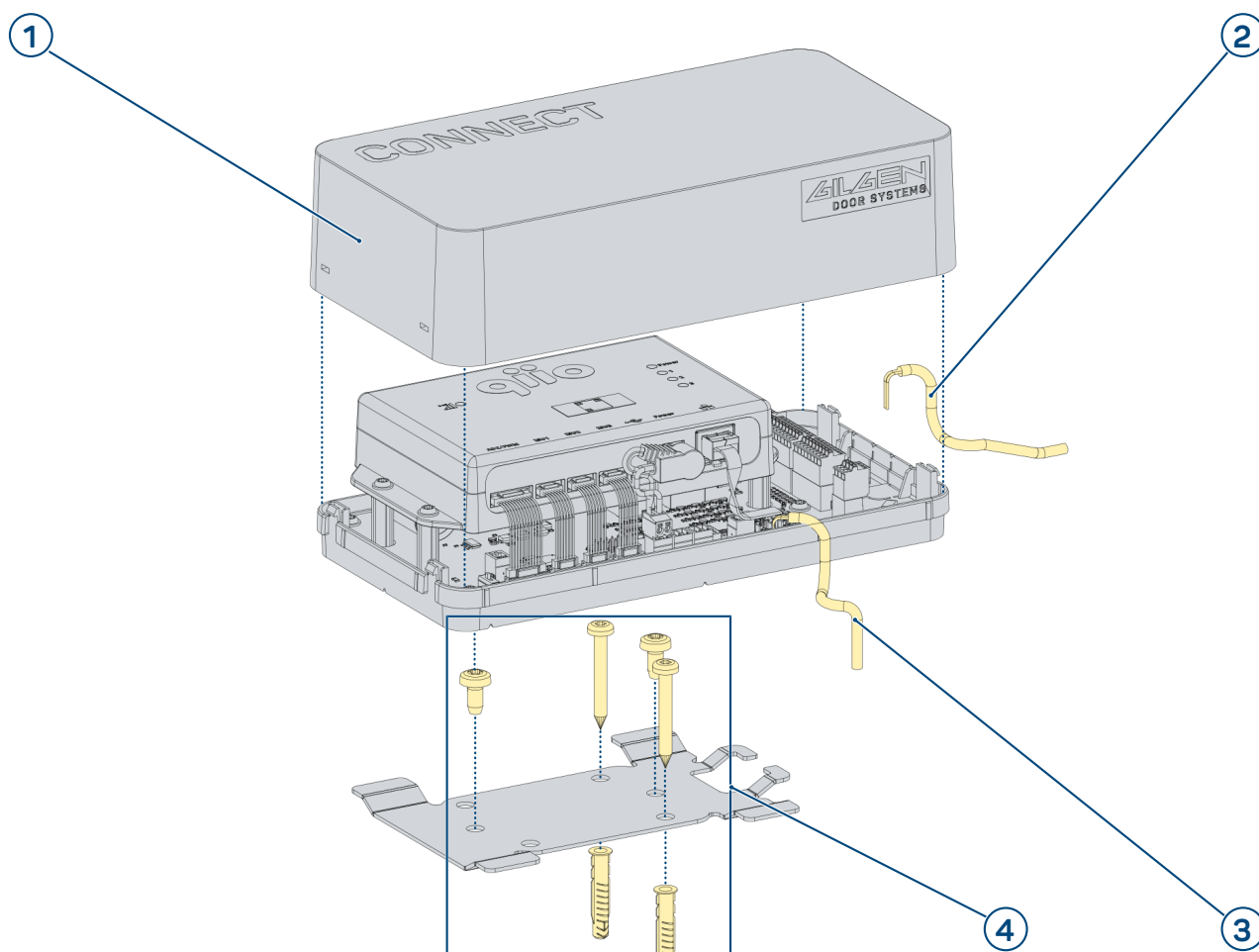


Scope of delivery



(1) Gilgen Connect Gateway

(2) Feeder cable 9...32 VDC

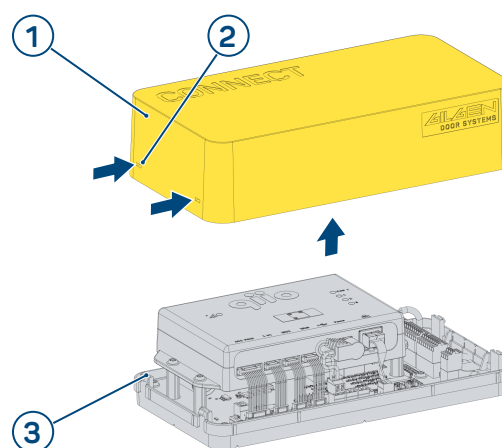
(3) CAN connection cable

(4) Assembly set Gateway Box

Electrical connections

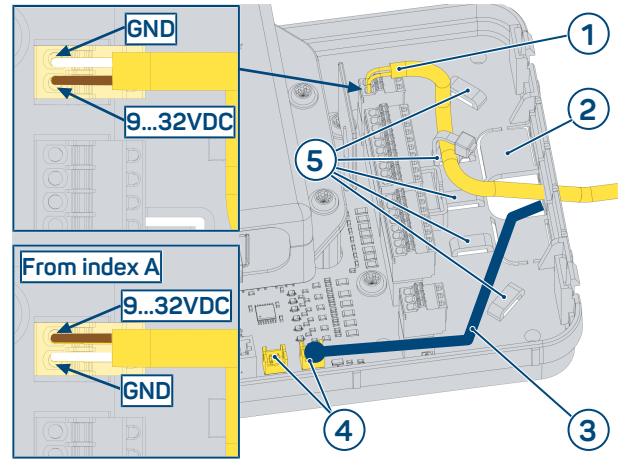
Remove the cover

- Slightly press one after the other of the fixing straps (3) through the openings, using a suitable screw driver (2).
- Remove the cover (1).



