



Owner's Manual

Print a copy of the CommandLIFT™ Installation Manual that is on the CD that came with your CommandLIFT™ or download a copy from www.commandlift.com



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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 lock cylinder and the cable 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 hand loop that is fastened to the inside of the roll-up door.
2. Pull the hand loop down **firmly** and the **CommandLIFT™** will be released from the drive system.

Reconnecting the CommandLIFT™ drive system

1. Open the Access Panel (see Part #1 on Page 9) 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.

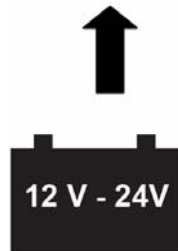
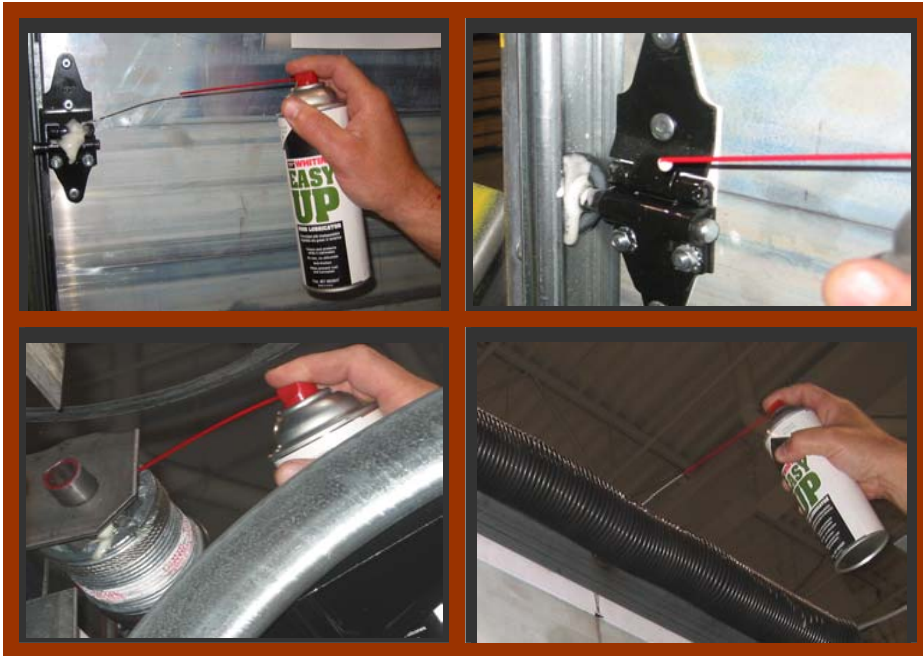


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WHITING® Roll-Up Door Maintenance Procedure

Lubricate the roller bearings and shafts, hinge pins and cable drum bearings as per the illustrations below.



DO NOT USE

GREASE OF ANY KIND!

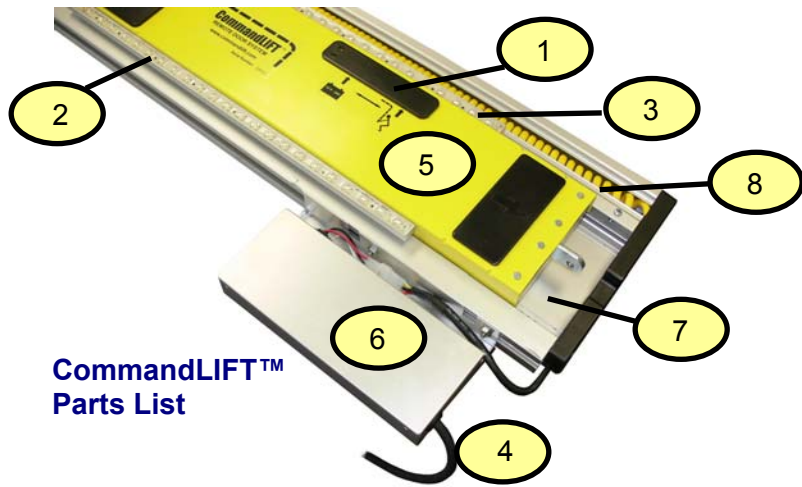
Grease sits on the surfaces and attracts dust, dirt and salt. The recommended lubricant is environmentally friendly, **WHITING®** brand **EASY-UP™** spray lubricant available from your local **WHITING®** dealer



CommandLIFT™ Fault Codes

#	Description	Trouble Shooting Tips
2	Low transmitter battery voltage	Replace transmitter battery.
4	CommandLIFT™ does not stop at the proper location at the end of its travel	Confirm that the Hall Sensor (gray) wires are properly connected to the Motor Board. This is a black 3-pin connector.
5	Motor Board relay error	Check that the 4-pin connector on the Motor Board is plugged in. Check that the input voltage is at least 12 volts.
7	Over current	Make sure there are no obstructions in the door travel. Disconnect the Motor Unit from the door and operate the door manually to check for binding during door travel.
8	Over temperature at Motor Board	This could be caused by excessive load on the Motor Unit due to an unbalanced roll-up door or by excessive, continuous usage.
9	Motor time-out	Confirm that the Motor Unit is properly engaged in the aluminum track.
10	Battery voltage is under 12 volts	Vehicle battery must be recharged.
12	No communication between Receiver Board and the Motor Board	Check that all the wires on the Motor Board and the Receiver Board are securely connected.

