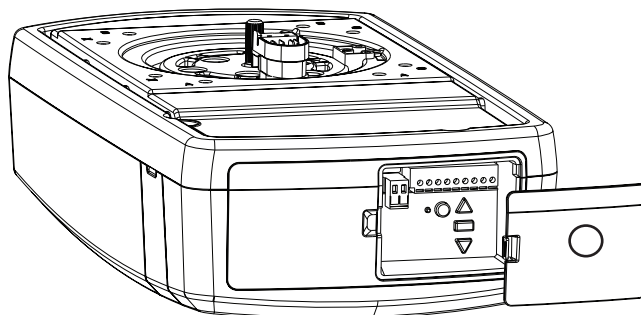


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Commander myQ®

MT110MYQ

Sectional Garage Door Opener

Installation and Operating Instructions

Owners Copy: **SAVE THESE INSTRUCTIONS** for future reference



This manual contains **IMPORTANT SAFETY** information
DO NOT PROCEED WITH THE INSTALLATION BEFORE READING THOROUGHLY



WARNING!

START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS

- Failure to comply with the following instructions may result in serious personal injury or property damage.
- Read and follow all instructions carefully.
- The garage door opener is designed and tested to offer safe service, provided it is installed and operated in strict accordance with the instructions in this manual.



These safety alert symbols mean **WARNING** : A possible risk to personal safety or property damage exists.



Keep garage door balanced. Do not let the garage door opener compensate for a binding or sticking garage door. Sticking, binding or unbalanced doors must be repaired before installing this opener.



Do not wear rings, watches or loose clothing while installing or servicing a garage door opener. Wear gloves, safety goggles and suitable protective clothing where appropriate.



Frequently examine the door installation, in particular cable, springs and mountings for signs of wear, damage or imbalance. Do not use if repair or adjustment is needed since springs and hardware are under extreme tension and a fault can cause serious personal injury.



To avoid serious personal injury from entanglement, **remove all ropes, chains and locks connected to the garage door** before installing the door opener.



Installation and wiring must be in compliance with your local building and electrical codes.



The safety reverse system test is very important. Your garage door **MUST** reverse on contact with a 40 mm obstacle placed on the floor. Failure to properly adjust the opener may result in serious personal injury from a closing garage door. **Repeat the test once a month and make any necessary adjustments.**



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.



Use the **Manual Release** only for the separation of the trolley from the drive and - if possible - **ONLY** with the door closed. Do not use the red handle to push the door up or pull it down. Operation of the emergency release can lead to uncontrolled movements of the door, if springs are weak or broken or if the door is unbalanced. Mount the release handle of the emergency release at a height less than 1.8 m from the floor.



The Protector System™ must be used for all installations where the closing force as measured on the bottom of the door is over 400 N (40 kgf). Excessive force will interfere with the proper operation of the Safety Reverse System or damage the garage door.

SPECIAL NOTE: Merlin strongly recommends that The Protector System™ be installed on all garage door openers.



After installation, ensure that the parts of the door do not extend over public footpaths or roads.



Install the wireless wall control (or any additional wall control) **in a location where the garage door is visible, at a height of at least 1.5 m and out of the reach of children. Do not allow children to operate push button(s) or transmitter(s).** Serious personal injury from a closing garage door may result from misuse of the opener.



Permanently fasten the Warning Labels in Prominent Places, adjacent to Wall Controls and on manual release mechanism as a reminder of safe operating procedures.



Activate opener only when the door is in full view, free of obstructions and the opener is properly adjusted. No one should enter or leave the garage while the door is in motion.



Automatic Door- The door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.



Do not allow children to play near the door, or with door controls. Keep remotes away from children.



Disconnect electric power to the garage door opener before making repairs or removing covers.



If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.



This opener should not be installed in a damp or wet space exposed to weather.



To avoid damage to very light doors (such as fibreglass, aluminium or steel doors), an appropriate reinforcement should be added. To do so, contact the door manufacturer.

SAVE THESE INSTRUCTIONS

Warning: If your garage has no service entrance door, a E1702M outside quick release must be installed. This accessory allows manual operation of the garage door from outside in case of power failure.

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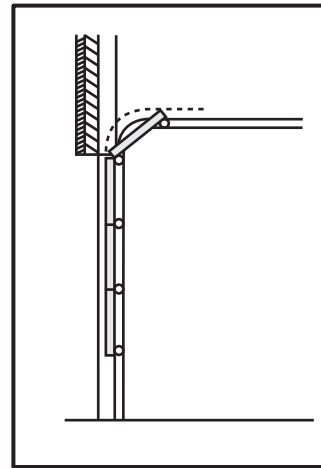
BEFORE YOU BEGIN:

1. Look at the wall and ceiling above the garage door. (The opener and header bracket **must** be securely fastened to structural supports.)
2. Do you have a finished ceiling in your garage? If so, a support bracket and additional fastening hardware (not supplied) may be required.
3. Do you have an access door in addition to the garage door? If not, model E1702M Outside Quick Release Accessory is required. This accessory allows manual operation of the garage door from outside in case of power failure.
4. Complete the following test to make sure your garage door is balanced and is not sticking or binding:
 - Lift the door about halfway. Release the door. If balanced, it should stay in place, supported entirely by its springs.
 - Raise and lower the door to see if there is any binding or sticking, 20 kgf is the absolute maximum allowable force to raise or lower the door in any position. If your door binds, sticks, or is out of balance, call a trained door technician.

1 DOOR TYPES

Sectional Door with curved track

To suit spring balanced Residential Sectional doors up to 20 m².



Electrical Connection

*A 240 V General Purpose Outlet (GPO) ie. Power Point must be available in close proximity to the powerhead.
This fitting is not part of the Opener hardware and must be supplied by the consumer.*

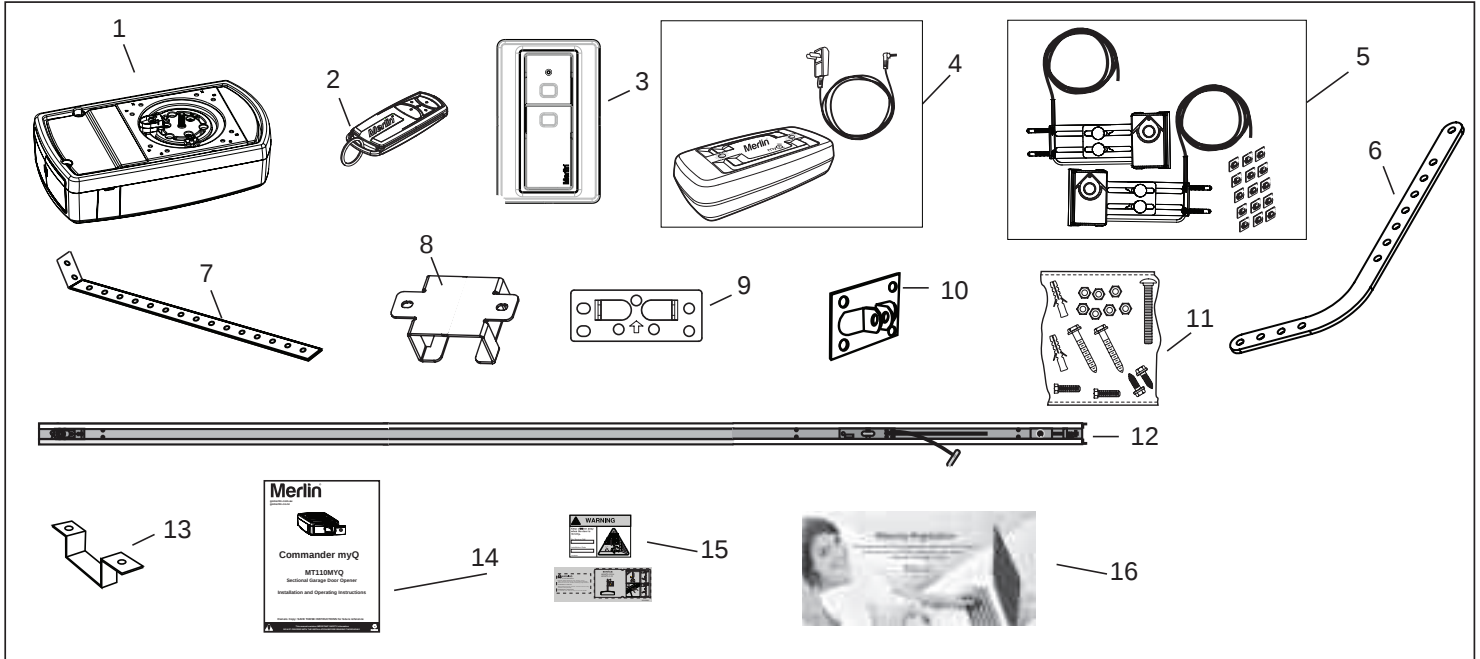
2 CARTON INVENTORY

Your garage door opener and rail are packed in two separate cartons. The Commander MyQ MT110MYQ opener carton contains the opener, its fitting hardware and accessories. The rail carton contains the rail and some hardware.

Rails:

Different length rails (2.2 m & 2.4 m) are available for different height doors, ensure you have the correct one.

- | | |
|--|--------------------------------------|
| (1) Opener | (9) Header bracket |
| (2) Hand held transmitter (2) | (10) Door bracket |
| (3) Wireless wall control | (11) Hardware bag |
| (4) MyQ Gateway (includes power supply) | (12) Rail assembly (separate carton) |
| (5) The Protector System™ (includes 15 cable tie mounts) | (13) C-Rail bracket (2) |
| (6) Curved door arm | (14) Manual |
| (7) Hanging bracket (2) | (15) Warning labels |
| (8) Rail bracket | (16) Warranty registration card |



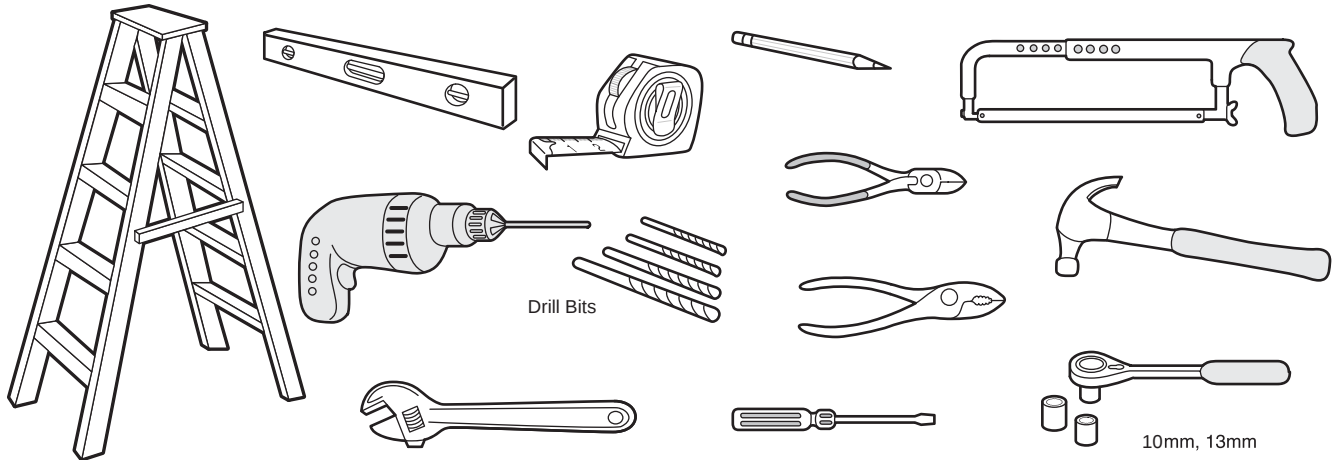
3 RAIL SIZES AVAILABLE

DOOR HEIGHT: Sectional Doors	BELT & RAIL PART NUMBER:	RAIL LENGTH:	CEILING FIXING POINTS: (Standard)	ALTERNATE FIXING POINT:
Up to 2.2 m	8022 CR5	3000 mm single piece	2840 mm	2950 mm
Up to 2.4 m	8024 CR5	3200 mm single piece	3040 mm	3150 mm
From 2.4 - 3.4 m	840 CR5	1000 mm extension	4040 mm	4150 mm

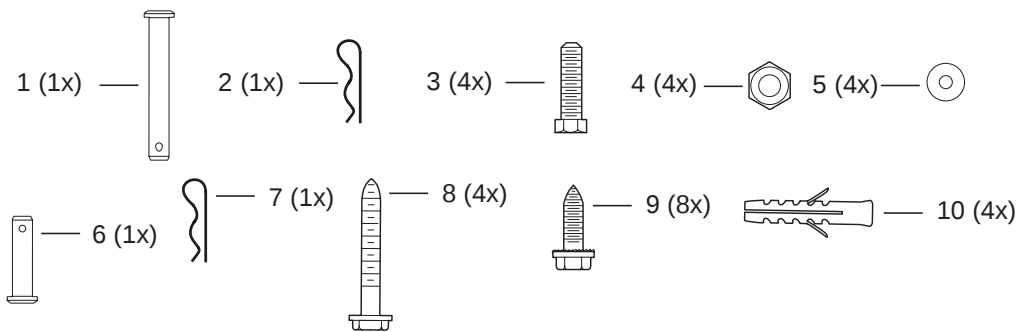
NOTE: The Ceiling Fixing Point (Standard) is the position of the hanging bracket measured back from the header bracket (see item 1 to 6 of “completed installation”). Also allow 400 mm back from the fixing point for installation of the powerhead (item 6 to 7 of “completed installation”).

The Alternate Fixing Point will position the hanging bracket between the C-Rail brackets, and may line up with a structural support more favourably.

