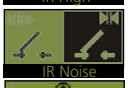
IXIO Troubleshooting

LED-SIGNAL	LCD	CAUSE	SOLUTION
E1 1 The ORANGE LED flashes 1 x.		The sensor signals an internal fault.	1 Cut and restore power supply. 2 If orange LED flashes again, replace sensor.
E2 2 The ORANGE LED flashes 2 x.		The power supply is too low or too high.	1 Check power supply (in the diagnostics menu of the LCD). 2 Check wiring.
E4 4 The ORANGE LED flashes 4 x.		The sensor receives not enough IR-energy.	1 Decrease the angle of the IR-curtains. 2 Increase the IR-immunity filter (values >2.8 m). 3 Deactivate 1 curtain.
E5 5 The ORANGE LED flashes 5 x.		The sensor receives too much IR-energy.	1 Slightly increase the angle of the IR-curtains. 2 Decrease the IR-immunity filter (values 1-3 <2.8 m).
		The sensor is disturbed by external elements (lamps, weather, etc).	1 Try to eliminate the cause of disturbance (exchange lamps, use rain accessory, make sure that the door controller housing is properly grounded).
E6 6 The ORANGE LED flashes 6 x.		The radar sensor output is faulty.	1 Replace sensor.
E7 7 The ORANGE LED flashes 7 x.		The internal test of the radar is disturbed.	1 Change radar field angle. 2 Launch a quick setup. 3 If orange LED flashes again, replace sensor.
E8 8 The ORANGE LED flashes 8 x.		The IR-power emitter is faulty.	1 Replace sensor.
E9 9 The ORANGE LED flashes 9 x.		The internal reference of the radar is faulty.	1 Replace sensor.
The ORANGE LED is on.		The sensor encounters a memory problem.	1 Cut and restore power supply. 2 If orange LED lights up again, replace sensor.
The RED LED flashes quickly after an assisted setup.		The sensor sees the door during the assisted setup.	1 Move the IR-curtains away from the door. 2 Install the sensor as close to the door as possible. If needed, use a bracket accessory. 3 Launch a new assisted setup. Attention: Do not stand in the detection field!
The RED LED lights up sporadically.		The sensor vibrates.	1 Check if the sensor is fastened firmly. 2 Check position of cable and cover.
		The sensor sees the door.	1 Launch an assisted setup and adjust the IR-angle.
		The sensor is disturbed by external conditions.	1 Increase the IR-immunity filter to value 3 (< 2.8 m). 2 Select presetting 2 or 3.
The GREEN LED lights up sporadically.		The sensor is disturbed by rain and/or leaves.	1 Select presetting 2 or 3. 2 Increase radar-immunity filter.
		Ghosting created by door movement.	1 Change radar field angle.
		The sensor vibrates.	1 Check if the sensor and door cover is fastened firmly. 2 Check position of cable and cover.
		The sensor sees the door or other moving objects.	1 Remove the objects if possible. 2 Change radar field size or angle.
The LED and the LCD-display are off.			1 Check wiring.
The reaction of the door does not correspond to the LED-signal.			1 Check output configuration setting. 2 Check wiring.

Motion detection | Presence detection | LED flashes | LED flashes quickly | LED is off

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