Connect feeder cable and CAN connection cable

- ▶ **CAUTION!**
Make sure the door system is disconnected from the supply.
 - ▶ Insert the cables through the openings on the casing.
 - ▶ If necessary, break out the straps (2) in order to increase the opening size.
 - ▶ Consult [connection diagram](#) [▶ 22].
 - ▶ Connect the feeder cable (1). **NOTE!**
Pay attention to index on the packaging [45-0725-200A].
 - ▶ Plug the CAN connection cable (3) to any of the CAN connections (4).
 - ▶ Fasten the cable to the straps (5) by means of cable ties.
 - ▶ Connect the feeder cable (1) and CAN connection cable (3) to the control unit according to the wiring diagram.
- ⇒ Feeder cable and CAN connection cable are connected.



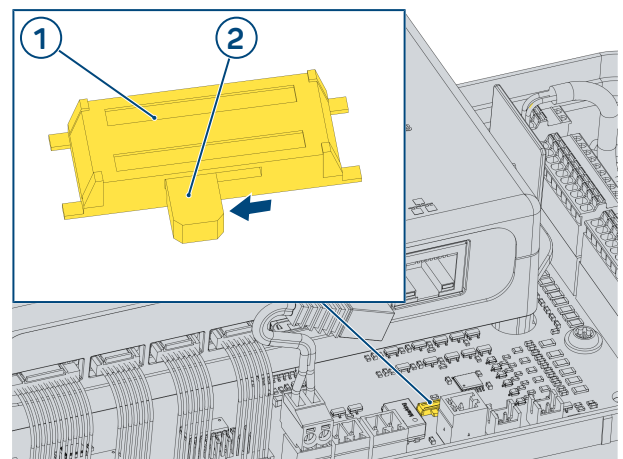
Connect sensors via CAN

- ▶ If a sensor or interface is connected to CAN, it must be connected to the Control Connect Gateway (2) in series.
 - ▶ If the Gateway (2) is **not** the last device in the series, deactivate the end resistor in the Gateway Box.
- ⇒ The sensor system via CAN is connected.



Deactivate terminal resistor

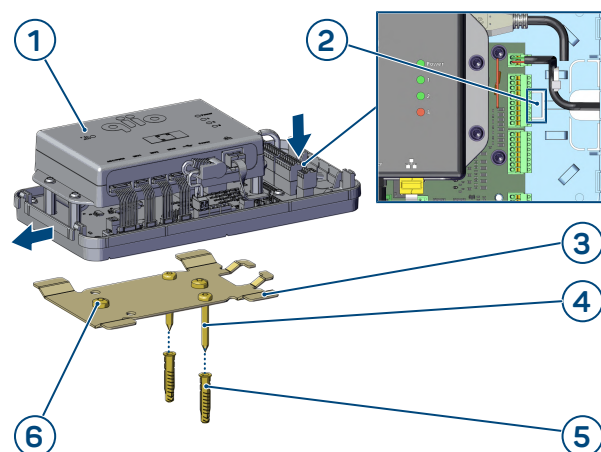
- ▶ Slide the lever (2) on the terminal resistor (1) to the left.
- ⇒ The terminal resistor is deactivated.
- ▷ The Gilgen Connect Gateway is installed.



Fixed installation (optionally)

Mount the Gateway box

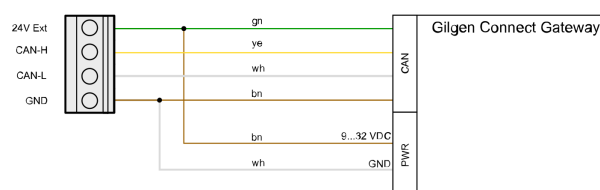
- ▶ Press the blocking cam (2) and remove the Gateway Box (1) from the mounting plate (3).
 - ▶ Mark out and drill the fastening holes.
 - ▶ Insert dowels (5) depending on the mounting surface.
 - ▶ For installation on sheet metal, use oval head screws (6).
 - ▶ Bolt down the mounting plate (3).
 - ▶ Insert the Gateway Box (1) into the mounting plate (3) and snap it on.
 - ▶ Mount the cover.
- ⇒ The Gateway Box is permanently installed.



4.4 Connect Gilgen Connect Gateway

Connect the SL 15 Gilgen Connect Gateway

See [Install the Gilgen Connect Gateway](#) [► 19].



Connect the SL 35/45 Gilgen Connect Gateway

See [Connecting the SL 35/45 Y adapter](#) [► 18].

5 Commissioning

DANGER



Risk of electric shock

Touching live parts can result in immediate death or serious injuries.

- ▶ Before working on any live elements, pull out the mains plug as well as any existing plug of the emergency battery, respectively switch off the main installation switch!

WARNING



Risk of crushing and shearing due to structural modifications

There is a danger of crushing and shearing in the sliding door leaves range. Structural modifications may change the safety in operation of the door system.

- ▶ Prior to commissioning, make sure that the door system has not been subject to any modifications.
- ▶ Always observe the safety distances according to the valid standards.
- ▶ Make sure that no object (such as furniture, pallets, etc.) is placed in the vicinity of the door.

5.1 Commissioning via Gilgen Connect Mobile

During commissioning, the **Gilgen Connect Control Panel** must be assigned to a door. Either the Connect Control Panel assigned to a door previously created on www.gilgenconnect.com or the door system is created during commissioning via **Gilgen Connect Mobile**.

