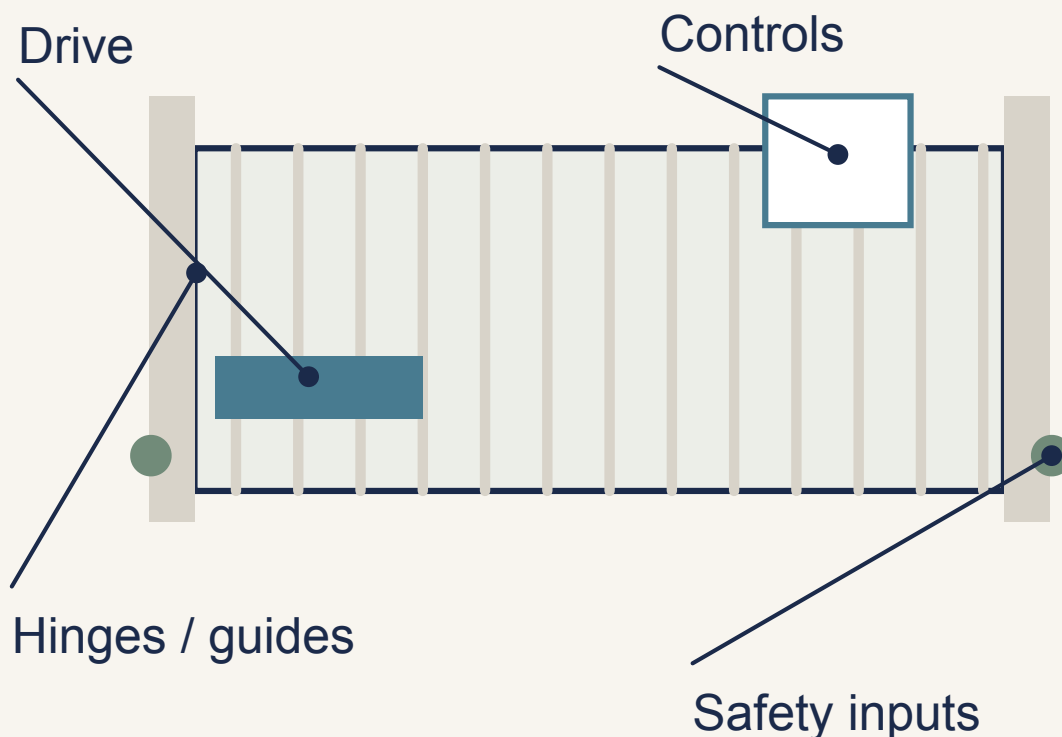


5 Common Auto Gate Problems: When to Repair or Replace

By [DirectHome Team](#) Updated 15 September 2026 7 min read [Explore our auto gates service ↗](#)