Note: If at any time, the button on the **CommandLIFT™** transmitter has to be pressed more than once before the door will open, Point the transmitter at the **CommandLIFT™** and press and hold both buttons simultaneously for about 10 seconds. The problem will correct itself.



**CommandLIFT™
Parts List**

	Canada Part No.	USA Part No.	Description
1	CL-0010	17065	EMERGENCY Release Access Panel
2	CL-1008	17072	LED Lights for Motor Unit - Curbside
3	CL-1009	17033	LED Lights for Motor Unit - Roadside
4	CL-1013	17046	14 Gauge 3-wire Harness
	CL-0207	17080	Installation Manual (En) pdf format on CD
5	CLA-0100	17064	Motor Unit Assembly Complete
6	CLA-0101	17065	Receiver Box Assembly with FM Antenna
	CLA-0102	17048	Converter Box Assembly
	CLA-0103	17066	Replacement Transmitter – Key FOB
	CLA-0104	17067	Door OPEN Position Magnet Assembly
	CLA-0105	17068	Door CLOSED Position Magnet Assembly
7	CLA-0109	17073	Track Assembly { Front and Back Aluminum Track Extrusions, Joiner Brackets, Rear End Cap, Door Position Indicators and all the Hardware for the Receiver Box and Header Bracket
8	CLA-0110	17074	Yellow Coil Cable and End Cap Assembly
	CLA-0113	17076	Label Kit
	CLA-0114	17030	Turn Buckle
	CLA-0115	17077	EMERGENCY Release Cable Assembly Including Plastic Housing Assembly and Key Cylinder
	CLA-0116	17031	Motor Unit Slides (Set of Four)

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 (See Figure 1). 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 close, increase the tension on the balancer.

If the door requires more force to open, decrease the tension on the balancer.



Figure 1 – 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 on Page 1.

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 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 1 – 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.

Adjust the door travel

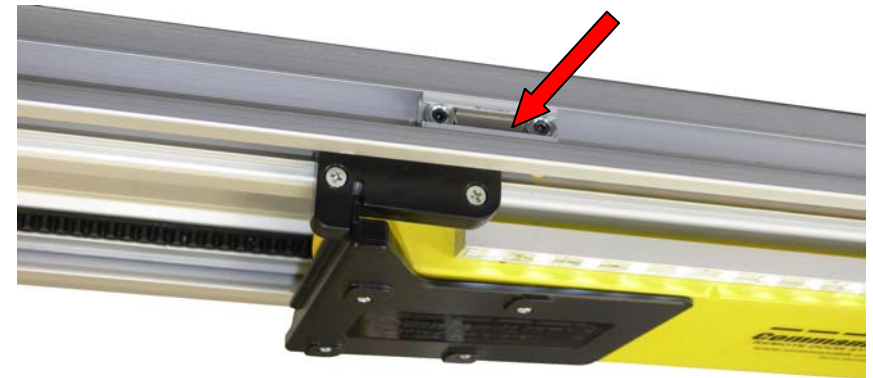


Figure 7 – Magnet Assembly

On the road-side of the aluminum track, you will see two magnet assemblies that are held in place with set screws (see Figure 7). One assembly is in the front track and the other assembly is in the rear track. These magnet assemblies tell the **CommandLIFT™** how far to travel before stopping.



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

The **CLOSED** position should allow the **CommandLIFT™** to close the door enough to ensure the bottom seal is compressed on the door sill and to put sufficient pressure on the door to make sure the door will not “bounce” while the vehicle is being driven. If there is too much pressure on the door in the fully closed position, the **CommandLIFT™** will stop and back up. If this happens, move the front magnet assembly back slightly until the fault is corrected.

If the motor unit moves all the way to the end of the track but the door does not close all the way, it will be necessary to adjust the turn buckle assembly and lengthen the measurement of the turn buckle connector until the door closes to the proper position.

Programming the Remote Control Transmitter

The **CommandLIFT™** comes with two Remote Control transmitters that are pre-programmed for your motor unit. The **CommandLIFT™** will allow additional Remote Control transmitters or wireless number pads 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 cover from the Receiver Box which is located on the **CommandLIFT™** track at the header. Locate the small **WHITE** button shown with the Red arrow (see Figure 6 below).
2. Press the **WHITE** button briefly and the small **RED** light will glow.
3. While the **RED** light is ON, press the  button and then the  button on the new Remote Control transmitter. The **RED** light will go out, and the new transmitter is programmed for your motor unit.

