CommandLIFT™
REMOTE DOOR SYSTEM
www.commandlift.com

Owner's Manual
V2-2
2 Button Remote
Keep In Vehicle

United States
1 (716) 542-5427

CANADA
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Issue 140709

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

COMMANDLIFT SERIAL NUMBER_____

DEALER_____

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 Whiting or a 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 11 volts in either situation the CommandLIFT could go into alarm mode and will not operate.
   To rectify the problem, 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 the button on the key fob remote can you hear a clicking noise in the CommandLIFT module? The receiver clicks when it activates the relays.
   If not, try again with spare key fob remote.
   If you do hear the relays, does an LED on the main circuit board illuminate as well?
   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 where the power goes in from the converter, it should read approximately 32 volts.
   If there is no voltage, the converter may be faulty.
   Call Whiting.
7. Check the voltage on the black and red wires on the terminal strip 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 front 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 is compromised.
   Call Whiting.
   If there is power, the motors could be faulty.
   Call Whiting.

What happens when the Remote Control Transmitter button is pressed?

1. When the remote control door button with the unlock 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 any remote rontrol button 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 close button will not work until the door cycles open. Once the door is open, remove the obstacle and close the door. If the door is obstructed while opening it will stop, but not reverse. The door will not open until it fully closes and the obstacle is removed.

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

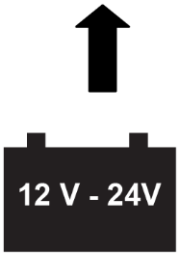
1. Find the yellow cable section that comes from the drive unit to the door.

2. Pull the yellow section ***firmly*** and the **CommandLIFT** will be released from the drive system.

Reconnecting the CommandLIFT™ drive system

1. Open the access Panel on the **CommandLIFT** motor unit.

2. Pull the lever towards the front of the body (away from the door opening) until the lever **"SNAPS"** into place at the location shown to the right. 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.



Adjusting the door travel

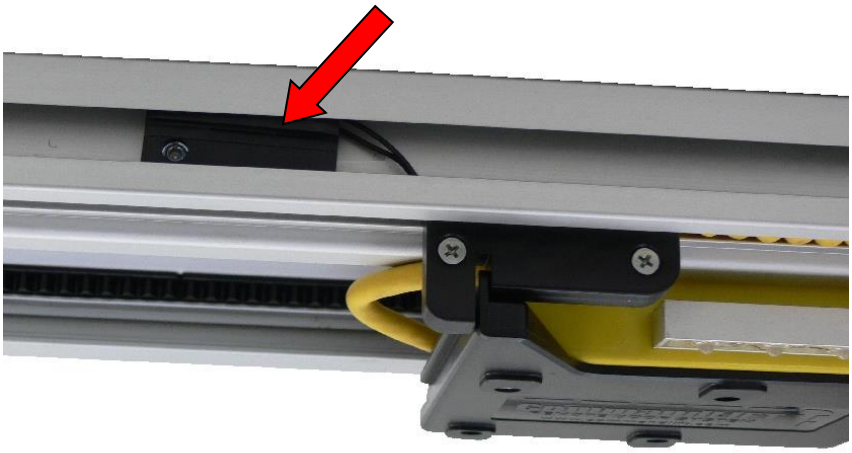


Figure 6 – Sensor Unit

On the road-side of the aluminum track, you will see two Sensor Units that are each held in place with a set screw (see Figure 6). You will have to remove the plastic strip from the aluminum track in order to see these Sensors. These Sensor Units tell the **CommandLIFT™** how far to travel before stopping.

The Sensor for the door **CLOSED** position was preset at the factory and shouldn't require adjustment.

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.
Test the door after each adjustment and continue to adjust the sensor until the door opens and stops at the desired position.

Adjust the Sensors a small amount each time. In the **OPEN** position, the roll-up door should be just clear of the header when it is open. This will provide a FULL door opening on the truck body or trailer.

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.

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.

