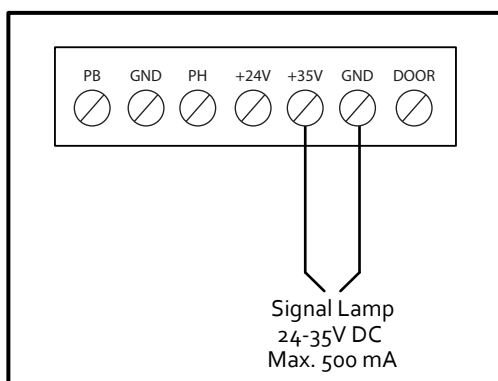


Fig. 16

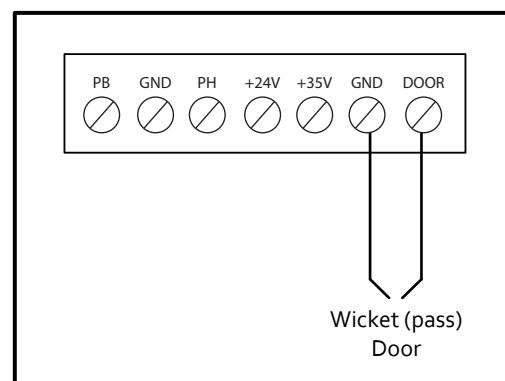


Fig. 17

### Reminder:

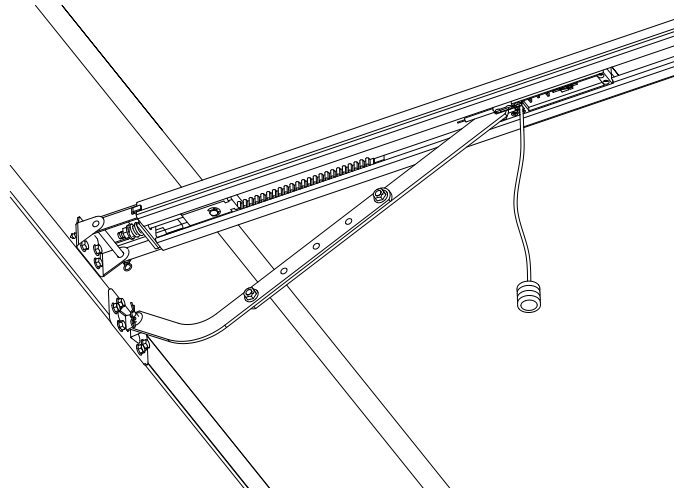
If you are connecting a device to the 12–35V output (e.g. wireless receiver, keypad, etc.), please note that this output is disabled while the system is in standby mode to comply with EU Regulation (EU) 2023/826. To supply power to connected devices, you must deactivate the low standby power function. Please be aware that doing so will render the device non-compliant with current EU Ecodesign regulations. NOTE: photocells/signal lamps are not affected by this and will always receive power when the garage door opener is opening/closing.

