15. TROUBLESHOOT	TING				
Problem	LED Status	Possible Cause	Solution		
	OFF	Sensor Connector not connected correctly	Tighten or reconnect the connector.		
Door does not open when a person enters the detection area		Incorrect power supply voltage	Apply proper voltage to the sensor. (AC : 12-24V, DC : 12-30V)		
person enters the detection area		Incorrect sensor wiring	Double check sensor wiring		
	Door Opens BLUE or RED or RED FAST FLASH or RED SLOW FLASH Door Closes GREEN	Object moving in the detection area	Remove the moving object from detection area.		
		Sensitivity too high for the installation environment	Reduce the sensor sensitivity setting		
Door opens and closes for no apparent reason (Ghosting)		Dust, frost or water droplet on the sensor lens	Wipe the sensor lens clean and install a weather cover if necessary		
		Detection area overlaps with that of another sensor	Ensure different frequency setting for each sensor, and adjust to overlap the radar area using the angle and volume.		
		Detection of falling snow, insects, leaves etc	Turn monitor mode Dip Switch (X) 8 to "snow"		
When Door opens or closes, LED ORANGE	OREANGE	Detection row "ROW1" ("ROW2" when "Doorway Learn" is turned ON) is focused too close to the door.	Adjust detection depth for Inner 3 rows away from the door.		
	RED	Detection area changed, while ∞ infinity presence timer setting is in use	Re-power the sensor or change the presence timer settings to 30 or 60 sec		
	RED FAST FLASH	Incorrect sensor wiring	Double check sensor wiring		
	RED SLOW FLASH	Reflected signal saturation	Remove highly reflective objects from the detection area, or lower the sensor sensitivity setting		
	BLUE	Moving objects in the radar area	Eliminate moving objects		
Door opens and remains in the open position	GREEN/RED FAST FLASH	Internal sensor error	Replace the sensor		
	GREEN/RED SLOW FLASH	Reflection of the transmitted infrared signal from the floor is too low	Increase sensor sensitivity or change the "Reflection Diagnostics" Dip Switch $\bigotimes$ 7 from "Normal" to "Low Ref"		
	ORANGE SLOW FLASH	Door Hold (Dip Switch $\widehat{\mathbb{Y}}$ 6 set to Open)	Turn OFF the "Door Hold" Dip Switch $(\widehat{Y})$ 6 to Auto		



< Disclaimer > The manufacturer cannot be held responsible for below.

1. Misinterpretation of the installation instructions, miss connection, negligence, sensor modification and inappropriate installation.

2. Damage caused by inappropriate transportation.

3. Accidents or damages caused by fire, pollution, abnormal voltage, earthquake, thunderstorm, wind, floods and other acts of providence.

4. Losses of business profits, business interruptions, business information losses and other financial losses caused by using the sensor or malfunction of the sensor.

5. Amount of compensation beyond selling price in all cases.

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MP-10362-A '22.08

Cover Indicator LED Radar Detection Window (Red,Green & Blue) Infrared (IR.) Detection Window Potentiometer Potentiometer (Infrared – IR. Sensitivity Volume) (Radar Sensitivity Volume) Cable Mounting Screw Connector Allan . (2 pcs.) Dip Switch (X)Radar sensor unit Infrared (IR.) Dip Switch (Y)Detection Depth Adjustment sensor unit Screw - Infrared (IR.) Area Mount within 50mm of the bottom of the door engine Ensure there are no moving objects in the gets onto the sensor. cover detection zone 3.5m (11.5ft) Max 50mm ″₩2 12 reflected sunlight from the floor close proximity Ö, \*\*\*\*\* iside as shown below An∏n® detection field 4 \_ Moving Door Leaf ₿ Moving Door Lea Plan View Drilling may cause electric shock. Be careful of hidden wires inside the door engine cover. 2) Drill mounting  $(3.5 \text{mm} \phi)$  and wiring  $(10 \text{ mm } \phi)$  holes. 0







Output	Dip Switch $(Y)$ 5 ON	Dip Swi
Safety Output	ROW1, ROW2, ROW3	ROW1, ROW
Activation Output	RADAR	RADAR+RO

13. DOOR MAINTENANCE WORK	14. SELF DIAGNOSTICS ERRORS				
When carrying out door maintenance work with power applied to the sensor on door controllers that are wired to "test" the sensor ensure to set the Din Switches as below.	Technical problems with the SSR-3-ER sensor are indicated by a flashing Green/Red LED. The frequency of flashing indicates the type of problem as explained below.				
Note Remember to return the Dip Switch Settings to their original state once door maintenance work has been	Flash Frequency	LED	Cause		
carried out.	Fast	Green	Defective sensor, please replace		
$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	Slow	Green * * *	Confirm that the sensitivity potentiometer is set to maximum and re-power the sensor.		
Refer to [7.Dip Switch Settings].					



<b>"Doorway Learn" is OFF</b> Ref section 7, Dip Switch Settings.	<b>"Doorway Learn" i</b> Ref section 7, Dip Swit	s ON tch Settings.	<b>Y</b> 7		
Upon power ON, the solid green LED turns on indicating that the sensor is in standby mode and ready to detect.	Upon power ON, the Red flashing LED indicates a door open relay output to begin the Doorway Learn process.		Green LED flashes for 37s as the "Door Learn" process is carried out. Door opens/closes.		Door learn process complete, sensor in standby mode.
• Green solid LED	Red flashi	ng LED	Green flashing LED	Green flashing LED	• Green solid LED
<b>Presence Detection:</b> It takes 10s after sensor power up for presence detection to be initiated on all rows of detection. If before 10s has elapsed someone walks into the detection area it will take about 5s after the person leaves the detection zone for presence detection to be functional.		<b>Presence Detection:</b> During the "Doorway Learn" process the outer 3 rows of detection on the SSR-3-ER sensor switch from motion detection to presence detection 10s after power ON. The inner "Doorway Learn" row of detection will switch from motion to presence detection after the "Doorway Learn" process is carried out. <b>"Doorway Learn" Failure &amp; Recovery:</b> If a person enters the detection area during the "Doorway Learn" process it may not be successfully completed. In this case the sensor will carry out the Doorway Learn process over three door activations by a person in order to build an accurate image of the door open and door close position. <b>When Doorway Learn is turned ON</b> , the sensitivity level of the inner row of detection is only at maximum when the outer rows of detection are activated.			

When carrying out the following work, turn the sensor off and on again.

% When the floor condition is changed by placing a mat on the floor etc.

\* When the detection area pattern or sensor sensitivity is adjusted.

## **10. VERIFICATION OF OPERATION**

After installation is completed "walk test" the sensor detection area. If the detection area is not as expected adjust the detection area as referred to in section 8. If the detection area is still not as expected then the sensor sensitivity can be increased by turning the potentiometer clockwise. When the sensor detects even though there is nothing in the detection area the sensor sensitivity can be decreased by turning the potentiometer in the anti-clockwise direction.

If the sensor is false activated by the snow or rain, decrease the IR. Sensitivity. It should be noted that sensitivity to detecting pedestrians may also be reduced.



CAUTION Adjust the sensitivity to be appropriate to the installation environment.



IR. Sensitivity