4 TOOLS REQUIRED



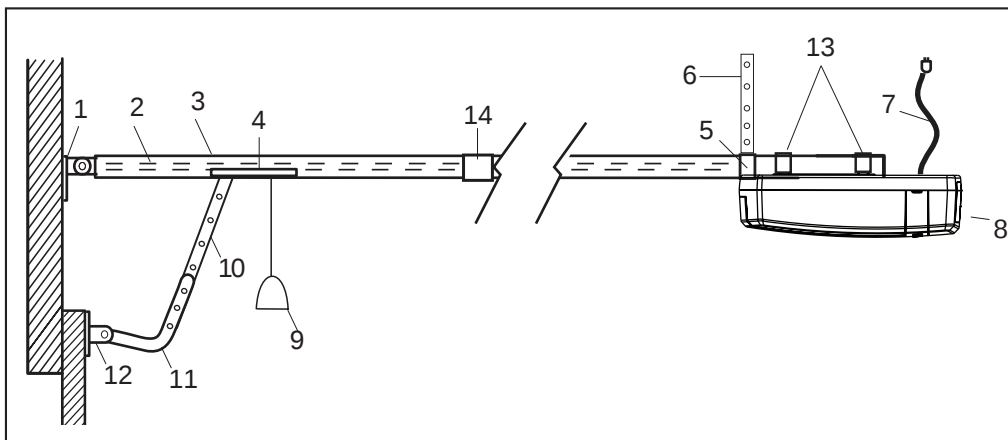
5 HARDWARE PROVIDED



- (1) Clevis pin 80 mm
- (2) R clip
- (3) Hexagonal head screw
- (4) Nut M8
- (5) Flat washer M8
- (6) Clevis Pin
- (7) R clip
- (8) Screw ST6 x 50 mm
- (9) Screw ST6,3 x 18 mm
- (10) Wallplug 8mm

6 COMPLETED INSTALLATION

As you proceed with the assembly, installation and adjustment procedures in this manual, you may find it helpful to refer back to this illustration of a completed installation.



- (1) Header bracket
- (2) Belt
- (3) Rail
- (4) Trolley
- (5) Rail bracket
- (6) Hanging bracket
- (7) Power cord
- (8) Opener
- (9) Manual release rope & handle
- (10) Straight door arm
- (11) Curved door arm
- (12) Door bracket
- (13) C-Rail brackets
- (14) Centre rail bracket (optional, not provided)

7 CONTROL PANEL (located under the cover at the rear of the opener)

1. **External Accessory Power:** 30 Vdc 50 mA available for universal receiver (not active in Low standby mode).

2. **Terminal Block:** used for external accessories (see chart below).

No	Function	Colour	Polarity	Comment
0	E-Serial port	Green	+ve	Serial Communication Input
1	Push button	Red	+ve	Dry Contact input for push button wired wall controls
2	Ground	White	-ve	Common terminal for push button
2	Ground	White	-ve	Common terminal for IR Beams
3	IR Sensor	Grey	+ve	Merlin IR Beam Input: (pulsing type only)
4	Door-in-door	Green	+ve	For Door in Door dry contact sensor: (see note below)
5	Door-in-door	Green	-ve	Common terminal for Door in Door sensor (4 & 5 are normally linked)
6	Flasher	Black	+ve	Flashing light output: (24 Vdc 150 mA) while door is in motion
7	Flasher	White	-ve	Flashing light output: negative terminal

3. **UP Button:** used for initial programming, to drive the door UP, and for displaying Diagnostic Code - Digit 1.

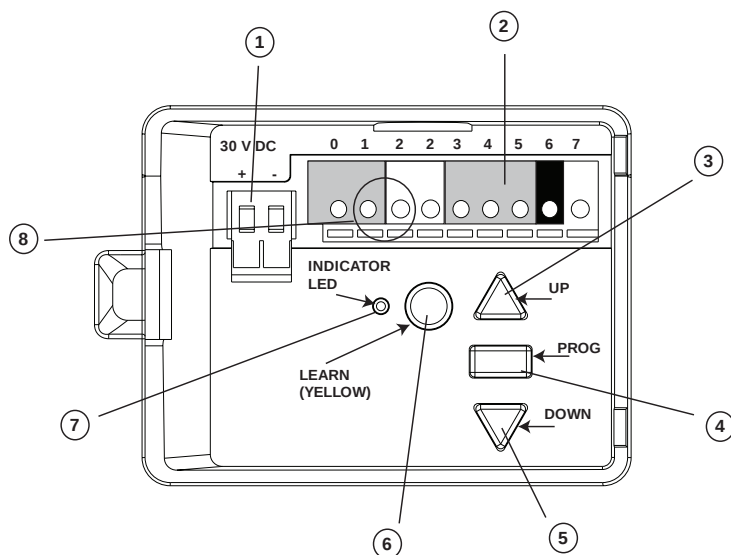
4. **PROG Button:** used to program door limits, and other features.

5. **DOWN Button:** used for initial programming, to drive the door DOWN, and for displaying Diagnostic Code - Digit 2.

6. **LEARN Button:** used to program remote controls and learn the forces manually.

7. **Indicator LED:** used to indicate various programming modes.

8. **Green Button (OSC):** used to activate the door when remote controls are not available. Open - Stop - Close (OSC) via finger access through the hole in the access cover.
If the door fails to close due to safety beam misalignment or failure, the door can be closed in an emergency by using this button. Refer to the "Install the Protector System" section 23.

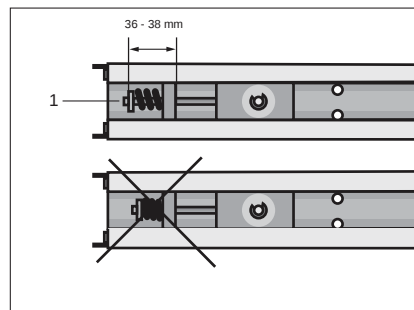


NOTE: Door in Door Connections 4 & 5 (used where built-in pedestrian doors are installed within a garage door).
Terminals 4 & 5 are normally linked. If the link is removed the opener will not operate.
Remove the link and install a Safety switch to prevent the opener from activating the garage door when the built-in pedestrian door is open.
Terminals are designed for operationg with a dry contact, automatic sensing switch such as model SW02, or similar.
Door Safe condition = closed contacts
Door unsafe condition = open contacts.

8 TIGHTEN THE BELT

Note: The spring must be able to compress and bounce during operation. Final tensioning can be performed after installation if necessary. Over tightening the belt may overload the system and cause excessive wear.

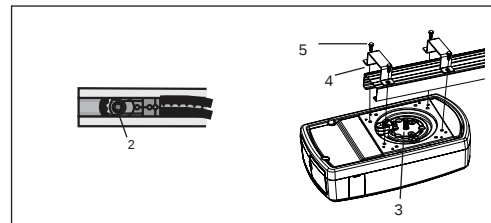
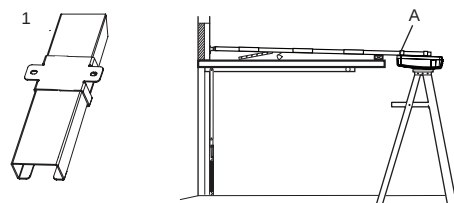
1. Tension the belt by adjusting the nut (1), on the pulley assembly, clockwise until the spring is engaged.
2. Continue tightening to compress the spring and remove all the slack in the belt. **DO NOT OVERTIGHTEN** but ensure belt is firm.
3. 36-38 mm as indicated in the diagram is normal.



9 FASTEN RAIL TO OPENER

1. Slide the RAIL BRACKET (1) onto the powerhead end of the rail (A) around 200 mm.
2. Position the rail drive sprocket (2) over the opener motor shaft (3) and push down to install.
3. Secure the rail on the opener with two C-Rail brackets (4) and the screws (5) (correct screws to use are item 9 in section 5).

This completes the assembly of the door opener to the rail.



INSTALLATION SECTION



Wear protective goggles when working overhead to protect your eyes from injury.

Disengage all existing garage door locks to avoid damage to the garage door.

To avoid serious personal injury from entanglement, remove all ropes connected to the garage door before installing the opener.

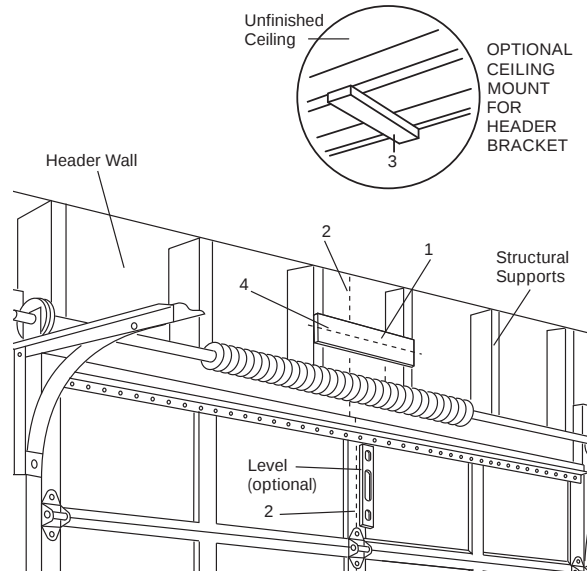
10 HEADER BRACKET POSITIONING

The header bracket must be rigidly fastened to a structural support of the garage. Reinforce the wall or ceiling with a 40 mm (1-1/2") board if necessary. Failure to comply may result in improper operation of safety reverse system.

You can attach the header bracket either to the header wall (1) or to the ceiling (3). Follow the instructions which will work best for your particular requirements.

With the door closed, mark the vertical centre line (2) of the garage door. Extend line onto header wall above the door.

Open door to highest point of travel. Draw an intersecting horizontal line (4) on header wall at least 50 mm above high point to provide travel clearance for top edge of door.

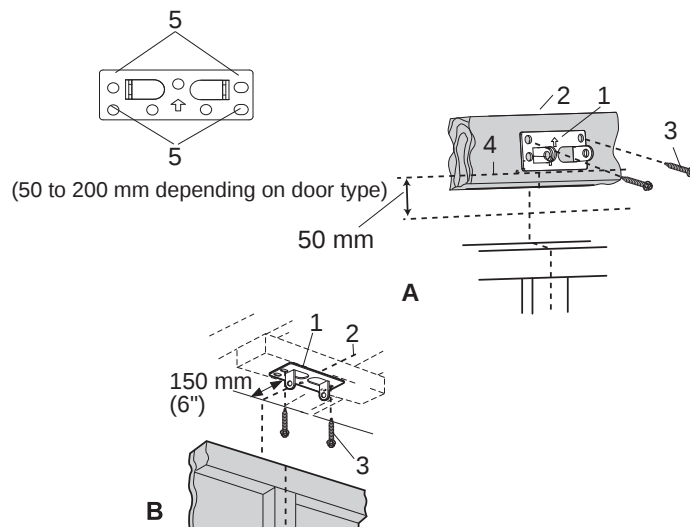


11 INSTALL THE HEADER BRACKET

NOTE: Refer to vertical centre and horizontal lines created in the previous section for proper placement of header bracket.

A. Wall mount: centre the header bracket (1) on the vertical centre line (2) with the bottom edge of the header bracket on the horizontal line (4) (with the arrow pointing toward the ceiling). Drill and secure the Header Bracket using the most suitable variation of holes (5). If using the wood screws provided, use a 4.5 mm pilot drill. If securing to a metal fixture, self tapping "tek" screws may be more suitable.

B. Ceiling mount: extend vertical centre line (2) onto the ceiling. Centre the header bracket (1) on the vertical mark no more than 150 mm (6") from the wall. Make sure the arrow is pointing toward the opener. Drill and secure the Header Bracket using the most suitable variation of holes (5). If using the wood screws provided, use a 4.5 mm pilot drill. If securing to a metal fixture, self tapping "tek" screws may be more suitable. For concrete ceiling fixtures, 8 mm wall plugs are provided.



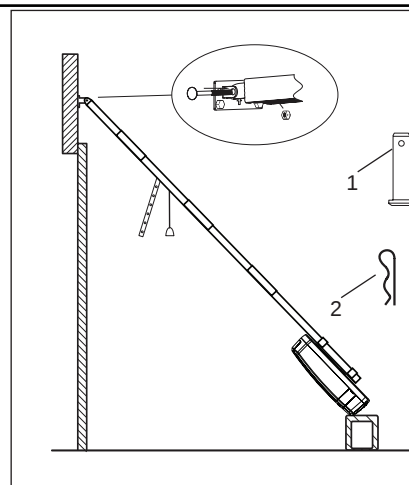
12 ATTACH RAIL TO HEADER BRACKET

Attach the Rail to the Header Bracket

- Position the assembled opener on the garage floor below the header bracket. Use foam packing material as a protective base.

NOTE: If the door spring is in the way you'll need help. Have someone hold the opener securely on a temporary support to allow the rail to clear the spring.

- Position the rail bracket against the header bracket.
- Align the bracket holes and secure with the 80 mm clevis pin and "R" clip (1) and (2).



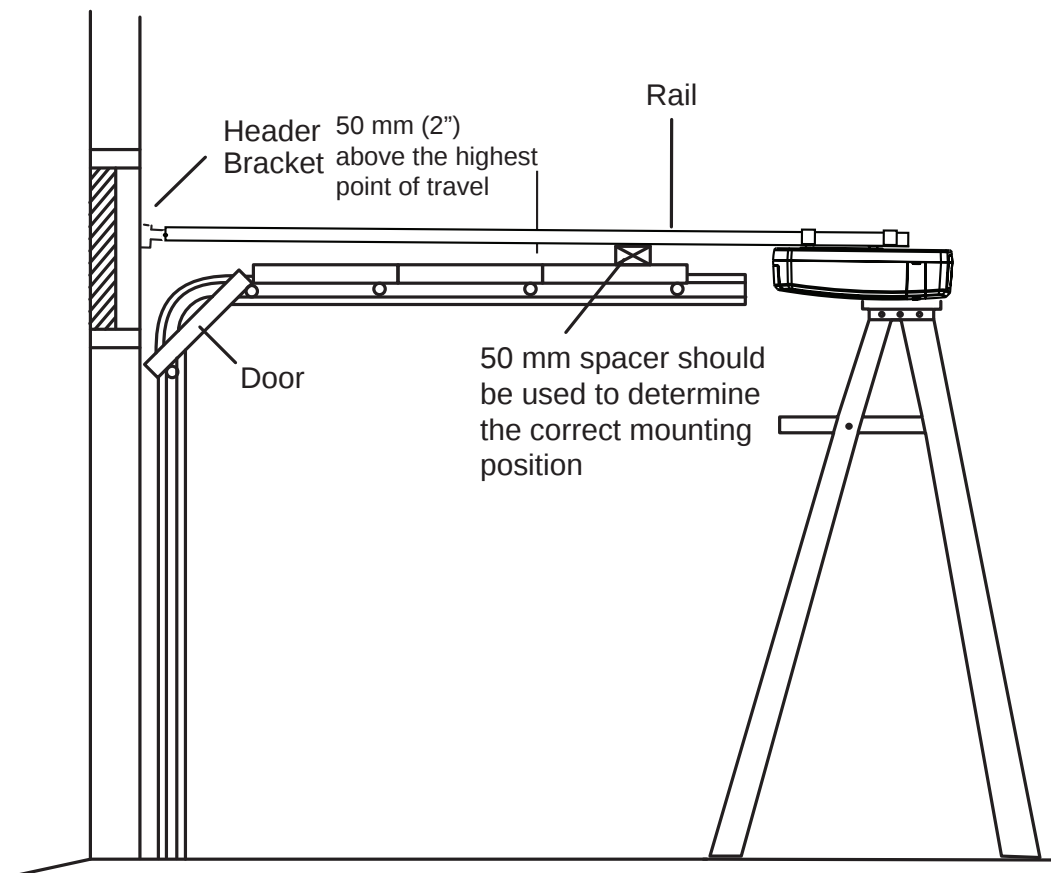
13 POSITION THE OPENER

Disengage the trolley mechanism (see section “Operating the manual release”) and slide it back towards the powerhead. Secure the hanging push arm up into the rail assembly temporarily using tape or rope, to avoid a hazard.

