



Installation Manual

CONCIERGE® Power Door Opener

Model No. CONCIERGE 23DR



1-YEAR WARRANTY. Please register at www.ezaccess.com/warranty-satisfaction.
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Manufactured in the USA





14900 REV 03-24-17













INTRODUCTION

Thank you for purchasing the EZ-ACCESS CONCIERGE. Please read this manual in its entirety before installing or using your new door opener.




SYMBOL MEANINGS

-  The **WARNING** symbol indicates a potentially hazardous condition/situation. The safety warnings throughout this manual, and on your equipment, if any, are for the protection of people and property. Failure by any operator to abide by safety warnings will result in a waiver of all liabilities, loss of your warranty, and could result in equipment damage and or failure, property damage, risk of serious bodily injury, and or death. The symbol may appear in various colors and in conjunction with other symbols.
-  The **NOTE** symbol indicates important information. Failure to obey all notes could result in improper operation, less-than-optimum equipment performance, and at the sole discretion of the equipment manufacturer, may void your warranty. The symbol may appear in various colors and in conjunction with other symbols.

WARNING!

-  Manufacturer recommends professional installation and maintenance.
-  Read this manual in its entirety before installation. Understand and learn the location and function of all the features, safety devices, and labels before operating. Correct installation, proper use, and following of instructions and obeying safety warnings of the CONCIERGE are necessary for safe operation.
-  For residential use only.
-  Observe and avoid all pinch points.
-  Ensure that there is no interference within the CONCIERGE's range of movement.
-  Never modify the CONCIERGE or any of its components.
-  Periodic inspections by a qualified technician are recommended to help prevent unsafe conditions. Regularly check that all parts are in good condition and verify all nuts, bolts, screws and other fasteners are undamaged and secure. If any part of the system is damaged or loose, **DO NOT USE** until repairs can be made by a qualified technician.
-  Do not use CONCIERGE for anything other than its intended purpose.
-  Do not route power cords where they may become damaged, pinched, create trip hazards, or cause other safety concerns. Check all CONCIERGE cords frequently to be sure they are not worn or frayed. Stop using the CONCIERGE immediately and contact your dealer for inspection, repairs, and service if any defect is suspected. **DO NOT** patch a broken or damaged cord.
-  To reduce risk of shock and or electrical hazard, keep all electrical components free from moisture at all times.
-  Before and during CONCIERGE operation, ensure all hair, jewelry, shirts, ties, shoe laces, and all forms of clothing and other personal ornamentation **are not** and **do not** hang up on anything that may create a hazard.
-  Maintaining all labels and manuals in legible condition is required by the CONCIERGE owner and is essential for safe operation. Contact your dealer for additional information, replacement labels and manuals, or to schedule inspections, repairs or service. For additional care, use or safety information, please call 1-800-451-1903.

NOTES

-  Information in this document is subject to change without notice. The most current version of this manual is available on our website at www.ezaccess.com.
-  Before installation, ensure that there is enough space for proper CONCIERGE operation.
-  The CONCIERGE warranty is not transferable. Attempting to tamper with or modify any portion of the CONCIERGE will void the warranty. Using the CONCIERGE for anything other than its intended purpose will void the warranty.

BOX CONTENTS

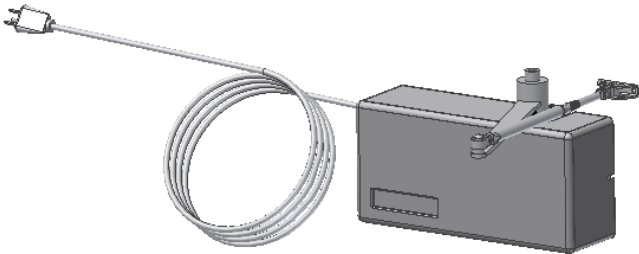



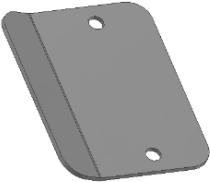

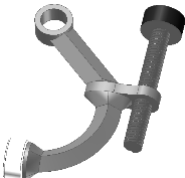


Open box and inspect contents for shipping damage before use. In case of damage, DO NOT USE the CONCIERGE. Please call 1-800-451-1903 for further instructions.

TOOLS NEEDED FOR MAIN UNIT

- ✓ ELECTRIC DRILL AND STANDARD BIT KIT
- ✓ EXTENDED DRILL BIT (MINIMUM 5" LONG)
- ✓ SAFETY GOGGLES
- ✓ TAPE MEASURE
- ✓ PHILLIPS SCREWDRIVER
- ✓ 1/8" HEX KEY

STANDARD PARTS FOR CONCIERGE 23DR (DOOR MOUNT, RIGHT SWING)

IMAGE	DESCRIPTION	QTY
	CONCIERGE 23DR (MOTOR UNIT) WITH SLIP FRICTION CLUTCH ARM, ADJUSTABLE FOREARM AND SHOE, 9-FT 110VAC POWER CORD, AND 300mhz RADIO RECEIVER. ⚠ DO NOT HANDLE CONCIERGE 23DR BY POWER CORD.	1
	DOUGHNUT MAGNET USED IN CONJUNCTION WITH VELCROED SENSOR TO SET DOOR OPENING DISTANCE.	1
	#10 1-1/2" WOOD SCREWS (4) ATTACHING MOTOR UNIT TO DOOR. (2) ATTACHING ARM SHOE TO JAMB.	6
	BINDING BOLTS FOR ATTACHING UNIT TO DOOR WITH THROUGH HOLES IN DOOR. (THESE ARE USED IN PLACE OF THE WOOD SCREWS.)	4
	BLANK LATCH PLATE USED IN PLACE OF ELECTRIC STRIKE.	1
	BALL CATCH SATIN-NICKEL FINISH; ALTERNATE TO BLANK LATCH PLATE. USED FOR ADDITIONAL RESISTANCE IF NECESSARY.	1
	DOOR STOP MOUNTED ON DOOR HINGE.	1

OPTIONAL ACCESSORIES FOR CONCIERGE 23DR (DOOR MOUNT, RIGHT SWING)

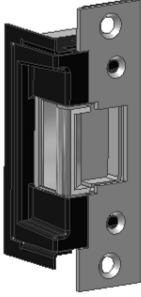
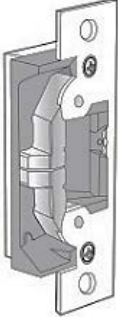


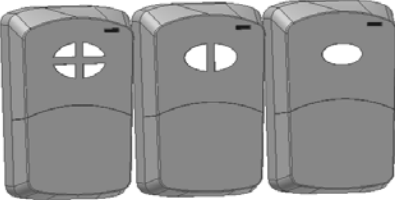

IMAGE	DESCRIPTION
	CONCIERGE ESP 24VDC ELECTRIC STRIKE AND FACE PLATE.
	CONCIERGE EPAR 24VDC ELECTRIC STRIKE AND FACE PLATE (LARGE STATIC STRENGTH AND MAX PRE-LOAD).
	CONCIERGE PIM WALL MOUNTED 4.5" SQUARE PUSH PAD.
	CONCIERGE KEM WIRELESS PROGRAMMABLE KEYLESS ENTRY SYSTEM.
	GARAGE DOOR STYLE TRANSMITTER CONCIERGE RGD1 – SINGLE CHANNEL CONCIERGE RGD2 – TWO CHANNEL CONCIERGE RGD4 – FOUR CHANNEL
	CONCIERGE RP1 – SINGLE CHANNEL PENDANT STYLE TRANSMITTER

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1. PRECAUTIONS AND REQUIREMENTS

1.1. Precautions

- 1.1.1. Verify that you have the correct model number for your application. Reference **Model Configurations** to verify you have the correct unit. If not, see **Changing Hand Direction**.
- 1.1.2. The door that the CONCIERGE 23DR is to be mounted to should be plumb, square, and not warped. The door should not stick to the jamb.
- 1.1.3. The door that the CONCIERGE 23DR unit is to be mounted to should have standard butt hinges, void of any springs. No other door open or close assist features should be attached to the door. An initial force of 20 lbs. is applied at the leading edge of the door to begin the opening and closing actions. Flimsy or improperly installed hinges may prevent the door opener from operating properly.

