APPENDIX

Diagnostic Codes Table

Some codes are saved in the code history and some are not. If a code is not saved it will briefly appear on the display as it occurs, then disappear.

LiftMaster System | Installed System | Informational | External Entrapment Protection | Inherent Entrapment Protection

Code	Meaning	Solution	Saved
31	Control board has experienced an internal failure.	Disconnect all power, wait 15 seconds, then reconnect power (reboot). If issue continues, replace control board.	NO
34	Absolute Position Encoder error, not getting position information from encoder	Check APE assembly and wiring connections. Replace the APE assembly if necessary.	YES
35	Max-run-time exceeded error	Check for an obstruction, then reprogram the limits.	YES
36	Product ID error	Was the control board just replaced? If so, erase limits, enter limit setup mode and set limits. If not, disconnect all power, wait 15 seconds, then reconnect power before changing product ID harness.	YES
37	Product ID failure	Unplug product ID harness then plug back in. Disconnect all power, wait 15 seconds, then reconnect power before replacing product ID harness.	YES
38	Hard stop limit (Arm 1)	Limit may be set too tightly against a non-resilient hard stop (re-adjust limit). Operator may be at end of travel (re-adjust mounting).	NO
40	Battery overvoltage	Too much voltage on the battery. Check harness.	YES
41	Battery overcurrent	Possible short of the battery charge harness. Check harness. Make sure you do NOT have a 12V battery on a 24V system.	YES
42	No battery at boot up	Check battery connections and installation. Replace batteries if depleted to less than 20V on a 24V system. Make sure there is NOT a single 12V battery on a 24V system.	YES
43	Exit loop error	Failure or missing loop (SHORT or OPEN - LiftMaster Plug-in Loop Detector only). Check loop wiring throughout connection. May be a short in the loop, or an open connection in the loop.	YES
44	Shadow loop error		
45	Interrupt loop error		
46	Wireless edge battery low	Replace batteries in wireless edge.	YES
47	Motor Drive Fault	Check motor drive connections. Disconnect all power, wait 15 seconds, then reconnect power (reboot). If issue persists, replace motor drive board.	YES
48	Hall Sensor Fault	Check motor and motor drive connections. Disconnect all power, wait 15 seconds, then reconnect power (reboot). If issue persists, replace motor.	YES
49	Motor Drive Communications Fault	Verify drive board power and connection to control board. Disconnect all power, wait 15 seconds, then reconnect power (reboot). If issue continues, replace motor drive	YES
50	Gate overspeed detected	Make sure the gate is installed on a level surface and not on an excessive grade.	YES
53	Brownout occurred	AC/DC board supply dipped below allowable level. Review power supply and wiring. If rebooting, ensure enough time for discharge of power to force a fresh boot.	YES
54	Wireless second operator communication error	Check the second operator for power. If OFF, restore power and try to run the system. If powered, deactivate the wireless feature and then re-learn the second operator.	YES
59	Configuration error with Motor, Drive Board, or ID Resistor	Check connections between motor, motor drive, and control board. Confirm correct part has been replaced, disconnect all power, wait 15 seconds, then reconnect power (reboot). If issue persists, remove and replace latest part that was changed.	YES
60	Minimum number of monitored entrapment protection devices not installed.	Review monitored entrapment protection device connections. See page 12 for minimum requirements.	NO

APPENDIX

Code	Meaning	Solution	Saved
61	CLOSE EYE/INTERRUPT held	Check wired input on control board; check for alignment or obstruction; squeeze and release the edge and verify main board edge LED changes; check for eye alignment or obstruction.	YES
62	CLOSE EDGE held		
63	OPEN EYE/EDGE held		
64	CLOSE EYE/INTERRUPT held	Check wired input on expansion board; check for alignment or obstruction; squeeze and release the edge and verify main board edge LED changes; check for eye alignment or obstruction.	YES
65	CLOSE EYE/EDGE held		
66	OPEN EYE/EDGE held		
67	Wireless edge triggered extended time	Check wired input for wiring issue or obstruction; squeeze and release the edge and verify main board edge LED changes	YES
68	Wireless edge loss of monitoring	Check wireless edge inputs.	YES
69	Wireless edge triggered	IF an obstruction occurred, no action required. If an obstruction did NOT occur, check inputs and wiring.	NO
70	CLOSE EYE/INTERRUPT triggered, causing reversal, preventing close, or resetting TTC	IF an obstruction occurred, no action required. If an obstruction did NOT occur, check alignment, inputs, and wiring on control board	NO
71	CLOSE EDGE triggered, causing reversal, preventing close, or canceling TTC		
72	OPEN EYE/EDGE triggered, causing reversal or preventing opening		
73	CLOSE EYE/INTERRUPT triggered, causing reversal, preventing close, or resetting TTC	IF an obstruction occurred, no action required. If an obstruction did NOT occur, check alignment, inputs, and wiring on expansion board.	NO
74	CLOSE EYE/EDGE triggered, causing reversal and preventing close or canceling TTC		
75	OPEN EYE/EDGE triggered, causing reversal or preventing opening		
80	Close input (EYE/EDGE) communication fault from other operator	Check inputs and communication method between operators, either wired bus or radio. Ensure operator is powered. May have to erase the wireless communication and reprogram the two operators.	YES
81	Open input (EYE/EDGE) communication fault from other operator		
82	Close input (EYE/EDGE) communication fault (expansion board)	Check the connections between the control board and the expansion board.	YES
83	Open input (EYE/EDGE) communication fault (expansion board)		
84	Non-monitored device detected on the wireless safety system	Non-monitored contact closure devices are not supported. Make sure connected devices are monitored. Check edges for proper orientation and resistive end cap connection.	YES
90	Low Voltage Input to Motor Drive Fault	Verify incoming power meets voltage requirement of operator. Verify battery voltage is above 20V. Disconnect all power, wait 15 seconds,then reconnect power (reboot). If issue persists, replace power supply.	YES
91	Force reversal	Check for obstruction. If no obstruction, check that the mechanical assembly is engaged and free to move. See *Adjust the Limits, Speed, and Force* page 21.	YES
93	RPM / STALL reversal	Check for obstruction. If no obstruction, check the operator wiring and that the mechanical assembly is engaged and free to move. Replace APE assembly.	YES
95	Motor start failure	Operator attempted to run, no response from motor drive assembly. Check connector and harness. Check for other error codes and resolve those first. If connected properly and still not working,test motor and/or motor drive.	YES
96	Motor Drive Board Fault	Check connections to motor drive board. Power cycle and retry. Replace motor drive board if issue persists.	YES
99	Normal operation	No action required	YES