Switch on Bluetooth on Gilgen Connect Control Panel



- ▶ On the **Gilgen Connect Control Panel** navigate to „Settings“.



- ▶ Confirmation.

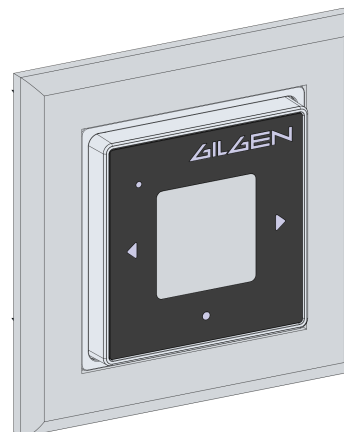
Second operation level ▶ 28] is reached.



- ▶ Navigate to „Bluetooth“.

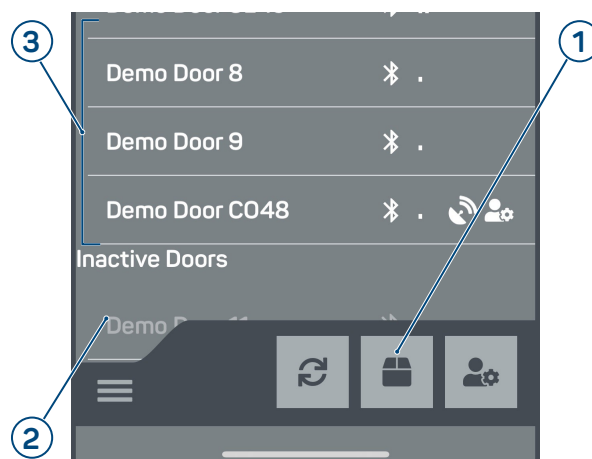


- ▶ Press and hold until the LED flashes blue.

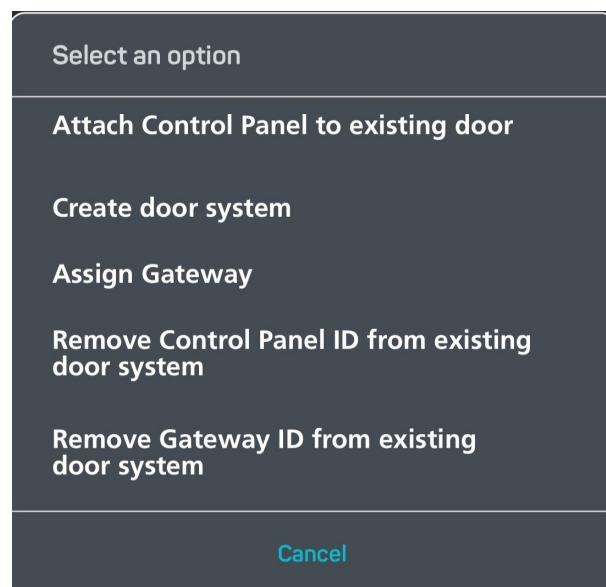


Read out the ID

- ▶ Select in **Gilgen Connect Mobile** functions (1).



- or
- ▶ Carry out "assign the Control Panel to an existing door"
- or
- ▶ Carry out "Create door system".
- ▶ The ID of the existing Control Panels is shown on the application



- ▶ On the **Gilgen Connect Control Panel** navigate to „Settings“.



- ▶ Confirmation.

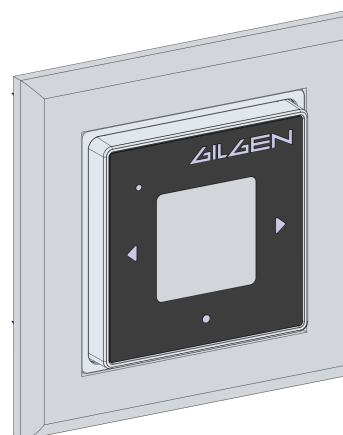


CU:
V00.00.37
CP:
V00.09.04

- ▶ **Second operation level** ▶ 28] is reached.
- ▶ Navigate to „CU / CP Version“.



- ▶ Confirmation.
- ▶ On the **Gilgen Connect Control Panel** the CP-ID is shown that must be compliant with the display on **Gilgen Connect Mobile**.



Assign Control Panel

- ▶ Follow the en instructions on **Gilgen Connect Mobile** to assign the **Gilgen Connect Control Panel** with the Asset.

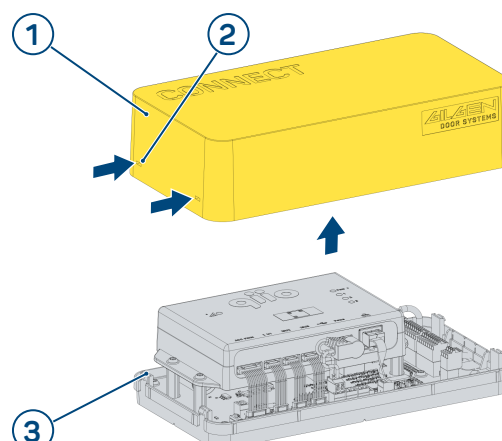
Carry out the door settings

- or
- ▶ Connect Gilgen Connect Mobile with Gilgen Connect Control Panel, to make the door settings manually in the expert mode.
- or
- ▶ Configure the door via the Installation assistant.

