



AUTOMATIC GATES – FAQs

Q: Can existing gates be automated?

Generally speaking, yes. The best practice would be to get a BFT installer out to check the gates and give advice on the installation.

Q: How often do I need to service my gates and automations?

Gates and automations do require a certain level of maintenance. We suggest servicing a residential gate once annually, however for gates with more frequent usage we suggest servicing them once each quarter.

Q: What happens in the event of a power failure?

All gate motors can be manually released, allowing you to manually open/close your gates. A good practice would be to have your installer add a battery back-up, that will allow you to continue using the automation even in the event of no power.

Q: How can I manually open my gate if there is NO power?

Find out how to manually release the gate motor by downloading the cheat sheet below.

[Download Cheat Sheet]

https://drive.google.com/file/d/12FKKhQQCVa4w2Kv8J_bMDxCUrbDXVkJi/view?usp=sharing

Q: How do I add/delete remote controls?

Here below a video on how to add/delete remote controls.

<https://www.youtube.com/watch?v=bmm8yUrTwvk>

Q: How can I clone a remote control?

Find out how to clone a remote control by downloading the cheat sheet below.

[Download Cheat Sheet]

https://drive.google.com/file/d/1V_1S-YEA5TsHZAq0l6r2rKJu8K9j_3l/view?usp=sharing

Q: What do I need to increase the range on my remote controls?

Remote controls operate on radio frequency (433 MHz) and depending on your area the signal strength could be good or quite bad. Adding a BFT antenna generally makes a vast improvement to the range.

Q: What can I do if my remote controls have been lost or stolen?

Stolen or lost remote controls can be deleted from your control board and new ones can be added.

Q: How do I program the Q.BO Touch wireless keypad?

Here below a video on how to program the Q.BO Touch wireless keypad.

<https://www.youtube.com/watch?v=1MlCaP8Kjjk>

Q: Why my gate opens fine, but it doesn't close?

Some possible reasons are:

- An issue with your safety beams so, make sure they are clean and aligned
- A loose wire on the terminal block
- A damaged wire
- A blown fuse on the control board
- Others (force errors, mechanical issues etc.)

Q: Why my gate running on Ecosol travels for 2m and then stops?

Some possible reasons are:

- A blown fuse on one of the control boards
- The positive & negative power from the Ecosol is the wrong way round
- The trigger & the power signal from the Ecosol square plug is the wrong way round

Q: How can I increase the force on Hamal/Zara control boards?

Find out how to increase the force on Hamal/Zara control boards by downloading the cheat sheet below.

[Download Cheat Sheet]

<https://drive.google.com/file/d/1a9hY87ad9ehcI0c679B9TkzLgZWZCSO8/view?usp=sharing>

Q: Is it possible to operate my gate from a smartphone application?

BFT developed a free app called U-Control that will allow you to open/close the gate and check its status. You would require a U-Link automation, the Beba Wi-Fi module and a good quality Wi-Fi signal at your gate.

Q: Can I integrate U-Control with Apple/Google smart home automation?

Unfortunately, at this stage it is not possible to integrate U-Control with Apple/Google smart home automation.

Q: Does BFT do intercoms?

BFT does a range of wired, wireless and GSM audio and video intercoms.

Contact your local dealer for further information.

Q: What is the warranty on the BFT product range?

BFT offers a 30-month warranty from the date of manufacture (see BFT Terms & Conditions).

Q: Does BFT have installers?

Many BFT customers have carried out extensive trainings with us, and therefore they are approved and certified installers.

Q: Does BFT do repairs on site or at the workshop?

BFT does carry out site visits with approved installers and we also repair and service products in our workshops.

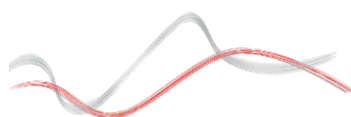
Q: How do I find a BFT authorized installer in my area?

You can contact your local BFT dealer or speak to one of our friendly staff and we will gladly recommend an installer local to you.

Q: What is the requirement to become an authorized installer or distributor?

BFT can help you with:

- Free training sessions in our offices and on-site
- Setting up an account with a discount structure
- Supplying you with sales leads (if part of our VIP Club)



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