## Manual unlocking

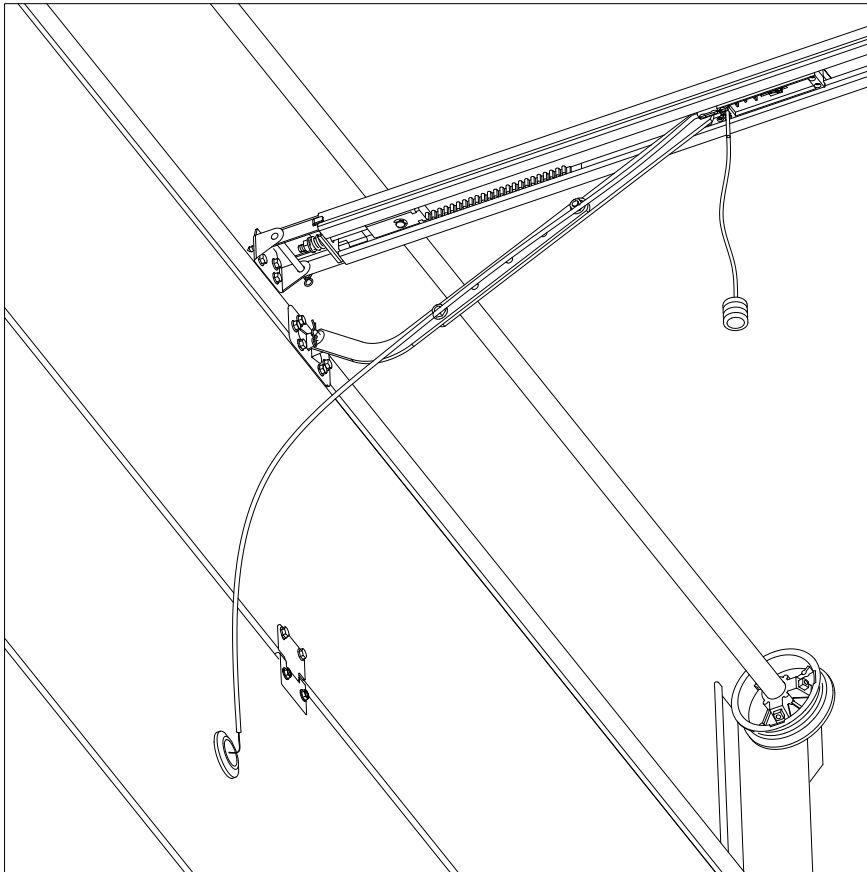
### Fastening the warning sign

Attach the anti-trap warning sign permanently to a conspicuous, cleaned and degreased location, for example near the permanently installed button for operating the opener.

The garage door opener is equipped with a manual release. This allows the garage door to be opened and closed manually when the cable is pulled down. To unlock, simply pull the cord. To re-engage, simply open the door opener automatically or move the door by hand until the carriage is re-engaged with the chain/timing belt.



If you do not have a second access to the garage, an external emergency release (not included) is recommended to create an emergency access to the garage.



# Technical Data

	Prime 600	Prime 1000	Prime 1500
Power supply	230 - 240V, 50-60 Hz		
Max. tractive force	600 N	1000 N	1500 N
Max. door area	10 m <sup>2</sup>	14 m <sup>2</sup>	18 m <sup>2</sup>
Max. door weight	100 kg	140 kg	180kg
Max. door height	2400 - 3500 mm		
Max. door width	max. 5000 mm/ max. 3500 mm for up-and-over wooden doors	max. 5500 mm/ max. 5000 mm for up-and-over wooden doors	max. 6000 mm/ max. 5000 mm for up-and-over wooden doors
Opening speed	200 mm / Sec.	200 mm / Sec.	140 mm / Sec.
Power consumption	220W	320W	300W
End position setting	Electrical		
Transformer	Overvoltage protection technology		
Radio frequency	433.92 MHz		
Coding	Rolling Code		
Storage capacity	20 codes		
Working temperature	-20°C - +40°C		
Safety devices	Soft start & Soft stop, photocell possible, warning light possible		
Protection class	IP20		

# Troubleshooting

Error Message	Possible Cause	Troubleshooting
No response from the garage door opener.	<ol style="list-style-type: none"> <li>There is no power.</li> <li>Plug not inserted.</li> </ol>	<ol style="list-style-type: none"> <li>Check the voltage at the socket of the door opener.</li> <li>Carefully open the cover of the motor and check whether all cables are connected.</li> </ol>
System learning will not start.	Photocell connected incorrectly or is not recognized by the motor.	<ol style="list-style-type: none"> <li>Check the connection of the photocell.</li> <li>Adjust the photocell correctly.</li> </ol>
Automatic closing cannot be set.	Photocell not connected.	Connect the photocell. This function is only possible with a connected photocell.
Opener opens and closes by itself.	Interference pulse / mounting next to the power line.	The motor must not be installed in the immediate vicinity of a power line (electrostatic charging).
Opener does not work.	End position open or closed set incorrectly.	Reset the end positions as described in the instructions.
Garage door only opens. Garage door does not close.	When using a photocell or when activating the photocell function without a connected photocell.	<ol style="list-style-type: none"> <li>Check the photocell and make sure that no obstacle interferes with it.</li> <li>Deactivate the photocell function if no photocell is installed. To do this, follow the instructions.</li> </ol>
Garage door automatically moves back 15-40 cm instead of closing completely.	Automatic safety return. Because of an old and incorrectly set garage door. Door not balanced or springs old, weak or defective.	<ol style="list-style-type: none"> <li>Check the springs in every door position.</li> <li>Reset the end positions.</li> <li>Increase the power for automatic reversal.</li> </ol>
Remote control does not work.	<ol style="list-style-type: none"> <li>Battery is empty.</li> <li>Interference source in the area.</li> </ol>	<ol style="list-style-type: none"> <li>Replace the battery.</li> <li>Remove all sources of interference in the area (e.g. baby monitors, etc.).</li> </ol>