5.2 Commission the Gilgen Connect Gateway

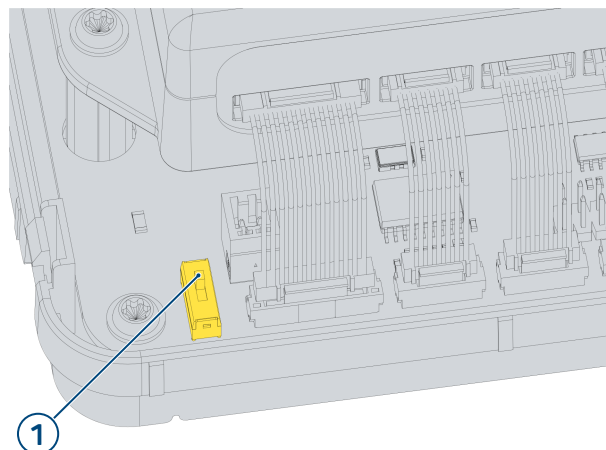
Remove the cover

- ▶ Slightly press one after the other of the fixing straps (3) through the openings, using a suitable screw driver (2).
- ▶ Remove the cover (1).



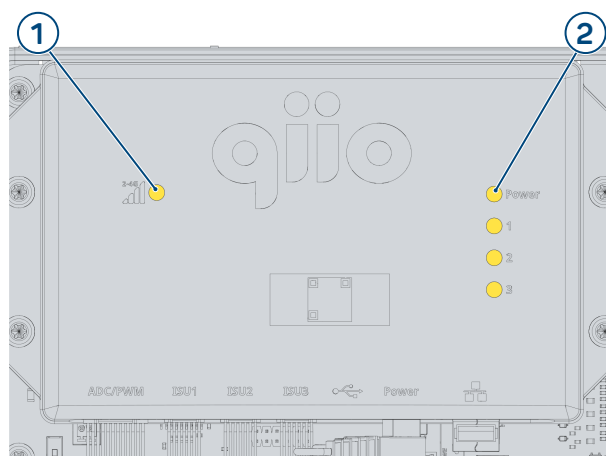
Switch on Gilgen Connect Gateway

- ▶ Make sure that the switch **(1)** is switched on.
- ▶ Switch the door system on.
 - ⇒ The Gilgen Connect Gateway is booted up.



Check the LEDs

- ▶ Check if the green Power-LED **(2)** is lit.
- ▶ Check if the coloured WLAN-LED **(1)** flashes after approx. 90 seconds.
 - ⇒ The Gilgen Connect Gateway is ready for connection to the network.

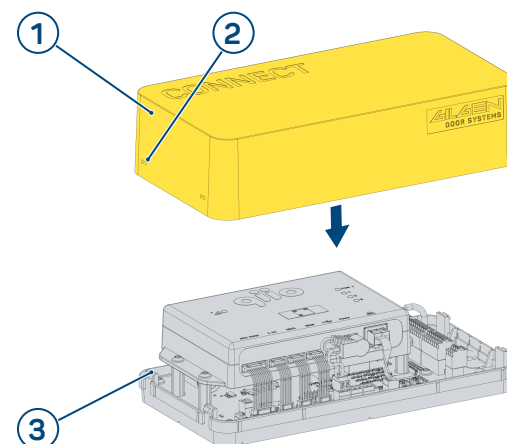


Setup

- ▶ Establish the connection to the network, App, Cloud, according to the instructions XXXXXXXX (to follow).

Mount the cover

- ▶ Mount the cover **(1)** onto the Gateway.
- ▶ Make sure that the support brackets **(3)** Snap into the openings **(2)**.
 - ⇒ The cover is mounted.
- ▷ The Gilgen Connect Gateway is commissioned.



6 Operation

⚠ CAUTION



Buttons and operating devices in the danger area
There is a risk of injury if buttons and/or operating devices are installed in the active area of the door leaves.
► Buttons and operating devices must be installed outside of the danger zone and be clearly labelled for the users.