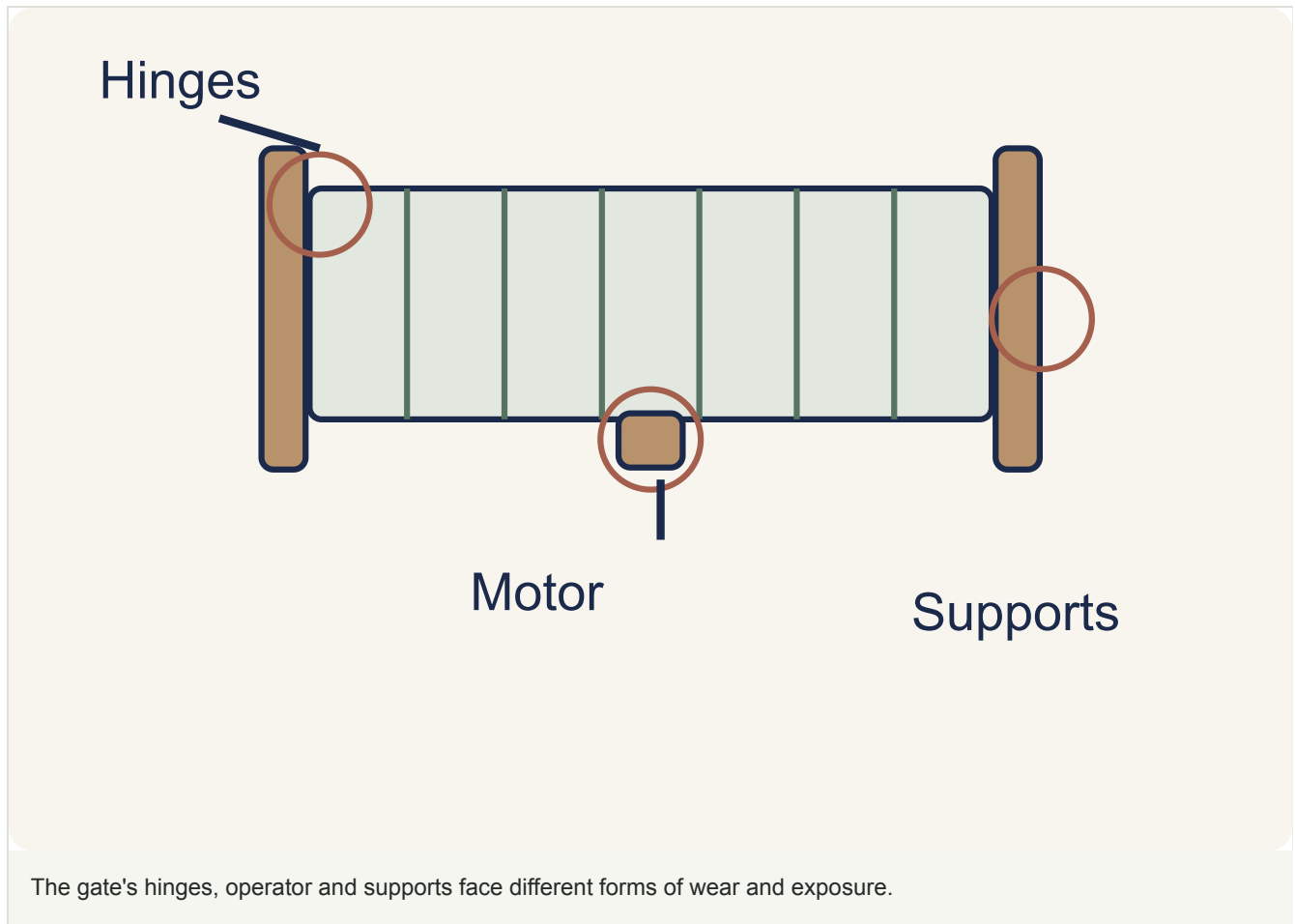
A gate that is stuck, noisy or not responding to the remote does not automatically need replacing. Start by separating five common problems: one remote fails, several controls fail, movement becomes slow or noisy, the gate moves unexpectedly, or rust and track damage cause sticking. Each points to different checks and repair options, which we explain below.

One symptom, several possible faults



A gate symptom can involve the drive, controls, supports or safety inputs. The technician needs to locate the fault before recommending parts.

Start with the Problem You Notice



An auto gate that stops halfway may have a different fault from one that does not respond to the remote. Note what you observed, when it started and whether there was recent work on the gate. Those details give the technician a useful starting point without assuming which part has failed.

Stop using a gate that behaves abnormally and arrange an assessment. Do not repeatedly operate it to demonstrate the problem. Outdoor exposure and repeated movement can affect the hardware, controls and wiring, but age alone does not identify the fault or establish a replacement date.

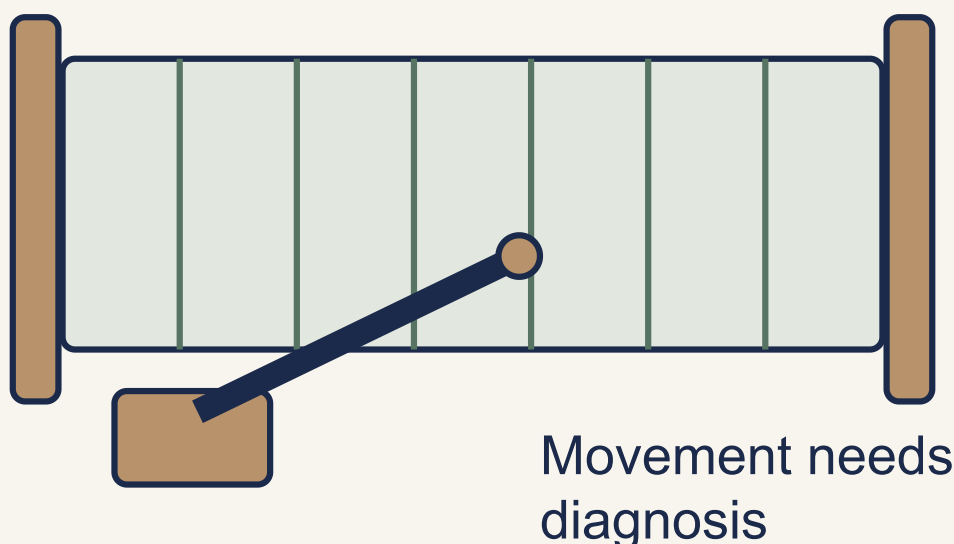
Common auto gate problems at a glance — symptoms guide the investigation; they do not confirm the failed part.