SECTIONAL DOOR

You will need a 50 mm piece of timber or similar spacer to gauge the distance between door and rail.

1. Raise the opener onto support.
2. Open the door completely, place a 50 mm spacer between the door and the rail (as shown).
3. The final positioning of the rail should be relatively parallel to the horizontal door panels.



14 HANG THE OPENER

The opener must be securely fastened to a sound structural support above the opener.

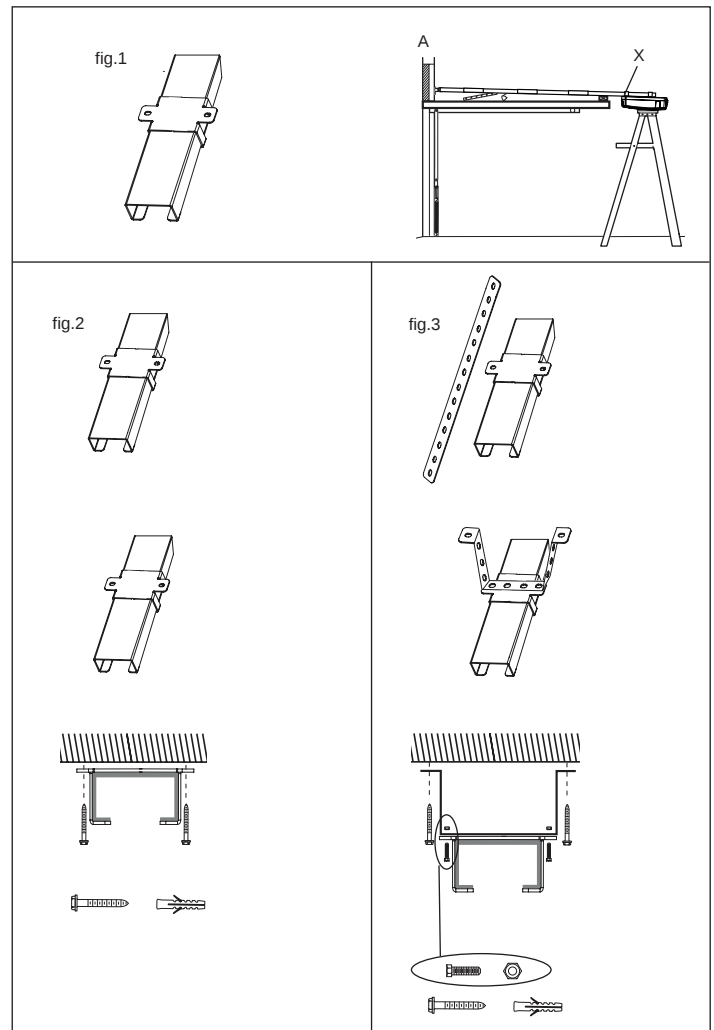
1. Position the opener as in the previous step. Check the rail is centred over the door.

Ensure the rail brackets (fig.1) is on the Powerhead end of the rail in a position as close to the opener as possible (X).

2. If mounting directly onto the ceiling, (fig.2) screw the bracket directly into a structural support on the ceiling.

3. If hanging the opener below the ceiling, (fig.3) bend the hanging brackets provided, and secure to both the ceiling and the rail bracket.

4. Check the opener is securely centred over the door. Remove the 50 mm spacer, and any other assembly tools. Operate the door manually and check for unrestricted operation.



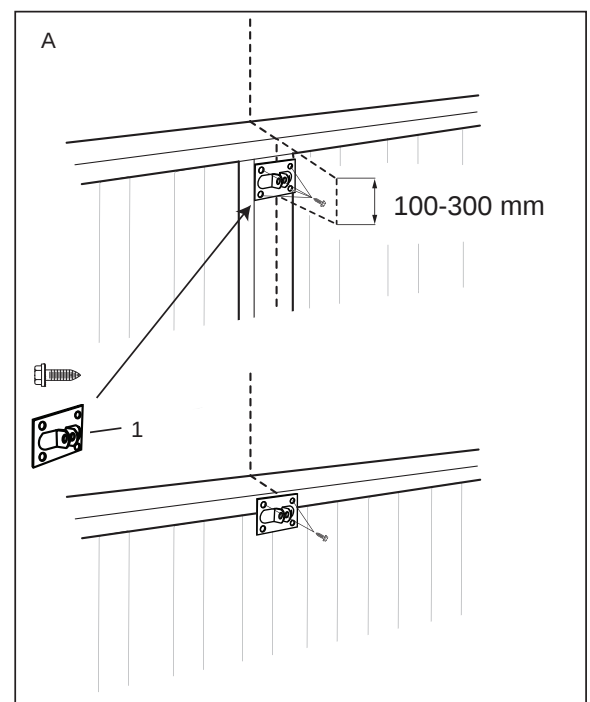
15 FASTEN DOOR BRACKET

The door bracket must be securely fastened to the frame or a structural support on the door.

Mounting position for Sectional Doors

1. Align the bracket on the centre line, measure down 100-300 mm from the door top edge.

2. Secure the bracket in this position, using the most suitable variation of holes available.

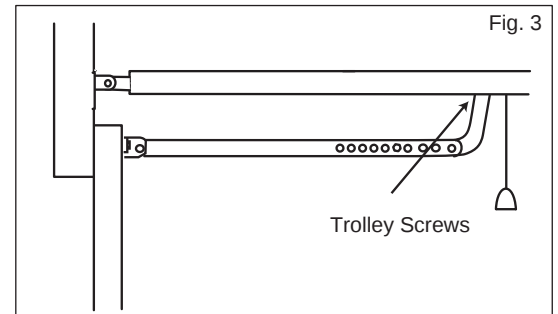
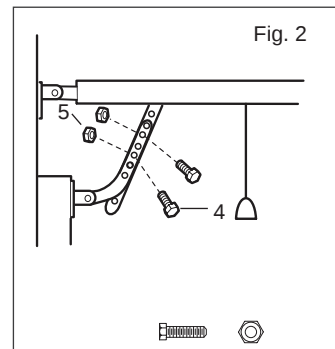
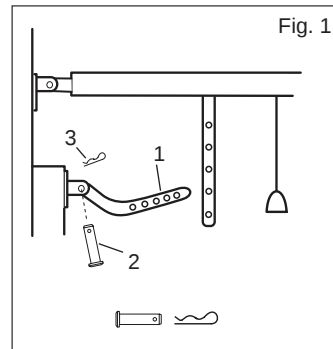


16 ATTACH DOOR ARM TO TROLLEY

Make sure the garage door is fully closed. Pull the manual release cord to disengage the trolley. Slide the trolley to around 300 mm from the header bracket.

1. The straight door arm is already preassembled to the trolley.
2. Install the curved arm onto the door bracket using the Clevis pin (2) and R-Clip (3) supplied.
3. Move the straight and curved arms together and secure using two bolts (4) and nuts provided (5). Ensure the angle of the straight arm is around 20 degrees from vertical, when the door is fully closed.

Alternate Arm Configuration: The curved arm can be assembled directly to the trolley assembly if required (see fig. 3). Unscrew the front two screws in the trolley assembly. Remove the straight arm pivot and reassemble with the curved arm bracket.



17 OPERATING THE MANUAL RELEASE



DO NOT DISENGAGE THE OPENER TO MANUAL OPERATION WITH CHILDREN, PERSONS OR OTHER OBJECTS INCLUDING MOTOR VEHICLES WITHIN THE DOORWAY : (The door is under significant tension and if the door has developed a fault or incorrect tension, it may be unsafe and may fall rapidly.)

The manual release mechanism enables the door to be manually operated during power outages or in an emergency.

The RED Manual Release cord is preassembled to the trolley. When the opener is installed the handle should be no higher than 1.8 metres from the floor. The cord may need to be extended.

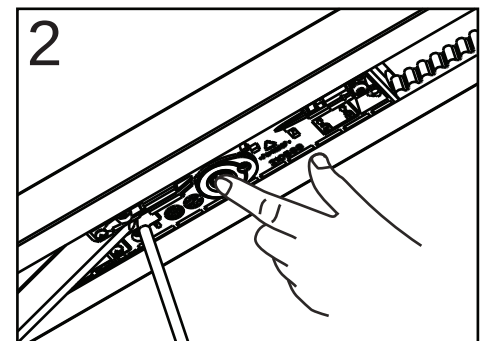
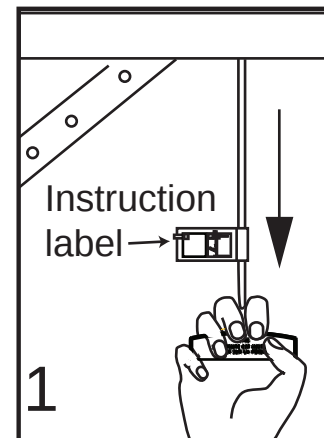
Attach the manual release **Instruction Label** to the cord as indicated in fig 1.

DO NOT USE THE RED HANDLE TO OPEN AND CLOSE THE DOOR.

To operate the Manual Release:

The door should be fully closed if possible.

1. **Disengage:** Pull the manual release rope and handle down once to disconnect. This will disengage the trolley, allowing the door to be moved by hand, UP and DOWN as many times as needed.
2. **Re-engage:** Press the "GREEN" button in the centre of the trolley assembly. This will re-engage the trolley, and when the door passes the trolley position it will automatically re-engage the opener.



Connect Electric Power

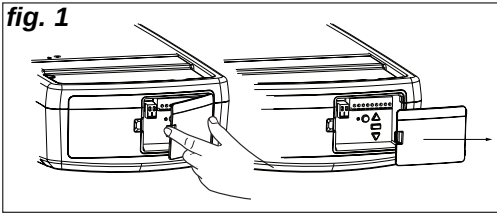
TO AVOID INSTALLATION DIFFICULTIES, DO NOT RUN THE GARAGE DOOR OPENER UNTIL INSTRUCTED TO DO SO. Connect to properly fused and earthed power outlet.

- Ensure all ropes and installation tools have been removed from the door.
- When the opener is switched ON, the operator light flashes a number of times and then remains ON.

18 PROGRAM THE TRAVEL LIMITS AND FORCE SETTINGS

Travel limits regulate the points at which the door will stop when moving UP or DOWN. The travel limit buttons are located under the access cover on the rear panel (fig. 1).

fig. 1



NOTE: This opener uses a **POSITION TAB** attached to the belt which activates a mechanical passpoint during the door travel. The indicator LED will blink when this occurs. If the passpoint is not activated during the door travel process, the travel limits cannot be programmed.

TO PROGRAM THE TRAVEL LIMITS:

1. Ensure the door is engaged to the opener trolley before setting the limits, otherwise the yellow trolley may move independently and jam into the powerhead assembly.
2. Press the **PROG** Button until the **UP** Arrow Button will begin to flash (fig. 2).
3. Press and hold the **UP** Arrow Button until the door is in the desired UP position (fig. 3).

NOTE: The **UP** and **DOWN** Arrow Buttons can be used to move the door up and down as needed.

4. Once the door is in the desired UP position press and release the **PROG** Button. The **DOWN** Arrow Button will begin to flash (fig. 4).
5. Press and hold the **DOWN** Arrow Button until the door is in the desired DOWN position (fig. 5).

NOTE: The **UP** and **DOWN** Arrow Buttons can be used to move the door up and down as needed.

6. Once the door is in the desired DOWN position press and release the **PROG** Button. The **UP** Arrow Button and indicator LED begin to flash (fig. 2).

SETTING THE FORCE (AUTO):

1. Press and release the **UP** Arrow Button to test the UP limit. When the door has travelled to the programmed UP limit, the **DOWN** Arrow Button will begin to flash.
2. Press and release the **DOWN** Arrow Button to test the DOWN limit. The door will travel to the programmed DOWN limit. The indicator LED will stop flashing. The travel limits and force setting has now been set. Proceed to test safety reverse system.

SETTING THE FORCE (MANUAL LEARN IF REQUIRED):

1. With the door in the OPEN position, open the rear access panel and locate the yellow Learn button.
2. Push the yellow Learn button twice to enter unit into force adjustment mode. The LED (indicator light) will flash quickly.
3. Push the programmed remote control or push the **UP/DOWN** arrow at the programming display bar. The door will travel to the DOWN (close) position. Push the remote control again, the door will travel to the UP (open) position.
4. Press and release the **DOWN** Arrow Button to test the DOWN limit. The door will travel to the programmed DOWN limit.

The LED (indicator light) will stop flashing when the force has been set. The door must travel through a complete cycle, UP and DOWN, in order for the force to be set properly. If the unit cannot open and close your door fully, inspect your door to insure that it is not sticking or binding.



Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing door.

