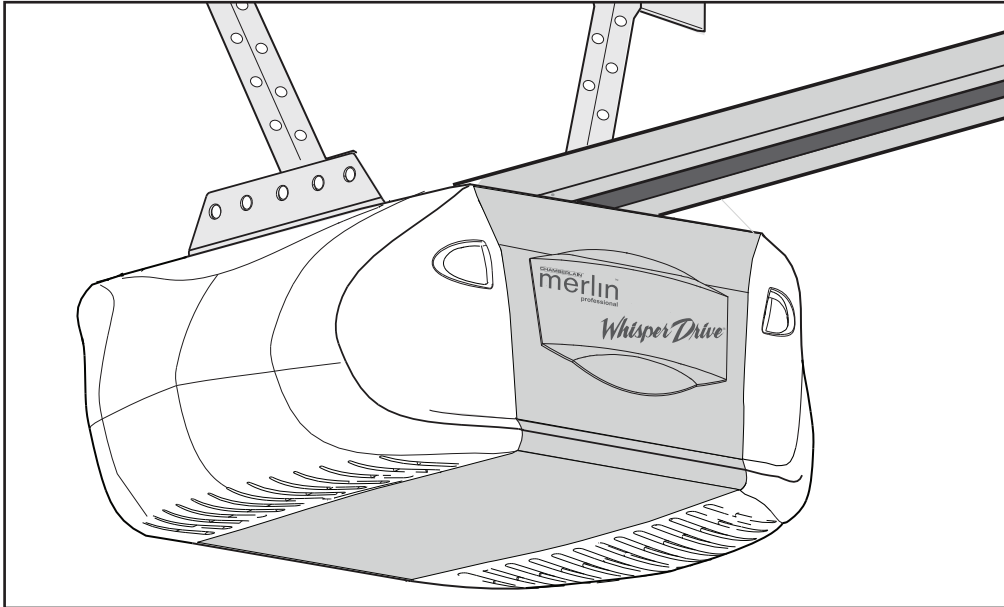


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MT3850

Whisper Drive®

Sectional Garage Door Opener

INSTALLATION AND OPERATING INSTRUCTIONS

Owner's Copy: Keep these Instruction for Future Reference.

Please read this manual and the enclosed safety materials carefully!
Periodic checks of the opener are required to ensure safe operation.



START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS

WARNING

- 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.



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 40mm 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 or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.



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



The opener must not be used on a wicket door (door within a door)



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



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



Wall controls must be installed in a location where the garage door is visible, at a height of at least 1.5m 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 manual release mechanisms 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.



Do not allow children to play near the door, or door controls.



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

KEEP THESE INSTRUCTIONS

Warning: If your garage has no service entrance door, a CM1702 outside quick release must be installed. This accessory allows manual operation of the garage door from outside in the event of power failure.

CONTENTS	PAGE
SAFETY INSTRUCTIONS	1
PREPARING THE DOOR	2
TOOLS REQUIRED	2
PLANNING	3
HARDWARE PROVIDED	4
ASSEMBLY SECTION	5-7
INSTALLATION SECTION	8-19
INSTALL THE PROTECTOR SYSTEM (IR BEAMS)	17
INSTALL THE BATTERY AND CONNECT ELECTRIC POWER	19
ADJUSTMENT SECTION	20-22

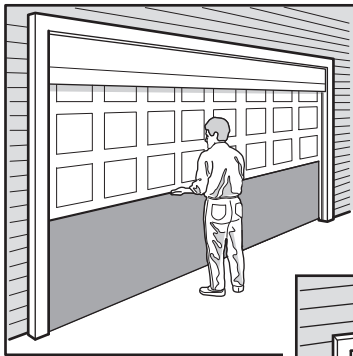
CONTENTS	PAGE
LCD MOTION DETECTING CONTROL	23
WIRELESS PROGRAMMING	24-25
TROUBLESHOOTING	26-27
REPLACEMENT PARTS	28-29
ACCESSORIES	29
USING YOUR GARAGE OPENER	30
CARE OF YOUR OPENER	30
SPECIFICATIONS	30
WARRANTY	31

Preparing your garage door

Before you begin:

- Disable locks.
- Remove any ropes connected to garage door.
- **Complete the following test** to make sure your garage door is balanced and is not sticking or binding:
 1. Lift the door about halfway as shown. Release the door. If balanced, it should stay in place, supported entirely by its springs.
 2. Raise and lower the door to see if there is any binding or sticking.

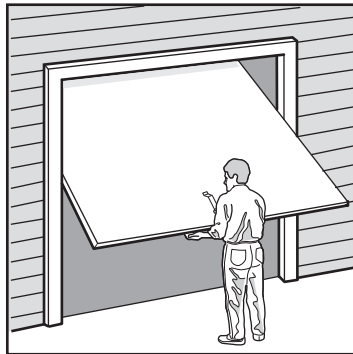
If your door binds, sticks, or is out of balance, call a qualified door technician.



Sectional Door

Max. door mass
130kg
(spring balanced).

Max. door curtain
16.5m²



One-Piece Tilt Door

⚠ WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

- **ALWAYS** call a qualified door technician if garage door binds, sticks, or is out of balance. An unbalanced garage door may not reverse when required.
- **NEVER** try to loosen, move or adjust garage door, door springs, cables, pulleys, brackets or their hardware, **ALL** of which are under **EXTREME** tension.
- Disable **ALL** locks and remove **ALL** ropes connected to garage door **BEFORE** installing and operating the garage door opener to avoid entanglement.

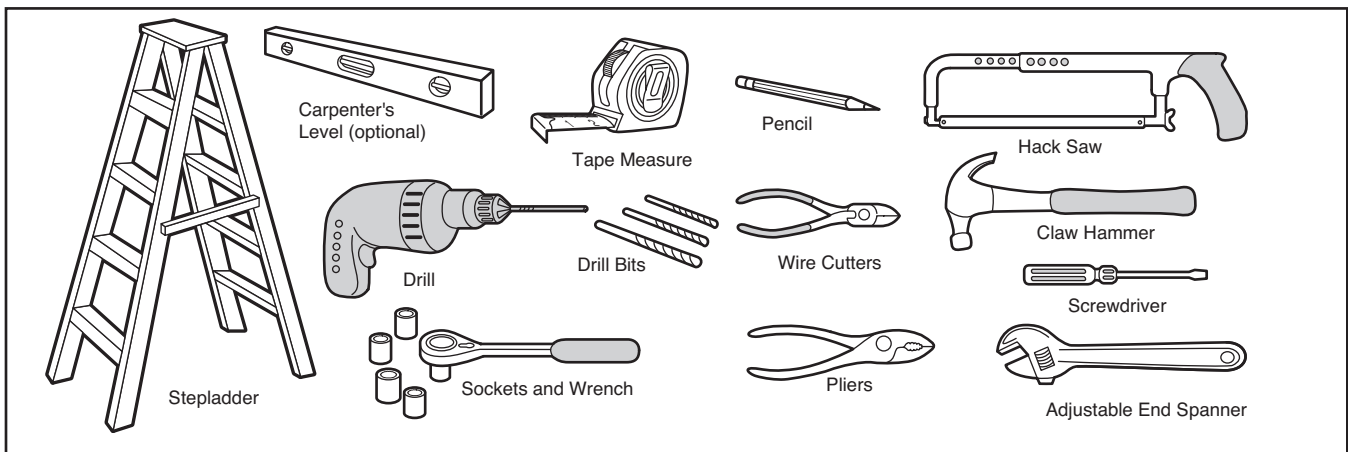
CAUTION

To prevent damage to the garage door and opener:

- **ALWAYS** disable locks **BEFORE** installing and operating the opener.
- **ONLY** operate the garage door opener at 230 - 240V, 50 Hz or battery power to avoid malfunction and damage.

Tools needed

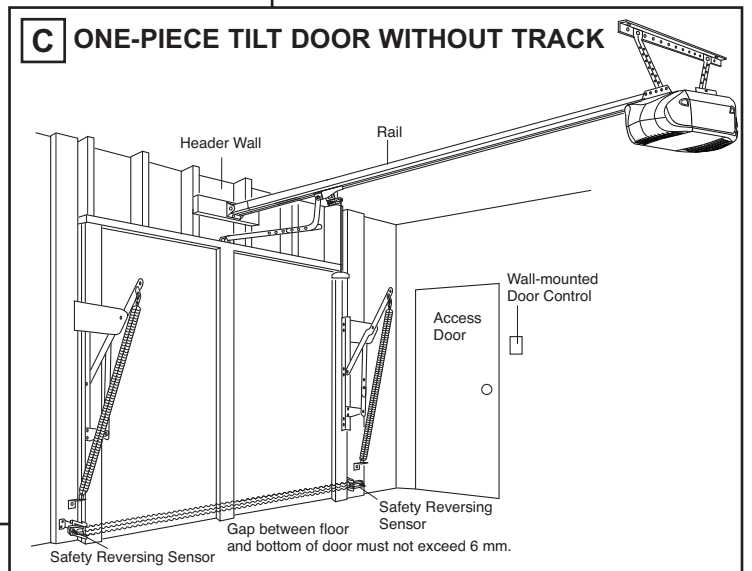
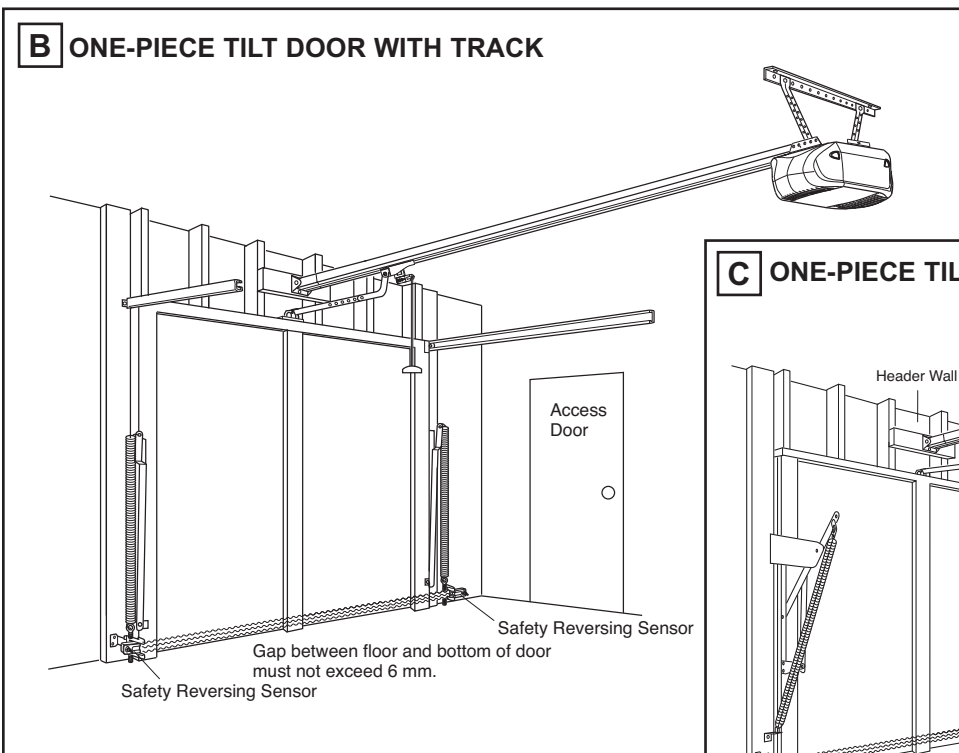
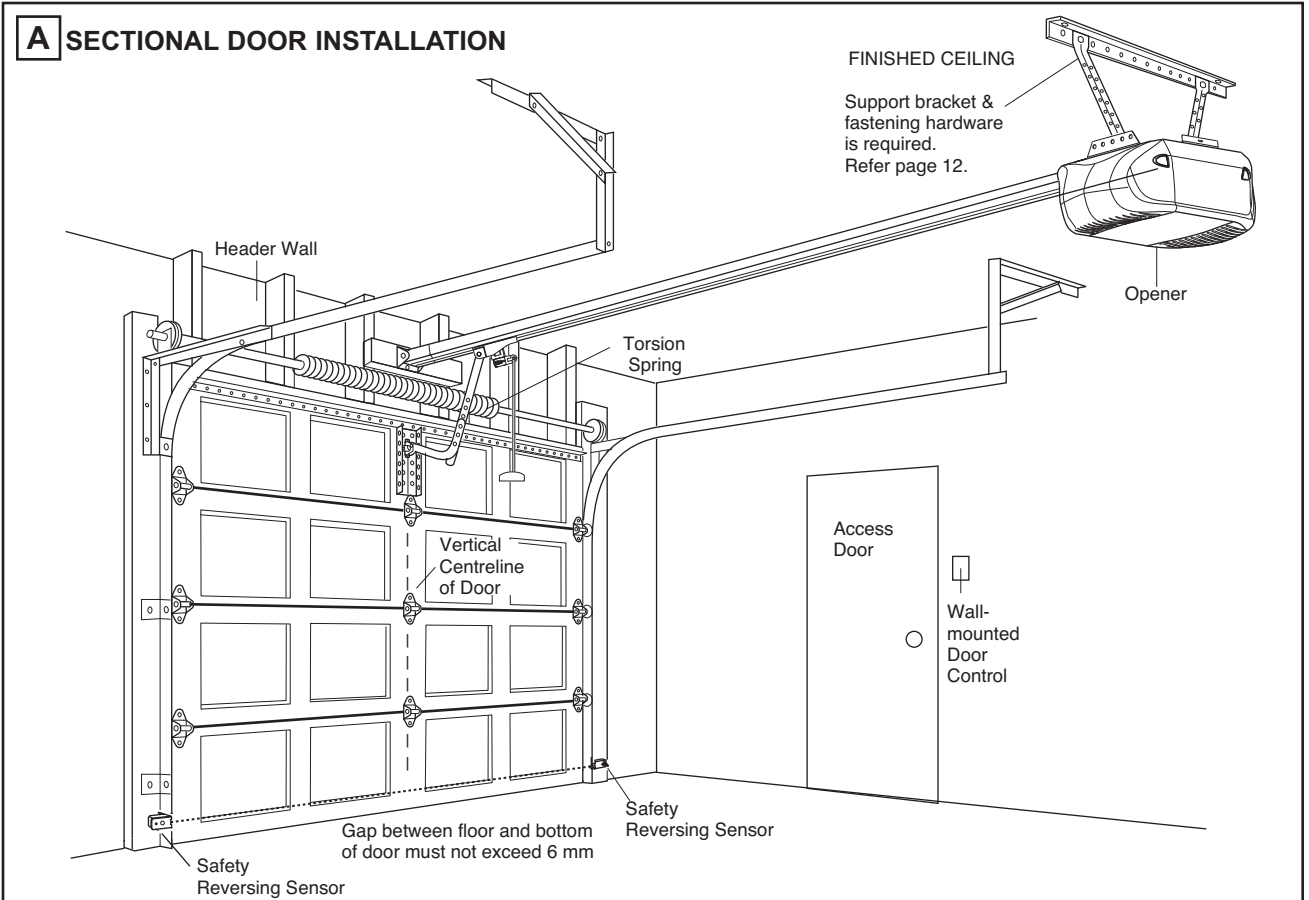
During assembly, installation and adjustment of the opener, instructions will call for hand tools as illustrated below.