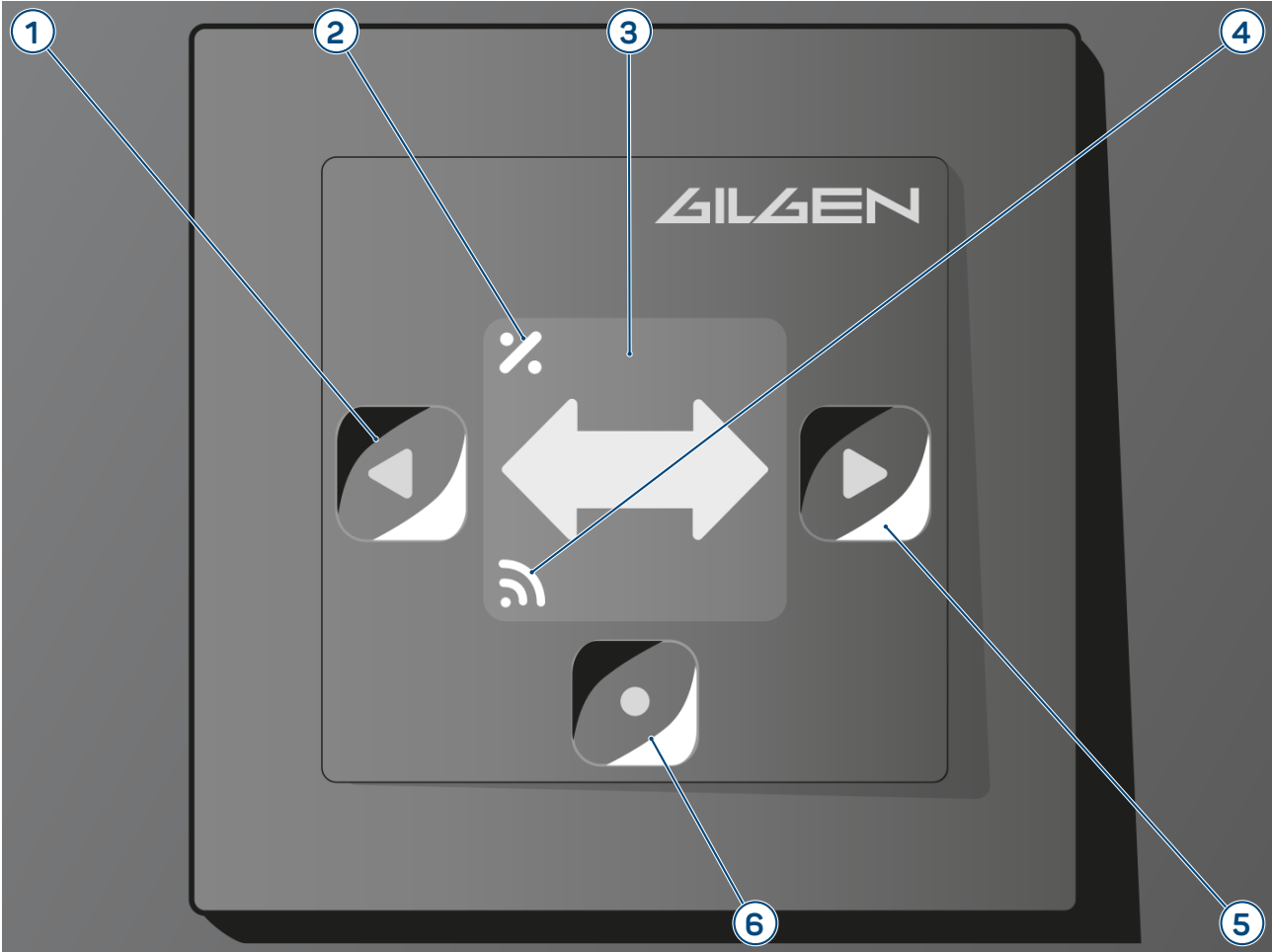
6.1 Gilgen Connect Control Panel

NOTE



Display damage by sharp objects
Sharp objects can damage the display of the Control Panel.
► Do not use pointed or sharp objects.
► Only use your finger to program the Control Panel.

The Gilgen Connect Control Panel serves mainly as a control element for the operator.



- | | |
|------------------|----------------------|
| (1) To the left | (2) Opening mode |
| (3) Display | (4) Bluetooth ON |
| (5) To the right | (6) Selection button |

The display (3) shows the current **operating mode** ► 31]. The set opening mode (2) and Bluetooth ON (4) are also displayed. With the navigation buttons, it is possible to navigate to the left (1) and to the right (5) through the operating modes and the menus. The selection button (6) confirms the selection.

The Gilgen Connect Control Panel can be blocked with a key combination. This is compulsory for emergency exits and rescue accesses.



Emergency exits and rescue accesses

For emergency exits and rescue accesses, the suppression of the emergency exit function by means of a code entry or a key-operated emergency exit change-over switch is mandatory.

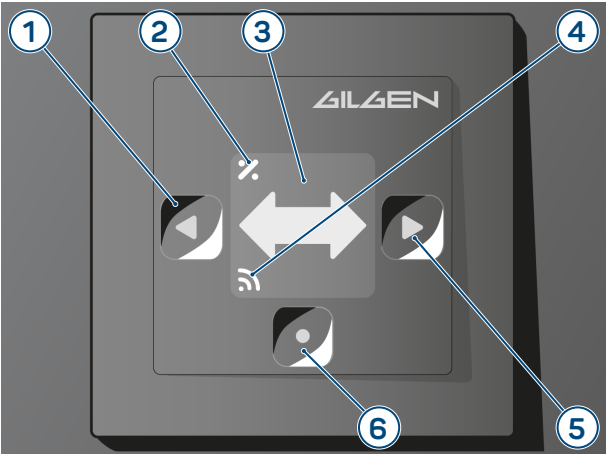
Settings

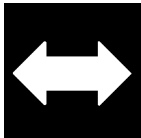
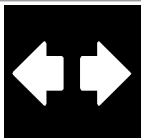
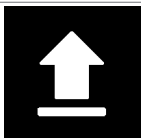
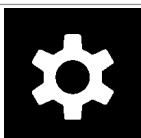
The definition of the key combination as well as the configuration of the electric locking switch and the emergency exit change-over switch are made via Gilgen Connect Mobile (App) in the menu «Control Panel».

6.1.1 Menu structure

First operating level

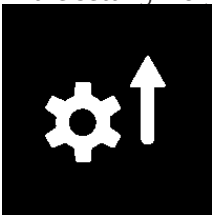
The operating modes can be selected using the left (1) and to the right (5) as a carousel system. With the selection button (6) the operating mode is confirmed or it is switched to the second operation level (menu Settings).



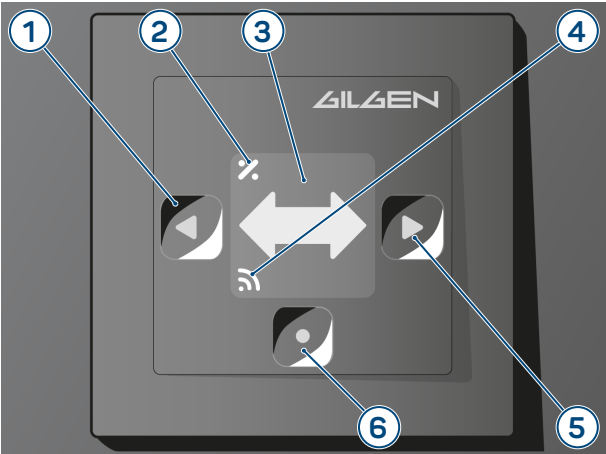
Symbol	Description
	Operating mode "Night"
	Operating mode "Automatic"
	Operating mode "Open"
	Operating mode "One-Way"
	Operating mode "Manual"
	Menu Options (2. operation level)

Second operation level

The selection options in the second operating modes can be selected with buttons to the left (1) and to the right (5) as a carousel system. The selection button (6) enable to confirm the setting. To get back to the first operation



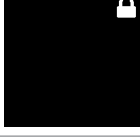
level, select.