- **Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.**
- **NEVER use force adjustments to compensate for a binding or sticking garage door.**
- **After ANY adjustments are made, the safety reversal system MUST be tested. Door MUST reverse on contact with 40 mm high object laid flat on floor.**

CAUTION

To prevent damage to vehicles, be sure fully open door provides adequate clearance.

fig. 2

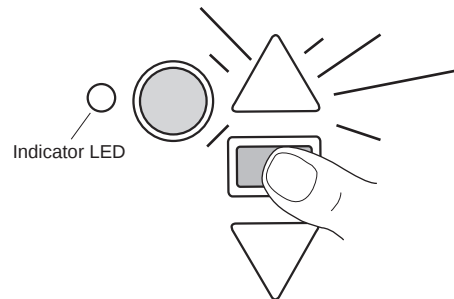


fig. 3

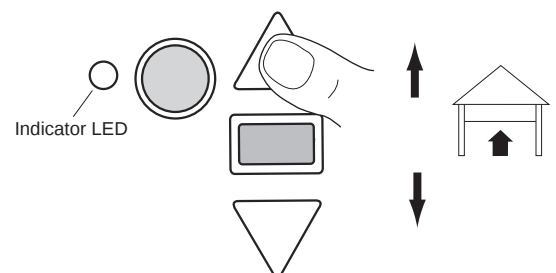


fig. 4

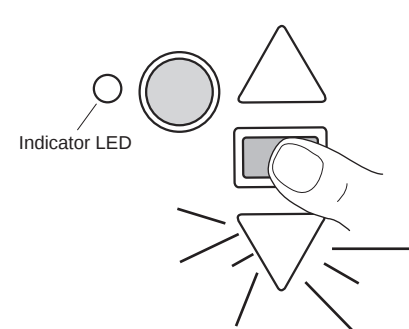
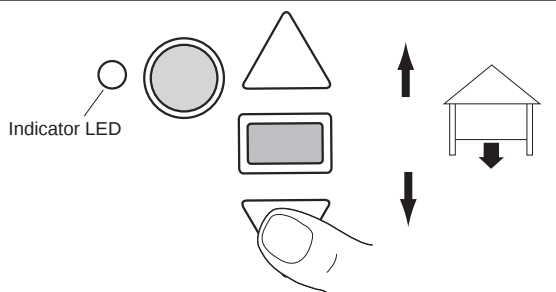


fig. 5



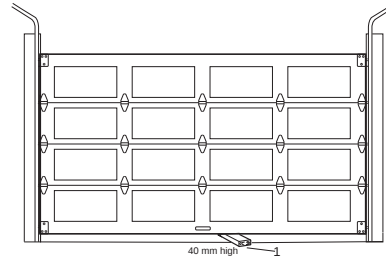
19 TEST THE SAFETY REVERSE SYSTEM



The safety reverse system test is important. Garage door must reverse on contact with a 40 mm obstacle laid flat on the floor. Failure to properly adjust opener may result in serious personal injury from a closing garage door. Repeat test once a month and adjust as needed.

Procedure: With door opened place a 40 mm obstacle (1) laid flat on the floor under the garage door. Operate the door in the down direction. The door must reverse off the obstacle. If the door stops on the obstacle, remove obstacle and repeat Program the Limits and Force Steps, then repeat safety reverse test.

When the door reverses off the 40 mm obstacle, remove the obstacle and run the opener through a complete travel cycle. Door must not reverse in closed position. If it does, repeat Program the Limits and Force then repeat safety reverse test.



20 PROGRAM THE TRAVEL SPEED (OPTIONAL)

TRAVEL SPEED: Automatically selected:

There are two travel speeds available for this opener.

The speed is a function of door travel distance and is automatically set during the door travel limit setting process.

* Travel distance longer than 1.4 metres = REGULAR speed

* Travel distance shorter than 1.4 metres = SLOW speed

TRAVEL SPEED: Manually selected:

The speed can be set manually if required, once the travel limits have been set, using the following method.

To activate the alternate speed:

PRESS and HOLD both the **UP** and **DOWN** arrows for 3 seconds. The courtesy lamp will flash once to confirm SLOW speed and twice to confirm REGULAR speed.

To De-activate the selected speed: Repeat the process above (toggle between the two settings).

21 PROGRAM THE LOW STANDBY MODE (OPTIONAL)

Low Standby Mode (sub 1 watt) is activated by the factory to deliver the lowest possible standby power.

In this mode the External Accessories Power and the IR Beams are turned OFF when the door is closed and the courtesy light is OFF.

At mains turn ON: Courtesy light flashes 2 times = Low Standby Mode

Courtesy light flashes 10 times = Normal Standby Mode

The Normal Standby Mode will need to be activated for External Accessories Power.

To Activate Normal Standby Mode:

Turn the mains power OFF.

PRESS and HOLD both the **UP** and **DOWN** arrows simultaneously.

Turn ON mains power while both the arrow buttons are still pressed.

Courtesy light comes on and after 5 seconds another 10 flashes.

Release the arrow buttons.

To Activate Low Standby Mode:

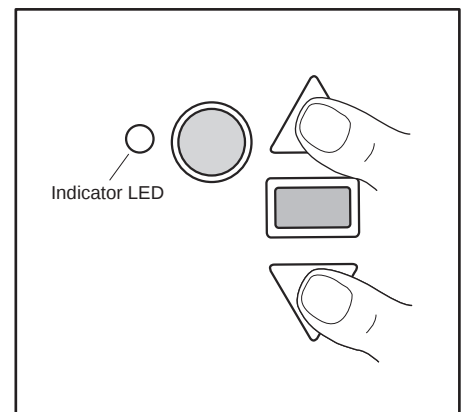
Turn the mains power OFF.

PRESS and HOLD both the **UP** and **DOWN** arrows simultaneously.

Turn ON mains power while both the arrow buttons are still pressed.

Courtesy light comes on and after 5 seconds another 1 flash.

Release the arrow buttons.



22 INSTALL THE PROTECTOR SYSTEM™ (compulsory for MyQ to operate)

NOTE: This accessory must be used for all MyQ installations and all other installations where the closing force as measured on the bottom of the door is over 400 N (40 kgf).

SPECIAL NOTE: Merlin strongly recommends that The Protector System™ be installed on all garage door openers.

THE PROTECTOR SYSTEM™ (IR BEAMS): By installing IR Beams, an open door is prevented from closing if a person or object is located in the beam area. If the door is already closing, it will return to the open position. A closed door is not prevented from opening.

If the Protector System™ is installed and needs to be removed, the opener will need to be reprogrammed (refer to paragraph 9 of the troubleshooting section).

Assembly Process:

The IR Beams are supplied preassembled, complete with two sensors, wiring and wall brackets.

Install the mounting brackets and sensors to either side of the inside of the garage door, and at a height of no greater than 100 mm off the garage floor.

The brackets are designed to be used for Wall or Floor fixing, with a variety of hole combinations to achieve the desired results (fig 1).

Drill the required holes and install the brackets with wall plugs and screws provided. Ensure they do not obstruct the door movement.

Align the Sensors to face each other and tighten if necessary. The wiring should exit from the bottom of the housing to maintain the correct IP rating and continued operation.

One sensor is a Sending Eye, the other is a Receiving Eye. Try to avoid positioning these in direct sunlight as this may interfere with the operation of the beams.

Install Cabling:

Run both sets of IR Beam cables up the door tracks, across the header wall to the centre, and back to the Power Head (see fig 2, 3 & 4).

Clean the contact area with alcohol wipes (provided) and secure the self-adhesive Cable Mounts to the rails. Attach the cable with cable ties.

Ensure the cable is well supported and does not interfere or get damaged by movement of the door panels or spring hardware.



To prevent entrapment, install The Protector System™ no higher than 100 mm above the floor.

Disconnect power to the garage door opener before installing The Protector System™.

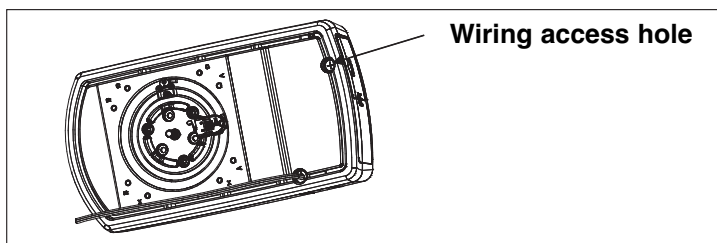


fig. 1

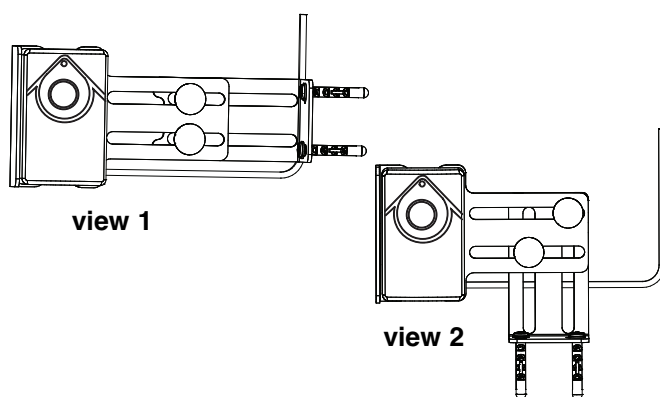
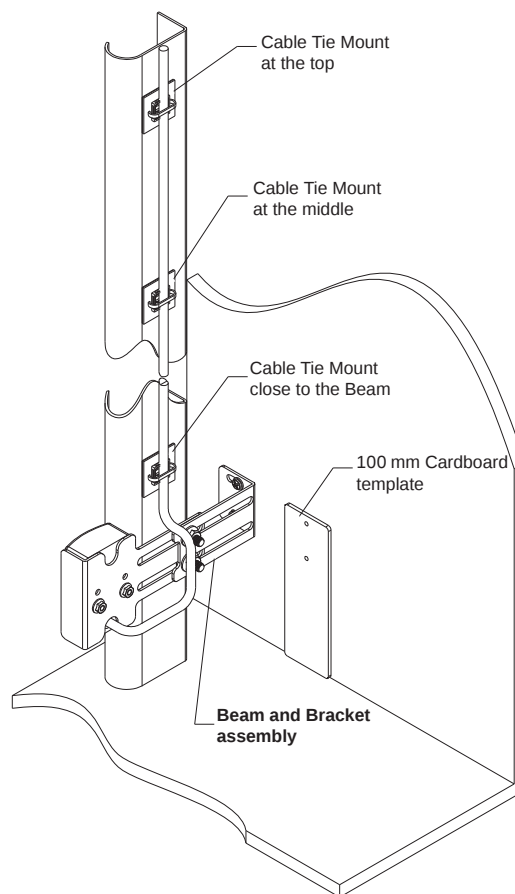


fig. 2



INSTALL THE PROTECTOR SYSTEM™ (CONTINUED)

Connect cable to the Opener:

Disconnect the mains Power from the Opener.

At the Powerhead Control Panel, pass both sets of cabling through the top panel access hole.

Twist both WHITE wires together and both GREY wires together.

Connect the WHITES to the LEFT screw terminal of the 2-way connector, and the GREYS to the RIGHT terminal (see fig 3)

Push the 2-way connector into the control panel quick release terminals 2 & 3 (see fig 5).

Loop and secure the excess cabling above the opener assembly.

Test The Protector System™ operation:

Remove all obstacles from the path of the door. Connect the mains Power to the opener.

1. Using a remote control, check the Opener operates in both directions.
2. Obstruct the beams with the door fully OPEN, the door should not move and the Courtesy light will Flash 10 times.
3. Obstruct the beams with the door travelling DOWN, the door should STOP and return to the UP position. The Courtesy light will Flash 10 times
4. Obstruct the beams with the door travelling UP, the door should continue to the OPEN position.

Status indicators on the IR Beams:

Normal Operation --	Red leds "ON" constantly.
Low standby Mode --	Red leds "OFF". (Leds activate when door moves.)
IR Beams misaligned-	Red leds "FLASH".
IR Beams obstructed--	Red leds "FLASH".

For further diagnostics, refer to the TROUBLESHOOTING section at the rear of the Opener Handbook.

Emergency Override:

NOTE: The door can't be closed using the MyQ app if an obstruction of Safety Beam failure has occurred.

However, if needed, the door can be closed by using the programmed button of a Wireless Wall Button (E138M), a Keyless Entry Keypad (E840M) or the GREEN button located on the control panel.

Follow the process below:

With the door open Press the programmed button once and release.

Press and "HOLD" the button again, and continue to HOLD until the door has completely closed.

NOTE: If the button is released at any point during the downward movement, the door will stop and return to the OPEN position. In this case repeat the previous process again. The "DOOR CLOSE" process will need to be performed each time the door needs to be CLOSED, until the obstruction is removed or repairs are made to the Safety Beam System.

fig. 3

Cable routing along the top of the rail to the opener.

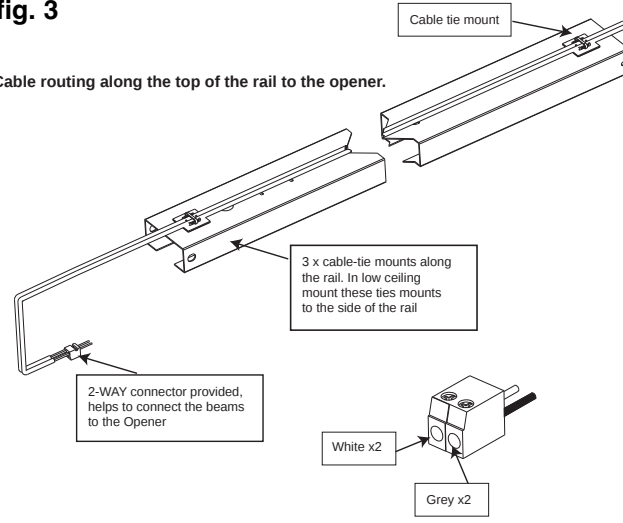


fig. 4

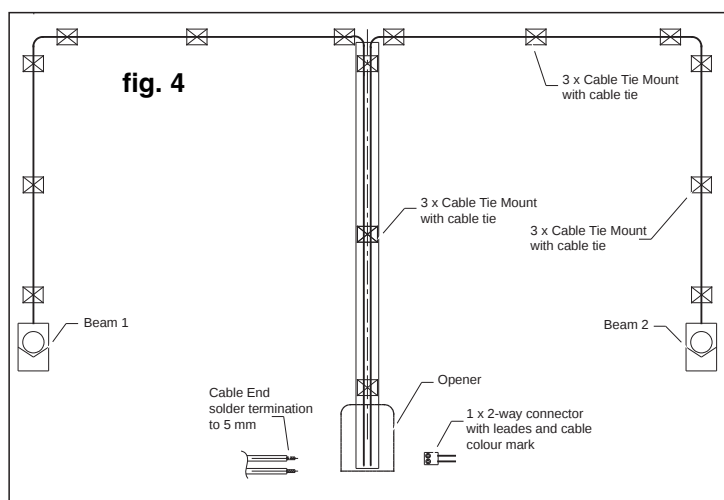
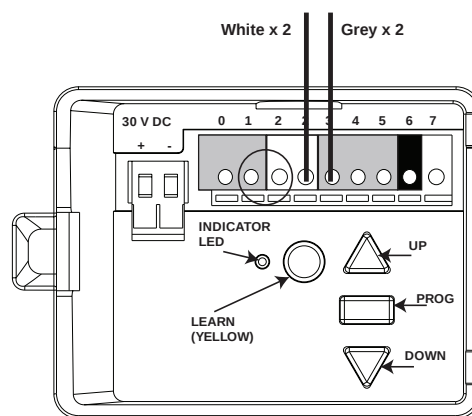


fig. 5



23 MYQ GATEWAY INSTALLATION



Featuring MyQ® Technology.