1. 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.
5. 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

1. 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 (see figure 1).
3. Inspect the Plastic Motor Unit Guides and replace them if they show any signs of wear.

Figure 1 – 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:

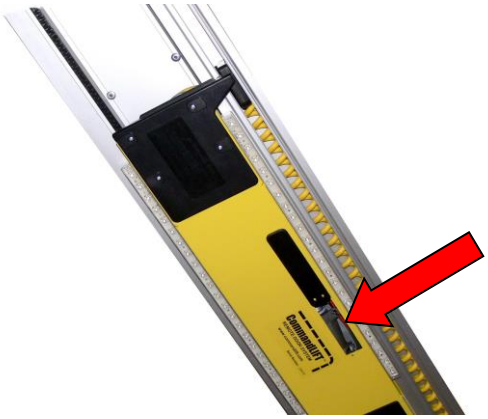


Figure 2 – Access Cover

1. Remove the Turn Buckle assembly from the **CommandLIFT™.**
2. Remove the STOP screw from the track at the end furthest from the door opening.
3. Open the black access panel on the motor unit (see figure 2) and you will see a metal lever. Insert a screw driver in the hole on this lever and pull the lever towards the roll-up door. This will release the motor unit from the gears and will allow the motor unit to slide freely along the track.
4. While the Access Cover is open, remove the EMERGENCY Release Wire Assembly from the motor unit.
5. Remove the plastic End Cap from the Aluminum track at the end furthest from the door opening.
6. Remove the four screws from the black cover on the **CommandLIFT™** Motor Unit and unplug the two LED light wiring harnesses in the Motor Unit (see Figure 3, below).
7. Slide the **CommandLIFT™** Motor Unit out of the aluminum track (see Figure 4, below).
8. To reinstall the **CommandLIFT™**, reverse Steps 1 to 8 (see next page).

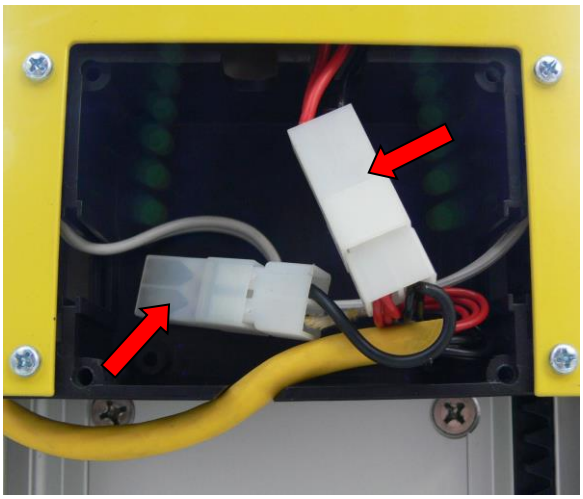


Figure 3 – Unplug wiring

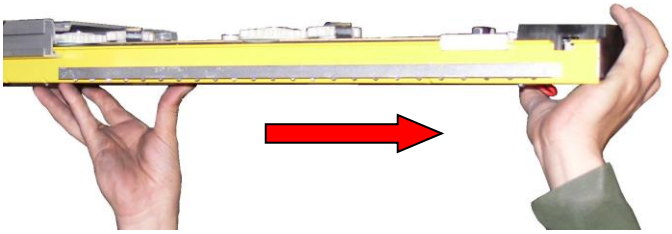


Figure 4 – Remove motor from track

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.

1. Slide the **CommandLIFT™** motor unit back into the end of the aluminum track and reinstall the black End Cap assembly to the aluminum track at the end furthest from the door opening.
2. Plug in the two wiring harnesses that are located in the plastic box on the motor unit (refer to figure 3 on the previous page).
3. Replace the black plastic cover on the motor unit (see figure 5, below). Make sure the tab on the cover fits into the slot on the coil cable slider assembly. Replace the 4 mounting screws.

