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REAR COVER			

BEFORE CALLING FOR TECHNICAL SUPPORT PLEASE FILL OUT THE INFORMATION BELOW.

COMMANDLIFT SERIAL NUMBER_____

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INSTALLATION DATE_____

DOOR TYPE_____

DOOR SIZE_____

DOOR SERIAL NUMBER_____

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

CommandLIFT Troubleshooting

1.	Is the battery in the key fob transmitter dead? Push the button on the transmitter, a red LED indicator light should come on at the top of the transmitter. If the light does not come on replace the battery with a A23 battery available from your local battery retailer.
2.	Is the in line fuse or the fuse on the CommandLIFT circuit board blown? If so, replace fuse. If fuse blows again, check for poor connections or short circuits. Shorts can be caused from exposed wires touching other wires or the vehicle body.
3.	Is the motor engaged? Try to move the door by hand. If it moves at all by hand the motors are not locked into the drive position. Open the small cover on the motor unit and ensure the lever is pushed as far forward as possible. The lever will make a distinctive clicking sound when it engages.
4.	Is there adequate power to operate the CommandLIFT? Check voltage at battery and at terminals in CL module. Voltage should be checked while the CommandLIFT is idle and under load. If the voltage drops below 10.5 volts in either situation the CommandLIFT protection circuit will shut the system down, this is apparent when the red LED on the small black box (SKY) is illuminated. The system will not operate until there is adequate voltage and the green LED light on the SKY box comes back on. To rectify the problem, start the vehicle. If condition persists ensure all connections are clean and secure. Make sure there is no corrosion on the wires. Ensure the battery is in good condition and is adequately sized.
5.	When you push either button on the key fob remote, can you hear a clicking sound from the RC35a receiver in the control box? If it doesn't make any sound, try again with spare key fob remote. If the receiver does click, does LED number D15 for close or D16 for open on the circuit board illuminate momentarily? If the LED on the circuit board lights when remote is pushed the key fob and receiver are working properly.
6.	Check the voltage on the circuit board at position number P1 and P2, it should read approximately 32 volts. If there is no voltage, the step up converter may be faulty. Call Whiting.
7.	Check the voltage terminals M1 and M2 when the remote is pushed. It should go from zero in standby to 32 when the remote is pushed. If it doesn't go to 32 volts the circuit board could be faulty. Call Whiting.
8.	Check voltage at motor connections in motor housing. Remove from cover of motor housing to expose motor and light connections. Unplug the motors and check for power when the remote is pushed. If there is no power the line between the electronic control box and the CommandLIFT may compromised or have a poor connection. Check continuity through the CommandLIFT cable and repair or place as necessary.
	If there is power but the motors won't run, the motors could be faulty

What happens when the Remote Control Transmitter button is pressed?





- 1. When the remote control button with the unlock **1** icon is pushed, the door will start to open. After the door is in the open position, the LED lights on the CommandLIFT[™] motor unit will turn on. The lights will stay on (with the door open) for fifteen minutes.
- 2. When the remote control button with the lock icon is pressed, the door will close. After the door is in the closed position, the LED lights on the CommandLIFT[™] motor unit will turn on and will stay on for one minute.
- 3. If you press the either of the remote control buttons while the door is in travel either up or down, the door will STOP.
- 4. If the roll-up door hits an object (such as a box or other cargo) while it is closing, the door will stop moving and go back up approximately three inches allowing the obstacle to be removed. The safety logic requires that you press the open button to remove the obstacle, pressing the close button will not activate the door. If the door is obstructed while opening it will stop, but not reverse.
- 5. Make sure the roll-up door lock is in the UNLATCHED position before the CommandLIFT[™] is operated.



Using the EMERGENCY Key Release system

You may be occasionally required to release the CommandLIFT[™] from the door system in order to operate the Roll-Up door manually. CommandLIFT[™] can be released from the drive system in two ways.

Using the exterior EMERGENCY release

- 1. Insert the CommandLIFT[™] key into the lock cylinder located in the center of the second roll-up door panel from the top.
- 2. Turn the key 90 degrees and pull the lock and connecting cable from the lock cylinder. Pull the lock assembly *firmly* and the CommandLIFT[™] will be released from the drive system.



3. Reinsert the cable and the lock cylinder back into the lock housing on the door. The roll-up door can now be operated manually.

Using the interior EMERGENCY release

- 1. Pull on the yellow section of the cable coming from the CommandLIFT to the door.
- 2. Now the door can be operated manually.



Reconnecting the CommandLIFT™ drive system

1. Open the Access Panel on the CommandLIFT[™] motor unit.



 Push the lever towards the front of the body (away from the door opening) until the lever "<u>SNAPS</u>" into place. You may have to use a screw driver or other suitable tool to help you move the lever into place. The motor unit is now locked into place in the track. Replace the cover on the access panel. CommandLIFT™ can now be operated with the Remote Control transmitter.

