Test 1 - Visual inspection

IMPORTANT
When carrying out any of the following checks, make sure that you don't stand anywhere in the path of the moving gate particularly where it passes in front of pillars, walls or railings.

With your gate closed and the remote control safely out of the way so no-one can open it during your examination, have a close look at all parts of your sliding gate and automation system.

Check the rack, track and wheels for signs of corrosion.

a) Is the track secured to the driveway and straight?

Yes ☐ No ☐

b) Is the rack straight and fixed securely to the gate?

Yes ☐ No ☐

Look for signs of damage to the gate. This can include:

- Bent metal gate frames, uprights or cross bars
- Dented panels in aluminium gates
- Rotten areas of wooden gates
- Wooden gates with joints pulling apart to reveal gaps between panels
- Warped or twisted wooden gate panels or frames

c) Do you see evidence of any of these? If so, which ones? Please tick all that apply.

☐ Bent metal gate frames, uprights or cross bars
☐ Dented panels in aluminium gates
☐ Rotten areas of wooden gates
☐ Wooden gates with joints pulling apart to reveal gaps between panels
☐ Warped or twisted wooden gate panels or frames
☐ Something else

If 'Something else', please describe it below.

d) Is the gate motor securely mounted to the ground?

Yes ☐ No ☐

e) Does the motor drive gear mesh evenly with the rack on the gate?

Yes ☐ No ☐

f) Is the gate secure when it’s closed or does it move if you push it along the track gently?

Secure ☐ Some movement ☐

Test 2 – Gate operation

IMPORTANT
When carrying out any of the following checks, make sure that you don't stand anywhere in the path of the moving gate particularly where it passes in front of pillars, walls or railings.

g) Using your remote controls, can you operate your gate normally?

Yes ☐ No ☐

h) Does one gate remote work and one not do anything?

One works ☐ Both work ☐ Neither works ☐

I only have one remote ☐

i) Do the gate remotes show any lights when you press the buttons on them?

Light ☐ No light ☐

j) Can you operate the gate with any access control intercoms installed?

Yes ☐ No ☐ No intercom installed ☐

k) Does the gate work using any release buttons or keypads?

Yes ☐ No ☐ None installed ☐

l) Does stepping between photocells stop the gate?

Yes ☐ No ☐

m) Does the gate stop moving if you press on the safety edges?

Yes ☐ No ☐ None installed ☐

n) If you have a loop detector installed does the gate start to open if you approach in your car from the inside?

Yes ☐ No ☐ No loop detector installed ☐

Test 3 - Does the gate work as it should?

o) Does the gate open smoothly?

Yes ☐ No ☐ Don't work at all ☐

p) Does it open all the way?

Yes ☐ No ☐

q) Is it slower moving one way than the other?

Yes ☐ No ☐

Test 4 - Does your gate make any unusual noises?

The only noise a sliding gate should make is that from the wheels as they roll along the track across the entrance to your driveway. If there are noises coming from the motor, the gear moving the rack or any supporting rollers as they open and close, there is almost certainly a problem.

Open and close your gate a few times and listen to the different parts of your sliding gate.

IMPORTANT
When carrying out any of the following checks, make sure that you don't stand anywhere in the path of the moving gates or in the area by the hinges.

r) Do you hear any squeaks, rattles, graunches or scraping noises?

Yes ☐ No ☐

s) Can you describe the noise?

Test 5 – Maintenance history

t) Do you know when your gate was last serviced?

Within the last 12 months ☐ Within the last 2 or 3 years ☐

More than 3 years ago ☐ Not sure ☐

u) Do you know how old the gate automation system and the gate are?

A few years old ☐ Up to ten years old ☐ Installed years ago ☐

v) Do you know if any of the gate motor have been replaced in the last two years?

Yes ☐ No ☐ Don't know ☐

Your details so we can come back to you

Your first name	
Your surname	
Your email	
Telephone	
Your address (optional)	