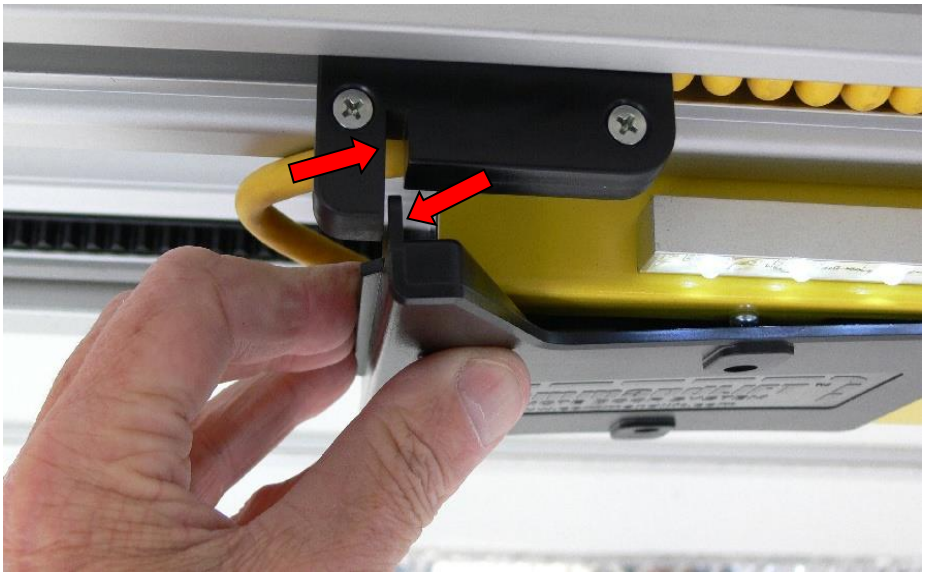


Figure 5 – Replace Cover Plate

4. Open the black access panel on the motor unit (see figure 2 on the previous page) and you will see a metal lever. Insert a screw driver in the hole on this lever and push the lever away from the roll-up door. This will engage the motor unit with the gears and will allow the motor unit to operate the roll-up door. The lever must “SNAP” into place or the gears will not mesh properly.
5. Reinsert the EMERGENCY Release Wire Assembly to the metal lever mentioned in step 4 above. Do NOT operate the door unless the EMERGENCY Release Wire is installed properly.
6. Replace the STOP screw on the track at the end furthest from the door opening.
7. Connect the Turn Buckle assembly to the **CommandLIFT™** and readjust as necessary.

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.
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.

Figure 8 – Adjusting the door 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. Refer to the section on Door Maintenance.

NOTE: If the door is balanced before it is lubricated, it will have to be "over balanced" in order to overcome the friction of dry rollers and hinge pins.

1. 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, on both sides 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.