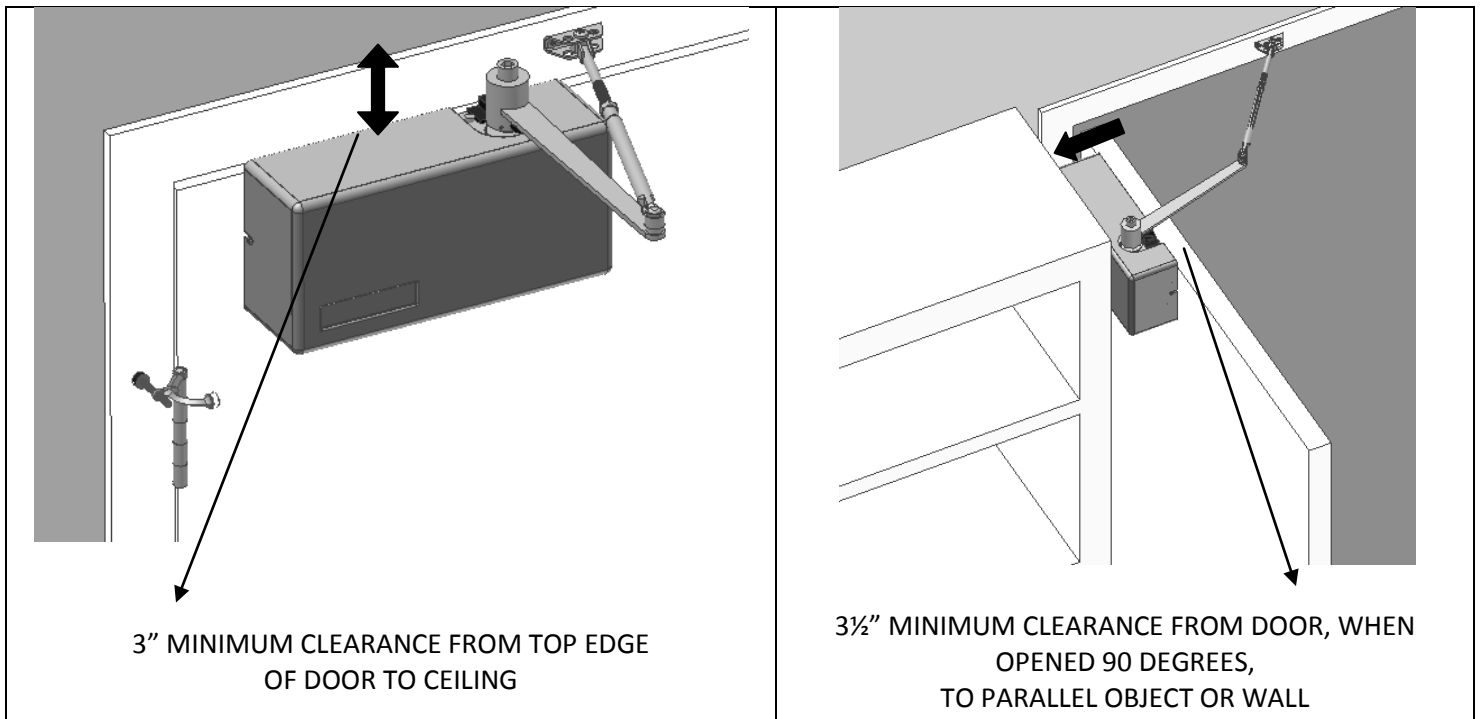
1.2. Power Requirements

- 1.2.1. This model is supplied with a 9-ft. power cord that plugs into a 110VAC AC outlet. When the optional electric strike is provided, it is supplied with 12-ft. of low voltage wire to connect the electric strike plate to the strike terminals on the main circuit board. The terminals are universal.

⚠ Always disconnect power when working with electric strike wiring.

1.3. Clearance Requirements

- 1.3.1. At least 3" of clearance above the top of the door is needed. At least 3-1/2" of clearance is needed from the hinge side surface of the door to a parallel object or wall to allow the door to open 90 degrees without the motor mount unit being obstructed.



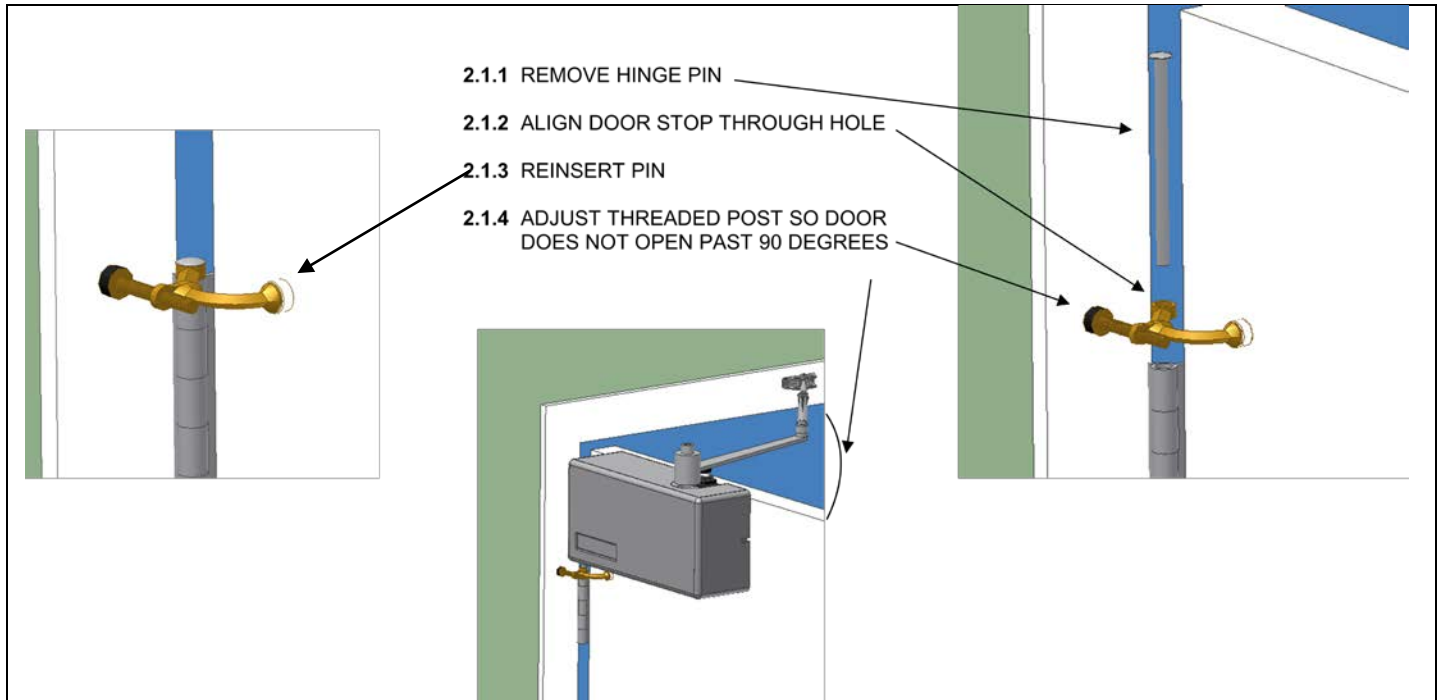
2. DOOR STOP

2.1. Door Stop Installation

A hard door stop must be used to prevent the door from traveling past 90 degrees when opening. A hinge mounted standard duty door stop is included in the CONCIERGE 23DR package. To install this door stop, first remove the hinge pin from the top door hinge, reinsert the pin with the door stop in place, then adjust the threaded post so the door stops at 90 degrees when open (see DIAGRAM below).



A heavy duty door stop (not included) is recommended for heavier doors.