This Users Guide will help get the most from your Merlin MyQ® enabled Opener when using a smartphone, tablet or computer to monitor and control your garage door opener.

The MyQ® Gateway System will operate with MERLIN products identified as MyQ® ENABLED.

MyQ® Gateway is an accessory feature and openers will operate as normal with remote controls, whether the MyQ® Gateway is connected or not.



WARNING: Important Safety Instructions:

To prevent possible serious injury/death, or property damage read and follow all instructions carefully.

- **The Internet Gateway System:** is designed to operate with Merlin Sectional and Rolling Garage Door openers, and all the SAFETY INSTRUCTIONS detailed in the OPENER HANDBOOK need to be observed.
- **Unattended Operation:** The Gateway System allows operating the door via an internet enabled product, without visual monitoring. Never allow anyone to pass through, or leave obstacles in the area of a moving garage door. Persons, pets and vehicles should remain clear until the door has completely stopped.
- **Automatic door:** The door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.
- **The Protector System™:** For SAFE operation of the door, The Protector System™ MUST BE INSTALLED (refer section 23) and be fully functional. The door will not operate if the The Protector System™ is not functional.
- **Tilt Doors:** The Gateway System MUST NOT be used on Tilt doors.
- Do not allow children to play near the door, or with any door controls, including remotes, Smartphones, Tablets or any internet device that has a Merlin MyQ® app installed.
- **Power Pack:** It is important to use the AC/DC PowerPack supplied with the product. If the power pack is damaged or becomes unserviceable, it must be replaced with an ANZ Compliant product, of the same electrical performance.

INSTALLATION INSTRUCTIONS

A . BEFORE YOU BEGIN: you must have -

- A Merlin Enabled garage door opener. (MyQ® enabled)
- A home Router, with an active Broadband internet connection.
- Internet Gateway Kit (contents are listed below)
- MyQ® Internet Gateway Module 828AU
- 5 VDC Power Pack
- Ethernet cable
- The Protector System™ 774ANZ with assembly instructions
- MyQ® Quick Start Guide
- Merlin Internet Gateway Installer/Users Guide

B. INSTALLATION PROCESS:

• **Garage Door opener:**

Install the Merlin Garage Door Opener to a fully functional door using the Installation Instructions supplied with the product.

• **Protector Safety System:**

Install the Protector System supplied with the MyQ® Gateway kit, using the Installation Instructions supplied with the product.

Note: The Protector System™ must be installed and operational for MyQ® to function.

• **MyQ® Gateway:**

Connect & Create the MyQ® Gateway using the following process.



Step 1 - Connect & Create

- See the “Merlin MyQ® Quick Start Guide” for instructions for the connection of your Merlin Internet Gateway to the Internet. Go to mymerlin.com.au or mymerlin.co.nz or download the App to create an account and connect the Internet Gateway.
- You must have a valid email address to create a Merlin MyQ® account. Enter your information and click submit, an email will be sent to you to confirm your valid email address. If you do not get a confirming email, check your spam email folder or try creating the account again, being careful to spell the email address correctly.
- When the Merlin Internet Gateway powers up, the GREEN LED and BLUE LED will blink 3 times to indicate a correct power connection and reset of the Internet Gateway. After power up, the LEDs will indicate the status of the Merlin Internet Gateway. Refer to the “tips” step for details regarding the LED indicators.
- If the GREEN LED is off after connecting the Merlin Internet Gateway to your router, check the Ethernet cable connection to your router. It must be in the LAN port, (normally numbered 1 – 4). If the GREEN LED is still off, try another port on your router. If you still cannot get a solid GREEN LED check your internet is ON, refer to gomerlin.com.au or gomerlin.co.nz. For further support contact Merlin Technical Support at customerservice@chamberlainnz.com.

Step 2 - Register Merlin Internet Gateway & Add Devices

Once you have successfully created your Merlin MyQ® account, you must add the Merlin Internet Gateway to the account. It is easy to do from a computer or your internet enabled smartphone or tablet. See step 3 for downloading the Merlin MyQ® app and steps 5 and 6 for using the app.

- To add the Merlin Internet Gateway to your account, the GREEN LED on the Internet Gateway must be on continuously. If the GREEN LED is not continuously on, see Step 1, Connect & Create. The Merlin Internet Gateway must have an internet connection for the website or phone to find it.
- In the mymerlin.com.au or mymerlin.co.nz websites, add the Merlin Internet Gateway. Click on “Manage Places” to add the Internet Gateway. If this is the first Merlin Internet Gateway connected to the account, the screen will already be at the step of “Register Gateway”. You will need the SERIAL NUMBER from the bottom label of the Internet Gateway. The serial number is a series of ten characters, 0 – 9 or a – f. Be sure to use the correct characters (e.g., a zero “0” instead of an “O”) and keep the character spacing correct (XXXX-XXX-XXX). If this is the second Merlin Internet Gateway to be added, just click on “Manage Places > Add New Place”. For instructions on how to complete this step with the Merlin MyQ® app, see steps 5 and 6.
- Name the Merlin Internet Gateway (e.g., “123 Main Street” or “Home Sweet Home”). Click “Save and Close” to complete this step.
- You can add MyQ® devices like the garage door opener from the “Manage Places” page, or you can download the Merlin MyQ® app and add any MyQ® device from a smartphone or tablet. To add the garage door opener, click on “Manage Places>Add New Device” and follow the steps. Once you click ADD you have 3 minutes to go to the garage door opener or device and press it's learn button. The Merlin Internet Gateway will pair to the operator. Once a device is programmed, it will appear on the screen. You can then name the device (e.g., left garage door, etc.).

Step 3 - Getting A Smartphone App

If you have an older iOS, the phone or tablet will not be able to locate the Merlin MyQ® app. You may need to upgrade the phone's iOS to be able to find, download, and use the Merlin MyQ® app. Smartphone apps are available for Apple® and Android™ devices:



- **Apple® iPhone®, iPad®, and iPod Touch®**

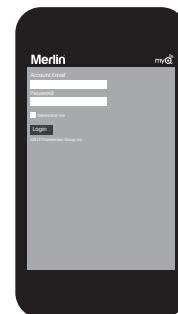
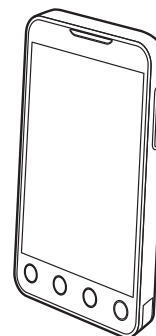
- Visit the Apple App StoreSM from your Apple device to download the Merlin MyQ® app (search for Merlin "MyQ" by The Chamberlain Group, Inc. For iPad, change settings to include iPhone Apps).

- **Android™ smartphones and tablets**

- Visit Google Play from your smartphone to download the Merlin MyQ® app (search for Merlin "MyQ" by The Chamberlain Group, Inc.).

- **BlackBerry®, Windows, and other smartphones**

- You can access your MyQ® account to monitor and control your garage door opener on other smartphones by pointing your phone's browser to mymerlin.com.au or mymerlin.co.nz
- Bookmark this page for later use.
- The mobile website has the same functionality as the smartphone apps.



After the app is installed on your smartphone, you can add a new device to your account by following the instructions for your smartphone in Steps 5 – 6.

Step 4 - Changing Merlin MyQ® App Security Settings

You can change the SECURITY SETTINGS (see steps 5 & 6) of the Merlin MyQ® app to allow quicker access to your devices and account. The default security setting for the app is at the highest level. You must enter your email and password credentials every time to launch the app or to access and change your account settings. The security settings apply to each individual phone, so each phone tied to the same account must be configured separately. These settings do not affect the web page login. A four-Digit PASSCODE can be created in place of your email and password credentials. See "Creating a Passcode" below.

Default Merlin MyQ® App Security Settings

- **Launching App** – high security is initially set to ON. You must enter your email and password credentials every time the app is launched. Setting this to OFF allows the app to launch without requiring your credentials or a 4-digit passcode.
- **Accessing Account** – high security is initially set to OFF. This lets you access your account settings without requiring your credentials or a 4-digit passcode. Setting this to ON will require you to enter the email & password credentials every time you want to access your account settings.
- **Touch ID** – Touch ID is a fingerprint security login, that is available for Apple users with the fingerprint feature incorporated. When Touch ID is set for login, the user will see a fingerprint on the login screen.
Note: Touch ID is available on iPhone 5S or later and iPad Pro, iPad Air 2, or iPad mini 3 or later.
- **Opening Door** – high security initially set to OFF. If you turn it ON, you must enter your email and password credentials or a 4-digit passcode every time you want to use the app to open your door. Setting this to OFF lets you open your door without requiring your credentials or a 4-digit passcode. It is strongly recommended that if you turn OFF the security settings for launching the app, you set this function to ON and create a 4-digit passcode for opening the door. This prevents anyone from using your phone to get into your garage.

Creating a Passcode

- The passcode is four characters (numbers or letters, depending on your smartphone).
- When you create your 4-digit passcode, the app will ask for the passcode twice.
- If you use the "Account > Logout" function on the smartphone, your passcode will be automatically deleted; restarting the app will require the creation of a new passcode.
- See the section on your smartphone (Apple or Android) for specific instructions on how to create a 4-digit passcode.

Step 5 - Apple App Controls

Controlling a device (a garage door opener)

Go to Places

- Swipe left or right to select a device (to see more than one door).
- Tap the door image to open/close door.
- If a device is greyed out, it is currently unavailable.

Security settings (see step 4 for details)

Go to Accounts > My Account > Security

- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.

If security is set to ON, you must enter email and password, or 4-digit passcode.

Setting a 4-digit passcode

Go to Accounts > My Account > Security > Passcode

- Enter a 4-digit passcode; you must enter this twice.
- The 4-Digit passcode now replaces email and password for security.
- The 4-digit passcode is deleted if you logout; restarting the app will require the creation of a new passcode.

Add/delete/rename a device (a garage door opener)

Go to Places; tap the gear in the upper left corner of the screen.

To Add:

- Tap the Merlin Internet Gateway name
- Tap Add New Device

To Delete:

- Tap the Merlin Internet Gateway name
- Tap Edit
- Tap the “-“ (minus sign)

To Rename:

- Tap the Merlin Internet Gateway name
- Tap Edit
- Tap the device's name and enter a new name

Add/delete/rename a Merlin Internet Gateway

Go to Places; tap the gear in the upper left corner of the screen

To Add:

- Tap the “+” (plus)

To Delete:

- Tap the “-“ (minus)

To Rename:

- Tap the Merlin Internet Gateway name
- Tap Edit
- Tap the Internet Gateway name and enter a new name

Logging out

- A logout requires an email and password to restart the app.
- A logout will delete the passcode; restarting the app will require the creation of a new passcode.



Step 6 - Android App Controls

Controlling a device (a garage door opener)

Go to Places

- Swipe right or left to select a device (to see more than one door).
- Tap the door image to open/close door.
- If a device is greyed out, it is currently unavailable.

Security settings (see step 4 for details)

Go to Account tab > Tap “My Account” > Tap Security

- Set security for launching app.
- Set security for accessing account.
- Set security for opening garage door.

Tap “Done” to save settings.

If security is set to ON, you must enter email and password, or 4-digit passcode. A logout will delete the passcode; restarting the app will require the creation of a new passcode.

Setting a passcode

Go to Account tab > Tap “My Account” > Tap “Passcode”

- Enter a 4-digit passcode(PIN); you must enter this twice.
- The 4-digit passcode now replaces email and password for security.

Add/delete/rename a device (a garage door opener)

Go to Places tab > Menu button > Manage Places

Select your place (Merlin Internet Gateway)

To Add:

- Menu button > Add New Device
- Then follow instructions

To Delete:

- Press and hold the device name
- Tap “Delete Device”

To Rename:

- Tap device's name
- Rename, then select “Save” to save changes

Add/delete/rename a Merlin Internet Gateway

Go to Places > Menu button > Manage Places

To Add:

- Menu button > Add New
- Then follow instructions

To Delete:

- Press and hold places name
- Tap “Delete Gateway”

To Rename:

- Press and hold places name
- Tap “Edit”
- Rename, then select “Save” to save changes

Logging out

Go to Account tab > Menu button > Log Out

- A logout requires an email and password to restart the app.
- A logout will delete the passcode; restarting the app will require the creation of a new passcode.



Step 7 - Alerts

The alert feature allows MyQ® users to receive an electronic notification (alert) when a certain event occurs (e.g. the garage door opens or closes). An alert can be enabled, edited, or disabled with any internet enabled computer or smartphone. Multiple alerts can be enabled for any garage door opener. An alert can be received on an internet enabled smartphone or computer from anywhere in the world.



Event Options:

- Door opens/closes
- Door remains open for an extended period of time

Event Settings:

- All times and all days
- Specific days of the week (e.g. weekends only)
- Specific time (e.g. 8:00 am to 6:00 pm)



Schedules:

- With the schedules feature you can program the Opener to CLOSE at any time/day of the week. Set your door on a nightly close schedule to ensure it's always closed before you go to bed. Alerts can active with this feature. Note: Door Opening cannot be programmed.