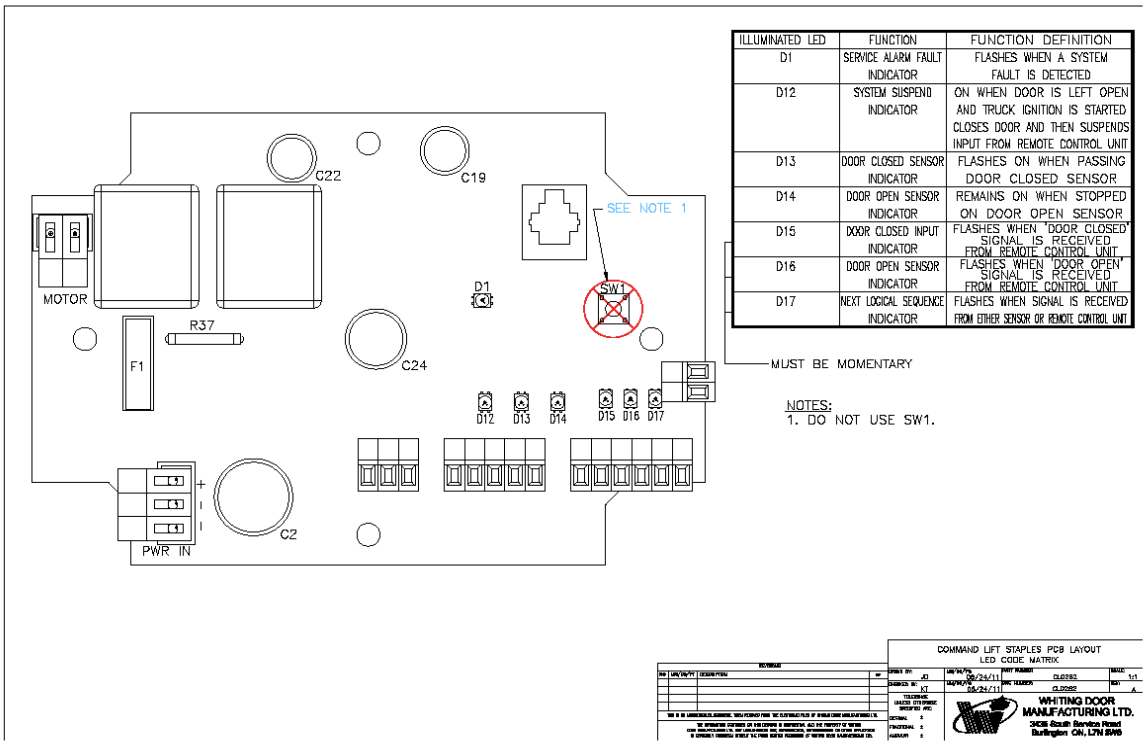
4. Insert a 3/8" diameter rod *(see Figure 8 – previous page)* into one of the holes on the winding cone and carefully loosen the set screws. Lower the winding bar to add tension or raise the winding bar to remove tension. Insert the second winding bar into the next hole on the winding anchor and repeat 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. Tighten all the set screws and remove the winding bars

6. Repeat this procedure on the other Balancer spring. Be sure to add or remove the same amount of tension as you did on the first side.

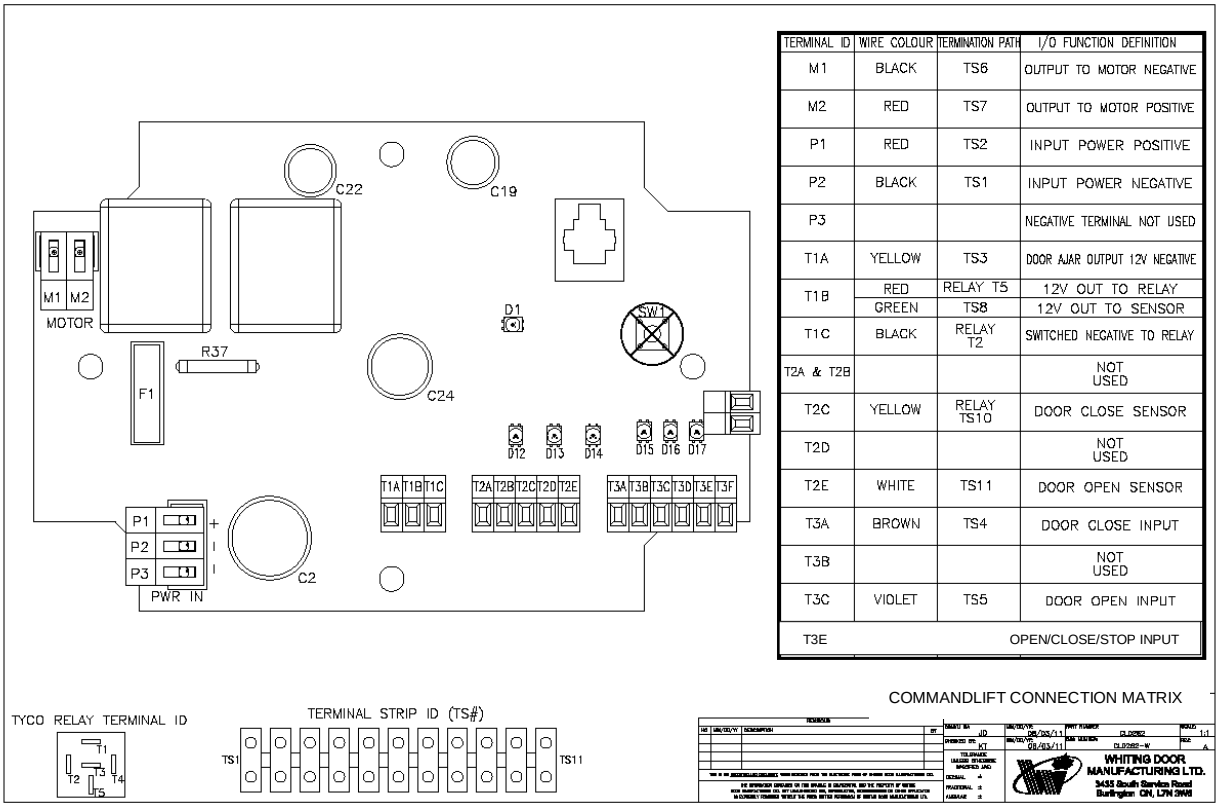
7. Remove vice-grip pliers from track and test the door operation.