Common problem	What may be involved	What to clarify
1. One remote does not work	Its battery, buttons or another fault in that remote	Whether other normal controls still work.
2. Several remotes stop working together	Power, receiver, controller or a safety condition	Which controls are affected and when the problem began.
3. Slow, uneven or noisy movement	Operator, hinges, track, supports or controls	Whether the technician has checked the moving parts as well as the motor.

Common problem	What may be involved	What to clarify
4. Unexpected movement or unreliable protective response	Sensors, wiring, controller response or another safety-system fault	Stop use and have the complete installation assessed; do not bypass protection.
5. Rust, track damage or a gate that sticks	Surface corrosion, weakened metal, debris or mechanical damage	Whether the proposal addresses the underlying condition rather than only its appearance.

Gate Moving Slowly, Unevenly or Noisily

Operator drives the leaf



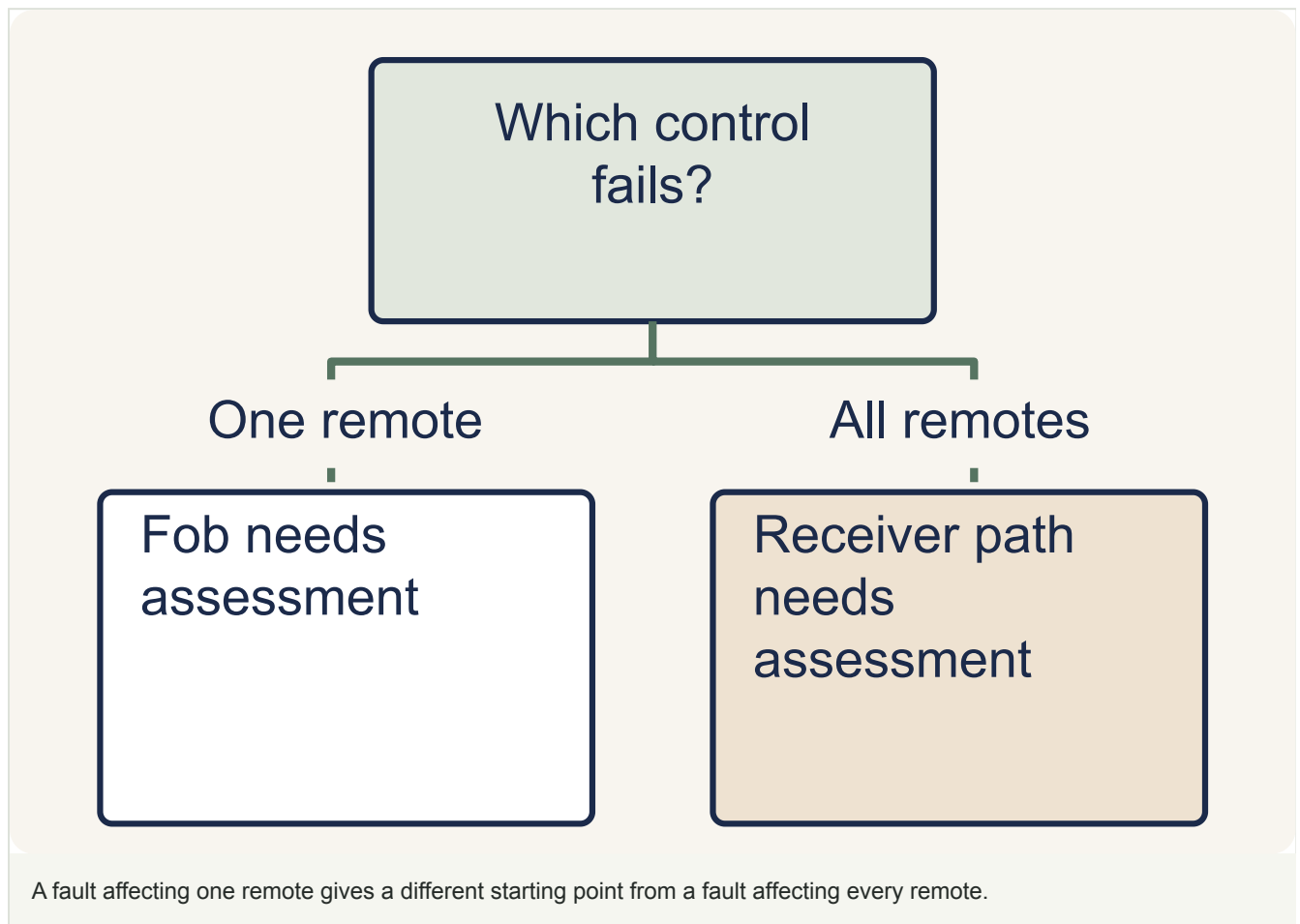
The operator moves the gate through its mechanical connection, so unusual movement needs diagnosis of both.