THE COMMANDLIFT WAS DESIGNED TO OPEN AND CLOSE THE ROLL UP DOOR. IT WILL DETER THEFTS OF OPPORTUNITY BY MAKING THE DOOR DIFFICULT TO OPEN. IT IS NOT DESIGNED TO BE A LATCH FOR SECURING THE DOOR WHILE THE TRUCK IS IN MOTION. NOT LATCHING THE DOOR BEFORE MOVING THE VEHICLE CAN DAMAGE THE GEARS, THE TURN BUCKLE AND THE CEILING OF THE VEHICLE. DAMAGE OF THIS NATURE IS NOT COVERED UNDER ANY WARRANTY.

Adjusting the door travel



CABLE SLIDER

On the road-side of the aluminum track, you will see two sensors that are each held in place with a set screw. The sensors are simply normally open Reed switches that are closed when the magnet in the cable slider passes over them. You will have to remove the plastic, finishing strip from the aluminum track in order to see these sensors. These sensors tell the **CommandLIFT**[™] how far to travel before stopping by sensing the magnet inside the cable slider.

To set the sensor for the door CLOSED position, close the door all the way and lock it with the door lock. Slide the sensor so it rests just above the cable slider. The LED light indicating "door closed" should be illuminated in the Command module.

To set the sensor for the door OPEN position, open the door all the way. Loosen the set screw on the OPEN sensor and slide it in the aluminum track until it rests about 2" in front of the cable slider. My setting it 2" beyond the cable slider the CommandLIFT will pull the door all the way open beyond and above the bottom of the header. This will provide a FULL door opening on the truck body or trailer. The "door open" LED on the board should be illuminated.

Programming Additional Remote Control Transmitters

The CommandLIFT[™] comes with two Remote Control transmitters that are pre-programmed for your motor unit. The CommandLIFT[™] will allow additional Remote Control transmitters to be programmed to the motor unit. These additional Remote Control transmitters must be programmed into the CommandLIFT[™] system by following these steps:

- 1. Remove the inline fuse at the battery.
- 2. Wait approximately 5 seconds.
- 3. Reinsert the fuse and within 5 seconds press both buttons on the key fob remote simultaneously. The receiver will enter the learn mode. Release the two buttons.
- 4. Press the unlock (open) button on all key fob remotes that you wish to enroll to that receiver.
- 5. Once all key fobs, wall switches, keypads have been enrolled the receiver will exit learning mode after 5 seconds of inactivity.

For additional information refer to appendix E

Changing the Battery in the Remote Control Transmitters

If the Roll-Up door does not operate when the button on the remote control transmitter is pressed, check to ensure the red light on the transmitter lights up when the button is pressed. If it doesn't light up the battery in the transmitter needs to be replaced.

Use a small coin or flat blade to pry the back off the transmitter and replace the battery.

The CommandLIFT uses an A23 battery available at most battery retailers or through your Whiting distributor.

CommandLIFT™ Maintenance

There are only a few maintenance procedures that should be completed on a **monthly** basis.

- Using WHITING[®] brand EASY-UP[™] spray lubricant, completely lubricate the EMERGENCY key lock located on the Roll-Up door.
- 2. Inspect and clean the Aluminum track. If the track assembly was shipped in two pieces, make sure the track joint is flush and remove any sharp edges.
- 3. Make sure the Motor Unit slides smoothly in the track.
- 4. Check all the wiring connections to make sure they are clean, safe and secure.
- Check the Plastic Motor Unit Guides and replace them if they show any signs of wear (see below). These Guides are available from a WHITING[®] dealer.

Ask for Plastic Motor Unit Guides Part No. – CLA-0116 (Set of 4).



Replacing the Plastic Guides on the Motor Unit

- Remove the **CommandLIFT**[™] Motor Unit from the aluminum track as per the directions on the next page.
- 2. Remove the four Plastic Motor Unit Guides from the Motor Unit housing.
- 3. Inspect the Plastic Motor Unit Guides and replace them if they show any signs of wear.



Plastic motor unit guides

Motor Unit removal for Servicing

If the CommandLIFT[™] has to be removed from the track for regular maintenance, follow these steps:

Open the door and remove the turn buckle assembly from the motor unit.

Remove the front STOP screw from the track at the end furthest from the door opening.

Disengage motors as illustrated on page 7.

Remove the emergency release cable assembly from the release lever in the motor unit.



Remove the four screws from the large black cover with the light on the CommandLIFT[™] motor unit.

Unplug the two connectors in the motor unit and slide the CommandLIFT[™] motor unit out of the aluminum track (see illustration below).



Reinstall Motor Unit

If the CommandLIFT[™] was removed from the track for regular maintenance, complete the following steps to reinstall the CommandLIFT[™] motor unit into the track.

Slide the CommandLIFT[™] motor unit back into the end of the aluminum track.

Plug in the two wiring harnesses that are located in the plastic box on the motor unit (refer to illustration on the previous page).

Replace the black plastic cover on the motor unit (see illustration below). Make sure the tab on the cover fits into the slot on the coil cable slider assembly, and replace the 4 mounting screws on the cover.

Important!