Planning

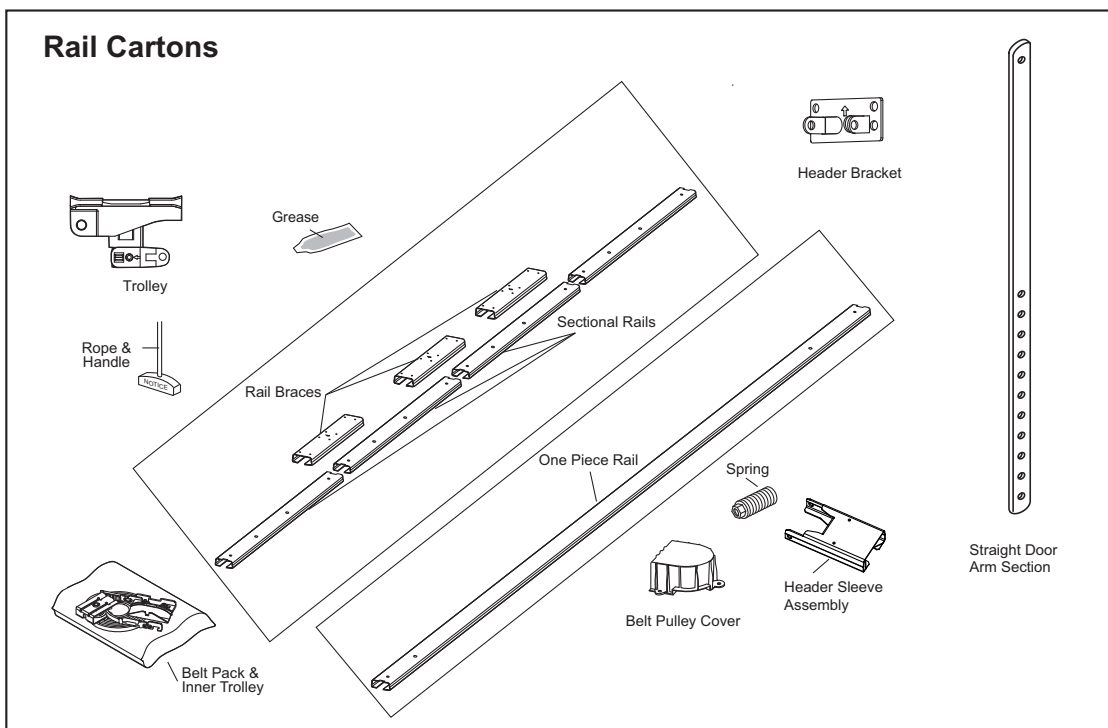
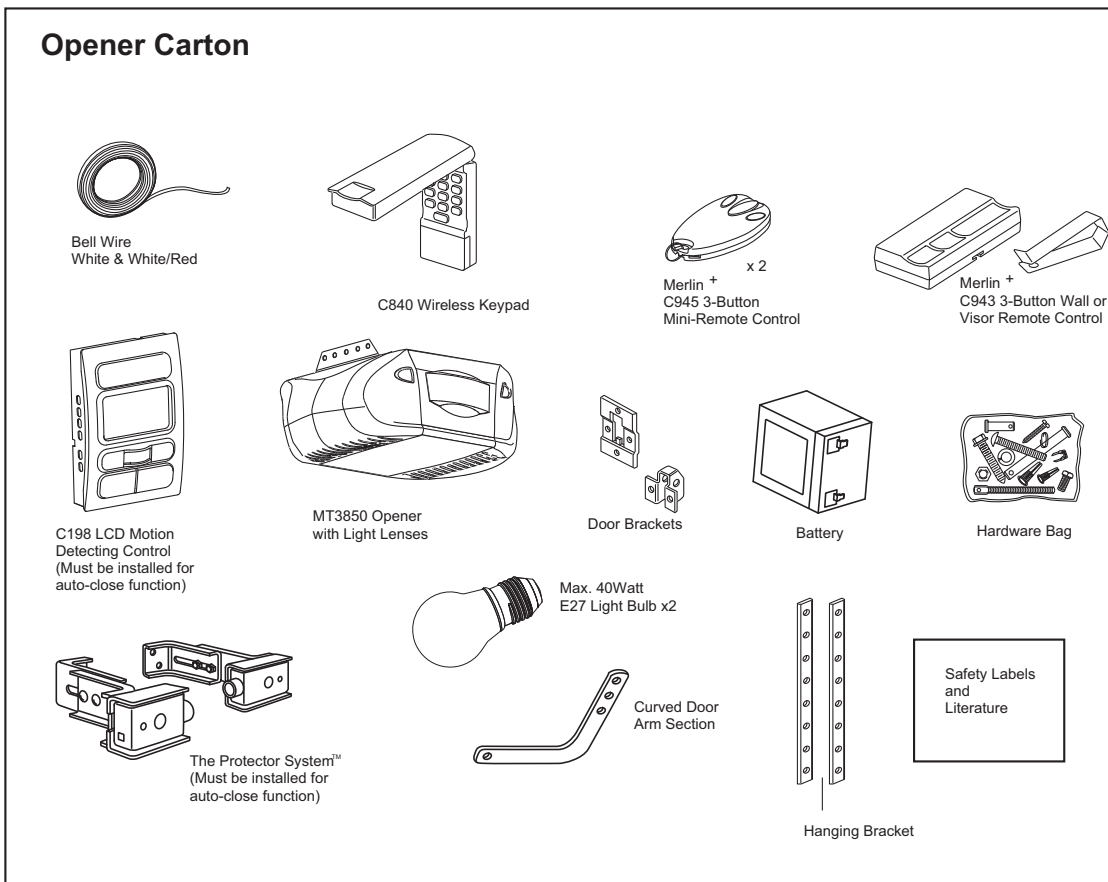
Identify the type and height of your garage door. Survey your garage area to see if any of the conditions below apply to your installation. Additional materials may be required. You may find it helpful to refer back to this page and the accompanying illustrations as you proceed with the installation of your opener.

NOTE: Door types are referenced A, B and C throughout the manual.



Carton Inventory

Your garage door opener and rail are packed in two separate cartons. The MT3850 Opener Carton contains the opener, it's fitting hardware and accessories. The Rail Carton contains the rail and it's hardware as illustrated below. If anything is missing, carefully check the packing material. Parts may be stuck in the foam.



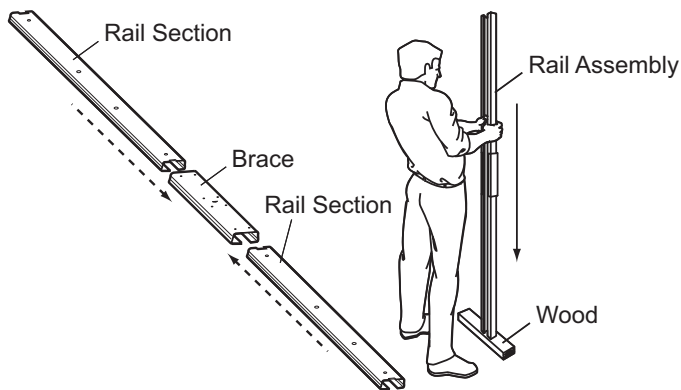
ASSEMBLY STEP 1

Assemble the Sectional Rail (if used)

If using 1-Piece Rail Proceed to Step 5

To avoid installation difficulties, do not run the garage door opener until instructed to do so.

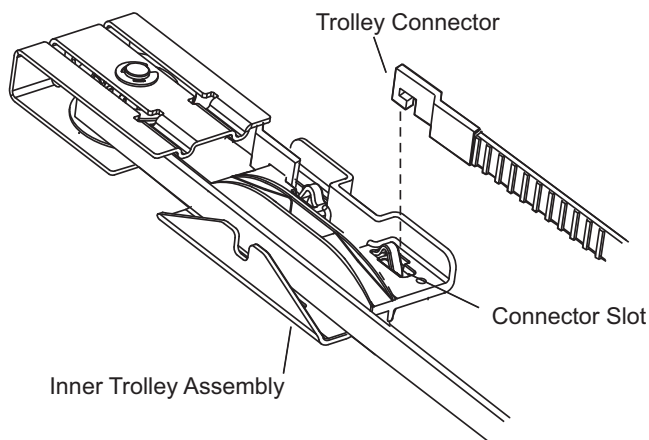
- Place rail pieces on flat surface for assembly (all four sections are interchangeable).
- Slide rail brace onto rail section.
- Connect rail by sliding rail brace onto next rail section.
- Tap rail assembly on piece of wood until rail sections are flush (repeat with remaining rail sections until rail assembly is complete).



ASSEMBLY STEP 2

Install the Belt

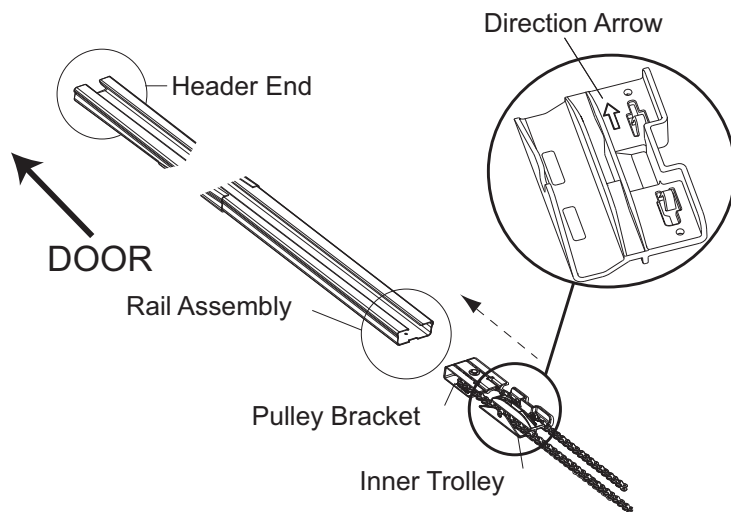
- Remove belt from carton and lay it out on the floor, (be careful not to allow the belt to twist).
- Hook the trolley connector into the connector slot on the inner trolley assembly.



ASSEMBLY STEP 3

Insert the Belt into the Rail

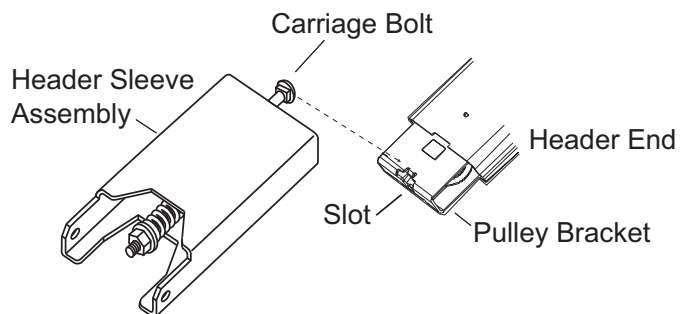
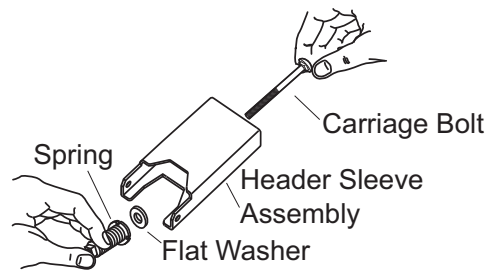
- Slide pulley bracket and inner trolley into back (**opener end**) of rail assembly, ensuring the pulley bracket is inserted as shown with arrow pointing toward front (**header end**) of the rail assembly.



ASSEMBLY STEP 4

Assemble the Header Sleeve

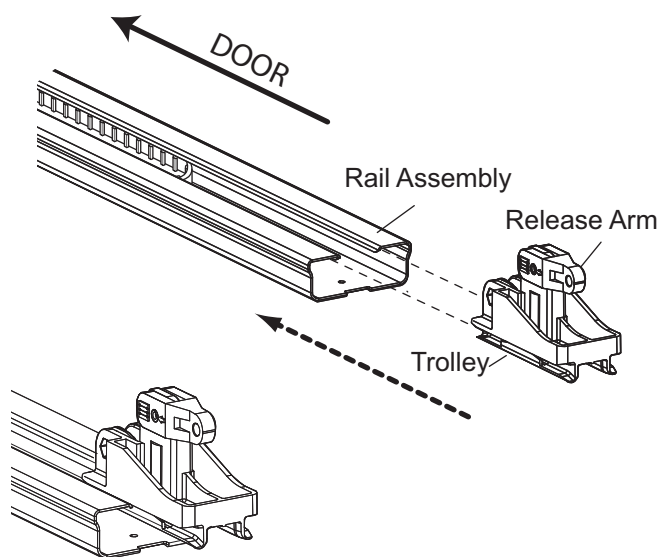
- Install the carriage bolt through the header sleeve bracket.
- Install the flat washer and spring assembly onto the carriage bolt.
- Insert carriage bolt of header sleeve assembly into slot cut into pulley bracket.
- Slide header sleeve assembly onto front (**header end**) of rail.



ASSEMBLY STEP 5

Attach the Trolley to the Rail Assembly

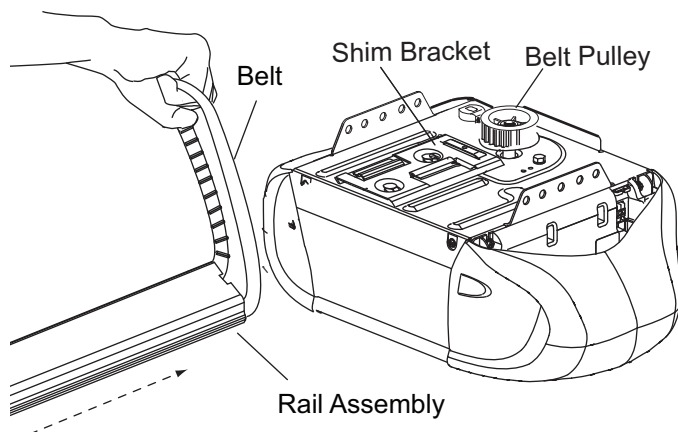
- Slide outer trolley into the back (**opener end**) of the rail assembly. Be sure the end with the trolley release arm is heading in direction of opener. Slide outer trolley down rail until it engages with inner trolley.
- Move the engaged trolley assembly to the midpoint of the rail, then turn the rail assembly or one-piece rail over ready to fasten to opener.



ASSEMBLY STEP 6

Attach the Rail to the Opener

- Holding belt out of the way.
- Slide the rail assembly onto shim bracket until rail assembly is securely fastened to the opener.
- Wrap the belt around the belt pulley ensuring the belt engages the teeth of the belt pulley.



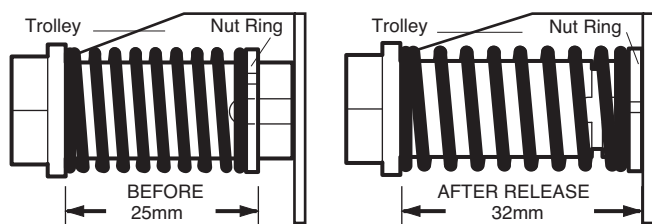
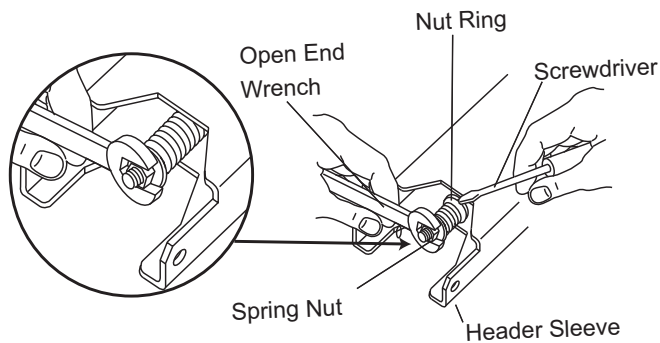
ASSEMBLY STEP 7

Set Belt Tension

- Thread spring nut onto the carriage bolt until finger tight. Insert a screwdriver tip into one of the slots of the nut ring and brace it firmly against the header sleeve.
- Place an open end wrench on the square end of the spring nut, slightly rotate nut about 1/4 turn clockwise until nut ring is released against header sleeve.

This sets spring for optimum belt tension. Belt may slip off pulley if belt is too loose. If belt does slip, re-tighten spring nut by turning nut clockwise a half turn.

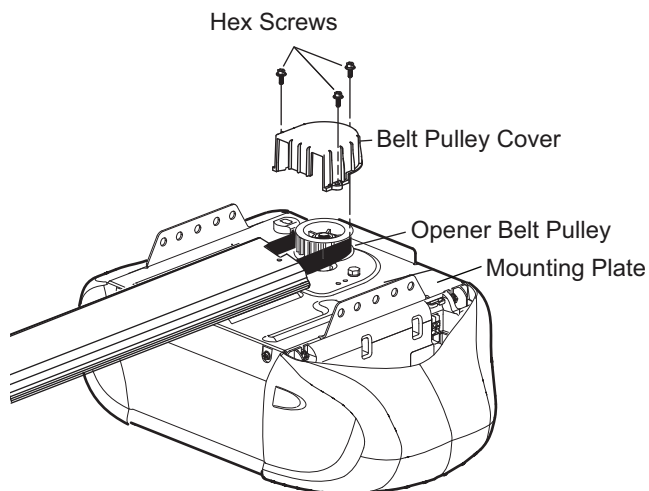
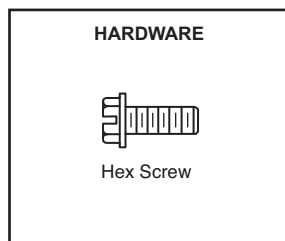
Do NOT over-tighten belt.



ASSEMBLY STEP 8

Attach the Belt Pulley Cover

- Position the belt pulley cover over the opener belt pulley so the three holes in the cover align with the three holes in the mounting plate. Attach with hex screws provided.