A slow or noisy gate does not automatically need a new motor. The operator, hinges, track, supports or controls may be involved. Even if you can hear the motor running while the gate stays still, that observation alone does not confirm a gearbox failure.

The technician should check the moving parts and electrical controls together, then explain the finding. A useful repair quote identifies the faulty component, the compatible replacement parts and the checks needed before the gate goes back into use.

If the rest of the installation is sound and suitable parts remain available, a local repair may be worth considering. Replacing an otherwise serviceable operator simply because the gate is old can miss the cause of the problem.

Remote Control Not Working



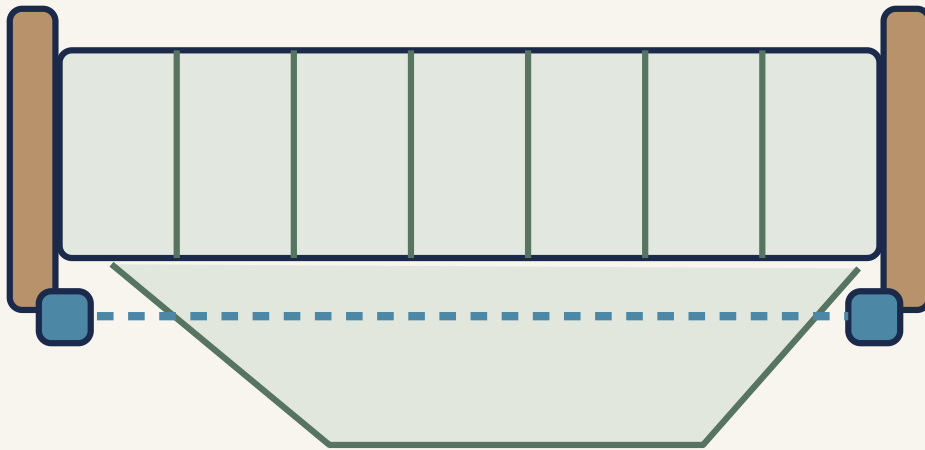
If one remote stops working, a depleted battery or damaged buttons may be responsible. Follow the owner's instructions for accessible battery replacement and keep clear of the gate when using its normal controls. Leave the receiver housing closed.

If several remotes stop working together, tell the technician whether any other controls still operate the gate. The fault may involve the power supply, receiver, controller or a safety condition. Buying another remote or replacing the receiver without checking those possibilities may leave the problem unresolved.

A repair can also be a chance to discuss app control, but treat it as a separate upgrade. Ask whether the existing controller supports it and how remote operation will be assessed safely. A command from a phone does not establish that the gate's movement area is clear.

Sensor Faults and Unexpected Gate Movement

Beam and controller must work together



Keep clear; never bypass protection

A safety beam must work with the controller and the wider protective arrangement; it should never be bypassed.