3. MOUNTING THE MOTOR UNIT AND LEVER ARM SHOE

3.1. Mounting the Motor Unit

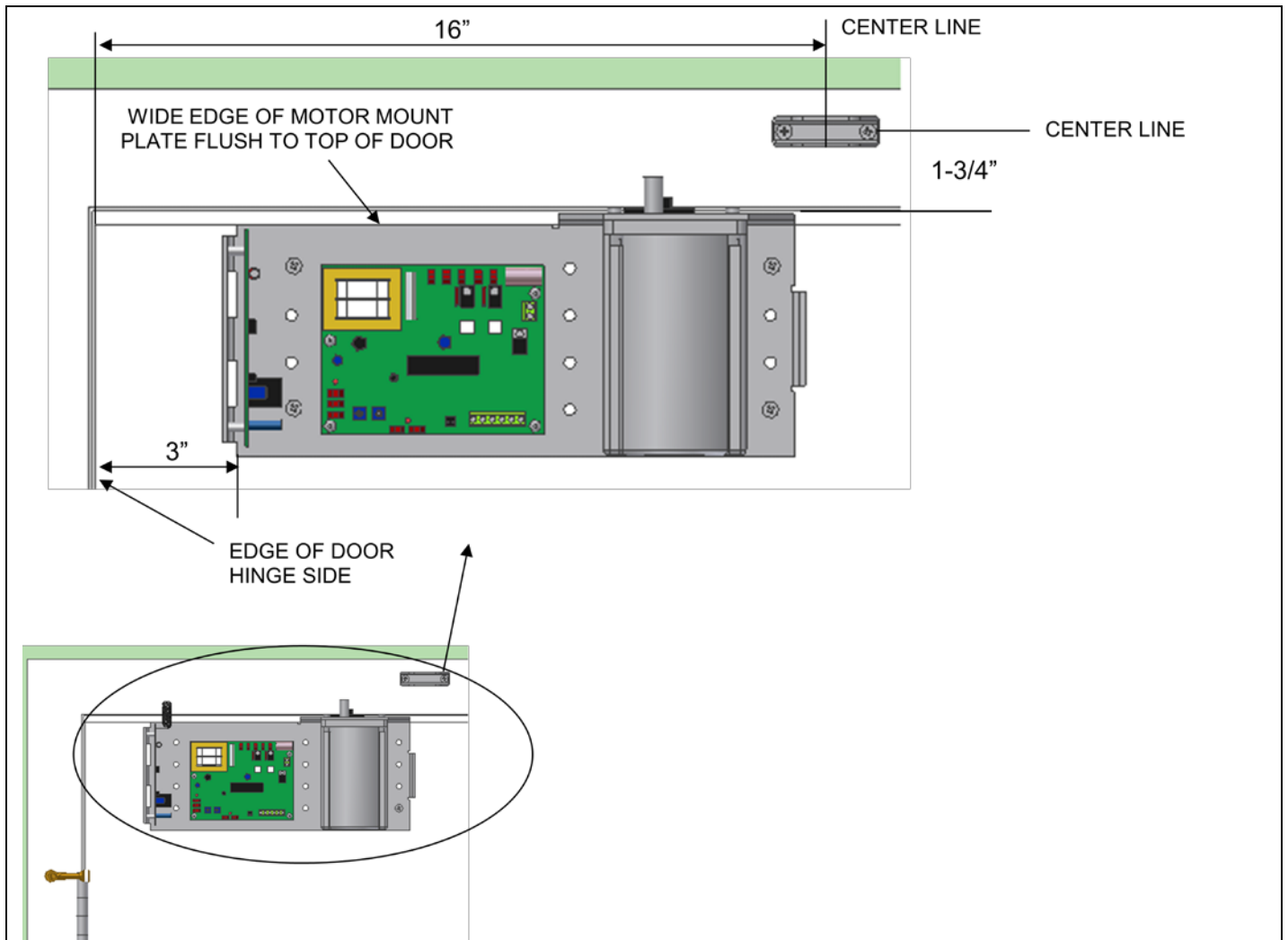
⚠ Wear safety goggles when operating drill motor.

3.1.1. Remove plastic cover from CONCIERGE.

3.1.2. With the wide edge of the motor mount plate flush to the top of the door and 3 inches from the edge of the door, secure the mount plate with at least the 4 supplied wood screws or binding post screws using extended drill bit. Any holes in the mount plate may be used but it is advised to use the holes in the outermost rows to follow best practice technique. Screw into door surfaces that are flush to the back side of the motor mount plate. It is important the screws achieve a solid mount.

3.2. Mounting the Shoe

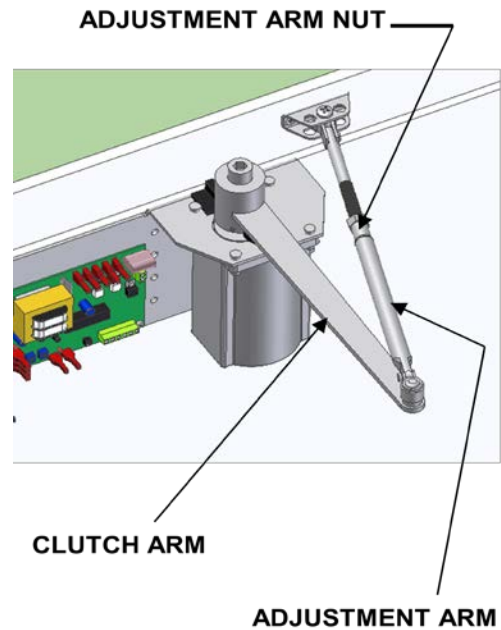
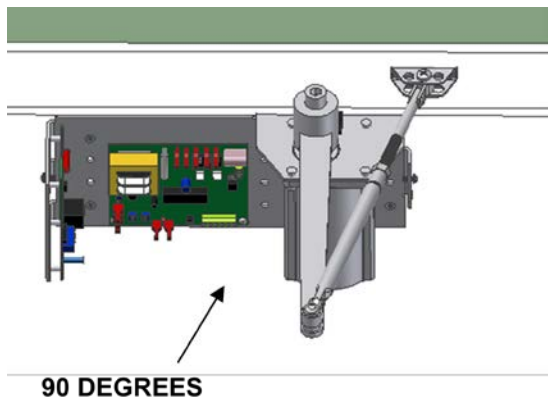
First, remove the shoe from the upper lever arm. With the center line of the shoe 1.75 inches above the top of the narrow edge of the motor mount plate and 16 inches from the hinge side edge of the door, secure the shoe to the wall with 2 supplied wood screws. If there is a molding on the wall it is ok to attach the shoe but make sure the screws that hold the shoe are properly anchored. If needed, use longer screws than those supplied to ensure proper anchoring. It is important the screws achieve a solid mount.



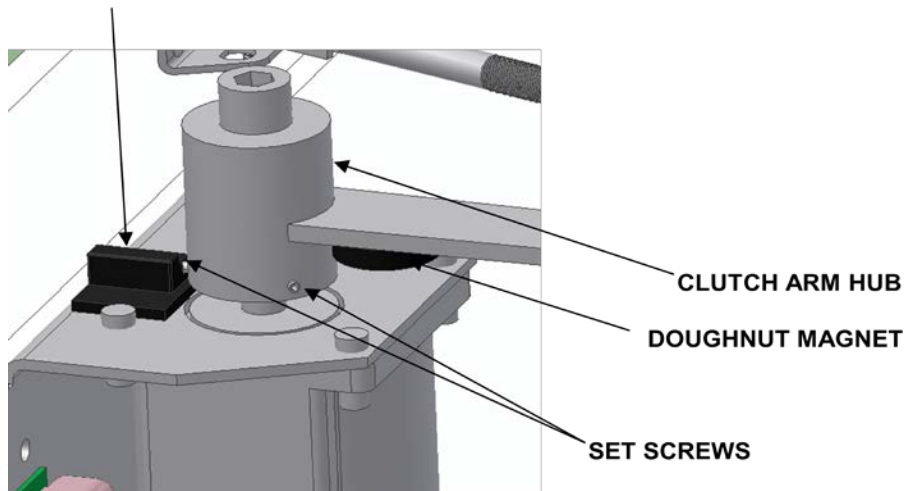
4. LEVER ARM ADJUSTMENT

4.1. Attaching the Adjustment Arm to the Shoe

- 4.1.1. Loosen nut on adjustment arm.
- 4.1.2. Loosen the set screws in the clutch arm hub.
- 4.1.3. Adjust length of adjustment arm so when door is shut and arm is engaged in shoe, the clutch arm makes a 90-degree angle to wall.
- 4.1.4. Bolt the adjustment arm in the center hole of the shoe bracket.
- 4.1.5. Tighten the adjustment arm nut and the set screws in the clutch arm hub.
- 4.1.6. Verify doughnut magnet is mounted to the side of clutch arm that faces the velcroed sensor 1/8" from the clutch arm hub, centered on the arm. This triggers the motor to shut off when in operation.



VELCROED SENSOR



5. STRIKE AND BALL CATCH INSTALLATION

5.1. **Strike Installation:** The CONCIERGE 23DR door opener is designed so that the door can still be manually opened without activating the unit. Therefore, it is necessary to have another mechanical feature to hold the door shut when not in operation.