Alert Options:

- Email – An alert will be sent to the MyQ® account email address
- Push Notification – An alert will be sent to each smartphone/tablet with the Merlin MyQ® app installed that has logged into the MyQ® account at least once. **NOTE:** Push notifications can be enabled/disabled through the smartphone or tablet settings.
- An email and push notification can be received simultaneously.

Event History

Whenever the designated event occurs the event history will display the event, including the time and day of the occurrence. The event history can be deleted. An event history is recorded only in the fully OPEN and fully CLOSED positions, and only when ALERTS are activated.

Gateway Diagnostics / Status LEDs

What do the LEDs on the Merlin Internet Gateway signify?

- The GREEN LED must be on continuously after power and network connections are completed (NOTE: The LED may blink intermittently with data traffic).
- GREEN LED Off – The router is not providing an IP address to the Merlin Internet Gateway. Check your router settings and internet connections.
- GREEN LED flashing steadily On & Off – The Merlin Internet Gateway has an IP address, but is not accessing the Internet. Check your router settings and internet connections.
- GREEN LED On Solid – The Merlin Internet Gateway has an IP address and is connected to the Internet.
- The BLUE LED indicates the Merlin Internet Gateway has programmed at least one device (a garage door opener). The blue LED does not indicate if devices are connected; it only indicates that the Internet Gateway has “programmed” one device to its memory.
- The YELLOW LED indicates the Merlin Internet Gateway is in the “Add New Device” or learn mode, otherwise the LED will remain off.

Changing Merlin MyQ® App Security Settings

- You can change the SECURITY SETTINGS of the Merlin MyQ® app for quicker access to your devices and your account. The default security setting for the app is high. If desired, you can lower the Security Settings of the app. See Steps 5 & 6.

IMPORTANT NOTE: The Merlin MyQ® app is designed to work with Android™ smartphones and select Android™ tablets. Full functionality of the Merlin MyQ® app on Android™ tablets may not be available.

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Android™ is a registered trademark of Google Inc.
BlackBerry® is a registered trademark
Research In Motion Limited

24 TIMER TO CLOSE FEATURE (TTC)

! Door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.

The Timer to Close feature requires The Protector System™ (IR Beams) to be installed.

Operation:

This feature allows the door to automatically close from a fully open position after a specified time. The delay can be set from 10 to 180 seconds in 10 second increments, by using the opener control buttons.

If the door encounters an obstruction while closing, the door will stop and return to the UP position. The Courtesy lamp will then flash 10 times.

To Activate TTC, or change a preset time:

1. Start with the door fully **CLOSED**.
2. Enter into TTC Activation mode by pressing both **PROG** and **DOWN** buttons together for 3 seconds (fig. 2). Release when the courtesy light flashes twice.
3. Press the **UP** button once for each 10 second increment required of TTC (fig. 3. eg. twice for 20 seconds). Press the **DOWN** arrow to reduce, if needed.
4. Press and release the **PROG** button to save this time (fig. 4), Courtesy light will flash once. TTC is now activated.

TEST: Operate the door to the UP position. Keep clear of the IR Beams and check the door closes after the preset time. The down arrow will 'flash' continuously during the Timer to Close period.

To Deactivate TTC:

1. Enter into TTC Activation mode by pressing both **PROG** and **DOWN** buttons together for 3 seconds (fig. 2). Release when the courtesy light flashes twice.
2. Press and release the **PROG** button to save (fig. 4), courtesy light will flash once. TTC is now deactivated.

fig. 1

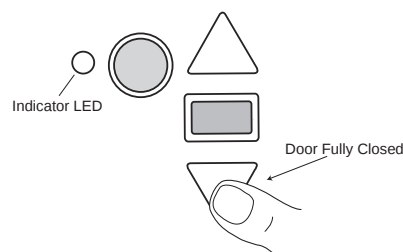


fig. 2

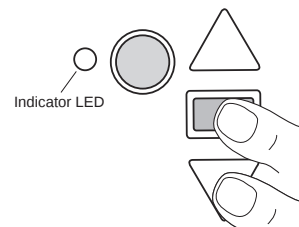


fig. 3

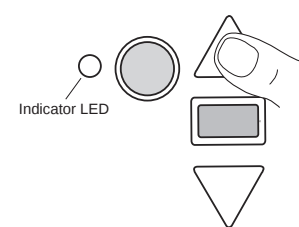


fig. 4

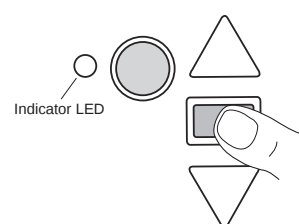


fig. 5



25 INSTALLING YOUR E138M WIRELESS WALL BUTTON

NOTE: The wall control supplied with your opener should be pre-programmed by the factory. If adding a new wall control, program into the opener before mounting the unit as detailed in Wireless Programming.

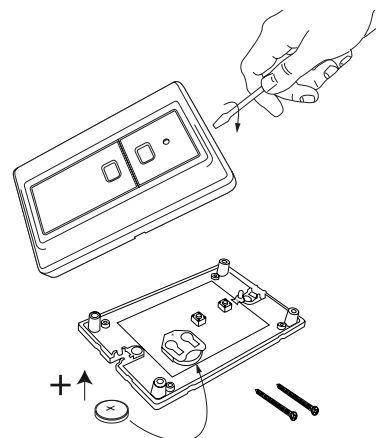
! Disconnect power to the opener before installing this accessory to prevent accidental activation. Locate minimum 1.5 m above the floor.

To install:

- Carefully pry open the E138M and locate the two screws for mounting.
- Attach to the wall using the two screws provided. If mounting to a plaster wall, wall plugs may be required.

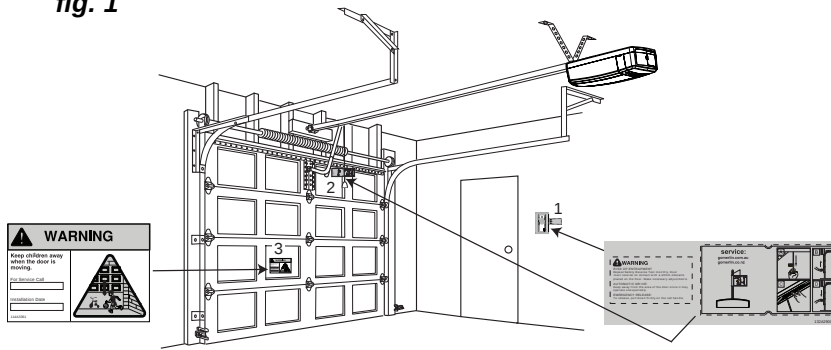
NOTE: Do not overtighten screws.

- Replace the front cover plate.



26 INSTALL WARNING LABELS

fig. 1



Three warning labels are provided with this opener: attach as indicated in the fig 1 to a clean and suitable surface.

1. Risk of entrapment: (English version) - place close to a fixed Wall Control(1).
2. EMERGENCY Release/Service label: - place on the Manual Release cord (2).
3. WARNING Child Entrapment: (triangle label) - place on a low inside panel of the door (3).

27 VENTILATION MODE - PARTIAL OPENING FEATURE

This is an adjustable, second stop position, that can be pre-set, partially opened for ventilation, for pedestrian or pet access.

It is only operational with hand held remote controls, not Wireless Wall Controls (E138M).

MyQ Activation: It is not a normal feature of the MyQ phone App, however, from the pre-set position, an open door can be fully "CLOSED" but a closed door cannot be "OPENED" to the pre-set position.

To Activate this feature:

1. Start with the door fully **CLOSED** (fig. 1). Drive the opener **UP** (fig. 2) and stop at the position required for **PET** access.
2. Enter ventilation activation mode by pressing the **PROG** and **UP** buttons together for 3 seconds (fig. 3). Release when the Courtesy light flashes once.
3. Press the Remote Control button that you have allocated for this feature (fig. 4). Do not use the button already allocated for normal operation. The Courtesy light will flash once when the code is accepted.

TEST: Press the Remote Control once, and door will close, press again, and door will return to the preset position.

If the door is above the preset position, when the button is pressed, it will fully close.

To Deactivate this feature:

1. Start with the door fully **CLOSED**.
2. Enter PET deactivation mode by pressing the **PROG** and **UP** buttons together for 3 seconds (fig. 3). The Courtesy light will flash twice, indicating the deactivation has occurred.

NOTE: Erasing all remote control codes, as in the Wireless programming section, will also delete this feature.

fig. 1

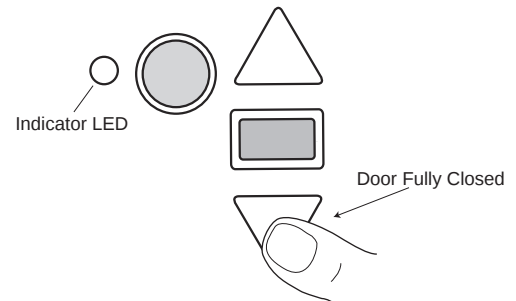


fig. 2

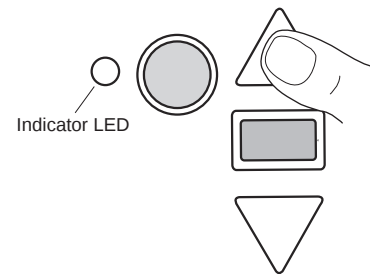


fig. 3

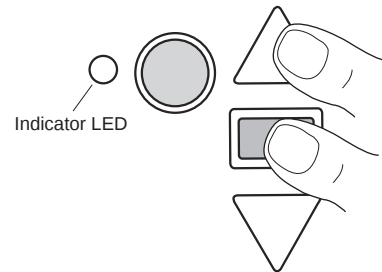


fig. 4



28 WIRELESS PROGRAMMING (REMOTE ACCESSORIES)



Activate the opener only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage while door is in motion. Do not allow children to operate push button(s) or remote(s). Do not allow children to play near the door.

NOTE: The transmitter(s) and wireless wall button supplied with your opener are preprogrammed by the factory.

If you purchase additional transmitters, the garage door opener must be programmed to accept the new remote code.

Program the Receiver to Match Additional Transmitter Codes:

Using the yellow "LEARN" Button

1. Press and Hold the button on the hand-held remote or wall button that you wish to use (1).
2. Press and release the yellow "LEARN" button on the opener (2).
3. Release the remote button when the opener light flashes. It has learnt the code. If you release the remote control push button before the opener light flashes, the opener has not learned the code.

Now the opener will operate when the remote control push button is pressed.

To Erase all Remote Control Codes

1. Press and Hold the yellow "LEARN" button on the opener until the indicator LED goes ON, and continue holding for approx. 6 seconds, until the indicator LED goes out.
2. Release the button, all codes are now erased.

To Erase all Remote Control, Keyless Entry Device Codes & MyQ enabled devices:

1. Press and Hold the yellow "LEARN" button on the opener until the indicator LED goes ON, and continue holding for approx. 6 seconds, until the indicator LED goes out.
2. Immediately press & hold the "LEARN" button again until the LED goes out. ALL codes are now erased. Reprogram any accessory you wish to use.

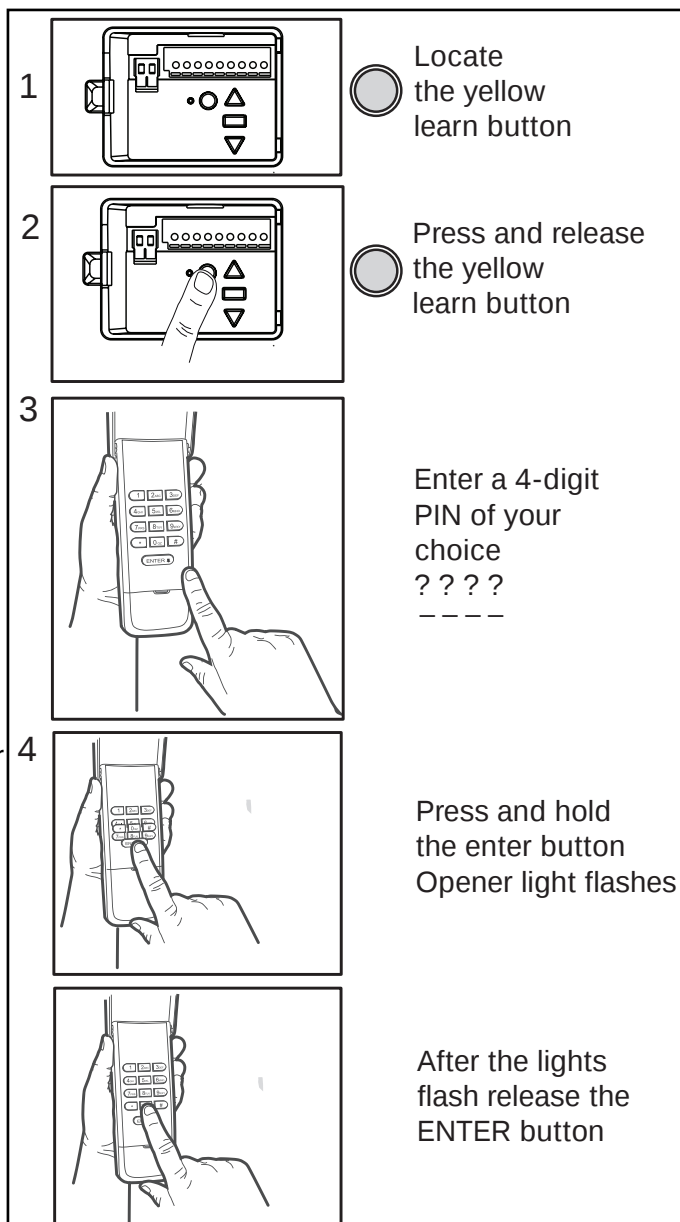
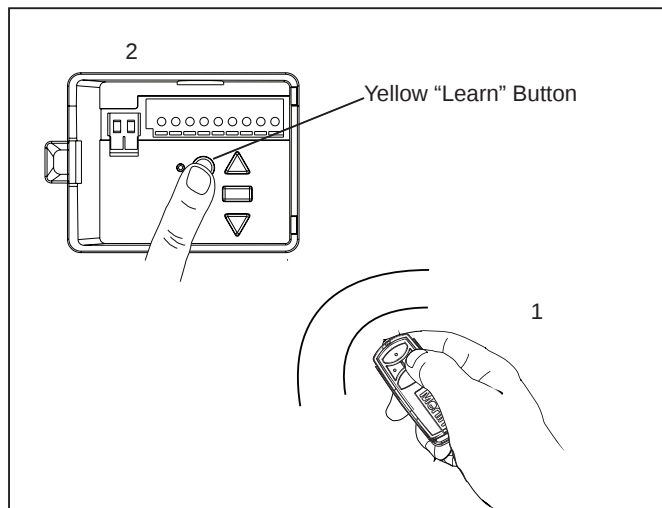
Wireless Keypad E840M

To set the keyless entry PIN:

1. Locate the yellow "LEARN" button on the garage door opener.
2. Press and release the yellow "LEARN" button. The LED indicator light will glow steadily.
3. Enter a 4-digit personal identification number (PIN) of your choice on the keypad.
4. Press and hold the ENTER button. Check to see if the opener light flashes. Release the ENTER button after the light flashes.