⚠ WARNING

To avoid possible **SERIOUS INJURY** to fingers from moving garage door opener:

- **ALWAYS** keep hands clear of belt pulley while operating opener.
- Securely attach belt pulley cover **BEFORE** operating.

INSTALLATION STEP 1

Determine the Header Bracket Location

⚠️ WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

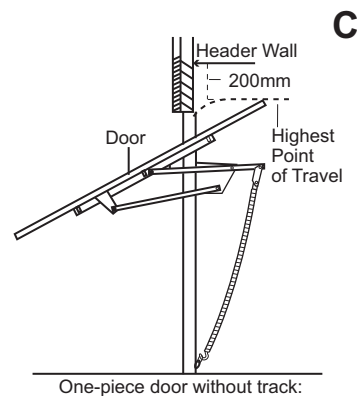
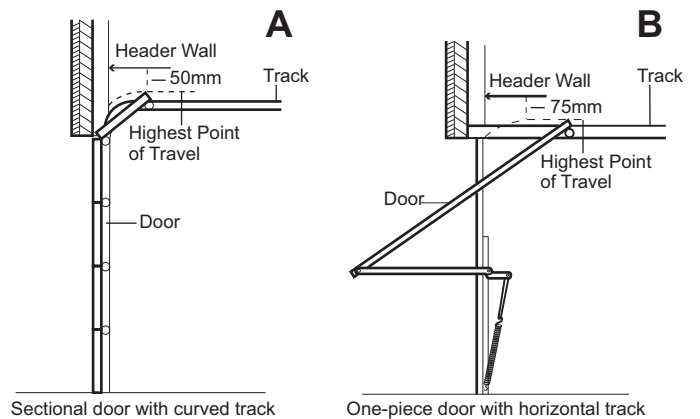
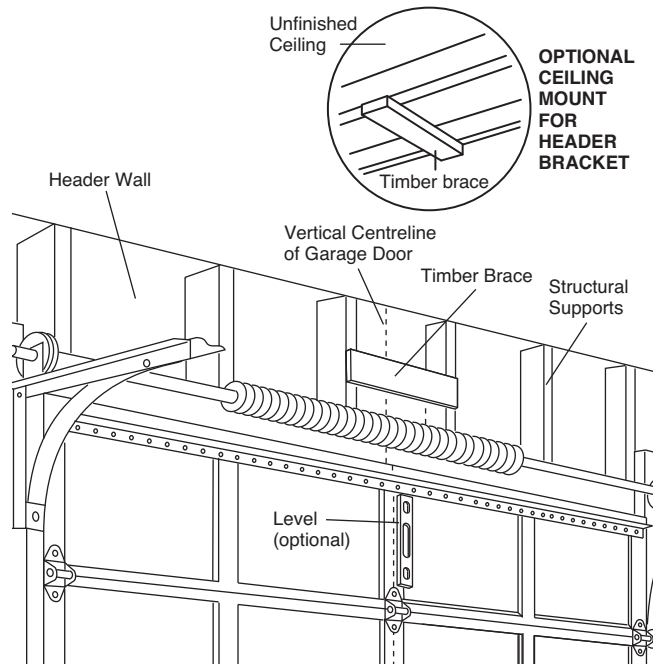
- Header bracket **MUST** be **RIGIDLY** fastened to structural support on header wall or ceiling, otherwise garage door might not reverse when required. **DO NOT** install header bracket over plasterboard wall.
- Concrete anchors **MUST** be used if mounting header bracket to masonry.
- **NEVER** try to loosen, move or adjust garage door, springs, cables, pulleys, brackets, or their hardware, **ALL** of which are under **EXTREME** tension.
- **ALWAYS** call a qualified door technician if garage door binds, sticks, or is out of balance. An unbalanced garage door might not reverse when required.

Installation procedures vary according to garage door types. Follow the instructions which best suit your door.

1. Close the door and mark the inside vertical centreline of the garage door.
2. Extend the line onto the header wall above the door.
3. Open your door to the highest point of travel as shown. Draw an intersecting horizontal line on the header wall above the high point:
 - 50mm to 75mm above the high point for sectional doors and one-piece tilt doors with track or up to 200mm for one-piece tilt doors without track.

This height will provide travel clearance for the top edge of the door.

NOTE: If the available height above the highest point of your door is less than recommended, use the maximum height possible (as long as the door does not contact the rail), or refer to page 9 for ceiling installation.

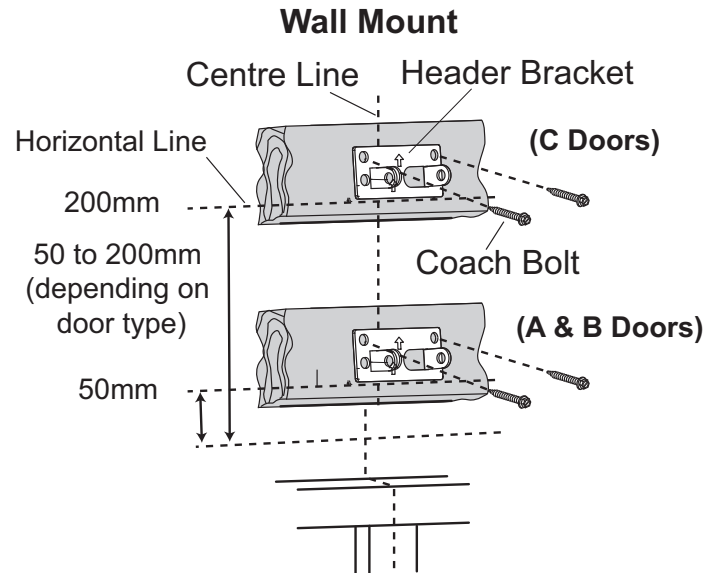
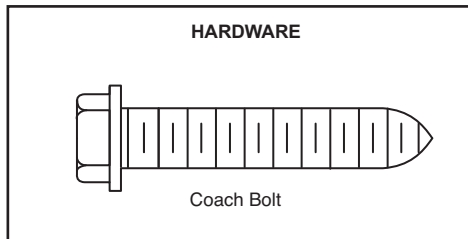


INSTALLATION STEP 2

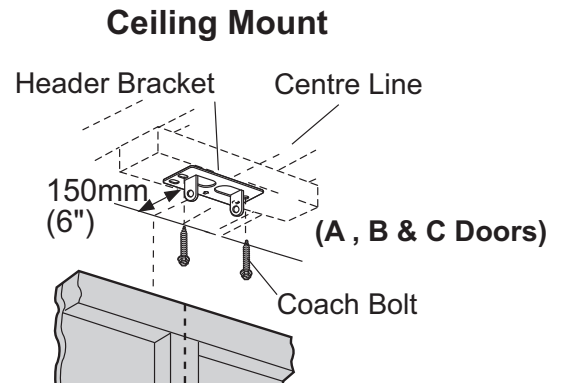
Install the Header Bracket

NOTE: Refer to vertical centre and horizontal lines created in Step 1 for proper placement of header bracket.

Wall mount: Centre the header bracket on the vertical centre line with the bottom edge of the header bracket on the horizontal line (with the arrow pointing toward the ceiling). Mark all of the header bracket holes, then drill 4.5mm pilot holes and fasten the header bracket with coach bolts.



Ceiling mount: Extend vertical centre line onto the ceiling. Centre the header bracket on the vertical mark no more than 150mm (6") from the wall. Make sure the arrow is pointing toward the opener. Mark all of the header bracket holes, then drill 4.5mm pilot holes and fasten the header bracket with coach bolts. For concrete ceiling mount, use concrete anchors provided.



INSTALLATION STEP 3

Attach the Rail to the Header Bracket

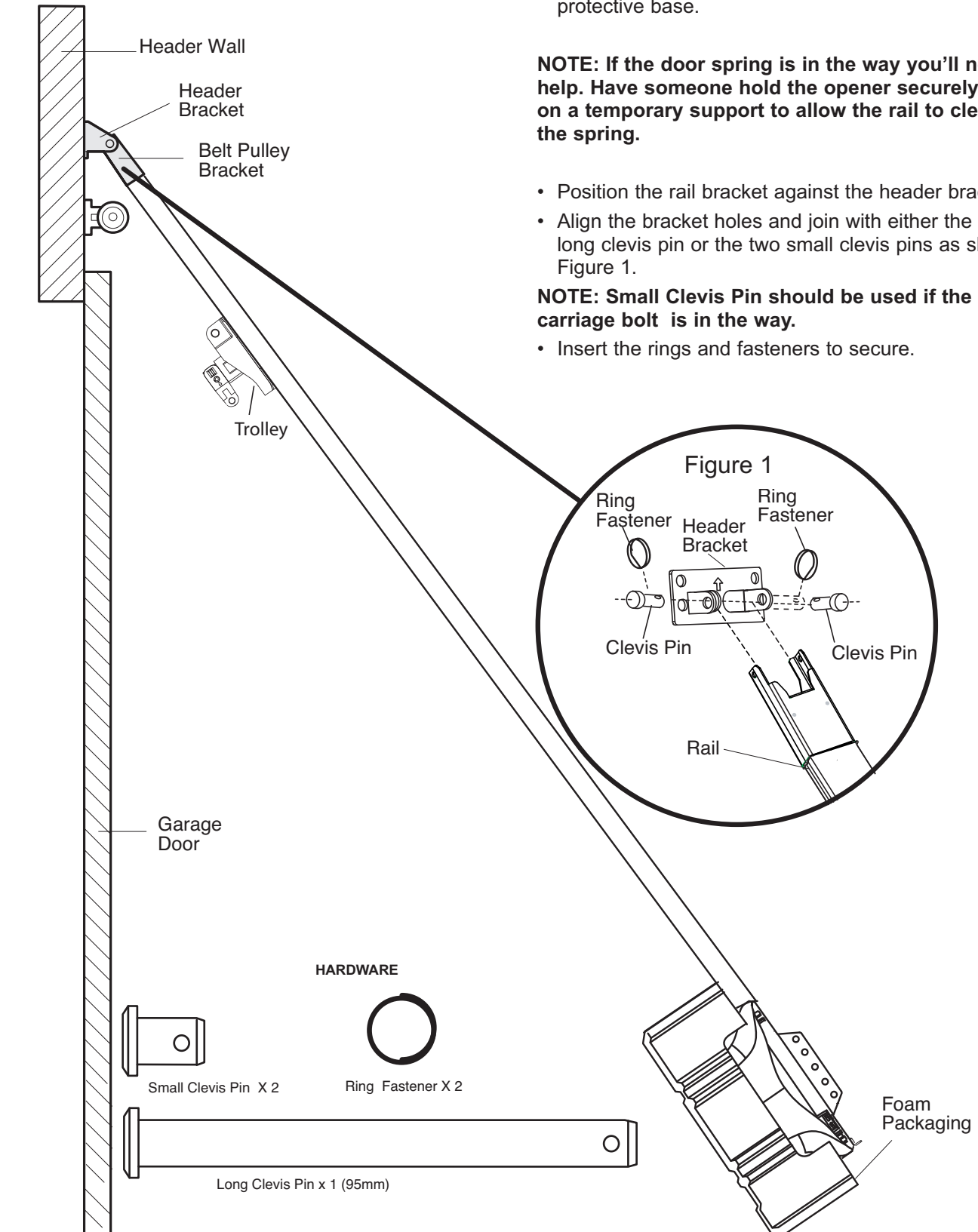
- Position the opener on the garage floor below the header bracket. Use foam packing material as a protective base.

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 join with either the single long clevis pin or the two small clevis pins as shown Figure 1.

NOTE: Small Clevis Pin should be used if the carriage bolt is in the way.

- Insert the rings and fasteners to secure.



INSTALLATION STEP 4

Position the Opener

Follow instructions which apply to your door type as illustrated.

Sectional Door (A) or Tracked Tilt Door (B)

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

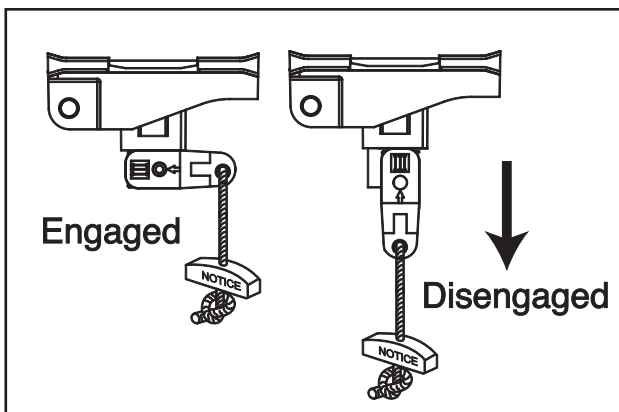
1. Raise the opener onto the support.
2. Open the door completely and place a 50mm spacer between the door and the rail (as shown).
3. If the top section or panel hits the trolley when you raise the door, pull down on the trolley arm to disengage the opener. Leave the trolley in this position until opener is fastened in place.

One-Piece Non Tracked Tilt Door (C)

You will need a 100mm (4") piece of timber or similar spacer to gauge the distance between door and rail.

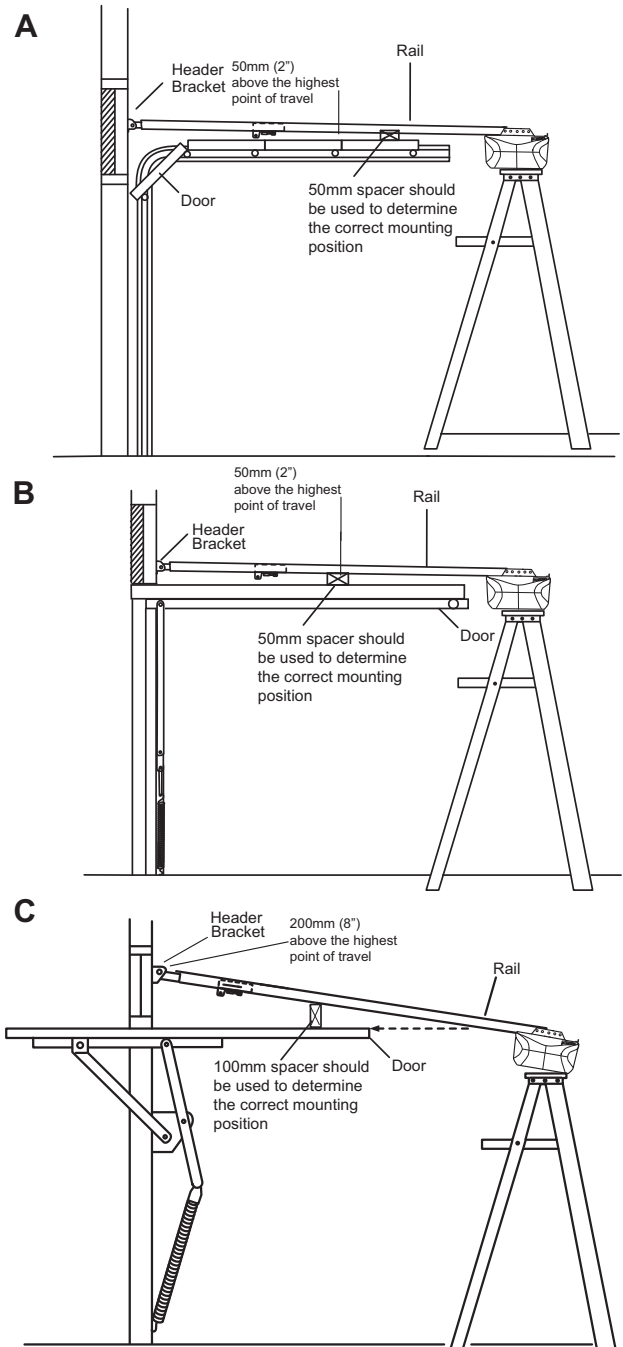
1. Raise the opener onto the support.
2. Open the door completely and place a 100mm spacer between the door and the rail as shown.
3. The top of the door should be level with the top of the opener. Do not position the opener more than 50mm (2") above this point.

NOTE: Timber spacers should be left in place until completion of Installation Step 5.



CAUTION

To prevent scratching or marking the garage door, rest garage door opener rail on piece of wood placed on top section of door.