5.1.1. **Blank Strike Plate:** If no mechanical hold is required, the supplied blank latch plate can be installed in place of the existing latch plate that is currently installed with the door hardware.



5.1.2. **Adjustable Ball Catch:** If mechanical hold is required, the supplied adjustable ball catch is ideal for latching doors when not in operation. Adjustable ball compensates for the door gap and latch tension.

5.1.2.1. Mark center for catch on door edge and drill 13/16" hole 1-5/8" deep for catch.

5.1.2.2. Slide catch into drilled hole and mark screw locations, drill 5/64" pilot hole for screws.

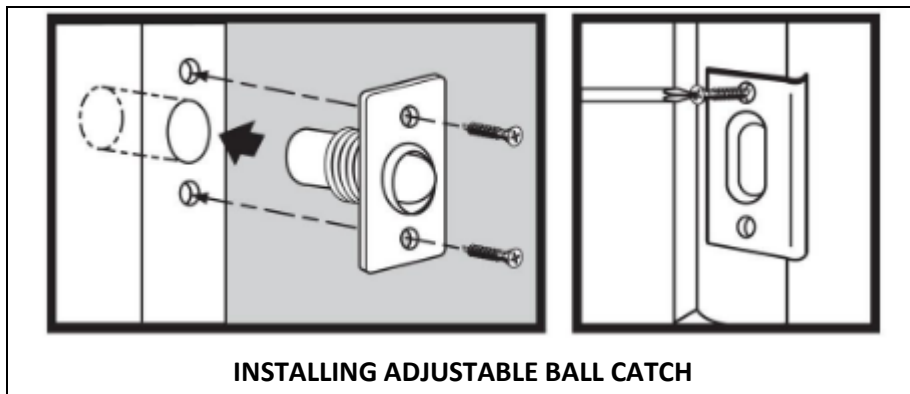
5.1.2.3. Install and secure screws on catch.

5.1.2.4. Align strike with catch, mark screw holes, then drill 5/64" pilot hole for strike.

5.1.2.5. Install and secure screws on strike.



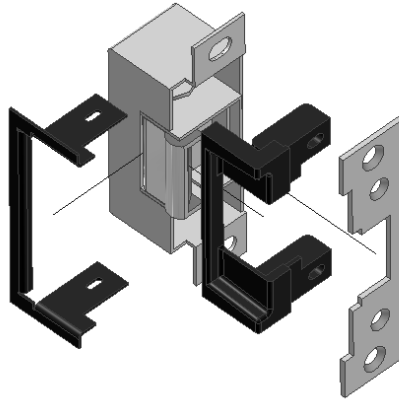
For additional installation instructions, see packaging of the supplied adjustable ball catch.



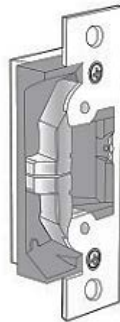
5.1.3. **Electric Strike:** The CONCIERGE 23DR is designed to work with 24VDC electric strikes. If an electric strike is used, follow the instructions included in the packaging from the electric strike manufacturer to assemble the strike and install it in the door jamb.



Before installation make sure the strike is set to your desired mode – ‘fail safe’ or ‘fail secure’. ‘Fail safe’ mode means that if the strike were to fail, its latch will swing freely. If in ‘fail secure’ mode and the strike were to fail, the latch will stay locked. Therefore, a person would be required to turn the door knob to open the door. The models CONCIERGE ESP and CONCIERGE ESPAR are provided in the ‘fail secure’ mode, which is recommended.

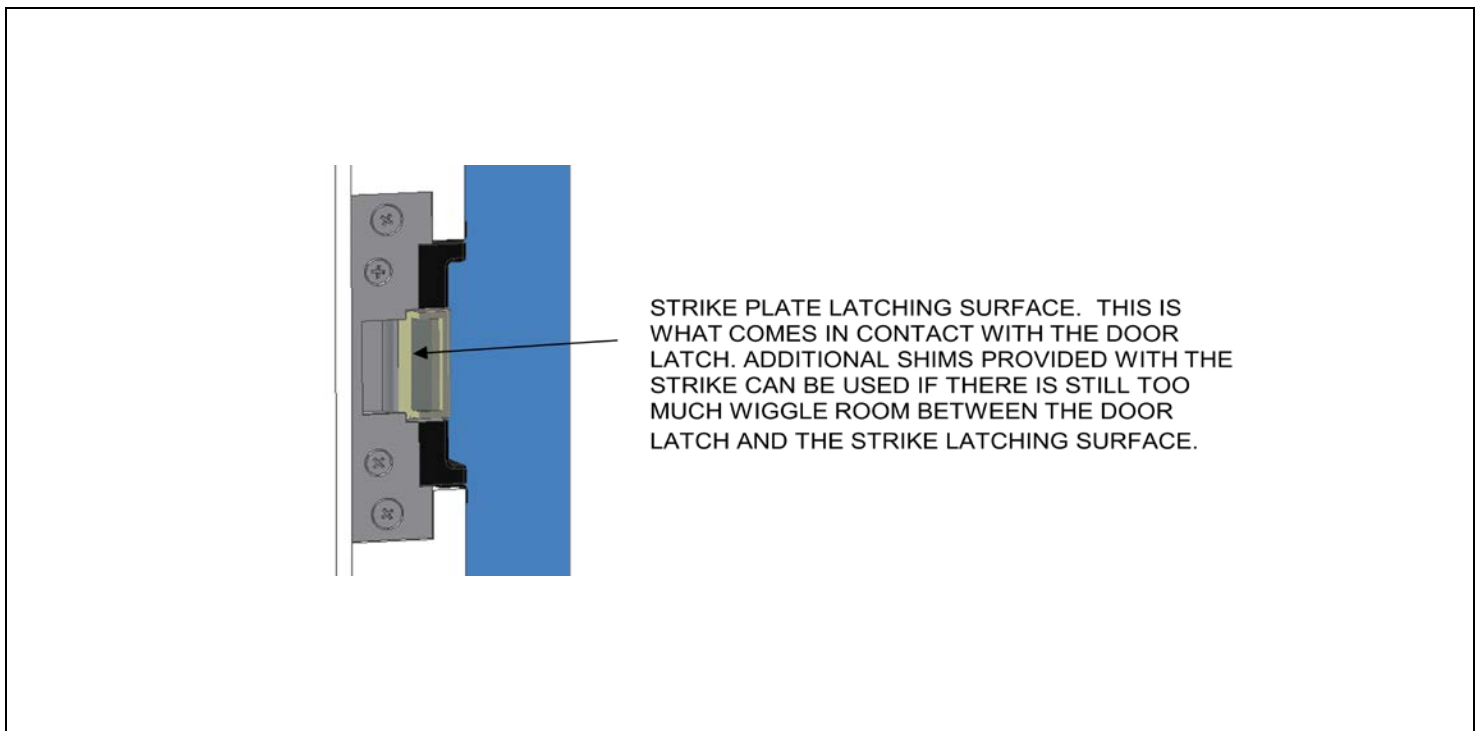
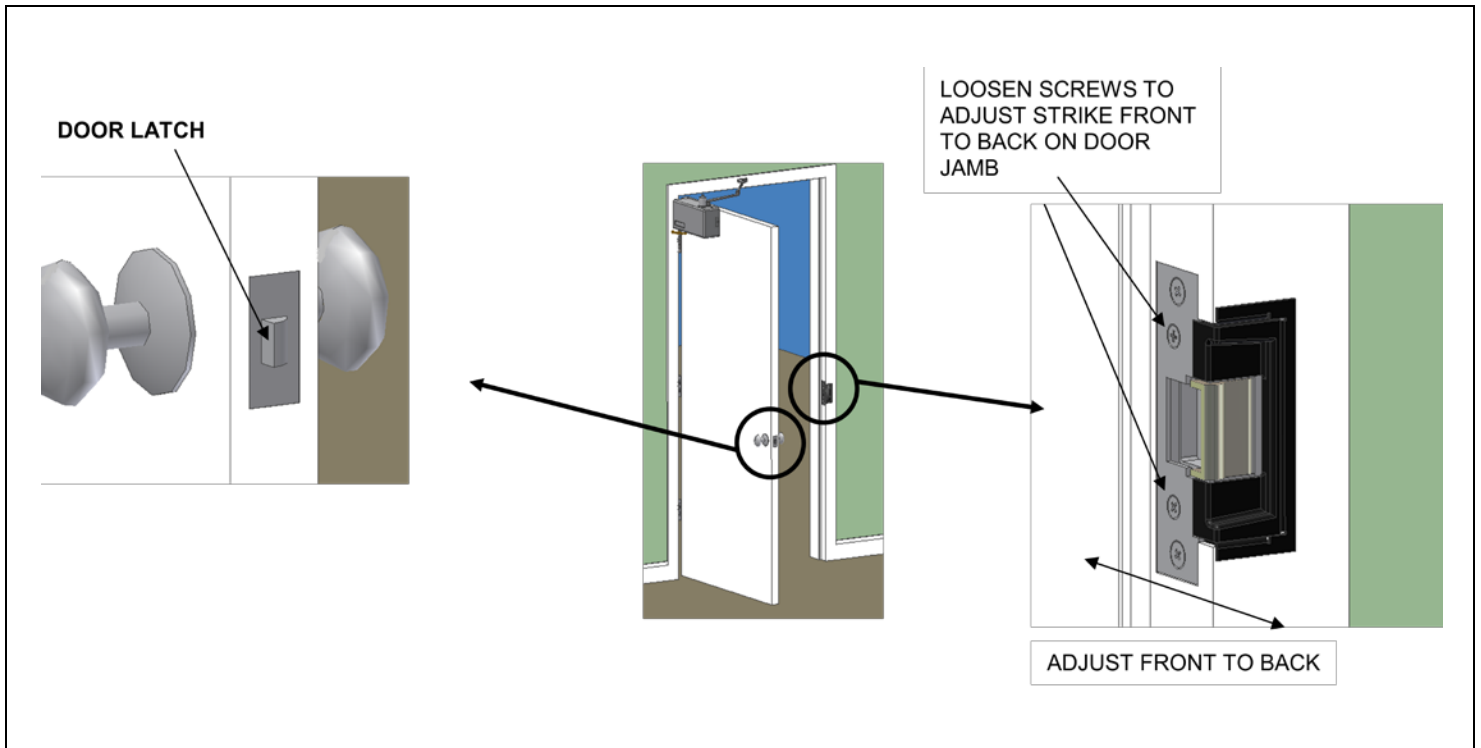