To change an existing keyless entry PIN:

1. Enter the existing programmed PIN that you want to change.
2. Press and hold the # button until the courtesy light flashes twice.
3. Enter the new 4-digit PIN of your choice, then press the ENTER button. The light will flash once.
4. To test, enter the new PIN, then press the ENTER button. The garage door opener will activate.



29 USING YOUR OPENER

1. Your opener can be activated by any of the following devices:
 - **Opener control panel:** Up and Down Buttons and Green O.S.C.
 - **The Outside Keyswitch or Keyless Entry System** (if you have installed either of these accessories).
 - **The Remote Control Transmitter.** Hold the push button down until the door starts to move.
 - **MyQ Internet device:** smartphone or tablet.

2. **Opening the Door Manually:** Door should be fully closed if possible. Weak or broken springs could allow an open door to fall rapidly. Property damage or serious personal injury could result.

NOTE: For full instructions on how to operate the door manually refer to section 18.

The door can be opened manually by pulling the release handle down. To reconnect the door, press the Green button in the centre of the trolley assembly.

Do not use the manual release handle to pull the door open or closed.

3. When the Opener is Activated by Remote Control:

1. If open, the door will close. If closed, the door will open.
2. If closing, the door will stop.
3. If opening, the door will stop (allowing space for entry and exit of pets and for fresh air).
4. If the door has been stopped in a partially open or closed position, it will reverse direction.
5. If an obstruction is encountered while closing, the door will reverse to the UP limit.
6. If an obstruction is encountered while opening, the door will reverse and stop.
7. The Protector System™ uses an invisible beam which, when broken by an obstruction, causes a closing door to open and prevents an open door from closing. It is **STRONGLY RECOMMENDED** for homeowners with young children.

4. **The opener lights will turn on under the following conditions:** when the opener is initially plugged in; when power is restored after interruption or when the opener is activated.

Lights will turn off automatically after 2-1/2 minutes.

30 CARE OF YOUR OPENER

Once a Month

- Manually operate door. If it is unbalanced or binding, call a qualified door technician.
- Check to be sure door opens & closes fully. Adjust limits and/or force if necessary.
- Repeat the safety reverse test. Make any necessary adjustments.

Once a Year

- Internally the opener does not require additional lubrication.
- Lightly grease the belt and inside the rail assembly where the trolley slides. Be careful to use gloves around any sharp metal edge or the rail.

31 REPLACE BATTERIES IN REMOTES

Battery of the remote control:

The batteries in the remote have an extremely long life. If the transmission range decreases, the batteries must be replaced. Batteries are not covered by the warranty.



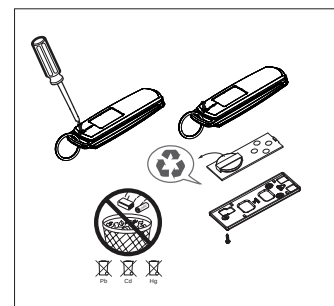
To prevent SERIOUS INJURY OR DEATH: observe the following instructions for the battery

- **NEVER allow small children near batteries.**
- **If battery is swallowed, immediately notify doctor.**
- **Danger of explosion if battery is replaced improperly.**
- **Replacement only by identical or equivalent type.**
- **Dispose of old battery properly. Batteries should not be treated as household waste. All consumers are required by law to dispose of batteries properly at the designated collection points.**
- **Never recharge batteries that are not meant to be recharged.**
- **Do not short-circuit batteries or take them apart.**
- **If necessary, clean contacts on batteries and contacts before loading.**
- **Never expose batteries to excessive heat such as sunshine, fire or the like!**

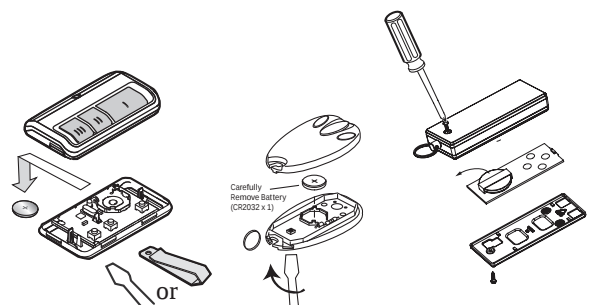
Replacing battery (CR2032):

To replace battery, turn remote control around and open the case with a screwdriver. Lift cover and lift control board below. Slide battery to one side and remove. Observe polarity of battery!

Assemble again in reverse direction.

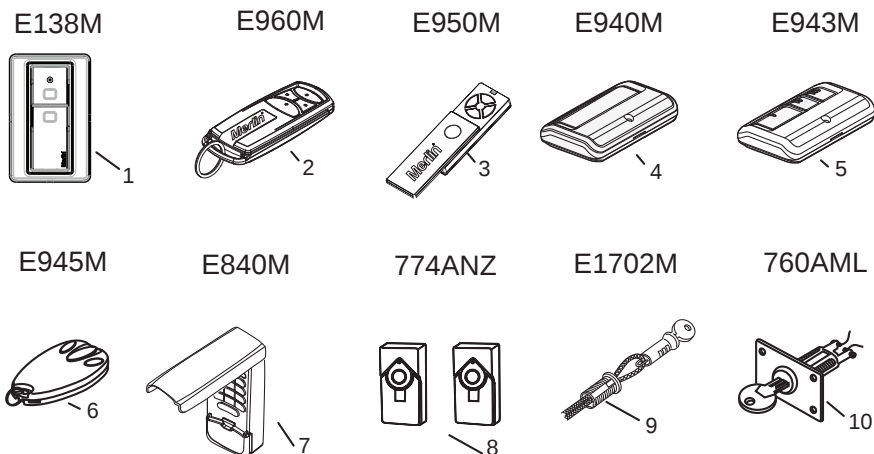


To replace battery for optional remote control transmitters - E950M, E943M, E940M & E945M, use a screwdriver blade to pry open the case as shown. Insert battery positive side up.



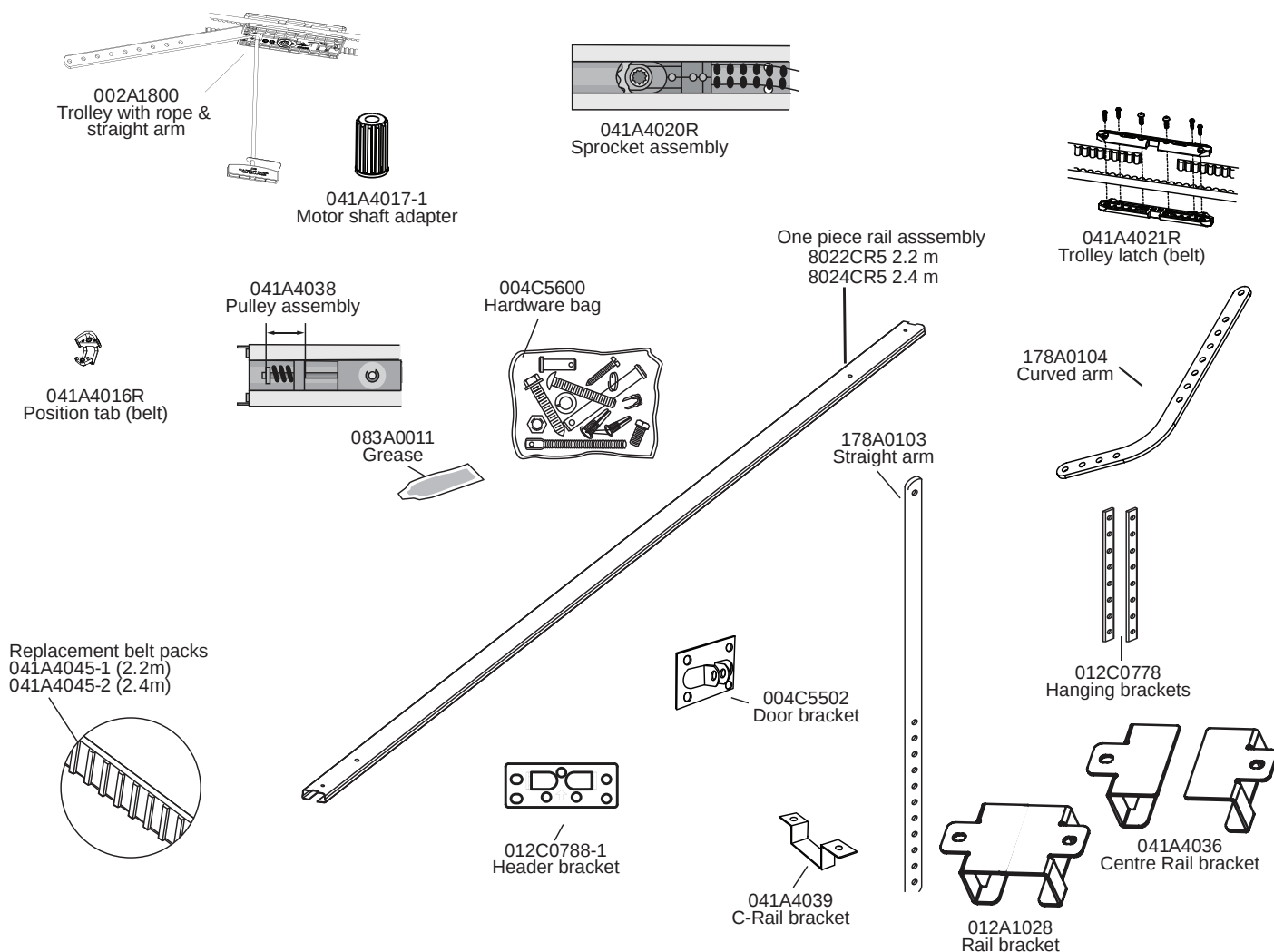
32 ACCESSORIES

(1) Model E138M	Wireless wall button	(6) Model E945M	3 Channel mini remote control
(2) Model E960M	4 Channel remote control	(7) Model E840M	Keyless entry system
(3) Model E950M	4 Channel remote control	(8) Model 774ANZ	The Protector System™
(4) Model E940M	1 Channel visor remote control	(9) Model E1702M	Quick release lock
(5) Model E943M	3 Channel visor remote control	(10) Model 760AML	Outside keyswitch



NOTE: Use of any Chamberlain Group accessories are approved to use with this opener. This includes genuine Merlin accessories. Generic compatible accessories are **NOT** approved for use with this opener.

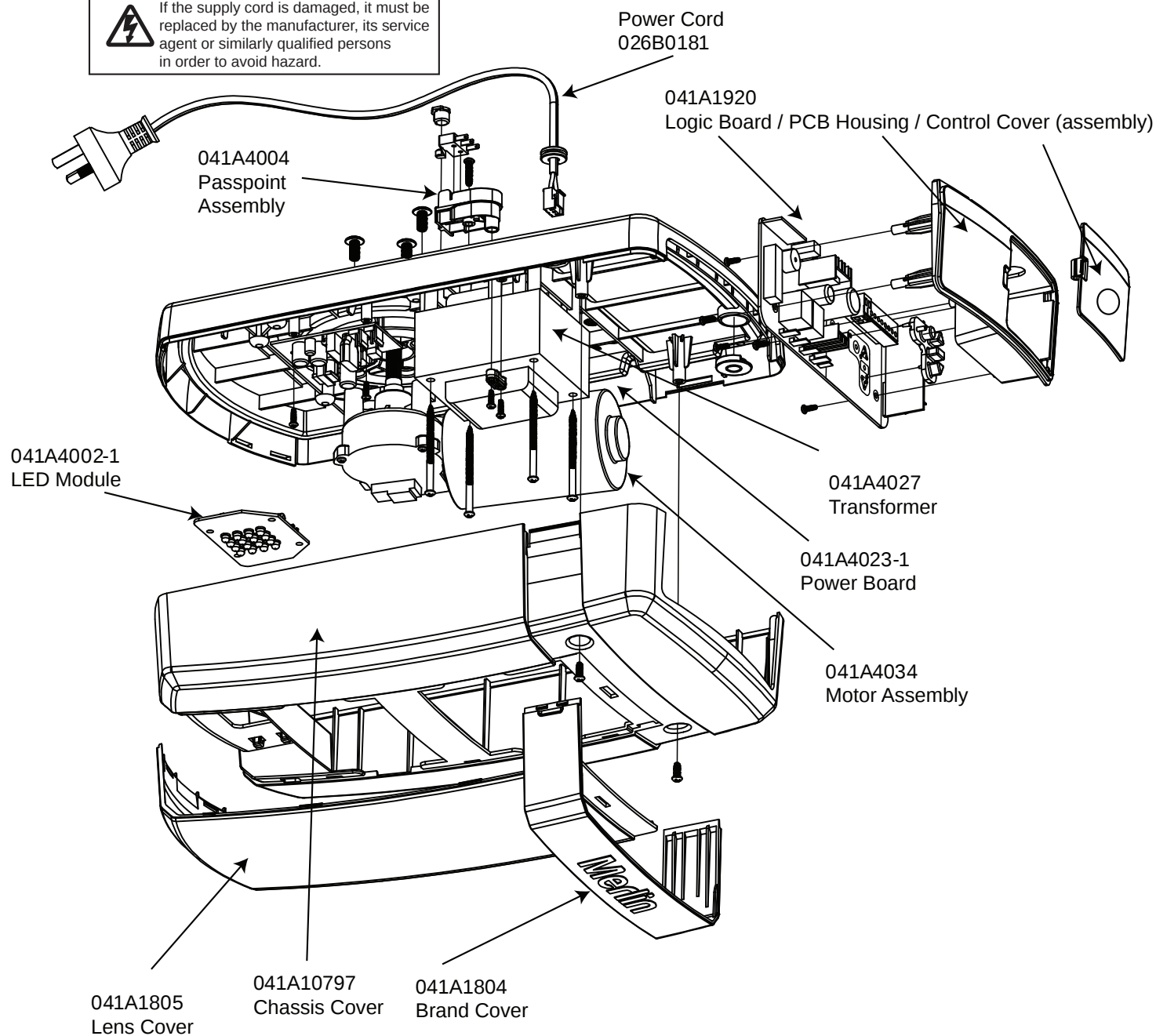
33 REPLACEMENT PARTS - RAIL HARDWARE



34 REPLACEMENT PARTS - OPENER



If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.