You can also erase the **CommandLIFT™** memory of all the programmed transmitters and re-program a new set of transmitters by following these steps:

Press and hold the **WHITE** button approximately 10 seconds. Release the button and the small **RED** light will flash 5 times. All memory of existing transmitters has been erased. Follow Steps 2 and 3 above and the new transmitters will be programmed for your system.

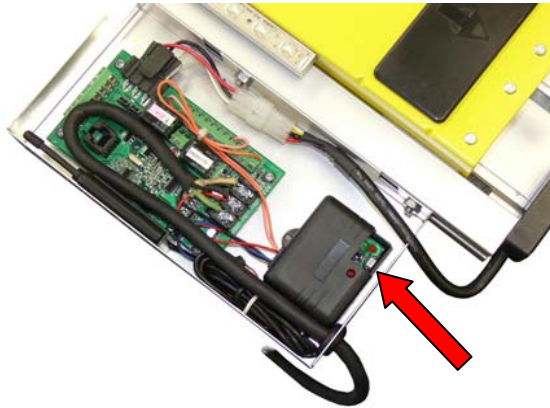




Figure 6 – Programming Button

What happens when the Remote Control transmitter button is pressed?

1. When the Remote Control  Door Button is pushed, the two **AMDOR® LumaBAR™** LED lights on the **CommandLIFT™** motor unit will turn on and the door will start to open. The lights will stay on (with the door open) for 15 minutes.
2. When the Remote Control button is pressed again, the door will close. The lights will stay on for 1 minute after the door is closed.
3. If you press the Remote Control button while the door is in travel either up or down, the door will STOP. The next time the button is pushed, the door will travel in the opposite direction.
4. If the roll-up door hits an object (such as a box or other cargo) while it is closing, the door will stop closing and back up approximately 9 inches allowing the obstacle to be removed. The LED lights will flash seven times (see Fault Codes - Page 10) indicating that there was an obstruction in the door travel. The lights will stop flashing the next time the door is activated. The next time the Remote Control button is pressed, the door will OPEN.
5. If the roll-up door hits an object while it is opening, the door will stop opening and back up approximately 9 inches allowing the obstacle to be removed. The LED lights will flash seven times (see Fault Codes - Page 10) indicating that there was an obstruction in the door travel. The lights will stop flashing the next time the door is activated. The next time the Remote Control button is pressed, the door will CLOSE.
6. When the Remote Control  Light Button is pushed, the two **AMDOR® LumaBAR™** LED lights on the **CommandLIFT™** motor unit will turn on. The lights will stay on (with the door open) for 15 minutes. If the door is in the closed position, the lights will stay on for 1 minute.

Make sure the roll-up door lock is in the UNLATCHED position before the **CommandLIFT™** is operated.



CommandLIFT™ Maintenance

There are only a few maintenance procedures that should be completed on a **monthly** basis.

1. **Completely lubricate** the EMERGENCY key lock located on the Roll-Up door.
2. Inspect and clean the Aluminum track. 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).
6. Replacement **AMDOR® LumaBAR™** LED lights can be ordered from **WHITING®**. Ask for Part No.CL-1008 (Curbside) or CL-1009 (Roadside).

Replacing the Plastic Motor Unit Guides

1. Remove the **CommandLIFT™** Motor Unit from the aluminum track as per the description on Page 6.
2. Remove the four Plastic Motor Unit Guides from the Motor Unit housing (Figure 2).
3. Inspect the Plastic Motor Unit Guides and replace them if they show any signs of wear.



Figure 2 – Plastic motor unit guides

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Motor Unit removal for Servicing

If the **CommandLIFT™** has to be removed from the track for regular maintenance, follow these steps:

1. Remove the Turn Buckle assembly from the **CommandLIFT™**.
2. Remove the EMERGENCY Release Wire Assembly from the motor unit.
3. Remove the STOP screw from the track at the end furthest from the door opening.
4. Open the black access panel on the motor unit 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.



Fig 3 – Remove 4 Screws

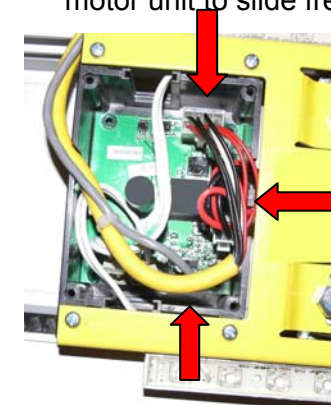
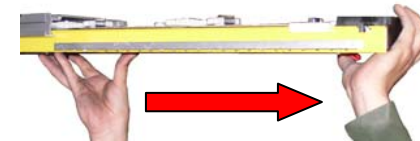


Figure 4 – Unplug wiring

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 (see Figure 3).
7. Remove the two wiring harnesses from the circuit board in the Motor Unit (see Figure 4).
8. Slide the **CommandLIFT™** Motor Unit out of the aluminum track (see Figure 5).
9. To reinstall the **CommandLIFT™**, reverse Steps 1 to 8



6 Figure 5 – Remove motor from track