**ELECTRIC STRIKE AND FACE PLATE DISASSEMBLED
MODEL CONCIERGE ESP – 24VDC SHOWN**



**ELECTRIC STRIKE
MODEL CONCIERGE ESPAR – 24VDC SHOWN
(BETTER FOR HIGHER PRESSURES FROM WINDS OR HVAC UNITS)**

5.2. **Electric Strike Positioning:** When installing the electric strike and face plate, position it in the door frame, front to back, so that when the door is closed there is minimal gap between the strike plate latching surface and the door latch. When closed, the door should have little to no wiggle room.



5.3. Connecting Electric Strike to CONCIERGE 23DR

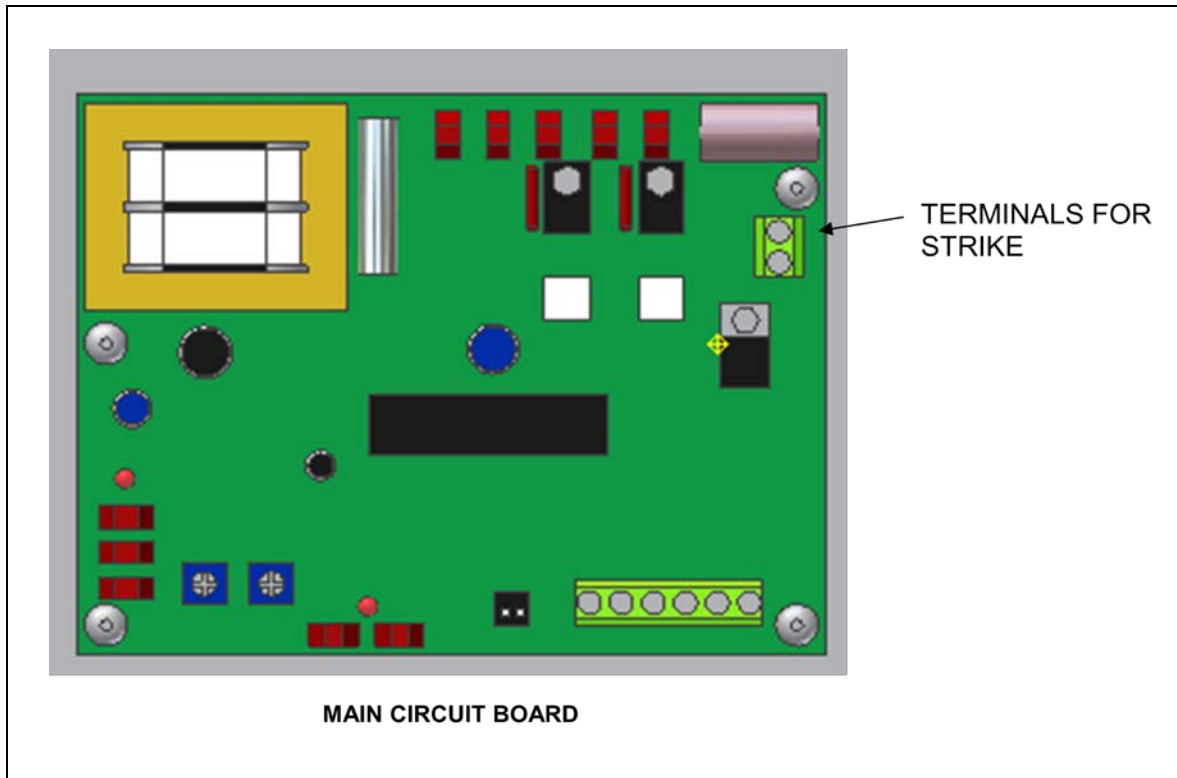
Once installed and positioned, use the two twisted 12-foot low voltage wires to connect to the terminals of the electric strike. When the door opener is activated it will send a single shot 24VDC pulse to the strike to release tension and allow the door to open. Once connected, route the wires in the door jamb so they do not obstruct any door movement.



Do not allow wires to become pinched or damaged.



Both optional strikes (Model CONCIERGE ESP and CONCIERGE ESPAR) have universal polarity. It does not matter which wire is connected to which terminal.