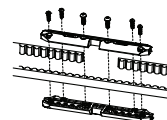
RAIL REPLACEMENT PARTS



041A4017-1
Motor shaft adapter



041A4016R
Position tab (belt)



041A4021R
Trolley latch (belt)

26 TROUBLESHOOTING

1. The opener will not operate from either the UP/DOWN activation button or the transmitters :

- Does the opener have electric power? Plug a lamp into the outlet. If it does not work, check the fuse box.
- Have you disabled all door locks? Review the installation instruction warnings on page 1.
- Is there a build-up of ice or snow under the door? The door may be frozen to the ground. Remove any restriction.
- The garage door spring may be broken. Have it replaced by contacting a garage door repairer.

2. The door operates from the UP/DOWN activation buttons but not from the wireless wall control or transmitter:

- Program the opener to match the transmitter code.
- Repeat with all transmitters.
- Check and replace the batteries if necessary

3. The transmitter has short range:

- Change the location of the transmitter.
- Check to be sure the antenna on the bottom of the opener extends fully downward.
- Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.
- The batteries may be flat. Replace the batteries.

4. The door operates from the remote controls, but not from the MYQ Internet device. (Iphone app etc):

- Check your internet service and router is active. (Are other household devices operational?)
- Check the MyQ Gateway Device is On and Connected. (refer to page 17 to confirm the Green and Blue led status is correct)
- Confirm your Iphone APP is functioning, use the website to confirm the system is operational.
- If the door will only OPEN, check the safety beams are not obstructed.
- For other issues relating to MyQ activation, there are FAQs available on the phone APP that may assist.

5. The garage door opens and closes by itself:

- Be sure that no transmitter buttons are being pressed.
- Clear the memory and re-program all wireless wall controls and transmitters.

6. The door reverses and stops before opening completely:

- Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or repair the door.

7. The LED Indicators on the control panel are flashing in sequence:

- Check the diagnostic code on page 24.

8. The door opens but will not close (or reverses while closing):

- Is something obstructing the door? Pull the manual release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
- Clear any ice or snow from the garage floor area where the door closes.
- Repeat the limit and force setting. Repeat safety reverse test after adjustments.

9. Door reverses for no apparent reason and opener lights flash 10 times:

- Check the Protector System™ (if you have installed this accessory). If the red light on the beam is flashing, the alignment is incorrect.
- The red light on the beams may not be on if the opener is in Standby mode. Activate the door to temporarily exit standby mode and check lights are on constantly. If the LEDs are flashing, realign the beams.

If the Protector System™ is installed and needs to be removed, the Opener will need to be programmed as follows:

Note: MyQ Internet Activation will no longer function.

- Remove the IR Beam wiring from the opener
- Turn the power OFF for 5 seconds
- Turn the power ON for 5 seconds
- Again turn the power OFF for 5 seconds
- Turn the power back on and test the opener for normal operation.

10. The opener strains to operate the door:

- The door may be out of balance or the springs may be broken. Close the door and use the manual release to disconnect the door. Open and close the door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, disconnect the opener and call a trained door systems technician.

11. The opener runs, but the trolley does not move:

- Check the trolley is not disengaged from the opener. Operate the manual release to re-engage the opener.
- In a new installation, the preassembled Motor Shaft Adapter may have fallen out of the belt sprocket assembly. This adapter is installed during the manufacturing process and may have dislodged.
- In older installations, especially on excessively heavy doors, check the Motor Shaft Adapter has not stripped.

12. The opener will not operate due to a power failure:

- Use the manual release handle to disconnect the door. The door can be opened and closed manually. When power is restored, re-engage the opener to operate it via a transmitter.

36 DIAGNOSTIC CHART

Your garage door opener is programmed with self-diagnostic capabilities. The **UP** and **DOWN** arrows on the garage opener flash the diagnostic codes.

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
UP Arrow Flash(es)	DOWN Arrow Flash(es)		
1	1	The garage door opener will not close and the courtesy light flashes.	Safety sensors wires may have been reversed, cut or disconnected. Inspect the sensor wires for correct polarity, damage or disconnections.
1	2	The garage door opener will not close and the courtesy light flashes.	There is a short circuit on the wires for the safety sensors. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	4	The garage door opener will not close and the courtesy light flashes.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	There is no door movement or motor accelerates before stopping suddenly.	No RPM pulses have been detected. Check the door manually for balance, binding or obstructions. Internally the possible cause may be the motor, logic board or RPM sensor. Try resetting door travel limits. Contact service centre.
1	6	Door continues to move after the motor stops.	RPM pulses have been detected after motor has turned off. Possible broken spring. Check the door is correctly balanced and not creeping up or down. Contact a door service centre.
2	1-5	Opener fails to operate.	Possible logic board failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	6	Unable to set travel limit down direction. Passpoint has not been recognised during programming.	Check the passpoint module has been activated by the belt Position Tab, during the door travel. Reset the travel limits.
4	1-4	Door is moving stops and or reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel (refer to "Program the Travel Limits and Force" section).
5	1-4	Door fails to operate or operates erratically. External accessory wiring failure.	Check the external wiring to the control panel terminal is wired correctly. Turn off power, remove all external wiring, and retest door operation.
5	5	Door opener fails to operate	Low internal voltage on the Logic Board, possible power transformer or logic board failure. Service required, call a trained service specialist.

37 SPECIFICATIONS - COMMANDER MYQ - MT110MYQ

Input Voltage.....230-240 Vac, 50 Hz
Max. Pull Force1000 N
Power225 Watt
Standby Power0.8 Watt (door fully closed)
Normal Torque7 Nm
Max door weight.....130 kg
Max lift under spring tension20 kg
Max door area.....Sectional Doors 20 m²

Motor

Type.....DC gearmotor permanent lubrication
Noise level54 db at 1 metre

Drive Mechanism

DriveBelt with one-piece trolley on steel rail.
Length of Travel.....Adjustable to 3.0 m
LED light.....25 Watt equivalent

Door LinkageAdjustable door arm. Pull cord trolley release.

Safety

PersonalPush button stop in **UP and DOWN** direction. Automatic safety reverse in both **UP and DOWN** direction.
Electronic.....Automatic force adjustment
ElectricalTransformer overload protector and low voltage push button wiring.
Limit DeviceMechanical Passpoint/RPM sensor
Limit AdjustmentElectronic
Soft-start/Soft-stop.....Electronic

Dimensions

Length (Overall).....3.24 m
Headroom Required30 mm
Hanging Weight.....12 kg

Receiver

Memory Registers64 handset codes
4 keypad devices - 1 code each

Operating
Frequency.....433.30/433.92/434.54 MHz

Warranty Registration

To validate your warranty you must complete the registration form online at:

gomerlin.com.au/warranty

or

gomerlin.co.nz/warranty

Merlin[®]
Powering Garage Doors

CHAMBERLAIN LIMITED WARRANTY

Merlin® Professional Commander MyQ MT110MYQ

Sectional Garage Door Opener

Chamberlain Australia Pty Limited / Chamberlain New Zealand Limited (**Chamberlain**), the manufacturer of Merlin® automatic garage door openers, is committed to manufacturing and supplying high quality goods. As part of this commitment, we seek to provide reliable service and support for our goods and are pleased to provide you, the original purchaser, with this Chamberlain Limited Warranty.

The benefits given to you under this Chamberlain Limited Warranty are in addition to any rights and remedies that you may have under Australian or New Zealand consumer protection laws. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, or New Zealand Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Chamberlain's warranty

What is covered

Chamberlain warrants to the original purchaser of the Merlin Commander MyQ MT110MYQ Sectional Door Opener (Unit) that all parts of the Unit, other than remote controlled transmitters and accessories, globes and batteries, are free from defects in materials and workmanship for a period of 84 months or 15,000 cycles (each opening & closing of the garage door equals 1 cycle) whichever comes first, from the date of purchase when installed by a Professional dealer appointed or authorised by Chamberlain in a residential premise with a residential specified garage door that is designed for the sole purpose of a single-family dwelling.

Chamberlain warrants that the remote controlled transmitters (E960M) included with the Unit are free from defects in materials and workmanship for a period of 24 months from the date of purchase and all other accessories included with the Unit are free from defects in materials and workmanship for a period of 12 months from the date of purchase.

What is not covered

Batteries and globes are not covered under the Chamberlain Limited Warranty.

Travel costs incurred by Chamberlain or the Professional Dealer in either travelling to or from areas outside a capital city metropolitan area. These costs will be at the purchaser's expense.

Additional access costs incurred by a Professional Dealer or Chamberlain in obtaining access where the Unit is not readily accessible. These cost will be at the purchaser's expense.

Warranty Conditions

It is a condition of this Chamberlain Limited Warranty that the Unit is sold, installed and serviced by a Professional Dealer appointed or authorised by Chamberlain. A Merlin branded garage door opener purchased over the internet and installed by a person other than a Professional Dealer will not be covered by this Chamberlain Limited Warranty.

It is also a condition of this Chamberlain Limited Warranty that for the operating life of the Unit:

- 1 the garage door is spring balanced, is operable by hand and opens and closes with no more than a maximum of 20 kg of lifting weight;
- 2 the garage door and the Unit is professionally maintained and serviced by a Professional Dealer, at a minimum, during the third and fifth years of the Chamberlain Limited Warranty period such that the spring balanced door operates according to manufacturer specifications. If your door binds, sticks, or is out of balance, then it must not be used until serviced by a trained door technician or Professional Dealer. The garage door service fee will be at the purchaser's expense;
- 3 the warranty is registered by completing the online form at www.gomerlin.com.au or www.gomerlin.co.nz; and
- 4 you retain your sales docket or invoice as proof of purchase, and attach it to this manual to enable you to establish the date of purchase in the unlikely event of a warranty service being required.

Making a claim

During the applicable Chamberlain Limited Warranty period, if you are concerned that the Unit may be defective, call the Professional Dealer that sold/installed the opener, or our service centre on the toll free number below and a Chamberlain technician will diagnose the problem and arrange for this to be rectified. Once the problem has been diagnosed, subject to your rights under the applicable Australian and New Zealand consumer protection laws with respect to major failures, Chamberlain or its Professional Dealer will provide you with either, repairs to the Unit or a replacement Unit.

Repairs and replacement parts provided under this Chamberlain Limited Warranty are provided free of charge and are warranted for the remaining portion of the original warranty period.

This Chamberlain Limited Warranty provides benefits which are in addition to your other rights and remedies as a consumer.

Exclusions - what voids the warranty

If our service centre determines that a warranty claim has been made in respect of a failure or defect arising under or out of any exclusion detailed below such that the claim is not covered under this Chamberlain Limited Warranty, we may, subject to your other rights and remedies as a consumer, charge you a fee to repair, replace and/or return the Unit to you.

This Chamberlain Limited Warranty does not cover any failure of, or defect in, the Unit due to:

- 1 non-compliance with the instructions regarding specifications, installation, operation, maintenance and testing of the Unit or of any product with which the Unit is used;
- 2 any attempt by a person other than a Professional Dealer to repair, dismantle, reinstall or move the Unit to another location once it has been installed;
- 3 use of any copy, imitation or replica garage door remotes with your Merlin Unit;
- 4 tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal domestic use;
- 5 problems with, or relating to, the garage door or garage door hardware, including but not limited to the door springs, door rollers, door alignment or hinges;
- 6 problems caused by electrical faults or replacement of batteries or light bulbs, blown fuses, electrical surges, power surges or power strikes, fire, flood, rain, water, lightning or storms;
- 7 water or moisture ingress that causes corrosion or electrical malfunction;
- 8 corrosion caused by sea air if located near a waterway, beach etc;
- 9 fitment to a commercial door or in a commercial operating application, installation of a residential garage door opener in a commercial or industrial premises other than a single-family dwelling.
- 10 lack of proper maintenance, service or care of the door and Unit;
- 11 any unauthorised modification to the Unit; or
- 12 damage caused by insects, pests or other after sale damage caused by events or accidents outside Chamberlain's reasonable control and not arising under normal and standard operating conditions.

NB: A General Purpose Outlet (GPO) ie: power point must be supplied by the consumer as this electrical fitting does not form a part of the Unit (opener).

If this Chamberlain Limited Warranty does not apply, you may have rights available to you under the Australian and New Zealand consumer protection laws.

Liability – Australia only

Except as set out in the Australian Consumer Law (being Schedule 2 of the *Competition and Consumer Act 2010*) (as amended, consolidated or replaced):

- 1 all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that Chamberlain can lawfully exclude them; and
- 2 under no circumstances will Chamberlain be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit, other than those which were reasonably foreseeable as liable to result from the failure.

Liability – New Zealand only

Except as set out in the *Fair Trading Act 1986 and the Consumer Guarantees Act 1993* (as amended, consolidated or replaced):

- 1 all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that Chamberlain can lawfully exclude them; and
- 2 under no circumstances will Chamberlain be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit, other than those which were reasonably foreseeable as liable to result from the failure.

Note

Chamberlain reserves the right to change the design and specifications of the Unit without prior notification. Some features or accessories of the Unit may not be available in certain markets or areas. Please check with your distributor.

Chamberlain service centre contact details

Australia

Phone toll free 1800 638 234

Fax toll free 1800 888 121

Website: gomerlin.com.au

New Zealand

Phone toll free 0800 653 667

Fax toll free 0800 653 663

Website: gomerlin.co.nz

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Unit1, 75 Epping Road

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Email: customerservice@chamberlainanz.com