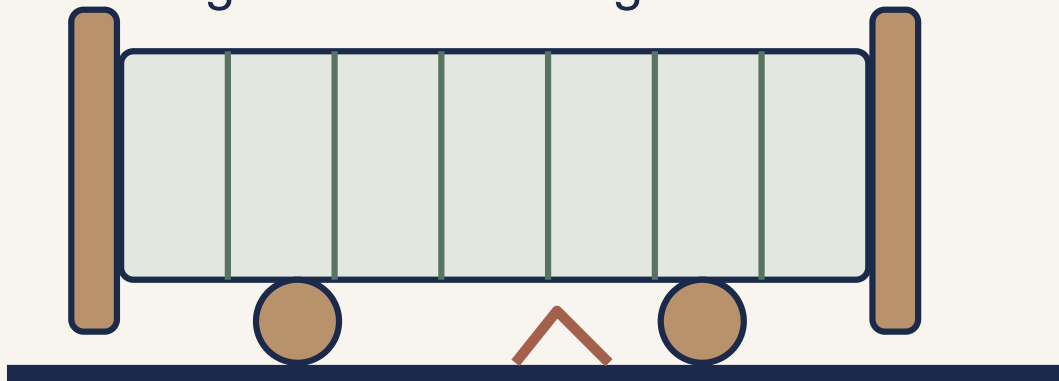
A sensor fault can stop the gate moving or make its protective response unreliable. Photocells monitor a beam between them; they do not cover every possible trapping point. Unexpected movement or an apparent failure to respond needs an assessment of the whole gate.

If sensor problems keep returning, ask the technician to investigate the cause rather than replace the sensors again without explanation. Mounting, alignment, wiring, the controller's response or movement in the supports may need attention.

Never bypass a protective device. Stop using the gate and keep people clear until it has been assessed. Manual release is not automatically safe on a damaged, unstable or sloping gate; use it only where the manufacturer's procedure and a competent assessment establish safe operation.

Rust, Damaged Tracks and Sticking Gates

The track guides the moving leaf



Debris and damage affect travel

Wheels and tracks guide the leaf, and damage or debris can interfere with that movement.

Rust on the surface and corrosion that has weakened the metal require different work. Have the supports, joints and gate assessed before agreeing to repainting or fabrication repairs. A fresh coating can cover a mark, but it cannot restore metal that has lost strength.

Debris or damage around a sliding mechanism can obstruct movement and affect stability. Follow the owner's safe external-cleaning instructions only. Track alignment, rollers and structural repairs belong to a competent technician; an improvised cover must not interfere with the mechanism.

If new metalwork is needed, specify the material and protective finish for the actual exposure. Aluminium and stainless steel can also corrode in unsuitable conditions. The material name alone does not establish how the completed gate will perform.

Plan the checks and servicing the gate will need after installation. [auto gate maintenance checklist](#) →

When to Repair vs Replace

The remedy should name the cause

Professional finding

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graph TD; A[Professional finding] --> B[Defined fault<br/>Other parts<br/>suitable to retain]; A --> C[Wider condition<br/>or compatibility<br/>also needs work];
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Defined fault
Other parts
suitable to retain

Wider condition
or compatibility
also needs work

Compare what each proposed scope
fixes and what remains in service.

A targeted repair is useful when it addresses the finding and the retained parts remain suitable. Wider condition or compatibility issues can expand the scope.

A local repair is worth considering when the gate is otherwise sound, the fault is identified and compatible parts remain supported. Ask which components can stay and what the repair will restore. The aim is a working, safely assessed installation, not simply the lowest replacement-part price.

Replacement deserves a closer comparison when there is significant damage, the required parts are difficult to obtain, or the existing system cannot support the features you need. Keep optional upgrades, such as smart access or battery backup, separate from the work needed to resolve the fault.

Repair, change the motor or replace the gate?

Option	When it is worth considering	What the quote needs to include
Repair the identified fault	The rest of the gate is sound and suitable parts remain available.	The faulty part, labour and checks before the gate returns to use.

Option	When it is worth considering	What the quote needs to include
Replace the motor and compatible controls	The gate and supports can stay, but the existing motor cannot be repaired or supported on acceptable terms.	Compatibility with existing controls and safety devices, installation and testing.
Replace the complete gate	Damage, unsuitable supports or an opening arrangement that no longer works requires wider changes.	Removal, new gate and automation, supporting work, safety checks and aftercare.

Compare the complete repair with the complete replacement: parts, installation, checks before use and future support. A replacement-part price is not the full repair cost. Decide from the condition of the installation and what each proposal will restore, rather than an arbitrary rule that repairs above a certain percentage are never worthwhile.

To help the technician assess the problem, have these details ready:

- The gate type and model, if known, plus its age and repair history.
- What you observed: which control failed, how the movement changed, or where rust or damage is visible.
- When the problem began and any recent work. Use existing observations or photos taken from a safe position; do not cycle a faulty gate to demonstrate it.

Discuss the next step

[Message DirectHome on WhatsApp](#) with the gate details, the problem you have noticed and any recent repair history. We can discuss the next step and confirm the assessment arrangements and charges before booking.

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