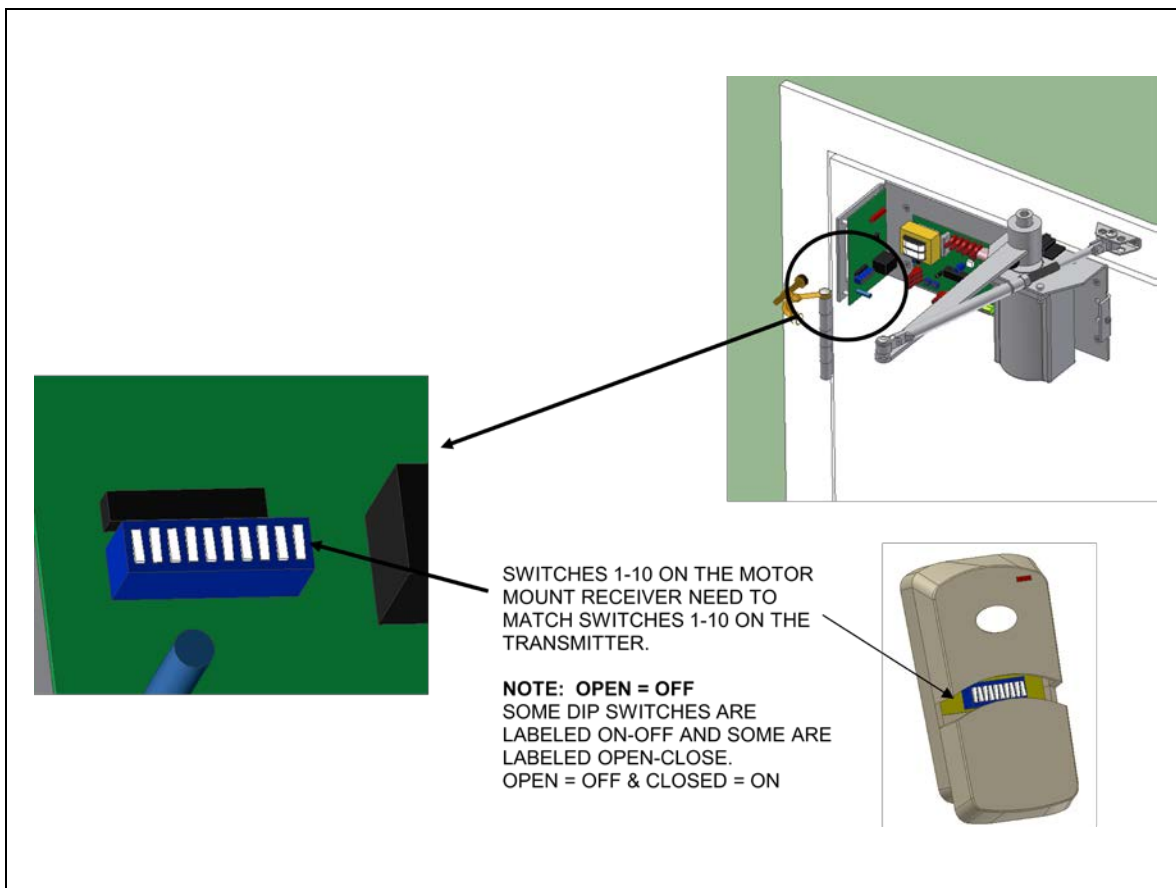
6. PROGRAMMING THE RECEIVER

6.1. Receiver Switch Settings

Your remote transmitter and the receiver on the door opener need to have matching dip switch configurations. Follow the instructions provided with the remote transmitter to properly set the switches.



Single button remote shown here but same process holds true for any remote transmitter.



7. OPERATION

- ⚠ Do not attempt to operate opener until both the motor unit and lever arm and shoe are securely fastened to the door and jamb. Open and close the door manually a few times to ensure a fluid motion of the lever arm. This helps to verify the mounting locations of the motor unit and shoe.

7.1. Operation

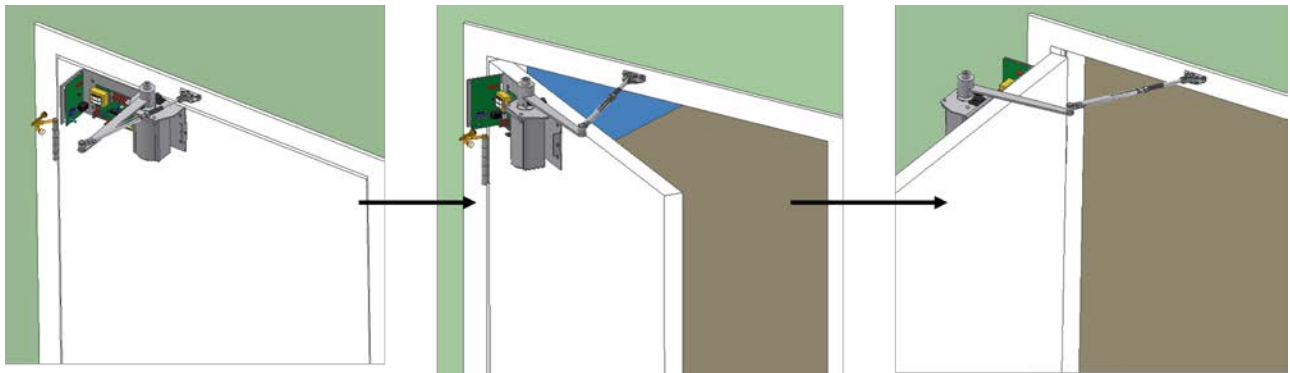
7.1.1. Plug the CONCIERGE 23DR into 110VAC AC outlet.

7.1.2. Activate the door opener with a wireless remote transmitter. The door should open smoothly to 90 degrees, pause, and then close. To adjust the open dwell time and/or the close activation time refer to **Adjustments**.

- ⚠ **DOOR SHOULD NEVER OPEN BEYOND 90 DEGREES. BEYOND 90 DEGREES THE CLUTCH ARM AND THE LEVER ARM WILL SCISSOR, CAUSING THE OPENER TO MALFUNCTION.**

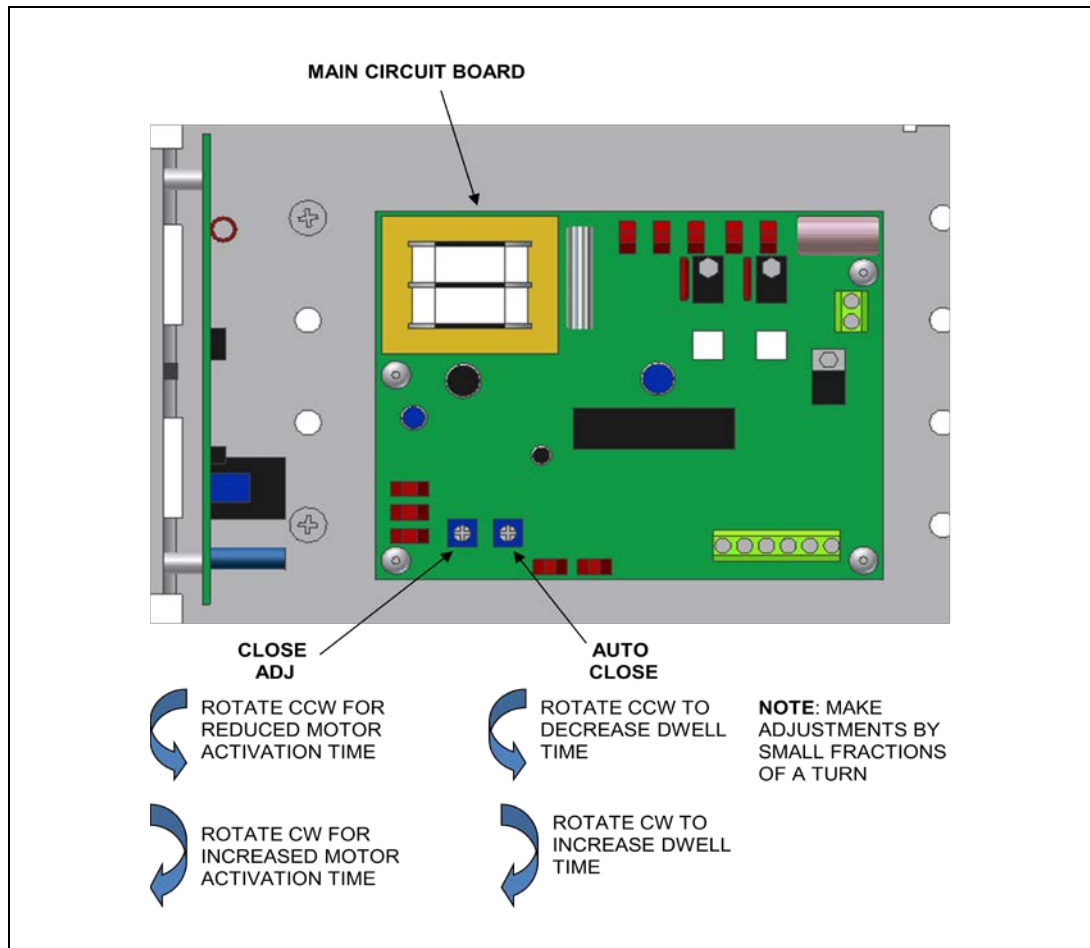
7.1.3. Refer to **Troubleshooting** for any issues you are encountering.

7.1.4. After adjustments, have been made, secure the motor cover over the unit and route the power cord so it does not obstruct the movement of the door. Power cord exits on the hinge side.