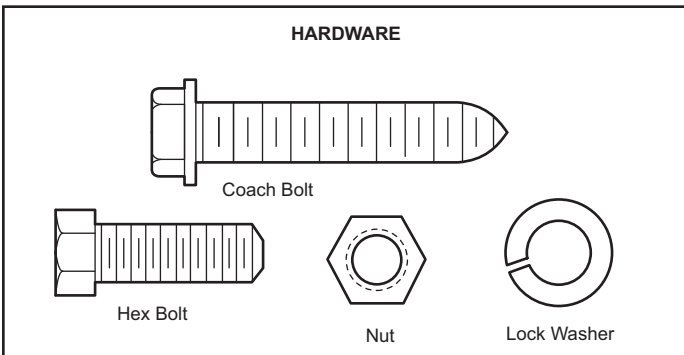
INSTALLATION STEP 5

Hang the Opener

Three representative installations are shown. Yours may be different. Hanging brackets should be angled (Figure 1) to provide rigid support. On finished ceilings (Figure 2 and Figure 3), attach a sturdy metal bracket to structural supports before installing the opener. This bracket and fastening hardware are not provided.

1. Remove foam packaging. Measure the distance from each side of the opener to the structural support.
2. Cut both pieces of the hanging bracket to required lengths.
3. Drill 4.5mm pilot holes in the structural supports.
4. Attach one end of each bracket to a support with 8mm coach bolts.
5. Fasten the opener to the hanging brackets with 8mm hex bolts, spring washers and nuts.
6. Check to make sure the rail is centred over the door (or in line with the header bracket if the bracket is not centred above the door).
7. Remove timber spacer. Operate the door manually. If the door hits the rail, raise the header bracket.
8. Grease the inside of the rail surface where the trolley slides with rail grease (provided).

NOTE: DO NOT connect power to opener at this time.



⚠ WARNING

To avoid possible **SERIOUS INJURY** from a falling garage door opener, fasten it **SECURELY** to structural supports of the garage. Concrete anchors **MUST** be used if installing **ANY** brackets into masonry.

Figure 1

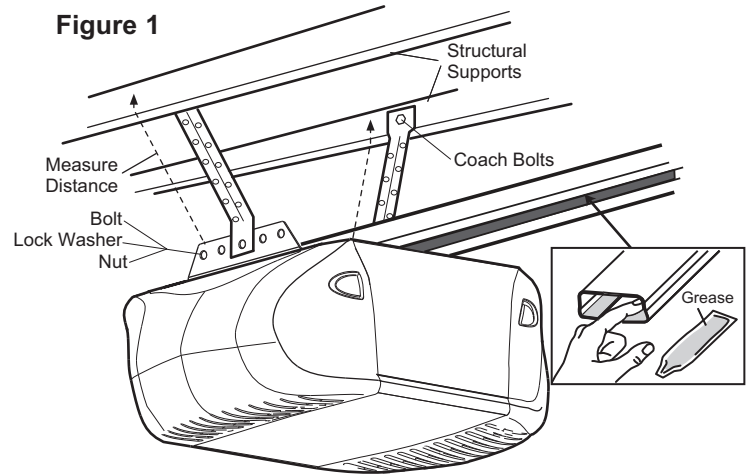


Figure 2

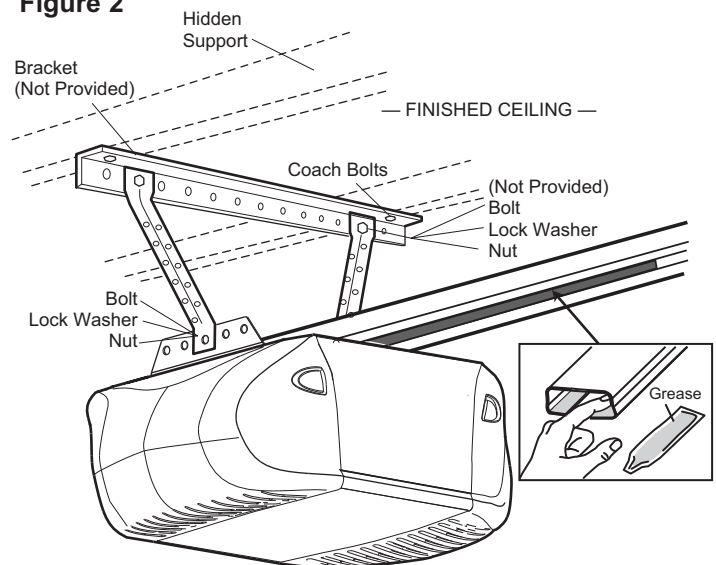
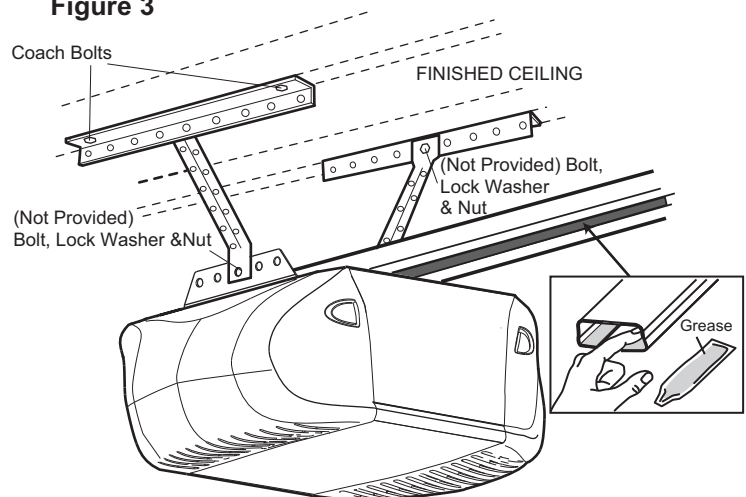


Figure 3



INSTALLATION STEP 6

Fasten the Door Bracket

Follow the instructions which apply to your door type as illustrated below or on the following page.

SECTIONAL DOORS (A)

1. Centre the door bracket on the previously marked vertical centreline used for the header bracket installation.

NOTE: Door bracket must be installed with open end up as illustrated below. If the bracket plate is used observe the "TOP" indicator on the plate.

2. Position the top edge of the bracket 150-250mm below the top edge of the door, OR directly below any structural support across the top of the door.
3. Mark, drill holes and install as follows, depending on your doors construction:

Metal or lightweight doors using a vertical angle iron brace between the door panel support and the door bracket:

- Drill 4.5mm fastening holes. Secure the door bracket using the two self-threading screws (Figure 2A).
- Alternately, use two 8mm bolts, spring washers and nuts (not provided) (Figure 2B).

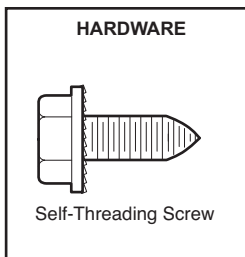
Metal, insulated or lightweight factory reinforced doors:

- Drill 4.5mm fastening holes. Secure the door bracket using the self-threading screws (Figure 3).

Wood Doors:

- Use top and bottom or side to side door bracket holes. Drill 8mm holes through the door and secure bracket with 8mm carriage bolts, spring washers and nuts (not provided) (Figure 4).

NOTE: The self-threading screws are not intended for use on wood doors.



CAUTION

Fiberglass, aluminum or lightweight steel garage doors **WILL REQUIRE** reinforcement (not provided) **BEFORE** installation of door bracket. Contact your door manufacturer for reinforcement kit.

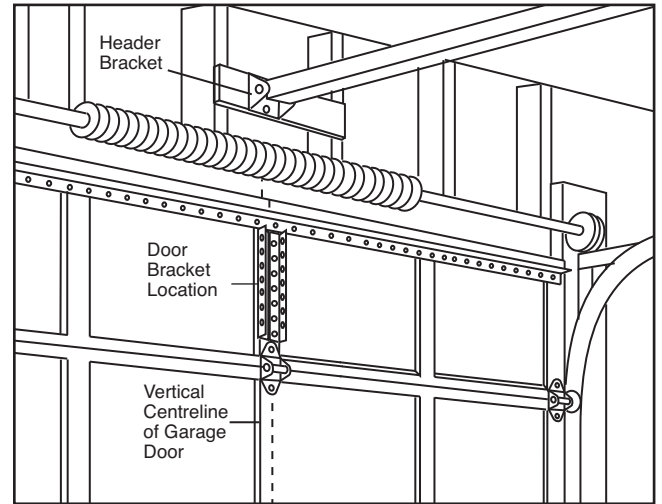


Figure 1

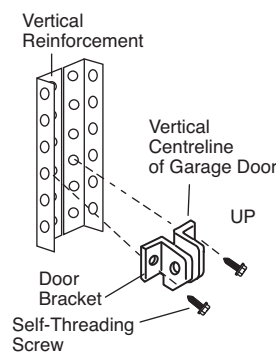


Figure 2A

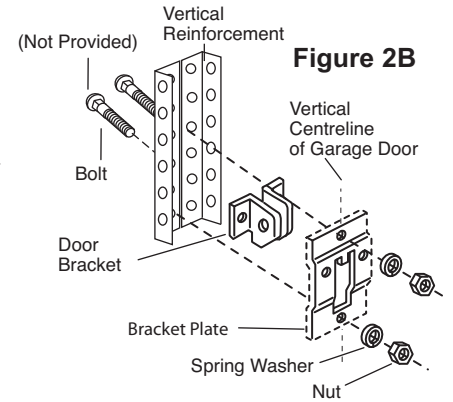


Figure 2B

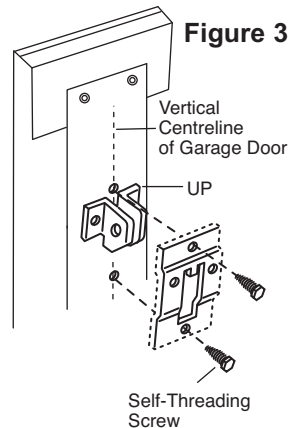


Figure 3

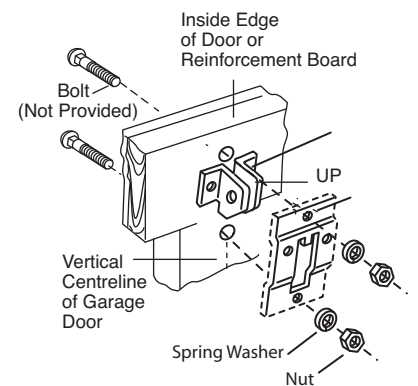


Figure 4

ONE-PIECE TILT DOORS (B,C)

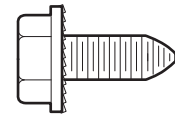
- Centre the door bracket on the top of the door, in line with the header bracket as shown. Mark either the left and right, or the top and bottom holes.
- **Metal Doors:** Drill 4.5mm pilot holes and fasten the bracket with the self-threading screws provided.
- **Wood Doors:** Drill 8mm holes and use long carriage bolts, spring washers and nuts (not provided) depending on your installation needs.

NOTE: The door bracket may be installed on the top edge of the door if required for your installation. (Refer to the dotted line optional placement drawing).

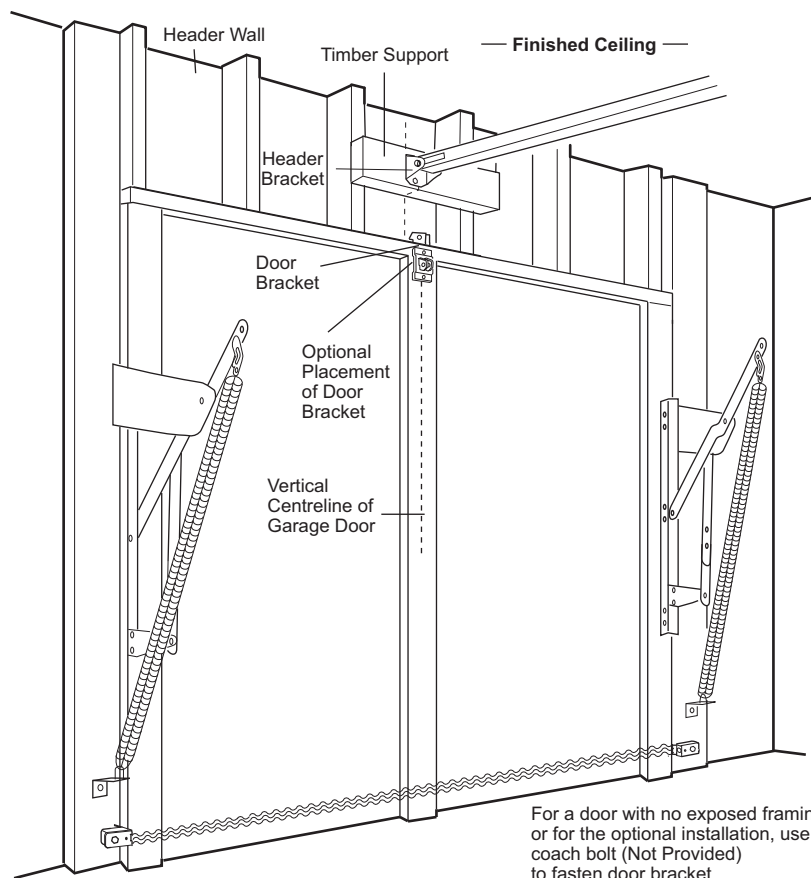
CAUTION

Fiberglass, aluminum or lightweight steel garage doors **WILL REQUIRE** reinforcement (not provided) **BEFORE** installation of door bracket. Contact your door manufacturer for reinforcement kit.

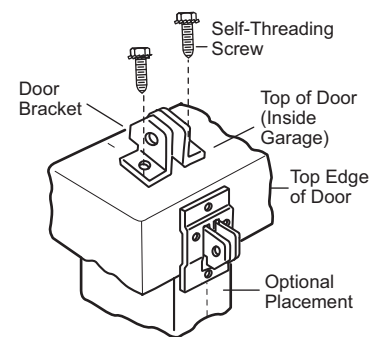
HARDWARE



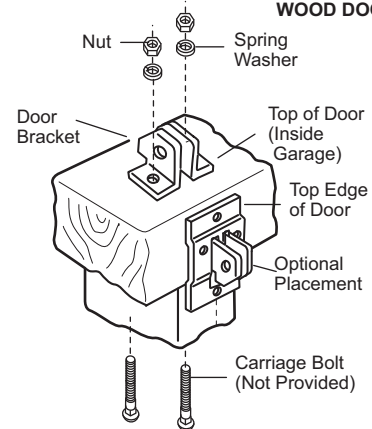
Self-Threading Screw



METAL DOOR



WOOD DOOR



INSTALLATION STEP 7

Connect Door Arm to Trolley

Follow instructions which apply to your door type as illustrated below and on the following page.

SECTIONAL DOORS ONLY

Make sure garage door is fully closed. Pull the emergency release handle to disconnect the outer trolley from the inner trolley. Slide the outer trolley back (away from the door) about 200mm (Figures 1, 2 and 3).

Figure 1:

- Fasten straight door arm section to outer trolley with the clevis pin. Secure the connection with a ring fastener.
- Fasten curved section to the door bracket in the same way, using the clevis pin.

Figure 2:

- Bring arm sections together. Find two pairs of holes that line up and join sections. Select holes as far apart as possible to increase door arm rigidity.

Figure 3:

- If holes in curved arm are above holes in straight arm, disconnect straight arm. Cut about 150mm from the solid end. Re-connect to trolley with cut end down as shown.
- Bring arm sections together.
- Find two pairs of holes that line up and join with bolts, spring washers and nuts.

