

FAQ – Otodor® Swing Door Openers by Skylink Group

Q1: What kind of doors can the Openers be used for, and what are the applications?

A1: The Opener can be used for most types of doors, such as: in-swing / outswing (either left or right), solid doors and hollow doors. They are able to operate doors up to 42 inches wide and as heavy as 100 lbs. For detailed applications of all three models (**DM-50**, **DM-100** and **DM-150**), please refer to Skylink's website: www.skylinkhome.com and click on 'Swing Door Opener Application'.

Q2: What is the usual weight of a door for homes and offices?

A2: According to one of the biggest door companies in the US / Canada concerning the weight of solid swing door, their referenced weight is approx. 80 lbs. for the front door, back door and garage swing door. For a hollow door, it is approx. 25 to 30 lbs. and usually applies to the rooms inside the homes / houses and offices.

Q3: Is the Opener easy to install ?

A3: Both models **DM-50** (without door lock) and **DM-100** (with electro-magnetic lock) are easy-to-install items, targeted for the DIY (Do-It-Yourself) market (please refer to the '*quick guide*' or '*user's manual*' or *installation video from Skylink's website* for reference) . **DM-150** is a highly recommended model for professional installers or locksmiths to use, since this model requires advanced experience and skills to install the electric strike to the door frame.

Q4: Is the Opener good for every country?

A4: Yes. The opener operates by 24VAC. All three models will be supplied with a *Step Down AC Adapter*, customized for each country. The operating voltage of the Opener is dependent on the country, the power lines are 117VAC, 200VAC, 220VAC, 230VAC and 240VAC. This Opener has been approved by *CE, ETL, cETL, IC and FCC*.

Q5: How long does it take for the door to open and close (one cycle)?

A5: If the AC power is 60 cycles, It takes approximately 7 seconds to open and 8 seconds to close. For 50 cycles' AC power, it takes 8 seconds to open and 9 seconds to close.

Q6: Does it require a plastic mounting plate?

A6: The plastic mounting plate is good for hollow doors since its edge is made of solid material. You may simply use 4 screws to mount the plate on to the hollow door's edge. The mounting plate is a quick and easy way to install the Opener on different type of doors, i.e. either In-swing / Out-swing left or right.

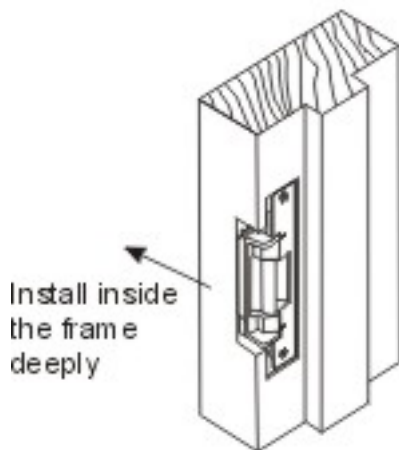
Q7: Can the Opener operate properly if the door does not open / close easily?
A7: No. The door and the door hinges have to react effortlessly. If not, try to adjust the door/ frame and/or lubricate or replace the door hinges, otherwise the Opener will not work properly.

Q8: Do I need to replace the weather strip or seal which is attached to the door frame?

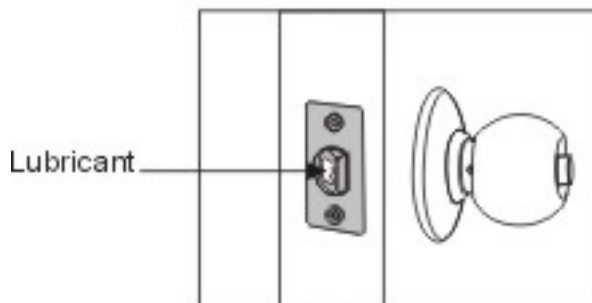
A8: Possibly, if they are made of hardened materials. You may need to replace them with softer materials in order to allow the door to close without any barriers. This kind of soft material can be found at most hardware stores.

Q9: Why the model DM-150 hard to close the door?

A9: When installing the electric strike, the door lock should have more space, meaning install the electric strike deeper into the door frame so the latch of the door lock will easily slip into the electric strike.



A9: Add lubricant to the latch (outside surface) of the door lock, then the latch can easily slip into the electric strike.



Q10: Can this Opener use electric strikes made by other brands?

A10: No, only Skylink's Model **ES-201** can be used with the Opener, because it is specially designed for the **DM-150** Opener. The warranty will be voided if any damage appears on the Opener, caused by other brand's or manufacturer's electric strike.

Q11: Can this Opener use the electromagnetic lock made by other brands?

A11: Yes, please refer to page 31 of the *'user's manual'*, simply add a more powerful adapter for a stronger electromagnetic lock.

Q12: How do you connect other brand's electromagnetic lock to the Opener?

A12: The Opener includes a 6 inch length extension wire with a connector at one end, just connect it to the selected electromagnetic lock, and then plug it into the Opener.

Q13: Is it possible to add more electromagnetic locks (Model **MC-201**) to increase the holding force?

A13: One electromagnetic lock Model **MC-201** can hold up to 100 lbs. You may add up to a maximum of 4 **MC-201** with the Opener, which will increase the holding capacity for up to 400 lbs.

Q14: Will manually opening and closing the door damage the Opener?

A14: Manually opening and closing the door is only encouraged under blackout or emergency conditions. When opening or closing the door manually, a normal clicking sound will occur from the Opener, in order to protect the motor / shaft.

Q15: What is the warranty for the Opener?

A15: Skylink offers a one year limited warranty to cover both workmanship and material defects (battery excluded). Proof of purchase is required. Extended warranties are also available for additional 1 year, 2 year and 4 year periods.

Q16: In case of blackout, can I open the door manually?

A16: Yes, Both **DM-50** and **DM-100** -- you just open the door manually. For Model **DM-150**, if you lock the door by the door lock, just use your existing door key to unlock the door and manually open the door.

Skylink Group will update this FAQ from time to time if necessary.

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