## Troubleshooting cont.

Remote controls cannot be coded.	<ol style="list-style-type: none"> <li>1. Memory is full.</li> <li>2. New remote control is not compatible with the door opener.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clear the remote control memory; recode all remote controls.</li> <li>2. Use only original remote controls.</li> </ol>
Display shows Eo. Opener does not work.	Low voltage warning.	<ol style="list-style-type: none"> <li>1. Check the power supply to which the motor is connected.</li> </ol>
Display shows E1. Opener does not work.	<ol style="list-style-type: none"> <li>1. <b>The belt connection for the trolley has run into the motor head.</b></li> <li>2. No signal is recognized at the main hall sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Ensure that the connector piece within the belt is properly connected to the trolley. Manually open/close the door until the trolley "locks" into the belt. Very important to do this BEFORE system learning!!</b></li> <li>2. Check the connection between the main hall sensor and the PCBA.</li> <li>3. Call or write to your Schartec retailer for additional assistance.</li> </ol>
Display shows E2. Opener does not work.	No signal is detected on the sub-hall sensor.	<ol style="list-style-type: none"> <li>1. Check the connection between the sub-hall sensor and the PCBA.</li> <li>2. Call or write to your Schartec retailer for additional assistance.</li> </ol>
Display shows E3. Opener does not work.	The count of the sub-hall sensor is faster than the count of the main hall sensor.	Learn the end positions again.
Display shows E4. Opener does not work.	<ol style="list-style-type: none"> <li>1. Wicket (pass) door is open.</li> <li>2. Terminal block is not inserted.</li> <li>3. Terminal block inserted correctly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Close the wicket (pass) door.</li> <li>2. Plug the terminal block back in. Can possibly come loose during transport.</li> <li>3. A bridge between GND and Door has been removed and needs to be replaced.</li> </ol>
Display shows E6. Opener reverses when operating.	Obstacle in the door closing area.	Check and remove obstacle.
Display shows H. Opener does not work.	Opener overheated.	<ol style="list-style-type: none"> <li>1. Remove the opener from the power supply.</li> <li>2. Contact your Schartec retailer.</li> </ol>



# Declaration of Conformity

in accordance with the EC Machinery Directive 2006/42 /  
EC, Appendix II, Part 1A

## Schartec

a trademark from bau-shop-24 GmbH  
Fritz-Müller-Strasse 115  
73730 Esslingen, Germany

## Importer for Great Britain:

Wilson Automation and Home Solutions Ltd.  
Unit 8 The Gateway, Old Hall Road  
Bromborough, CH62 3NX  
United Kingdom

hereby declares that the door operators  
**Prime 600 / 1000/ 1500**

were developed, constructed, and produced in agreement with the

- Machinery Guidelines 2006/42/EG
- Low-Voltage Directive 2014/35/EU
- Directive for Electromagnetic Compliance 2014/30/EU
- RoHS Guideline 2011/65/EU

The following standards were used:

- EN 60335-1, where applicable (Safety of elec. devices/openers for doors)
- EN 61000-6-3 (Electromagnetic compatibility)
- EN 61000-6-2 (Electromagnetic compatibility)
- EN 12453:2000 Paragraph 5.2 (Usage safety of power-operated doors)
- EN 60335-1:2012 (Safety of electronic devices)
- EN 60335-2-95:2015 (Safety of electronic devices)
- EN ISO 13849-1:2008 (Safety of machine controls)

The following requirements of the Machinery Guideline 2006/42/EG were adhered to:  
1.1.2, 1.1.3, 1.1.5, 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.6, 1.3.2, 1.3.4, 1.3.7, 1.5.1, 1.5.4, 1.5.6, 1.5.14,  
1.6.1, 1.6.2, 1.6.3, 1.7.1, 1.7.3, 1.7.4


The corresponding technical documents will be transmitted electronically at the request of the agencies.

The incomplete machine is only specified for installation in a garage door system, in order thereby to create a complete machine according to the Machinery Guideline 2006/42/EG. The garage door system may first be in operation when it corresponds to the above-mentioned guidelines. If in doubt, a specialist company must be commissioned.

Esslingen, 07.08.2023

bau-shop-24 GmbH  
Thomas Scharpf (CEO)

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