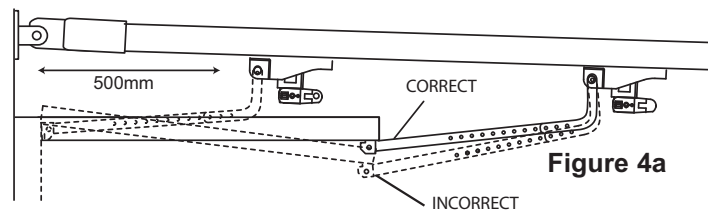
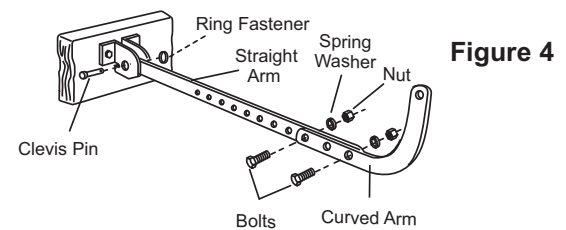
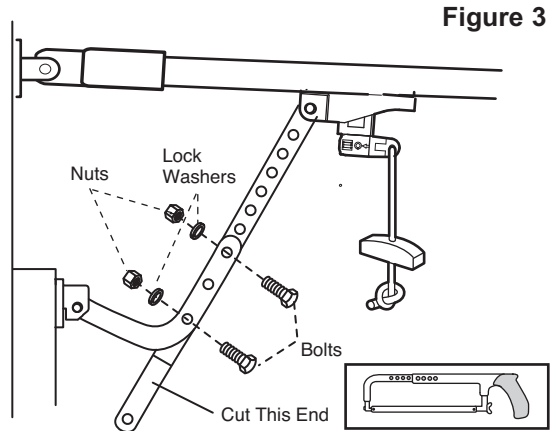
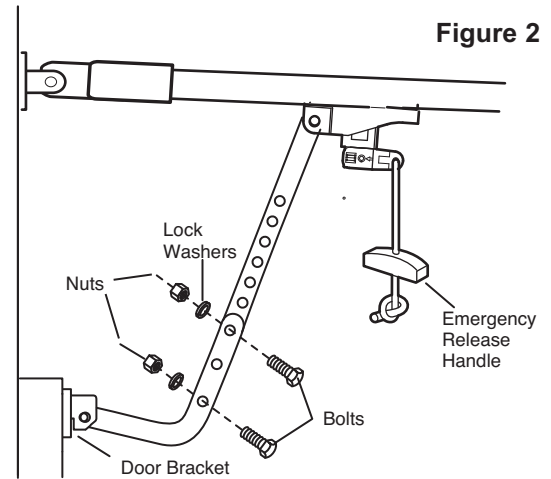
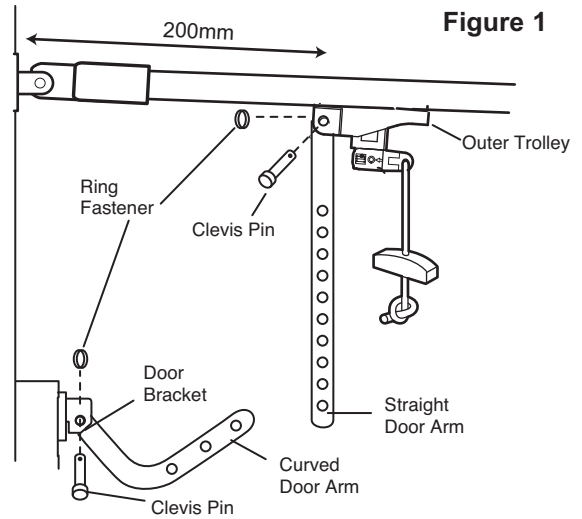
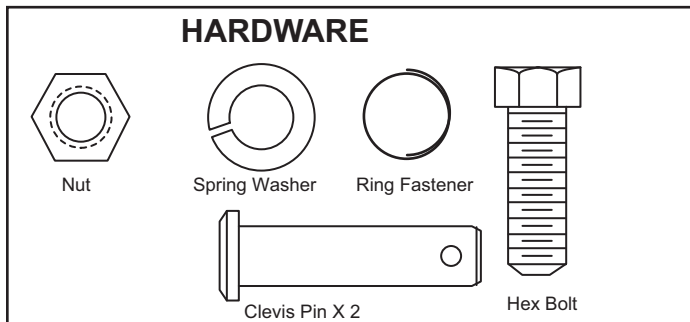
Pull the emergency release handle toward the opener at a 45° angle so that the trolley release arm is horizontal.

ONE PIECE TILT DOORS

Make sure garage door is fully closed. Pull the emergency release handle to disconnect the outer trolley from the inner trolley. Slide the outer trolley back (away from the door) about 500mm (Figure 4a).

- Assemble the door arm as illustrated in Figure 4.

NOTE: When setting the up limit, the door should not have a “backward” slant when fully open. A slight backward slant as illustrated in Figure 4a will cause unnecessary bucking and/or jerking whilst operating the door from the fully open position.



INSTALLATION STEP 8

Install the C198

LCD Motion Detecting Control

There are 2 screw terminals on the back of the door control. Strip about 6mm of insulation from bell wire. Separate wires enough to connect the white/red wire to R terminal screw 1 and the white wire to W terminal screw 2.

Fasten the door control to an inside garage wall with sheet metal screws provided. Drill 4mm holes and use anchors if installing into plasterboard wall. A convenient place is beside the service door and out of reach of children.

Run the bell wire up the wall and across the ceiling to the garage door opener. Use insulated staples to secure wire. The receiver quick connect terminals are located behind the light lens of the opener. Connect the bell wire to the terminals as follows: white/red to red and white to white.

Operation of the Door Control

Press to open or close the door. Press again to stop the door while moving.

NOTE: Refer to pages 23 and 25 for additional instructions.

WARNING

To prevent possible SERIOUS INJURY or DEATH from electrocution:

- Be sure power is NOT connected BEFORE installing door control.

- Connect to low voltage inputs ONLY as illustrated (Figure 1).

To prevent possible SERIOUS INJURY or DEATH from a closing garage door:

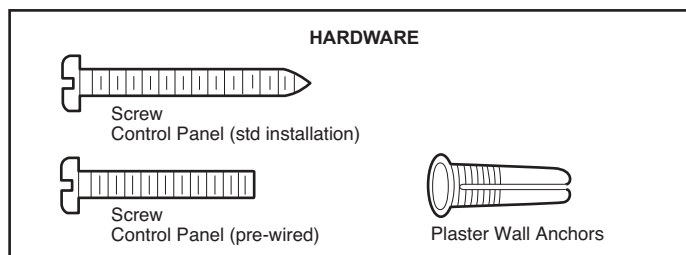
- Install door control within sight of garage door, out of reach of children at a minimum height of 1.5m, and away from ALL moving parts of door.

- NEVER permit children to operate or play with door control push buttons or remote control transmitters.

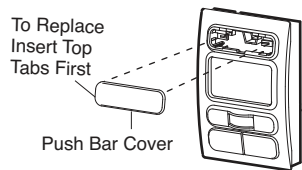
- Activate door ONLY when it can be seen clearly, is properly adjusted and there are no obstructions to door travel.

- Fasten the caution label permanently to the wall near the door as a reminder of safe operating procedures.

- ALWAYS keep garage door in sight until completely closed. NEVER permit anyone to cross path of a closing garage door.



REMOVE & REPLACE COVER



PRE-WIRED INSTALLATION

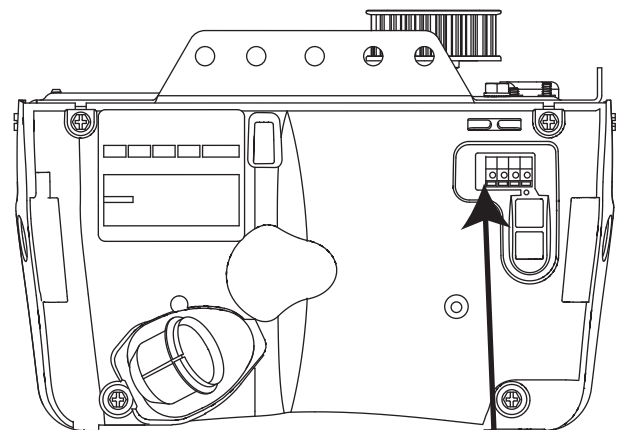
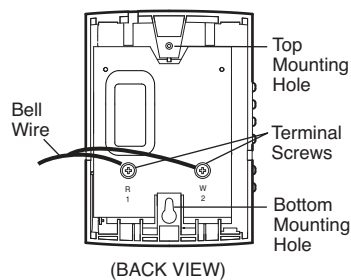
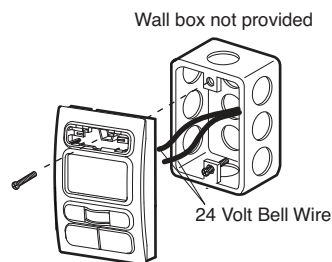
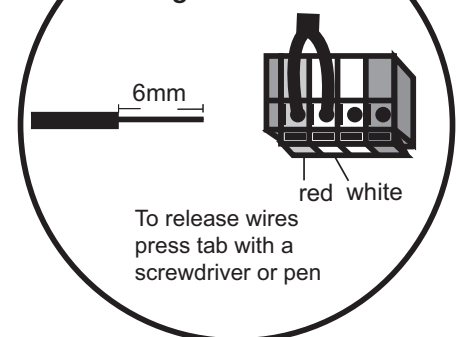


Figure 1

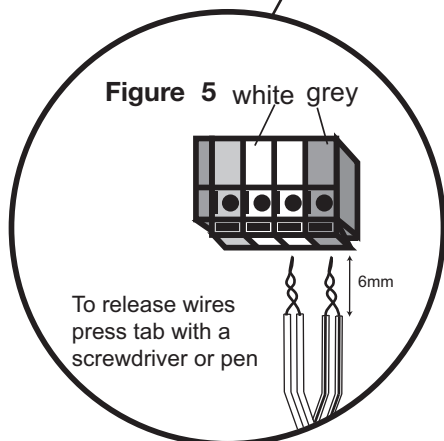
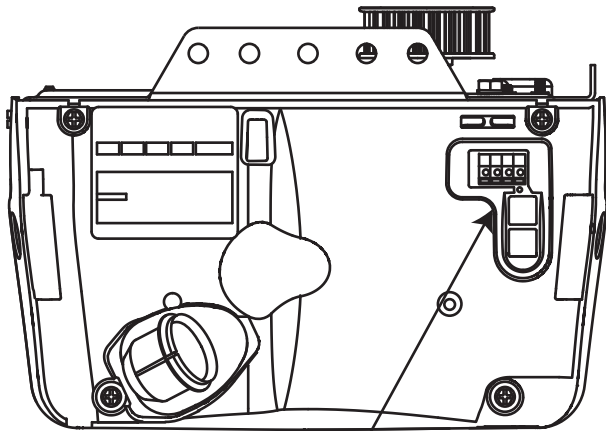


INSTALLATION STEP 9

Install The Protector System™

Figures 1, 2 and 3 show recommended assembly of bracket(s) and "C" wrap based on the *wall* installation of the sensors on each side of the door shown above, or on the *door tracks* themselves. Figure 4 shows variations which may fit your installation requirements better. **Make sure the wraps and brackets are aligned so the sensors will face each other across the door.**

- Connect each assembly to a slotted bracket, using the hardware shown. **Note alignment of brackets for left and right sides of the door.** Finger tighten the lock nuts.
- Use bracket mounting holes as a template to locate and drill two (4.8mm) diameter pilot holes on both sides of the door so that the beam mounting height is no greater than 100mm above the floor.
- Attach bracket assemblies with carriage bolts as shown.
- Adjust right and left side bracket assemblies to the same distance out from mounting surface. Make sure all door hardware obstructions are cleared. Tighten the nuts.
- Centre each sensor unit in a "C" wrap with lenses pointing toward each other across the door.
- Secure sensors with the hardware provided. Finger tighten the wing nut on the receiving eye to allow for final adjustment. Securely tighten the sending eye wing nut.
- Run wires from both sensors to the opener and connect the two white only wires to the white terminal and the black/white wires to the grey terminal on your opener (refer figure 5).



⚠ WARNING

To protect small children, install The Protector System™ no higher than 100mm above the floor. Disconnect power to the garage door opener before installing The Protector System™.

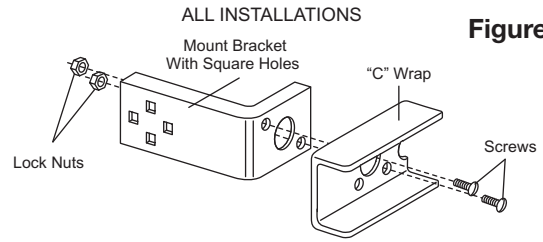


Figure 1

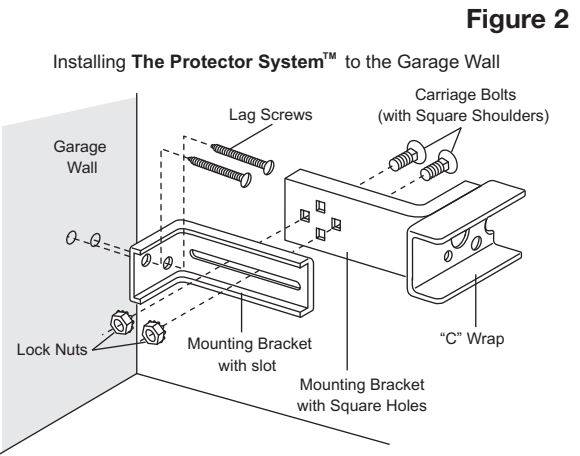


Figure 2

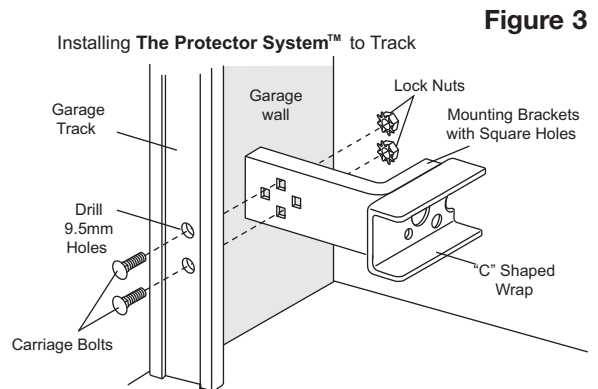


Figure 3

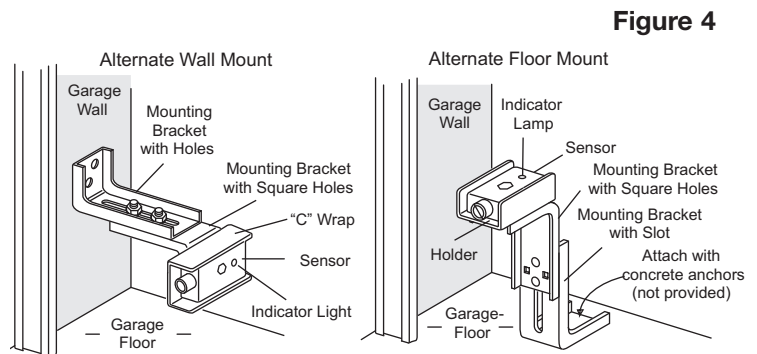


Figure 4

INSTALLATION STEP 10

Install the Lights

- Press the release tabs on each side of lens. Gently rotate lens back and downward until the lens hinge is in the fully open position. Do not remove the lens.
- Install a 40 watt maximum light bulb in each socket. Light bulb size should be E27, standard neck only. The lights will turn ON and remain lit for approximately 2-1/2 minutes when power is connected. Then the lights will turn OFF.

NOTE: Lights do not turn on in battery mode.

- Reverse the procedure to close the lens.
- Use E27 standard 40 watt bulbs or 28 watt Energy Saving Halogen Bulbs for replacement.

INSTALLATION STEP 11

Attach the Emergency Release Rope and Handle

- Thread one end of the rope through the hole in the top of the red handle so "NOTICE" reads right side up as shown. Secure with an overhand knot at least 25mm from the end of the rope to prevent slipping.
- Thread the other end of the rope through the hole in the release arm of the outer trolley.
- Adjust rope length so the handle is 1.8m above the floor. Ensure that the rope and handle clear the tops of all vehicles to avoid entanglement. Secure with an overhand knot.

NOTE: If it is necessary to cut the rope, heat seal the cut end to prevent unraveling.

- To release the trolley, pull down on the red handle. Do not use the handle to open or close the door.

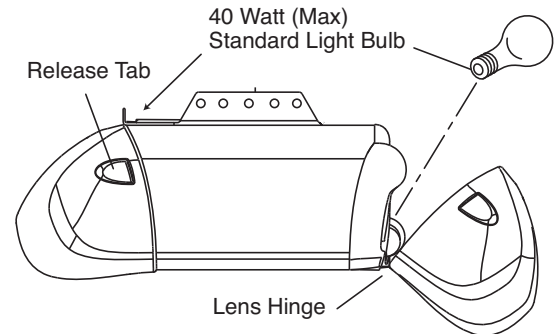
CAUTION

To prevent possible OVERHEATING of the endpanel or light socket:

- DO NOT use short neck or specialty light bulbs.