Appendix C
Circuit board LED matrix.



ILLUMINATED LED	FUNCTION	FUNCTION DEFINITION
D1	SERVICE ALARM FAULT INDICATOR	FLASHES WHEN A SYSTEM FAULT IS DETECTED
D12	SYSTEM SUSPEND INDICATOR	ON WHEN DOOR IS LEFT OPEN AND TRUCK IGNITION IS STARTED CLOSES DOOR AND THEN SUSPENDS INPUT FROM REMOTE CONTROL UNIT
D13	DOOR CLOSED SENSOR INDICATOR	FLASHES ON WHEN PASSING DOOR CLOSED SENSOR
D14	DOOR OPEN SENSOR INDICATOR	REMAINS ON WHEN STOPPED ON DOOR OPEN SENSOR
D15	DOOR CLOSED INPUT INDICATOR	FLASHES WHEN "DOOR CLOSED" SIGNAL IS RECEIVED FROM REMOTE CONTROL UNIT
D16	DOOR OPEN SENSOR INDICATOR	FLASHES WHEN "DOOR OPEN" SIGNAL IS RECEIVED FROM REMOTE CONTROL UNIT
D17	NEXT LOGICAL SEQUENCE INDICATOR	FLASHES WHEN SIGNAL IS RECEIVED FROM EITHER SENSOR OR REMOTE CONTROL UNIT

Circuit board wiring matrix.



TERMINAL ID	WIRE COLOUR	TERMINATION PATH	I/O FUNCTION DEFINITION
M1	BLACK	TS6	OUTPUT TO MOTOR NEGATIVE
M2	RED	TS7	OUTPUT TO MOTOR POSITIVE
P1	RED	TS2	INPUT POWER POSITIVE
P2	BLACK	TS1	INPUT POWER NEGATIVE
P3			NEGATIVE TERMINAL NOT USED
T1A	YELLOW	TS3	DOOR AJAR OUTPUT 12V NEGATIVE
T1B	RED	RELAY T5	12V OUT TO RELAY
	GREEN	TS8	12V OUT TO SENSOR
T1C	BLACK	RELAY T2	SWITCHED NEGATIVE TO RELAY
T2A & T2B			NOT USED
T2C	YELLOW	RELAY TS10	DOOR CLOSE SENSOR
T2D			NOT USED
T2E	WHITE	TS11	DOOR OPEN SENSOR
T3A	BROWN	TS4	DOOR CLOSE INPUT
T3B			NOT USED
T3C	VIOLET	TS5	DOOR OPEN INPUT
T3E			OPEN/CLOSE/STOP INPUT

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 written consent 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.

CommandLIFT™

REMOTE DOOR SYSTEM

www.commandlift.com

WHITING DOOR MANUFACTURING CORP.

SEA-LOK DOORS

WHITING