

Gate control device is in malfunction

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The Malfunction trouble condition indicates a device is unable to properly communicate.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2026-02-06

Procedure

If a gate control device is in malfunction or offline

Alarm.com Flex IO® sensor

Check the batteries and replace if necessary.

Check the red and yellow LEDs for more information about the device trouble.

For LiftMaster gates

1. Open and close the gate from the wall control.

Request an update on the equipment status using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

To update the equipment status on the Alarm.com app, tap on the Gate status in the Garage Doors card, then tap Reconnect.

To update the equipment status on the GoSafer Security customer portal (powered by Alarm.com) click [Details] on the garage card, then click [Refresh].

1. Verify the gate is within communication range of the router.
2. Verify the internet connection it is associated with is active.
3. Verify the gate control device has power.

If the gate control device is still in malfunction or offline, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Garage_Doors/Gate_control_device_is_in_malfunction

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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