To prevent damage to the opener:

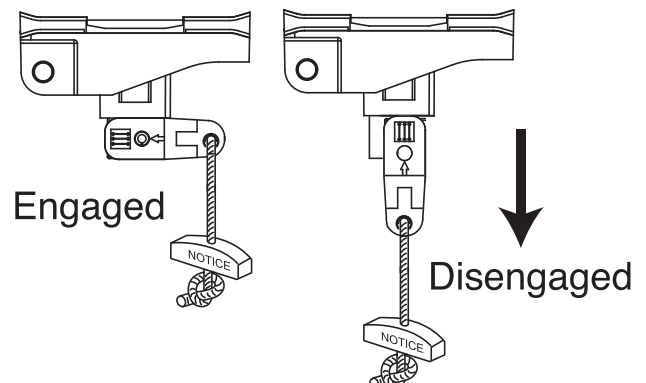
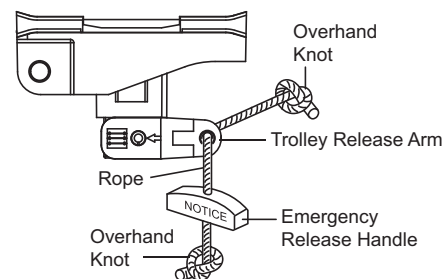
- DO NOT use bulbs larger than 40W.
- ONLY use E27 size bulbs.
- DO NOT USE CFL (Compact Fluorescent Lamps) or Reflective Lamps as they may cause damage to the lens cover. If unsure check the Chamberlain web page for details.



WARNING

To prevent possible SERIOUS INJURY or DEATH from a falling garage door:

- If possible, use emergency release handle to disengage trolley ONLY when garage door is CLOSED. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly.
- NEVER use emergency release handle unless garage doorway is clear of persons and obstructions.
- NEVER use handle to pull door open or closed.



INSTALLATION STEP 12

Install the Battery Backup

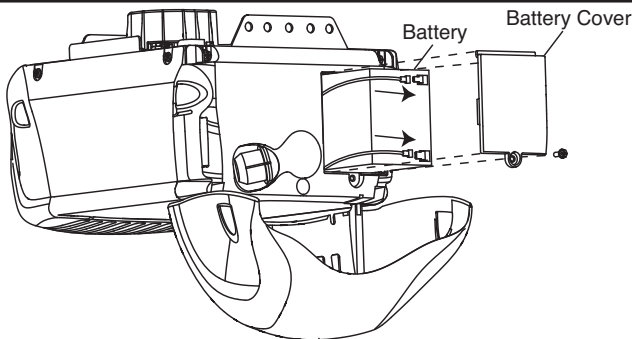
- Make sure the opener is unplugged.
- Open the lens cover at the power cord end.
- Using a Phillips-head screwdriver, remove the battery cover on the opener.
- Partially insert battery into the opener with the **terminals facing out**.
- Connect red (+) and black (-) wires from the opener to corresponding terminals on battery.
- Replace battery and lens covers.
- **CONNECT THE OPENER TO MAINS POWER.**

NOTE: Opener will operate without battery installed, when mains power connected.

WARNING

To reduce the risk of FIRE or INJURY to persons:

- Do NOT wear rings, watches or metal bracelets whilst handling the battery.
- Disconnect ALL electric and battery power BEFORE performing ANY service or maintenance.
- Use only Chamberlain part # 041A6357-1 for replacement battery.
- Do NOT dispose of battery by burning. Battery may explode. Check with local codes for disposal instructions.



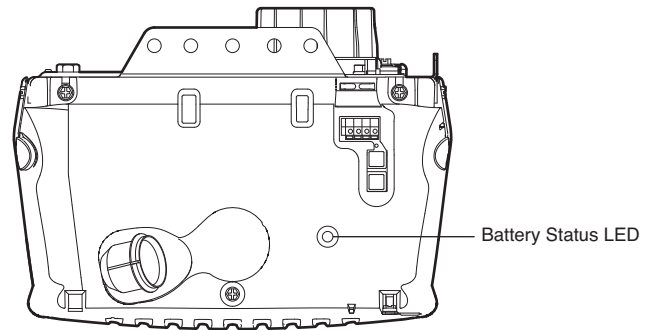
Battery Backup

OPERATING INSTRUCTIONS

1. Test the installed battery with the opener.

To test the battery, disconnect the opener power cord from the electrical outlet.

- A solid orange LED indicates the opener is operating on battery power.
- A flashing orange LED with beep indicates the opener is operating on battery power and that the battery charge is low.
- To test the battery is functioning properly, open and close the garage door.
- Re-connect the opener power cord into the electrical outlet.
- Verify that the green LED is flashing on the Battery status LED (indicates that the battery is now charging).
- Test completed.



NOTE: LED is most visible with worklight off.

GREEN LED: All systems are normal.

- A solid LED light indicates the battery is fully charged.
- A flashing LED indicates the battery is being charged.

NOTE: Battery does not have to be fully charged to operate the opener.

ORANGE LED:

The opener has lost mains power and is operating on battery power.

- A solid LED with beep, sounding approximately every 2 seconds, indicates the opener is activating the door and is operating off the battery.
- A flashing LED with beep, sounding every 30 seconds, indicates battery is low.
- Once the power is restored the battery will recharge. This is indicated by a flashing green LED.

RED LED:

- If a red LED remains on when the power is restored, and is accompanied by a beep sounding every 30 seconds, replace the battery and allow 48hrs for it to fully charge. If the RED LED remains on after this time contact a qualified door technician.

Charging the battery.

- Battery will take 24 to 48 hours to fully charge.

A fully charged battery supplies 12V DC to the opener for one to two days of normal operation during an electrical power outage. If the battery voltage drops too low, the battery will disconnect and the opener will no longer operate under battery power.

After the electrical power has been restored, the battery will recharge within 48 hours. Under normal usage batteries will last 3 to 5 years.

To obtain maximum battery life and prevent damage, disconnect the battery when opener is unplugged for an extended period of time.

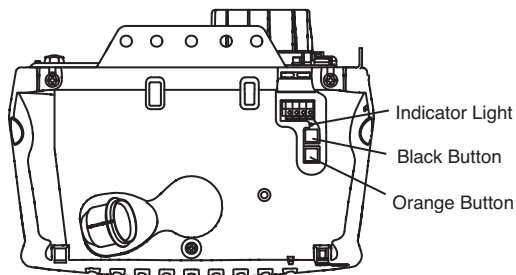
NOTE: Door operation may be limited until battery is fully charged. The opener's lights will not turn on during battery mode.

ADJUSTMENT STEP 1

Program the Travel Limits

NOTE: Travel limits regulate the points at which the door will stop when moving up or down. Follow the steps below to set the limits.

Figure 1



To program the travel limits:

Adjust the position of the door by using the black and orange buttons. Black moves the door UP (open) and orange moves the door DOWN (close).

1. **Setting the UP position:** Press and hold the black button until the orange indicator light starts flashing slowly then release.
2. Push and hold the black button until the door reaches the desired UP (open) position (Figure 2).

NOTE: Check to be sure the door opens high enough for your vehicle.

3. Push the remote control or door control (Figure 3). This sets the UP (open) limit and begins closing the door.
4. Immediately the door starts to move down, press and release either the black or orange button. This will stop the door.
5. **Setting the DOWN position:** Push and hold the orange button until the door reaches the desired DOWN (closed) position (Figure 4).
6. Once the door is closed, if there appears to have too much pressure on the door, you may adjust the door up and down using the black and orange buttons to reach the desired closed position.
7. Push the remote control or the door control (Figure 5). This sets the DOWN (close) limit and should bring the door to the open position.
 - When the opener stops in both the desired up (open) and down (close) positions.

NOTE: Proceed to Adjustment Step 2, Setting the Force even if the door reverses just before the open position.

⚠ WARNING

- 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 40mm high object laid flat on floor.

CAUTION

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

Figure 2

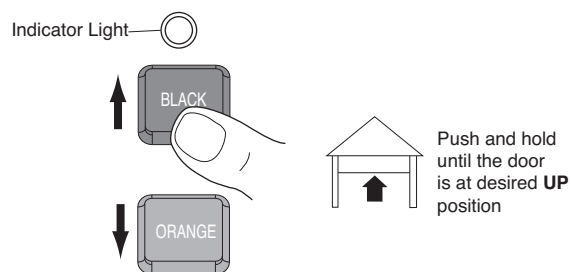


Figure 3

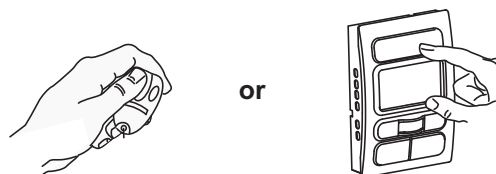


Figure 4

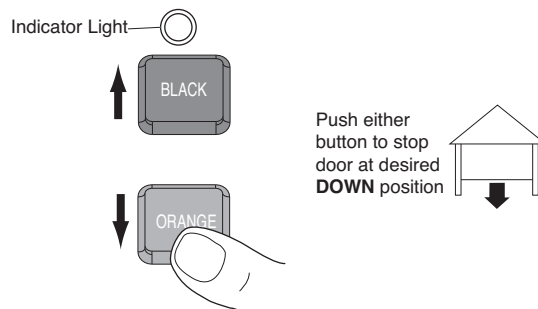
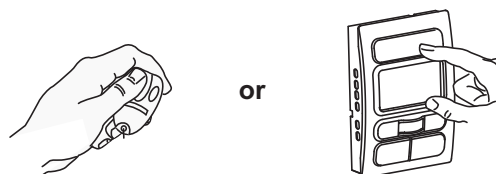


Figure 5



ADJUSTMENT STEP 2

Setting the Force

The force setting button is located on the left panel of the opener. The force setting measures the amount of force required to open and close the door.

1. Locate the orange button on the left panel of the opener (Figure 1).
2. Push the orange button twice to enter the opener into Force Adjustment Mode (Figure 2). The LED (Indicator Light) will flash quickly.

Activate the door by pressing the Remote Control button or the Push Bar on your LCD Motion Detecting Control (Figure 3) to open and close the door until the Indicator Light turns off. The LED (Indicator Light) will stop flashing when the force required to open and close your door has been learnt.

The door must travel through a complete cycle, UP and DOWN, in order for the force to be set properly. If the opener cannot open and close your door fully, inspect your door to ensure that it is balanced properly and is not sticking or binding. Refer page 2, "Preparing your garage door."

⚠ WARNING

- Too much force on garage door 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 40mm high object laid flat on floor.

Figure 1

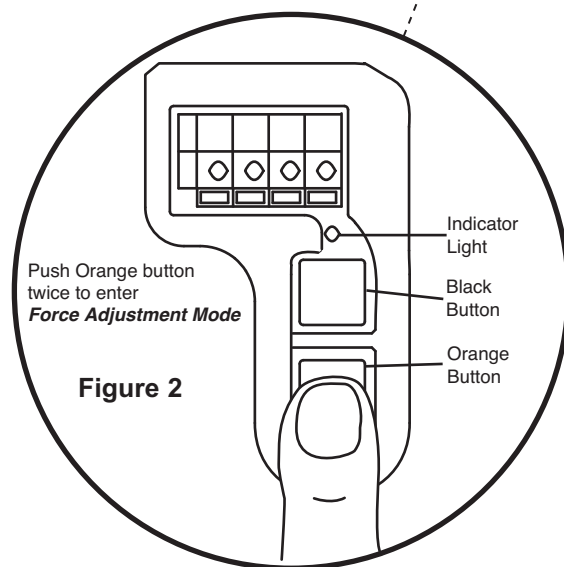
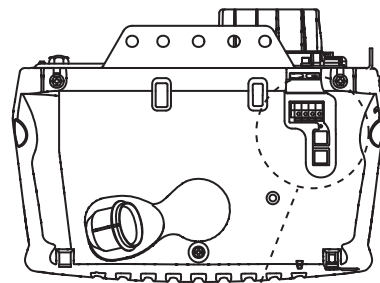
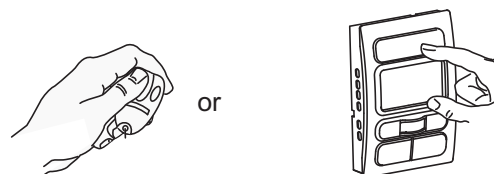


Figure 3



ADJUSTMENT STEP 3

Test the Safety Reversal System

TEST

- With the door fully open, place a 40mm board laid flat on the floor, centred under the garage door.
- Operate the door in the down direction. The door **must** reverse on striking the obstacle.

ADJUST

- If the door stops on the obstacle, it is not travelling far enough in the down direction. Complete Adjustment Steps 1 and 2 Programming the Limits and Forces.

NOTE: On a sectional door, make sure limit adjustments do not force the door arm beyond a vertical position. Refer Figure 3, page 15.

- Repeat the test.
- When the door reverses on the 40mm board laid flat, remove the obstacle and run the opener through 3 or 4 complete travel cycles to test adjustment.
- If the opener continues to fail the Safety Reverse Test, call for a qualified door technician.

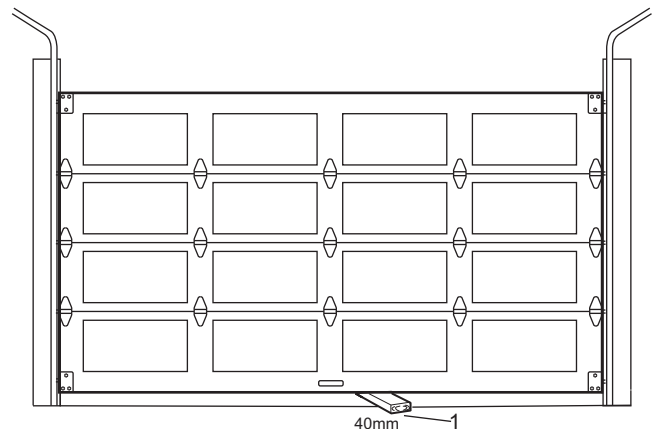
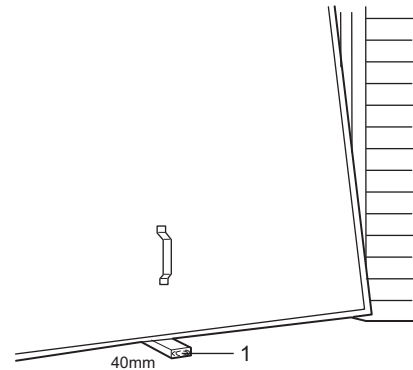
IMPORTANT SAFETY CHECK:

Test the Safety Reverse System after:

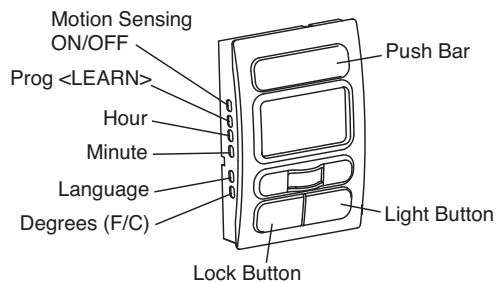
- Each adjustment of door arm length, limits, or force controls.
- Any repair to or adjustment of the garage door (including springs and hardware).
- Any repair or changes to the garage floor.
- Any repair or adjustment of the opener.

WARNING

- Safety reversal system **MUST** be tested every month.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 40mm obstacle on the floor.



USING THE C198 LCD MOTION DETECTING CONTROL



Press the push bar to open or close the door. Press again to reverse the door during the closing cycle or to stop the door while it is opening.

This door control contains a motion detector that will automatically turn on the light when it detects a person entering the garage. This feature can be easily turned off for extended work light use.

Light Feature

Press the Light button to turn the opener light on or off if desired (the 2-1/2 minute timer will automatically re-engage upon activation of the opener).

Lock Feature

Designed to prevent operation of the door from hand-held remote controls. However, the door will open and close from the wired Door Control, the Outside Keylock and the Keyless Entry Accessories.

To activate, press and hold the Lock button for 2 seconds. The push bar light will flash as long as the Lock feature is on. Locked mode will display on LCD.

To turn off, press and hold the Lock button again for 2 seconds. Locked mode no longer displayed. The Lock feature will also turn off whenever the "learn" button is activated.

Motion Detecting Light Feature

The opener light will turn on automatically when a person walks in front of the wall-mounted control console. This feature works by detecting motion and body heat and may not work in temperatures around 100°F or 37.7°C. The opener light will turn on for 2-1/2 minutes, then shut off automatically if no further heat and movement is detected.

To disable this feature, press the Motion Detecting Light On/Off button on the left side of the control console.

It is recommended that the motion sensor be disabled when using the opener lights as working lights to ensure the lights do not time out whilst you are working beyond the sensor range.

(Prog) Learn Feature

The control console is equipped with a Prog<LEARN> button to assist in learning remote controls to the unit. Press the Prog<LEARN> button once to initiate LEARN mode and the display will show 'Learn Remote Control-Press Learn Button Again to Confirm'. Press the Prog<LEARN> button a second time and the display will show 'Learn Mode – Press Remote Control Button to Learn Remote'. Press the button of the remote control to be learned and the worklight will flash to confirm the remote has been learned.

Hour & Minute Feature

Press or hold either of these buttons to increment the hour or minute displayed on the LCD display.