- ⚠ **DOOR SHOULD NEVER OPEN BEYOND 90 DEGREES. BEYOND 90 DEGREES THE CLUTCH ARM AND THE LEVER ARM WILL SCISSOR, CAUSING THE OPENER TO MALFUNCTION.**

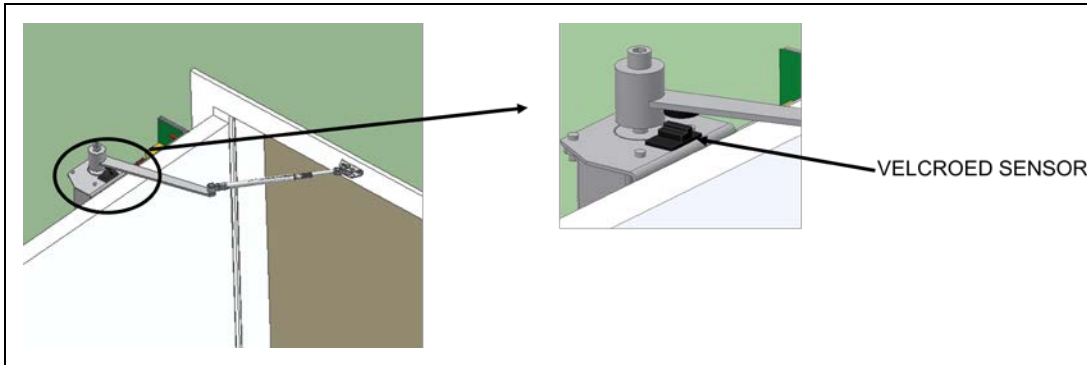
8. ADJUSTMENTS



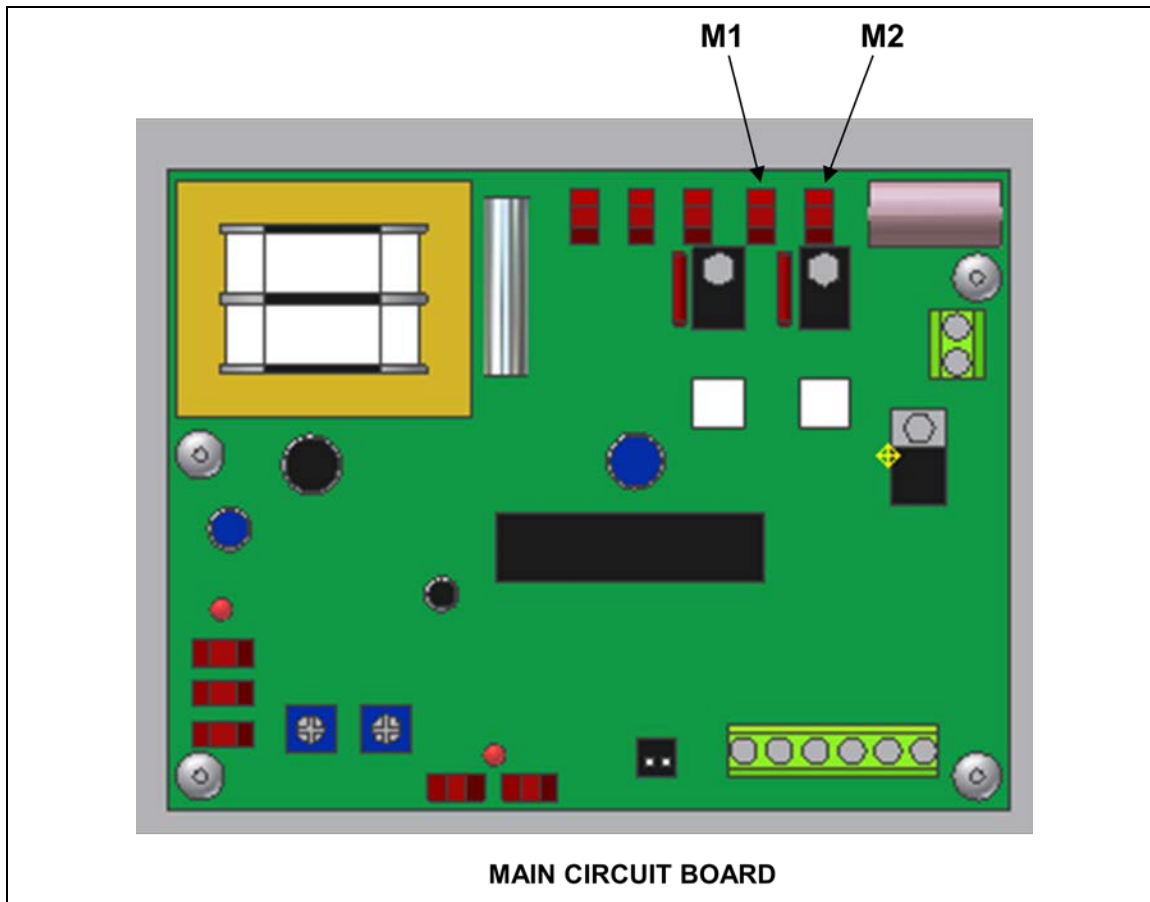
- 8.1. **Open Dwell Time:** To adjust how long the door stays open before closing, use a screw driver to adjust “auto close” on the control board. Turning clockwise will increase the time the door stays open. Turning counterclockwise will decrease the dwell time. The dwell time can be adjusted from 0-30 seconds.
- 8.2. **Closing Activation Time:** To adjust how long the motor continues to rotate when closing the door, use a screwdriver to adjust “close adj” on the control board. It is recommended that you adjust this to have the motor continue to operate for two seconds after the door is completely closed. This will ensure consistent repeatability. The clutch of the lever arm ensures that even if the door is shut or any obstacle is encountered, the motor will not burn itself out. The clutch tension cannot be adjusted.

8.3. **Opening Angle:** The doughnut magnet on the underside of the clutch arm activates the sensor velcroed to the motor. The motor is turned off when the magnet passes the sensor. The doughnut magnet and velcroed sensor should be positioned so that the motor shuts off when the door is 75-80 degrees open and the door will coast to a soft stop at about 90 degrees.

⚠ A DOOR STOP MUST BE USED TO PREVENT THE DOOR FROM TRAVELING BEYOND 90 DEGREES.