Symbol	Description
	Return to the first operation level
	Bluetooth ON
	Bluetooth OFF
	Operating mode "One-Way" (not locked)
	Operating mode "One-Way" (locked)
	Complete opening
	Reduced opening
	Reboot of door control

Help symbols

Symbol	Description
	Not successful.

Symbol	Description
	Successful.
	Display locked.
	Enter code.
	Update in progress.
	Bluetooth ON.
	Locked.
	Reduced opening.
	Airlock active.
	Standby mode active.
	Connect Control Panel has lost the connection to CONTROL.
	Connect Control Panel starts up. The control unit is not yet communicating with the control panel.

6.2 Gilgen Connect Mobile

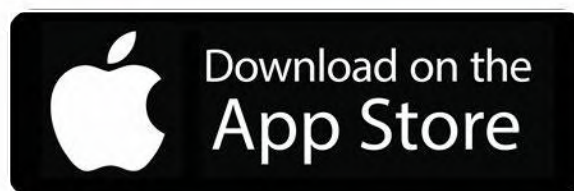
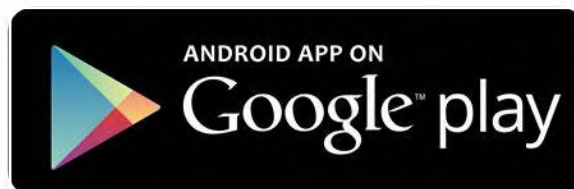
With Gilgen Connect Mobile, the door can be commissioned and operated via a Smartphone. Connection to the door via Bluetooth, using Gilgen Connect Control Panel.

Requirements

- Smartphone with Android or Apple iOS operating system
- User account on www.gilgenconnect.com

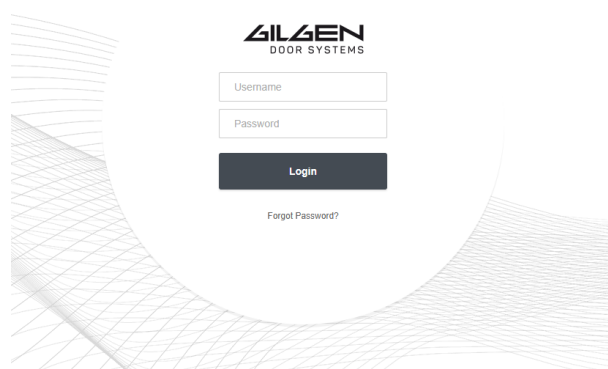
Download

Gilgen Connect Mobile is available for iOS and Android devices. The Download can be found in the respective App store under «Gilgen Connect Mobile».



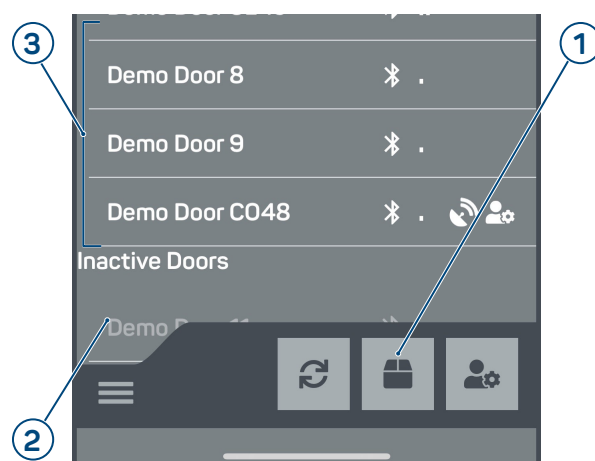
Create user account

- In order to create a user account on www.gilgenconnect.com, contact the contact person: www.gilgen-doorsystems.com



6.2.1 Functions

- Select functions symbol **(1)** .
⇒ The list of the possible functions is displayed:



Assign the Control Panel to an existing door

This function can be used to assign a Gilgen Connect Control Panel to a digital Asset previously created on www.gilgenconnect.com.

Create door system

This function is used to create a digital Asset directly with Gilgen Connect Mobile on Gilgen Connect Cloud Asset Management.

Assign Gateway

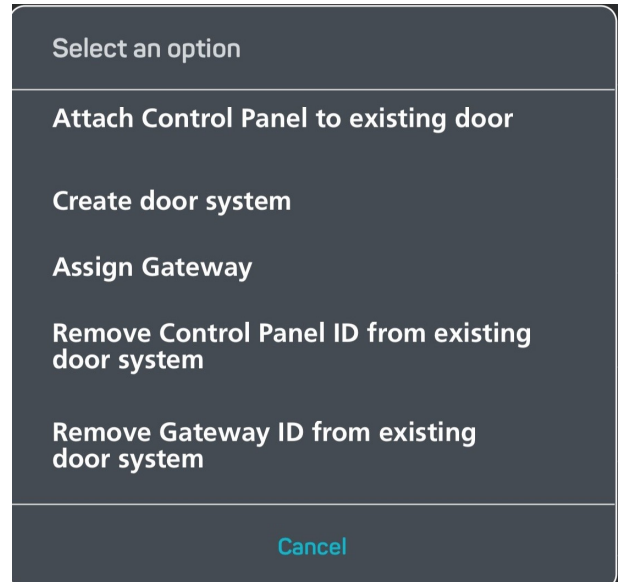
This function is used to assign a Gilgen Connect Gateway to a digital Asset so that the full range of Gilgen Connect IoT functions can be used. The Asset must previously be created on www.gilgenconnect.com or generated with the function «Create door system».