(Lang) Language Feature

Press this side button to toggle between the three languages – English, Spanish and French.

Degrees F/C Feature

Press this side button to toggle the temperature units between Fahrenheit and Celsius.

Additional feature when used with the 3-button hand-held remote.

To control the opener lights:

In addition to operating the door, you may program the remote to operate the lights.

1. With the door closed, press and hold a small remote button that you want to control the light.
2. Press and hold the Light button on the door control.
3. While holding the Light button, press and hold the Lock button on the door control.
4. After the opener lights flash, release all buttons.

Automatic Close Timer Feature: Factory DEFAULT is OFF.

⚠ WARNING

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

NOTE: Requires The Protector System™ (IR Beams) installed. The LCD Motion Detecting Control (C198) is required to Enable and Disable the auto-close feature. The opener will automatically detect The Protector System™ when it is installed for 5 minutes (during this time the beams must remain unobstructed). The Opener will not close unless these beams are aligned correctly (LEDs on the sensors should be solid).

To Enable:

Install LCD Motion Detecting Control to the opener.

Push the bar on the LCD Motion Detecting Control to close the door.

Push and hold the lock button for around 10 seconds and release when the courtesy light flashes.

Repeat the procedure until the courtesy light flashes the required number of times.

- 1 x flash indicates a 10 seconds delay Auto-Close
- 2 x flashes indicate a 45 seconds delay Auto-Close
- 3 x flashes indicate a 2 minutes delay Auto-Close
- 4 x flashes indicate a 3 minutes delay Auto-Close
- 5 x flashes indicate Auto-Close OFF.

To Disable:

Repeat the above procedure until the courtesy light flashes 5 times.

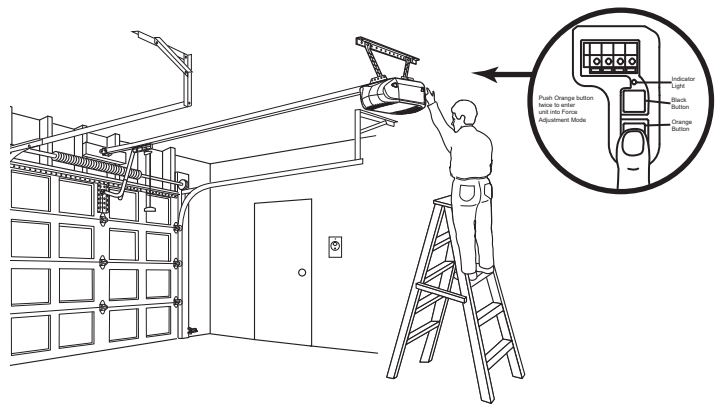
WIRELESS PROGRAMMING

To Add or Reprogram a Hand-held Remote Control

! WARNING

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.

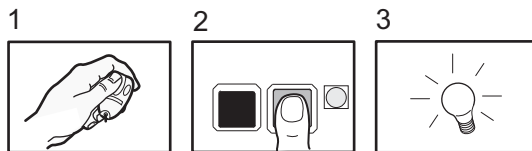
NOTE: The remote controls supplied with your opener are pre-programmed to your opener in the factory. If you purchase additional remote controls, you will need to program them into your opener using the steps below.



Using the Orange Learn Button:

1. Press and hold the button on the hand-held remote (Fig 1) that you wish to operate your garage door. The Orange indicator light on the opener will flash continuously.
2. Press and release the "learn" button on the opener.
3. The opener lights flash, when it has learned the code. If light bulbs are not installed, one click will be heard.
4. Ensure there are no obstructions in the path of the door, then press the remote control button to test the door.

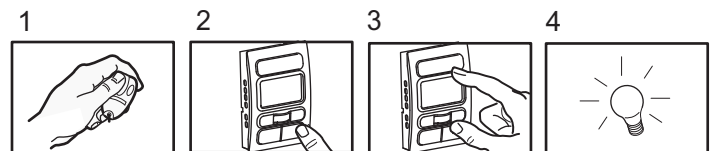
Programming using the Orange Learn Button



Using the LCD Motion Detecting Control:

1. Press and hold the button on the hand-held remote that you wish to operate your garage door.
2. While holding the remote button, press and hold the LIGHT button on the motion detecting control panel.
3. Continue holding both buttons while you press the push bar on the motion detecting control panel (all three buttons are held).
4. Release buttons when the opener light flashes. It has learned the code. If the light bulb is not installed, one click will be heard.

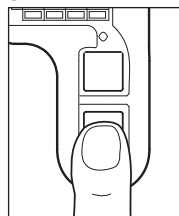
Programming using the C198 LCD Motion Detecting Control



Now the opener will operate when the remote control push button is pressed. If you release the remote control push button before the opener light flashes, the opener will not learn the code.

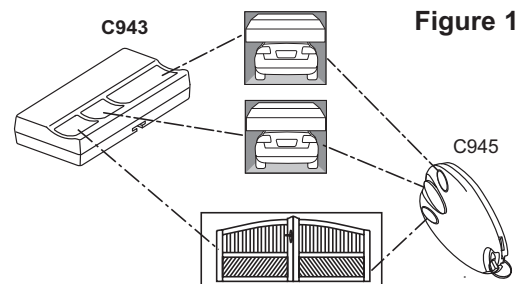
To Erase All Codes From Opener Memory

To deactivate any unwanted remote, first erase all codes: Press and hold the "learn" button on the opener until the learn indicator light goes out (approximately 6 seconds). All previous codes are now erased. Reprogram each remote or keyless entry device you wish to use.



3-Button Remotes

If provided with your garage door opener, the large button is factory programmed to operate it. Additional buttons on any 3-button remote or mini-remote can be programmed to operate other Merlin Professional garage door openers or gate openers.



WIRELESS PROGRAMMING

KEYLESS DEVICE PROGRAMMING

⚠ WARNING

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: Your new C840 Keyless Entry System must be programmed to operate your garage door opener.

Adding Keypad:

Using the orange "LEARN" button:

1. Press and release the orange "learn" button (1) on opener. The learn indicator light will glow steadily for 30 seconds.
2. Within 30 seconds, enter a four digit personal identification number (PIN) of your choice on the keypad (2), then press and hold the ENTER button.
3. Release the button when the opener light flashes (3). It has learned the code. If the light bulb is not installed, one click will be heard.

Using the LCD Motion Detecting Control C198 (Included):

NOTE: This method requires two people if the keyless entry is already mounted outside the garage.

1. Enter a four digit personal identification number (PIN) of your choice on the keypad, then press and hold ENTER.
2. While holding the ENTER button, press and hold the LIGHT button on the motion detecting control panel.
3. Continue holding the ENTER and LIGHT buttons while you press the push bar on the motion detecting control panel (all three buttons are held).
4. Release buttons when the opener light flashes. It has learned the code. If the light bulb is not installed, one click will be heard.

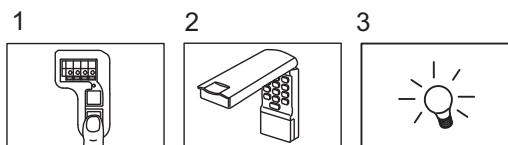
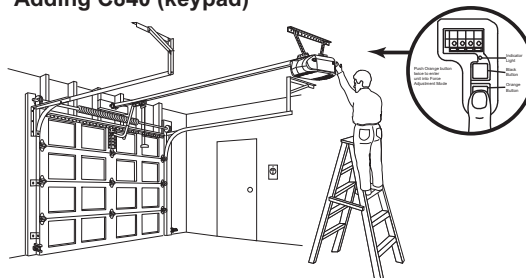
Wireless Programming a Fingerprint Entry System C379

Full instructions are available with this accessory. Once you have enrolled your users into the C379 you can program the unit into your opener.

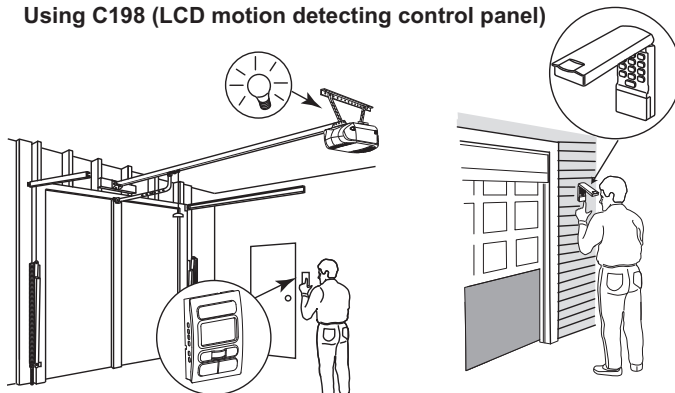
Using the orange "LEARN" button:

1. Press and release the orange "learn" button (1) on opener. The learn indicator light will glow steadily for 30 seconds.
2. Within 30 seconds slide the cover of the C379 up as illustrated (A). Swipe your finger on the reader head at a steady speed (B) until the LED turns on (C).
3. When the opener light flashes (3) it has learned the code. If the light bulb is not installed, one click will be heard, ensure there are no obstructions in the path of the door, then press the send button (D) to test the door.

Adding C840 (keypad)



Using C198 (LCD motion detecting control panel)

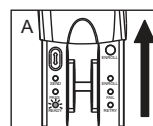


Adding C379 (fingerprint entry system)

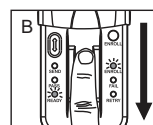


Press orange LEARN Button

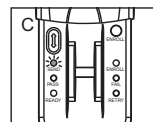
LED will start flashing



Slide the cover plate up (A)



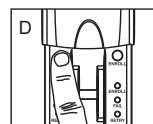
Swipe finger at a steady speed (B)



Yellow LED will indicate successful swipe (C)



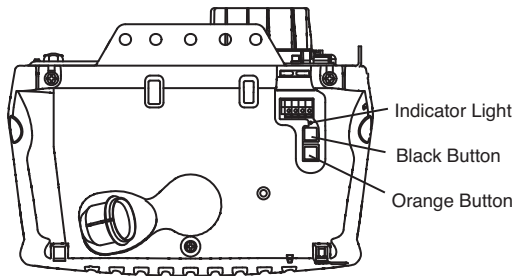
Courtesy light will flash once.



Test reader by pressing the send button (D)

TROUBLE SHOOTING (ONBOARD DIAGNOSTICS)

Your opener is equipped with a self diagnostic program which can provide trouble status through as series of flashes of the Indicator Light under the Lens Cover.



1 Flash: Safety reversing sensors wire open (broken or disconnected).

OR

2 Flashes: Safety reversing sensors wire shorted or black/white wire reversed.

Symptom: One or both of the Indicator lights on the safety reversing sensors do not glow steadily.

- Inspect sensor wires for a short (staple in wire), correct wiring polarity (black/white wires reversed), broken or disconnected wires. Replace/attach as needed.
- Disconnect all wires from back of opener.
- Remove sensors from brackets and shorten sensor wires to 300-600mm from the back of each sensor.
- Re-attach sending eye to opener using shortened wires. If sending eye indicator light glows steadily, attach the receiving eye.
- Align sensors. If the indicator lights glow, replace the wires for the sensors. If the sensor indicator lights do not light, replace the safety reversing sensors.

3 Flashes: Control console or wire shorted.

Symptom: No LCD Display.

- Inspect control console/wires for a short (staple in wire. Replace as needed).
- Disconnect wires at control console and touch wires together. If opener activates, replace control console.
- If opener does not activate, disconnect control console wires from opener. Momentarily short across red and white terminals with jumper wire. If opener activates, replace control console wires.

4 Flashes: Safety reversing sensors slightly misaligned (dim or flashing LED).

Symptom: Sending indicator light glows steadily, receiving indicator light is dim or flashing.

- Realign receiving eye sensor, clean lens and secure brackets.
- Verify door track is firmly secured to wall and does not move.

5 Flashes: Possible RPM sensor failure. Unplug to reset.

Symptom: RPM Sensor = Short travel 150-200mm.

- Unplug opener to reset. Try to operate opener, check diagnostic code.
- If it is still flashing 5 times and opener moves 150-200mm, a service will be required.

TROUBLE SHOOTING

1. Opener doesn't operate from either door control or remote:

- Does the opener have electric or battery power? Plug lamp into outlet. If it doesn't light, check the fuse box or the circuit breaker. (Some outlets are controlled by a wall switch.)
- Have you disengaged all door locks? Review installation instruction warnings on page 1.
- Is there a build-up of ice or snow under door? The door may be frozen to ground. Remove any obstruction.
- The garage door spring may be broken. Have it replaced.
- Check battery LED for status, refer page 19.

2. Opener will not operate from the LCD Motion Detecting control:

- Is door control LCD lit? If not, remove the bell wire from the opener terminals. Short the red and white terminals by touching both terminals at the same time with a piece of wire. If the opener runs, check for a faulty wire connection at the door control, a short under the staples, or a broken wire.
- Are wiring connections correct? Review page 16.

3. Door operates from door control but not from remote:

- Replace batteries in the remote if necessary.
- If you have two or more remotes and only one operates, review Program Your Opener, Remote and Keyless Entry pages 24 and 25.
- Is the Locked mode displayed on the LCD? The opener is in lock mode. Push and hold the Lock button for 2 seconds.

4. Remote has short range:

- Is battery installed?
- Change the location of the remote control on the car.
- A metal garage door, foil-backed insulation or metal siding will reduce the transmission range.

5. Door reverses for no apparent reason and opener light flashes for 5 seconds after reversing:

Check The Protector System™ (if you have installed this accessory). If the light is flashing, correct alignment.

6. The garage door opens and closes by itself:

Make sure remote push button is not stuck "on".

7. Door stops but doesn't close completely:

Repeat Setting the Limits, refer page 20.

Repeat safety reverse test after any adjustment of door arm length, close force or down limit.

8. Door opens but won't close:

- Check The Protector System™ (if you have installed this accessory). If the light is flashing, correct alignment.
 - If opener light does not flash and it is a new installation, repeat Setting the Limit and Force pages 20 and 21.
- Repeat the safety reverse test after the adjustment is complete.

9. Opener lights do not turn on:

Unit may be operating on battery power.

- Check battery status LED, refer page 19.
- Replace light bulb (230V/40W maximum) or energy saving Halogen light bulbs (28W/40W).

10. Opener strains:

Door may be unbalanced or springs are broken. Close door and use manual release rope and handle to disconnect trolley. Open and close door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, call for professional garage door service to correct the problem.

11. Opener hums briefly, then won't work:

- Garage door springs are broken. SEE ABOVE.
- If problem occurs on first operation of opener, door is locked. Disable door lock.

Repeat safety reverse test after adjustment is complete.

12. Opener won't activate due to power failure:

- Check battery backup system on page 19.
- Pull manual release rope and handle down to disconnect trolley. Door can be opened and closed manually. When the power is restored, pull the manual release handle down and toward opener. The next time the opener is activated, the trolley will re-connect.
- The Outside Quick Release accessory (if fitted) disconnects the trolley from outside the garage in case of power failure.

