



# SMART M2M CONTROL

ANYTIME, ANYWHERE.



## SmartControl M2M

Remote communication diagnostics for technical support and preventative maintenance

**ColdGuard<sup>®</sup>**

 Chase Doors  
A SENNECA COMPANY

800.543.4455 | [www.chasedoors.com](http://www.chasedoors.com)

**HÖRMANN**

# REMOTE COMMUNICATION DEVICE FOR FAST TECHNICAL SUPPORT

Using a web browser such as Internet Explorer, Chrome or Firefox as an interface, SmartControl M2M (mobile to mobile) is a remote communication device, built into your Hörmann control box (optional feature) and allows a Hörmann technical service professional to remotely diagnose door issues by accessing activity and codes directly from specific Hörmann high performance doors in the field. In many cases, resolution of an error can be made over the phone, saving an unnecessary service call.

## How it works

A malfunction is noticed and a phone call is placed by the door dealer or the end user to Hörmann High Performance Doors Technical Support. SmartControl M2M communicates in the same manner as a smart phone and connects via a USB and power cable to the Hörmann control box. SmartControl M2M must be mounted inside the control box to maintain UL rating. The SIM card we supply must be used; other SIM cards will not work. Viola: remote technical service is at your fingertips! A customized preventative maintenance program allows for building and automatically sending email notifications based on errors you choose. Some common errors are shown at the right.

## Preparedness prevents downtime

Our technical service professionals can view doors in the field from their office at our factory. They are able to view and change parameters, fault codes and other door information as if they were physically at the door. Control box firmware may be updated remotely using SmartControl M2M. Entire profiles / parameters, and individual parameters, may be downloaded to the control box remotely, all of this designed to keep the door functionality up-to-date and avoid downtime in the future. Scheduled PM calls may be automated based on number of cycles between calls.

## Track error history and solve chronic issues

With SmartControl M2M, it's possible to view a detailed error history for a specific door, complete with date / time stamp. This makes it possible to solve chronic issues caused by human error or application / location issues, ultimately reducing the number of service calls and downtime. For example, if code T48 (Door Held Open-Photoeye) appears regularly, and follow-up shows that the door wasn't closing because debris was in the guide tracks and blocking the light grid, awareness is created so that regular maintenance at that location includes inspecting and cleaning the door guide tracks.

## Resolve common errors with a phone call

Many common errors can be resolved over the phone and without a service call. Often following a new installation, there are questions based on application specifics, i.e., human error such as someone pressing the e-stop button and the door won't close. This type of error has a quick fix that can be resolved with a simple phone call. To allow actual parameter changes, someone must be present at the door and control box.



Doors comply with the requirements of UL325.

Door Held Open  
Photoeye \_ T48

Door is open because light grid is blocked

Door Is Stopped  
Stop T56

Push button station stop button compressed or incorrectly wired

Emergency Stop  
F212 E-Stop Ext2

SG 5000 chain/spring assembly requires adjustment

Emergency Stop  
F211 E-Stop Ext1

Manual override pull cord activated

Emergency Stop  
F201 E-Stop Int.

E-stop button on control box compressed

Contact us for more information!



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