Remove Control Panel ID from existing door system

If a Gilgen Connect Control Panel is to be physically disconnected from the door, this function can be used to disconnect it from the digital Asset and to use it with a different door / with a different digital Asset.

Remove Gateway ID from existing door system

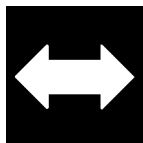
If a Gilgen Connect Gateway is to be physically disconnected from the door, this function can be used to disconnect it from the digital Asset and to use it with a different door / with a different digital Asset.



List of functions

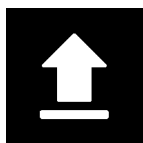
6.3 Operating modes

The following operating modes can be set via the control elements.



Automatic

Automatic operation. The installation is not locked.



One-way

One-way traffic (shop closing switching mode). The door system is unlocked as a standard (configurable) if the locking mechanism (optional) is built-in.

For door systems used in emergency exits and rescue accesses, the door is unlocked. The escape way function is maintained.

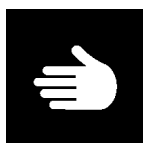


Night

The door system is locked if the locking mechanism (Option) is built-in. The only opening command accepted by the system is the Key command.

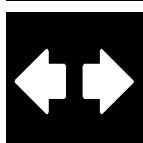
If "Night" actif: Night symbol > press 2 seconds > Key command is triggered. The delayed switching-over to the operating mode Night can be activated by means of parameter tvn. Function: If the program selector switch is changed to the operating mode Night from any random operating mode, the internal radar will still remain active during the programmed time tvn (One-way). tvn is not active in emergency exits and rescue accesses.

Emergency exits and rescue accesses: If the Night symbol is displayed, a code is required for the day/night switching-over. If the switching-over is made using a key-operated switch, the symbol is only displayed after the switching-over to "no emergency-exit". This ensures that only authorised persons can cancel the emergency-exit function.



Manual

The door system is opened and remains in the open position. The sliding door leaves are released and can be shifted by hand.



Open

The door system is opened and remains in the open position.

7 Troubleshooting

DANGER

Electric shock

Touching live parts can result in immediate death or serious injuries.



- ▶ In the event of damaged insulation or defective electrical components, immediately switch off the door system's power supply and secure it against being switched back on.
- ▶ Work on electrical system must only be carried out by an authorised electricians.
- ▶ Cable entries to the header case must be provided with a cable sleeve.
- ▶ A ground fault circuit interrupter must be installed up-line of the power supply.
- ▶ Before carrying out maintenance work on live components, the power supply must be disconnected on all poles and - if existing - unplug the battery.



Every troubleshooting procedure which is carried out must be entered into the control booklet!

7.1 Troubleshooting by error code

Error messages

E0702

Cause	Remedy
Rubber cable test failed mor than 5 times	- Check rubber band - Check door mechanic <i>Reboot</i> the system - Check Escape Way parameter

E0704

Cause	Remedy
Holding brake activation faulty	Check brake connection

E0706

Cause	Remedy
Holding brake function faulty	- Check brake connection - Check BGV wiring - After the cause of the error is fixed, the system must be rebooted

E1000

Cause	Remedy
Door leaf position not calibrated	- Switch to operation Mode AUTO to enable a <i>teach</i> - Be sure no other faults than E1000, E1001 and E1002 are active to enable a <i>teach</i>

E1001

Cause	Remedy
Clear width not calibrated	- Switch to operation Mode AUTO to enable a <i>teach</i> - Be sure no other faults than E1000, E1001 and E1002 are active to enable a <i>teach</i>

E1002

Cause	Remedy
System identification not done	- Switch to operation Mode AUTO to enable a <i>teach</i> - Be sure no other faults than E1000, E1001 and E1002 are active to enable a <i>teach</i>

E1010

Cause	Remedy
Door width outside the possible range	Reboot the system to process a new <i>teach</i> and make sure that the door leaves are not blocked

E1311

Cause	Remedy
Escape way key switch on the Control Panel lost	Check escapeway/night key switch configuration on Connect Control Panel and the physical connection to the key switch

E1335

Cause	Remedy
Control Panel and escape way key switch missing	- Check connection from Connect Control Panel to CONTROL - Configure a key switch on CONTROL

E1500

Cause	Remedy
More than 5 obstacles detected during closing	Remove obstacle from door

E1600

Cause	Remedy
Manual lock blocks door	Unlock manual locking

E1701

Cause	Remedy
Motor current too high	- Error is cleared after the motor current is within the limits - Check door mechanic - Check door speed and acceleration

E1703

Cause	Remedy
Output level driver error	- Error is cleared after the motor current is within the limits - Check door mechanic - Check door speed and acceleration

E3101

Cause	Remedy
24 V control voltage outside the voltage range	<i>Reboot</i> the system

E3102

Cause	Remedy
Internal control voltage Control SL 15 outside the voltage range	<i>Reboot</i> the system

E8000

Cause	Remedy
Unable to calculate force	<i>Reboot</i> the system

E8001

Cause	Remedy
Current sensing test failed	- Check CONTROL - Check DRIVE <i>Reboot</i> the system

E8002

Cause	Remedy
Motor switch-off test failed	- Check CONTROL <i>Reboot</i> the system