Replace the small zip tie that secured the yellow cable to the lid of the motor unit. Failure to replace the tie can result in the yellow cable wearing on the aluminum track during travel.



Replace Cover Plate

WHITING® Roll-Up Door Maintenance Procedure

Lubricate the roller bearings and shafts, hinge pins and cable drum bearings as per the illustrations below.



DO NOT USE GREASE OF ANY KIND!

Grease sits on the surfaces and attracts dust, dirt and salt. The recommended lubricant is environmentally friendly, WHITING[®] brand EASY-UP[™] spray lubricant available from your local WHITING[®] dealer



Twin Spring Balancer Maintenance

The CommandLIFT[™] was designed to operate with any WHITING[®] roll-up door, provided the door is equipped with a twin spring balancer and the door has been properly maintained and balanced. The CommandLIFT[™] can also be used with other roll-up door systems but some modifications to the trailer or truck body header may be required.

Check to make sure the roll-up door is properly balanced.

The CommandLIFT[™] will operate the roll-up door provided a force of no more than 50 pounds is required to open or close the door.

Ensure that the force required to lift the door is equal to the force required to close the door.

If the door requires more force to open than it does to close, increase the tension on the balancer.

If the door requires more force to close than it does to open, decrease the tension on the balancer.

Time and the elements affect the tension on the spring that lifts the door. Over time, the spring wire will corrode and loose effective wire diameter. The springs themselves also get tired and loose their tensile strength.

An average balancer on a WHITING[®] door will last approximately 15,000 to 25,000 cycles.



If your roll-up door is NOT in proper balance, follow the procedure on the next page.

Adjusting and Maintaining the Proper Door Balance

Always lubricate your roll-up door using WHITING[®] Easy-UP[™] spray lubricant prior to checking the balance of the door. Never use grease in the tracks. Tracks should be clean and dry.

- Fully open the roll-up door and push it back towards the front of the trailer approximately 18", this may require the assistance of another person or a spreader bar placed between the header and the bottom panel of the door.
- 2. Install vice grip pliers into the track at the bottom roller to hold the door in this open position while working on the balancer.
- 3. The springs should have equal tension, for this reason it is important to count the number of turns either put on or removed from each spring, this is easily done by placing a mark on the winding anchor before doing any adjustments.



- 4. Insert a 3/8" diameter rod (see illustration on previous page) into one of the holes on the winding cone` and carefully remove the center balancer clamp. Lower the winding bar to add tension or raise the winding bar to remove tension. Insert the second winding bar into the next hole on the winding anchor and repeat the process until the desired tension is achieved. The amount of tension to be added or removed depends on the type of door, the age of balancer and how far out of adjustment it is. Adjust the springs no more than one half turn at a time.
- 5. Replace the balancer clamp and nuts, remove the winding bars.
- 6. Remove vice grip pliers from track and test the door operation.

Caution — work on doors and related parts can be dangerous. It is strongly recommended that repair service work be performed by persons who have successfully completed appropriate training. If assistance is required, please contact WHITING[®] for a list of qualified service locations.

Appendix C Circuit board LED matrix.



Circuit board wiring matrix.



WHITING CommandLIFT®	LIMITED WARRANTY
General	
Requirements	All warranty herein extends to the original owner only and requires proof of purchase and installation of CommandLIFT® Maintenance Kits at the first and second anniversaries of ownership. All warranty herein defines "warranty years" as the lesser of 12 months or 12,000 miles.
CommandLIFT® Kit	
Installed by an Authorized Whiting Shop	Whiting CommandLIFT® drive unit, electrical box & components, track and connecting rod & bracket are guaranteed against defective material and workmanship for a period of three (3) years. Proper installation and maintenance of the CommandLIFT® is crucial for successful operation of this device. Any deviation from the CommandLIFT® Owner's Manual immediately voids the warranty. Adequate power supply must be as outlined in the CommandLIFT® Installation Manual and is required to maintain warranty.
Installed by an Unauthorized Shop	Whiting CommandLIFT® drive unit, electrical box & components, track and connecting rod & bracket are guaranteed against defective material and workmanship for a period of one (1) year. Proper installation and maintenance of the CommandLIFT® is crucial for successful operation of this device. Any deviation from the CommandLIFT® Owner's Manual immediately voids the warranty. Adequate power supply must be as outlined in the CommandLIFT® Installation Manual and is required to maintain warranty.
Power Supply	
Power Supply Wiring	All wiring, if supplied by Whiting, is guaranteed against defective material and workmanship for a period of one (1) year. Improper installation or hook-up voids the warranty. Any damage to the wiring sections is not covered.
Genuine Whiting	
Parts and Components	Use of anything other than Genuine Whiting parts or components voids the warranty. Installation of any non-Whiting device or component to any part of the door kit voids the warranty.
Installation	Installation workmanship of the door kit is the responsibility of the party that performs the installation.
Integration	Integration of the CommandLIFT system with other operating systems may only be done with express <u>written consent</u> of Whiting Door. Failure to do so will void all warranties. Consult with your dealer or the factory before connecting any other systems to the CommandLIFT controller.

