

Intermittent false alarms usually signal a wiring problem. Sometimes that comes from damage after completing the installation. More often, the problem is due to a lack of care and caution in routing door alarm trunk cables. Following the proper procedure when routing these cables through the buildings will prevent damage.

Any short of the wires in the cables, either from wire to wire, or wire to the building frame (ground), will cause a false alarm. This may not occur until weeks after the installation has been completed and the units are rented. Lack of access to the unit for troubleshooting makes everybody's life difficult. Add that to the fact that it can be hard to find and correct problems like these. Get it right the first time! Follow the wiring and mux slot layout carefully, and take extra care pulling and installing these trunk cables.

Taking a little extra time during installation will help make sure the customer has a quality installation and many years of trouble-free service.

Some of the most common problems occur when the installer:

- Runs the cable past a sharp metal edge, such as a partition wall
- Pulls the cable through a tight space where the cable can be pinched together
- Drills a hole through a metal wall or beam and feeds the cable
- Hangs the cable over the roll-up door drum, failing to secure it properly
- Does not insulate the end of the trunk line correctly

To avoid problems, follow these rules:

- When you route the cable past any metal edge, use a plastic bushing or similar material on the sharp edge to prevent cutting the cable insulation.
- Provide a stress-relief loop on each side so the cable does not pull tightly against the metal edge.
- Make sure the cable does not get pinched between two surfaces. The pinching may not cut into the cable insulation, but it can cause the individual wires inside to short together.
- When hanging the cables above the door's metal drum, ensure that the cable is well secured and cannot hang down and touch the door drum.
- At the end of each trunk line, strip away 2" of the outer cable insulation, then insulate each wire end in the cable.