E8003

Cause	Remedy
Power supply tension test failed	- Check POWER - Check CONTROL <i>Reboot</i> the system

E8004

Cause	Remedy
Motor power limits exceeded	Check door for friction or obstacles

E8009

Cause	Remedy
Decommissioning due to too frequent unintentional door movements	Resolve all fatal errors and other causes described in error E8008 and reboot the system

E8010

Cause	Remedy
Locking test failed	<i>Reboot</i> the system

E8011

Cause	Remedy
Distance measurement faulty	- Check DRIVE <i>Reboot</i> the system

E8012

Cause	Remedy
Escape route key switch on the Control SL 15 lost	- Check KeySwitch wiring on Terminals Night / Non-Esc / COMEscape / Escape-Way - If Escape-Way Key Switch is not used on the terminals of the CONTROL, set Parameter Key Switch to "off"

E8020

Cause	Remedy
Incorrect wiring at terminal SERO2/IN2	"When break-in/break-out should not be used: Set terminal SERI2/BIBO/KEY2 back to SERI2 or KEY2" - When break-in/break-out should be used: Remove Jumper between terminal Test SER2 and SERO2/IN2 and install jumper between terminal SERO2/IN2 and terminal GND. It is also possible to use a NO-contact instead of a jumper to use the IN2 signal

Warning messages

W0700

Cause	Remedy
Moderate rubber cable test successful. The strict rubber cable test would have failed	Check rubber band

W0701

Cause	Remedy
Rubber cable test failed during operation	Check rubber band

W1305

Cause	Remedy
Communication with Control Panel lost.	Check CAN connection between CONTROL and Connect Control Panel

W1310

Cause	Remedy
Day/night key switch on the Control Panel lost	Check escapeway/night key switch configuration on Connect Control panel and the physical connection to the key switch

W1360

Cause	Remedy
Control Panel Bluetooth error	- Turn on Bluetooth on Connect Control Panel <i>Reboot</i> the system

W1704

Cause	Remedy
Motor temperature increased	- Warning is cleared after the motor temperature is within the limits - Check door mechanic

W1714

Cause	Remedy
Motor voltage too low	Resolve all other fatal faults

W1715

Cause	Remedy
Motor voltage too high	- Warning is cleared after voltage is within the limits - If installed, rubber band tension may be too high

W1718

Cause	Remedy
Invalid trajectory calculation	- Warning is cleared after next valid trajectory - Check door speed and acceleration

W1719

Cause	Remedy
Motor drive command invalid	<i>Reboot</i> the system - Perform a <i>teach</i>

W1720

Cause	Remedy
Communication disturbed between motor and control unit	Check connection between DRIVE and CONTROL

W1721

Cause	Remedy
Position sensor calibration error	A recalibration of the motor and drive combination is required (must be recalibrated at the factory)

W3100

Cause	Remedy
Mains voltage interrupted	- Check power supply <i>Reboot</i> the system

W3111

Cause	Remedy
Over current at USB connection	Remove and change USB memory stick

W3500

Cause	Remedy
Battery no more connected	- Connect a battery - Perform a factory reset (to remove previously stored battery information)

W3501

Cause	Remedy
Battery voltage low	Check if 24 VDC voltage is OK, so the battery can be charged

W8005

Cause	Remedy
Safety elements test failed: SER1	Check sensor and <i>reboot</i> the system

W8006

Cause	Remedy
Safety elements test failed: SER2	Check sensor and <i>reboot</i> the system

W8007

Cause	Remedy
Safety elements test failed: SES	Check sensor and <i>reboot</i> the system

W8008

Cause	Remedy
Safety stop due to unintentional door movement	- Door moves too fast in opening or closing direction: Decrease Speed Settings for Opening and/or Closing - Dynamic or Static force exceeded: check acceleration, speed and force - BIBO is active: Close Break-in / Break-out door leaves - Check if DRIVE is connected to CONTROL - Door opened mechanically via rubber band (CO 48): Check the system

W8013

Cause	Remedy
Locking activation faulty	<i>Reboot</i> the system

W8015

Cause	Remedy
Test of the safety elements on SER1 failed more than 5 times	Check sensor settings and that sensor does not stay active when door is open

W8016

Cause	Remedy
Test of the safety elements on SER2 failed more than 5 times	Check sensor settings and that sensor does not stay active when door is open

W8017

Cause	Remedy
• Test of safety elements on SES failed more than 5 times	• Check sensor settings and that sensor does not stay active

7.2

8 Repair work

DANGER



Danger due to the use of wrong spare parts

If spare parts are used that have not been tested and approved by Gilgen Door Systems, the door system's safety can no longer be guaranteed. This may result in death or serious injury.

- Only use the original Gilgen Door Systems spare parts.

8.1 Replace Gilgen Connect Control Panel

Before a Gilgen Connect Control Panel can be replaced, it must be disconnected from the digital Asset.

Bluetooth functionality no longer active

- Log in to www.gilgenconnect.com.
- Remove the defective Gilgen Connect Control Panel from the digital Asset.

Bluetooth functionality is active

- On Gilgen Connect Mobile, select the option «**Remove Control Panel ID of the existing door system** [► 30]».
 - ⇒ The defective Gilgen Connect Control Panel has been removed from the digital Asset.
- Replace Gilgen Connect Control Panel.
- **Assign Gilgen Connect Control Panel to an existing door** [► 30].
- ▷ Gilgen Connect Control Panel is replaced.

Glossary

HSK

The main closing edge

Your service partner

Gilgen Door Systems AG

Freiburgstrasse 34
3150 Schwarzenburg

Tel. +41 31 734 41 11

info@gilgends.com

www.gilgendoorsystems.com