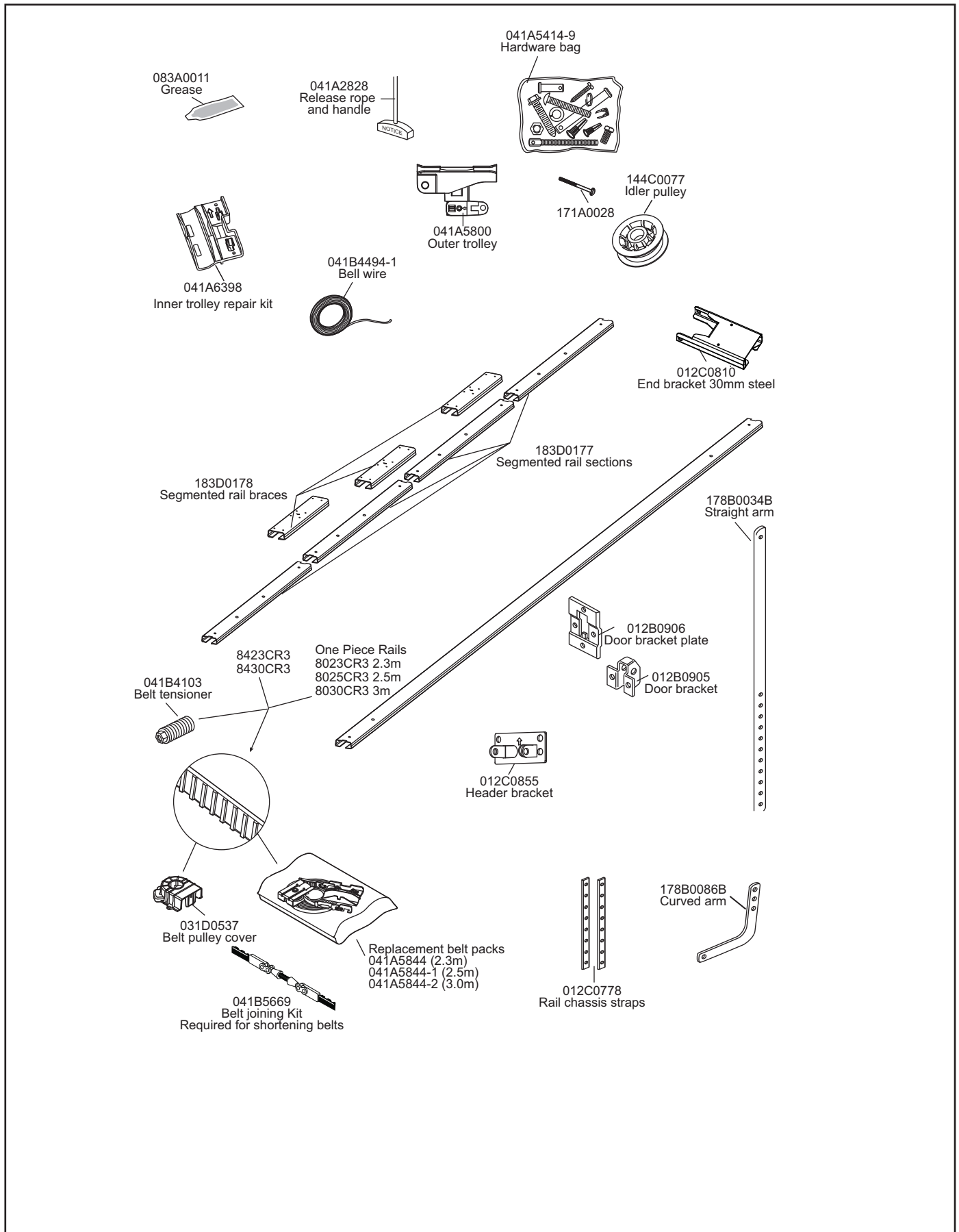
13. Setting the limits manually:

1. Press and hold the black button until the orange indicator light starts flashing slowly then release.
2. Adjust the position of the door by using the black and orange buttons. Black moves the door UP (open) and orange moves the door DOWN (close). Check to be sure the door opens high enough for your vehicle.
3. Push the remote control or door control. This sets the UP (open) limit and begins closing the door.
Immediately press either the orange or the black button. The door will stop.
Adjust the desired DOWN (close) limit position using the black and orange buttons. Check to be sure the door is fully closed without applying excessive pressure on the rail (rail should not bow upwards and the belt should not sag or droop below the rail). Push the remote control or door control. This sets the DOWN (close) limit and begins opening the door.

NOTE: If neither the black or the orange button is pressed, the door will reverse off the floor and the DOWN travel limit will be set automatically.

4. Open and close the door with the remote control or door control 2 or 3 times.
- If the door does not stop in the desired UP (open) position or reverses before the door stops at the DOWN (close) position, repeat Setting the Limits and Force, refer to pages 20 and 21.
- If the door stops in both the desired UP (open) and DOWN (close) positions, proceed to Test the Safety Reversal System, refer page 22.

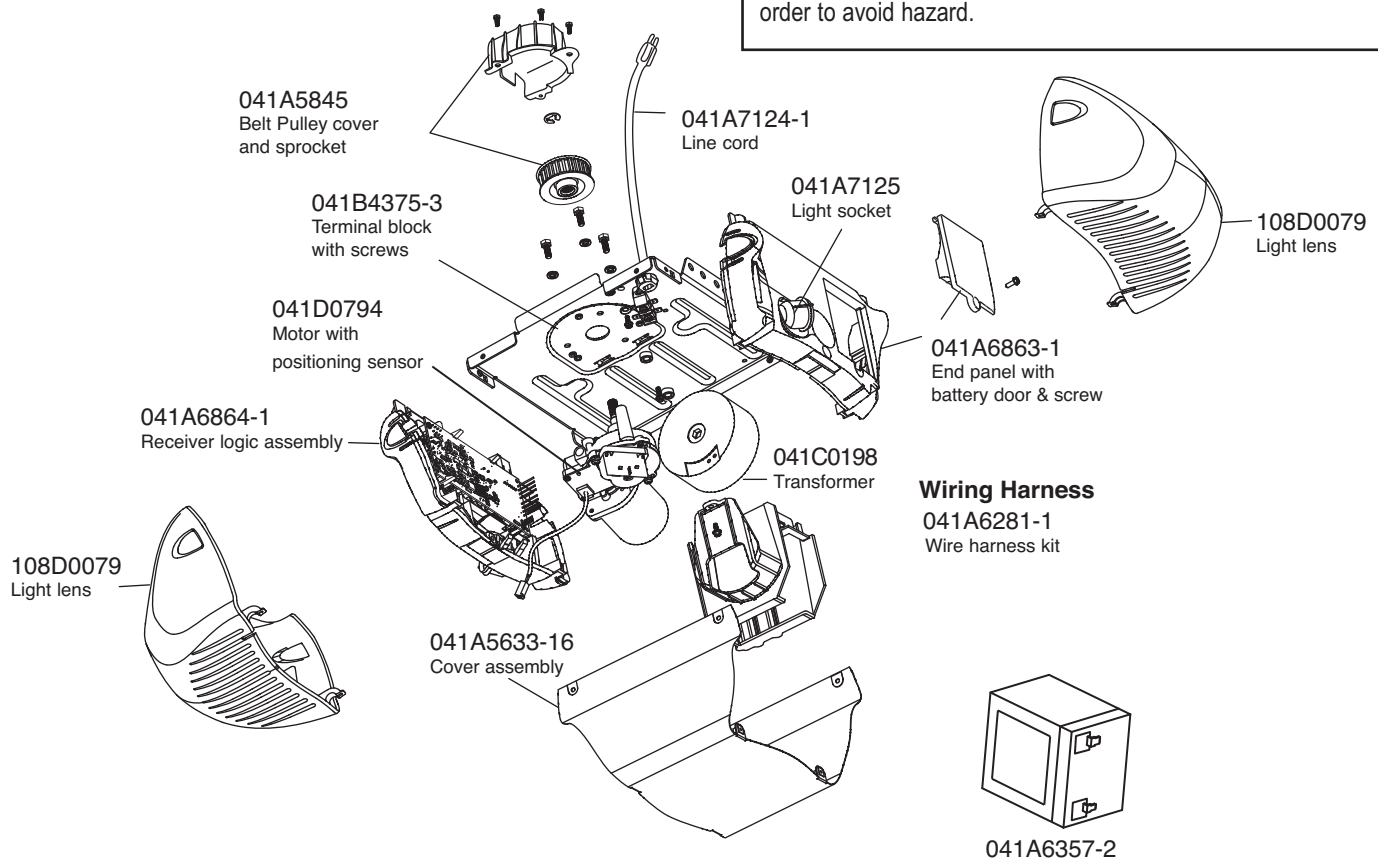
REPLACEMENT PARTS



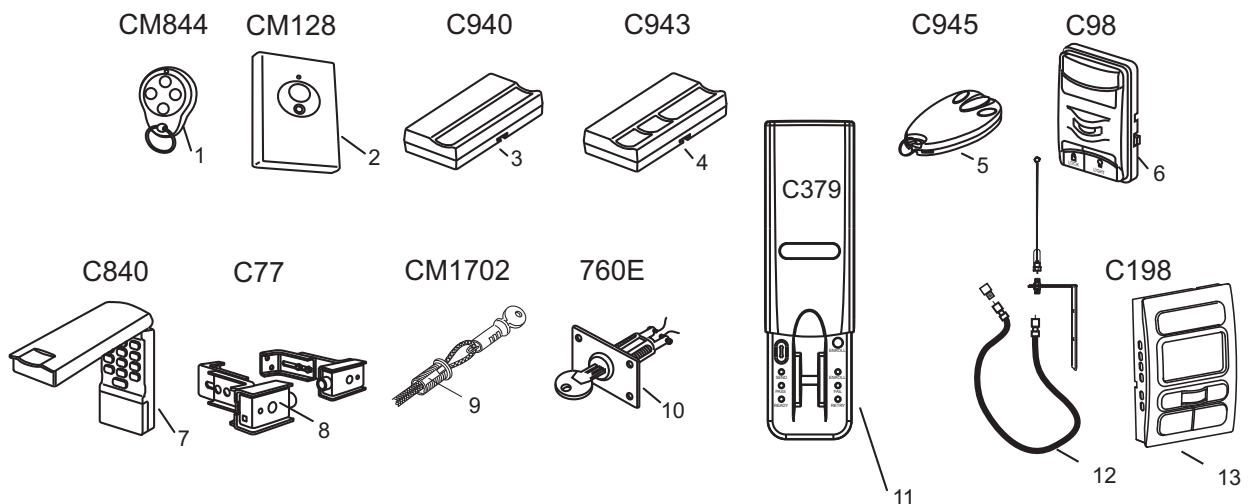
OPENER ASSEMBLY PARTS

⚠ WARNING

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.



ACCESSORIES



- | | | | |
|-----------------|--------------------------------|--------------------|------------------------------------|
| (1) Model CM844 | 4 Channel remote control | (8) Model C77 | The Protector System™ |
| (2) Model CM128 | Wireless Wall Button | (9) Model CM1702 | Quick Release Lock |
| (3) Model C940 | 1 Channel visor remote control | (10) Model 760E | Outside Keyswitch |
| (4) Model C943 | 3 Channel visor remote control | (11) Model C379 | Wireless Fingerprint Access System |
| (5) Model C945 | 3 Channel mini remote control | (12) Model ANT4X-1 | 433MHz Antenna, cable and adaptor |
| (6) Model C98 | Motion Detecting Control Panel | (13) Model C198 | LCD Motion Detecting Control |
| (7) Model C840 | Keyless Entry System | | |

USING YOUR GARAGE DOOR OPENER

Your opener can be activated by any of the following devices:

- **The LCD Motion Detecting Control.** Hold the PUSH BAR down until door starts to move.
- **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.

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.

The door can be opened manually by pulling the release handle down. To reconnect the door, pull the release handle down and toward the opener.

Do not use the manual release handle to pull the door opener or closed. When the Opener is Activated by Remote Control or LCD Motion Detecting 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.
6. If an obstruction is encountered while opening, the door will reverse and stop.
7. The optional 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.

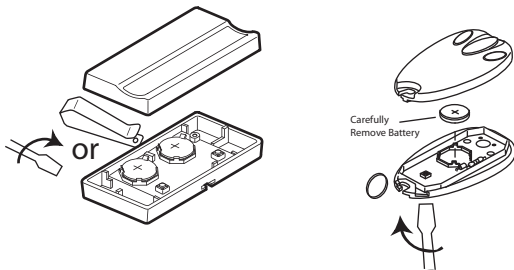
The opener lights will turn on under the following conditions: when the opener is initially plugged in; when power is restored after interruption; when the opener is activated.

They will turn off automatically after 2-1/2 minutes or provide constant light when the Light feature on the LCD Motion Detecting Control is activated. Bulb size is E27. Bulb power is 40 watts maximum.

WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.



THE REMOTE CONTROL BATTERY

To replace battery, use a screwdriver blade to pry open the case as shown. Insert battery positive side up.

Dispose of old battery properly.

SPECIFICATIONS

Input Voltage.....	230-240 VAC, 50Hz
Max. Pull Force	800N
Rated Load	8Nm
Standby Power .	2.9W
Max. Door Mass	130kg (spring balanced)
Max. Door Area	16.5m ²
Motor	
Type	DC gearmotor permanent lubrication
Drive Mechanism	
Drive	Belt with two-piece trolley on steel rail.
Length of Travel	Adjustable to 3m
Travel Rate	127-178mm per second
Lamp	On when door starts, off 2-1/2 minutes after stop.
Door Linkage	Adjustable door arm. Pull cord trolley release.
Safety	
Personal	Push button stop in UP and DOWN direction.-Automatic safety reverse in UP and DOWN direction.
Electronic.....	Automatic force adjustment
Electrical	Transformer overload protector and low voltage push button wiring.
Limit Device	Optical RPM/Passpoint
detector.	
Limit Adjustment	Electronic, Semi and Fully Automatic.
Start Circuit.....	Low voltage push button circuit.
Dimensions	
Length (Overall)	3.2m for standard 2.3m rail
Headroom Required	30mm
Hanging Weight	14.5 kg
Receiver	
Memory Registers	64
Operating Frequency	433.92MHz

SPECIAL NOTE: Chamberlain strongly recommends that The Protector System™ (IR Beams) be installed on all garage door openers.

CARE OF YOUR OPENER

MAINTENANCE SCHEDULE

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, refer pages 20 and 21.
- Repeat the safety reverse test. Make any necessary adjustments, refer page 22.

Once a Year

- Oil door rollers, bearings and hinges. The opener does not require additional lubrication. Do not grease the door tracks.

CHAMBERLAIN LIMITED WARRANTY

Merlin MT3850

Garage Door Opener

Chamberlain Australia Pty Limited / Chamberlain New Zealand Limited (Seller) warrants to the original purchaser of the Merlin MT3850 Garage Door Opener (Unit) that it is free from defects in material and/or workmanship for a period of 2 YEARS from the date of first purchase from the Seller. The DC motor (only) has a 5 year warranty from the date of first purchase from the Seller when installed on a domestic door.

Please retain your proof-of-purchase in the unlikely event you require warranty service.

If, during the limited warranty period, the Unit fails due to defects in materials or workmanship Chamberlain will, provided the defective part or Unit is returned freight and insurance prepaid and well packaged to the nearest Chamberlain office or authorised installer, undertake to repair or, at its option, replace any defective part or Unit and return it to the Buyer at no cost. Repairs and replacement parts are warranted for the remaining portion of the original warranty period.

Limited warranty on opener

Chamberlain will furnish a replacement opener free of charge, if it is found to be defective. Labour costs may apply. Where the Unit has been installed by an authorised installer, Chamberlain will furnish replacement parts free of charge through the authorised installer. A service fee for on-site service may apply.

In-warranty service

During the warranty period, if the product appears as though it may be defective, call our toll free service before removal of the Unit. A Chamberlain technician will diagnose the problem and promptly supply you with the parts for "do-it-yourself" repairs, or provide you with shipping instructions for a factory repair or replacement. If an authorised installer installed your Unit you must call them for prompt on-site service.

If our service centre determines that a warranty claim has been made in respect of a failure or defect arising out of any exclusion detailed below, we may charge you a fee to repair and/or return the Unit to you.

Exclusions

This warranty does not cover any failure of the Unit due to:

1. non-compliance with the instructions regarding installation, operation, maintenance and testing of the Unit or of any product with which the Unit is used.
2. any attempt to repair, dismantle, reinstall or move the Product to another location once the Product is installed by any person other than an authorised installer.
3. tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal domestic use.

This warranty does not cover any 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, any problems caused by electrical faults, replacement of batteries or light bulbs or labour charges for reinstalling a repaired or replaced Units.

Liability – Australia only

Under no circumstances shall the Seller be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit. In no event shall the Seller's liability for damages or injury arising from breach of law or contract or for negligence, exceed the cost of repairing or replacing the Unit or refunding the purchase price of the Unit.

Under Division 2 Part V of the Trade Practices Act, 1974, certain warranties and conditions (Implied Terms) are implied into contracts for the supply of goods or services if the goods or services are of a kind ordinarily acquired for personal, domestic or household use or consumption. Liability for breach of those Implied Terms cannot be excluded or limited and the limitations and exclusions above do not apply to the Implied Terms.

Except for the Implied Terms and the warranties set out above, the Seller excludes all warranties and conditions implied by statute, at law, in fact or otherwise.

Liability – New Zealand only

Except as set out in the Fair Trading Act 1986 and the Consumer Guarantees Act 1993:

- (a) all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that the Seller can lawfully exclude them; and
- (b) under no circumstances shall the Seller 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: We request that you attach your sales docket or invoice to this manual to enable you to establish the date of purchase in the unlikely event of a service call being made. Chamberlain reserves the right to change the design and specification without prior notification. Some features or accessories may not be available in certain markets or areas. Please check with your distributor.

CONTACT DETAILS:

Chamberlain service centres:

Australia

Phone toll free 1800 638 234

Fax toll free 1800 888 121

New Zealand

Auckland phone 09 477 2823

Phone toll free 0800 653 667

Fax toll free 0800 653 663

www.chamberlainanz.com