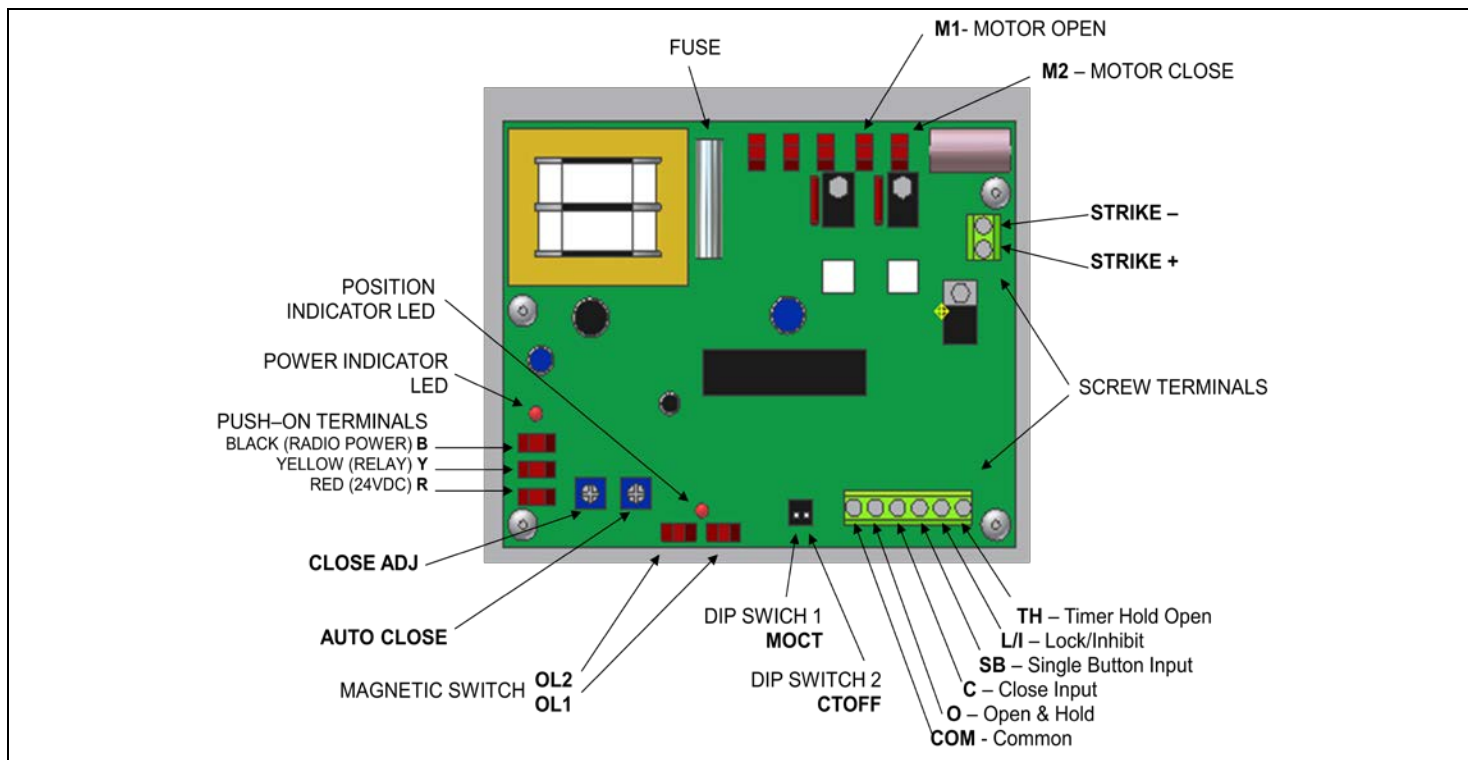


9. CHANGING HAND (ROTATION OF THE MOTOR)



- 9.1. **Changing Hand in the Field:** Reroute the power cord (and strike wire if applicable) so it exits the unit on the hinge side of door. Reverse the two motor leads on M1 and M2 so the motor will run in the opposite direction. To ensure correct positioning of the motor leads, perform the following steps:
- 9.1.1. Hold unit to new door or jamb position and note which motor lead (M1 or M2) is closest to the hinge side of door.
 - 9.1.2. Place unit on table and, if necessary, carefully remove the lead wires and reroute the blue wire to the motor lead position closest the hinge side of door. This also positions the blue wire in the motor lead position closest to the motor. The black wire then positions to the other lead.
 - 9.1.3. When converting from door mount to jamb mount, refer to **Lever Arm Adjustment** and perform the following steps:
 - 9.1.3.1. Use any commonly available threadlocker, such as LOCTITE[®], on the two clutch arm hub set screws so they will not loosen during operation.
 - 9.1.3.2. Use threadlocker on the adjustment arm nut so it will not loosen during operation.
 - 9.1.4. Once the lead wires are confirmed in the correct position, follow the proper installation guide to mount the opener.

10. MAIN CIRCUIT BOARD



TERMINAL	FUNCTION	DESCRIPTION
COM	Common	Input wiring “common” connection
O	Open & hold	On momentary signal it will cause an opening, or a stop and reverse if closing. Door will timeout and close if dip switch #2 is “OFF.” If activated and maintained, door will stay open.
C	Close input	N/A
SB	Single button input	Duplicates radio input. The following is the same for radio input- a signal will always cause an opening except at the fully open position.
L/I	Lock/inhibit	When activated, the door will emergency stop and remain stopped until signal is removed. If door is at rest, either open or closed, it will not accept a signal as long as SL is activated. If L/I is activated while opening, door will stop. If the close timer (Dip switch #2) is “OFF,” and L/I is activated during a closing cycle, the door will stop and await another signal. This will meet the conditions of a safety mat condition.
TH	Timer hold open	If maintained, it will prevent automatic close. If there is a momentary contact, it will reset the close time and the timer will begin timing when contact is released. This could be used with a safety mat applications where the only concern is on the closing cycle as it does not prevent an opening.
MOCT (Dip Switch #1)	Manually open close timer	When switch is “ON” and door is opened manually to full open, door will time out and manually close. When switch is “OFF” and the door is opened to full open, it will stay open until a new signal is received.
CTOFF (Dip Switch #2)	Close timer off	When switch is set to “ON” it will inhibit the close timer and the door will remain open until a signal button, radio or close input is received.
CLOSE ADJ	Adjust motor activation time when closing door	Turn clockwise to increase time that the motor is activated when closing the door. Only small fractions of rotation are required to adjust the time.
AUTO CLOSE	Adjust dwell time of door in open position	Turn clockwise to increase time that the door remains open. Turn counterclockwise to decrease the time the door remains open. Only small fractions of rotation are required to adjust the time.
POWER INDICATOR LED	Indicates power attached	LED is on when power is attached to unit. LED is off when no power is going to the unit.
POSITION INDICATOR LED	Indicates location of door	LED remains on until the magnetic switch is activated.

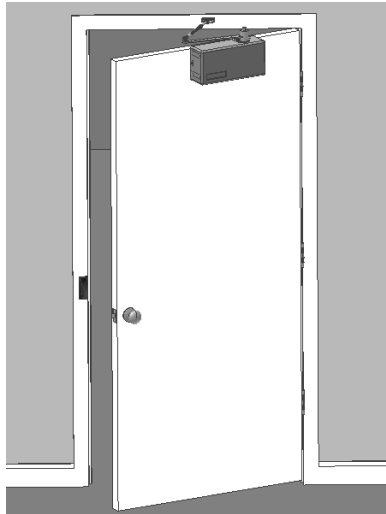
11. TROUBLESHOOTING

ISSUE	CAUSE	SOLUTION
Door does not open	Motor rotation configuration is incorrect	Refer to “Changing Hand”
	Strike plate does not activate	Verify strike is installed correctly by referring to manufacturer’s instructions
Door does not open wide enough	Improper lever arm installation	Refer to “Lever Arm Adjustment”
	Improper placement of magnet/sensor	Refer to “Lever Arm Adjustment” and “Opening Angle”
Door does not stay open long enough	Incorrect setting	Refer to “Open Dwell Time”
Door does not shut	Incorrect setting for motor activation time	Refer to “Closing Activation Time”
	Incorrect setting of strike	Refer to “Electric Strike Installation”
	Obstruction, weather stripping	Plumb and square the door. Replace warped door. Clear door jamb or stop of obstruction. Stiff or thick weather-stripping may need to be removed
	Dip switch settings wrong	Align dip switch setting. Refer to “Programming the Receiver”
Door does not latch/ door does not open	Strike improperly assembled/aligned	Refer to “Strike and Ball Catch Installation”
Strike works intermittently	Bad solenoid	Replace strike
Nothing happens when transmitter button is pressed	Transmitter switched to not match receiver	See “Programming the Receiver”
	Controller battery dead	Replace battery in transmitter
	Blown fuse	Replace fuse (1 Amp 250V)

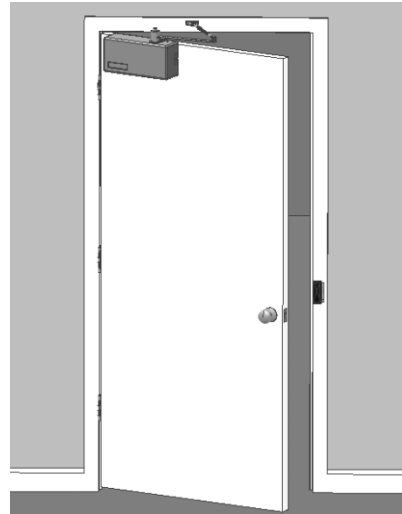
12. CONCIERGE MODEL 23 CONFIGURATIONS

DOOR MOUNT – mounted on “pull” side of door

- Provided with regular forearm
- Motor shaft facing upward
- Power cord exits toward hinge side of unit



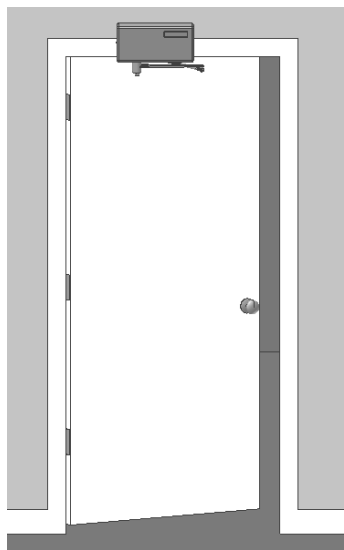
LEFT HAND DOOR
Door Mount (23DL)



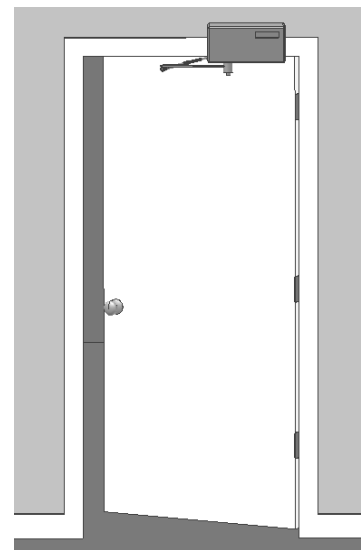
RIGHT HAND DOOR
Door Mount (23DR)

JAMB MOUNT – mounted to jamb on “push” side of door

- Provided with extended forearm
- Motor shaft facing downward
- Power cord exits toward hinge side of unit



LEFT HAND DOOR
Jamb Mount (23JL)



RIGHT HAND DOOR
Jamb Mount (23JR)

