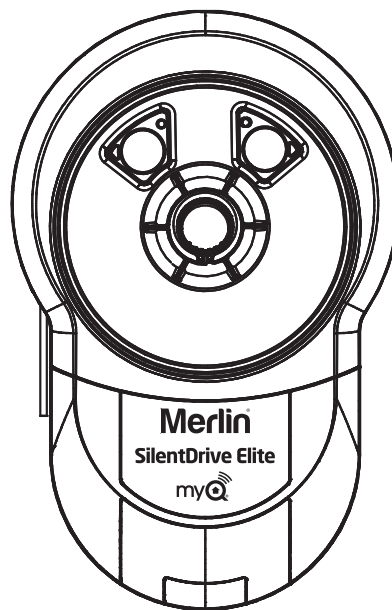
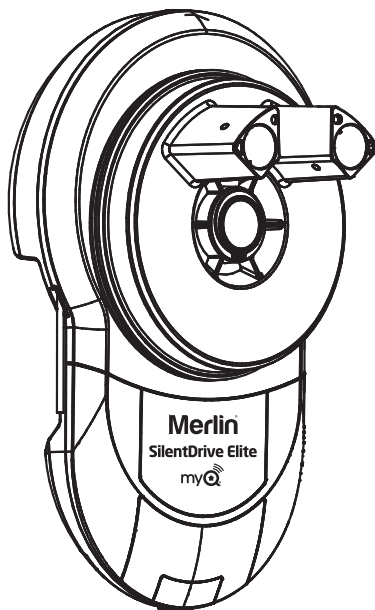
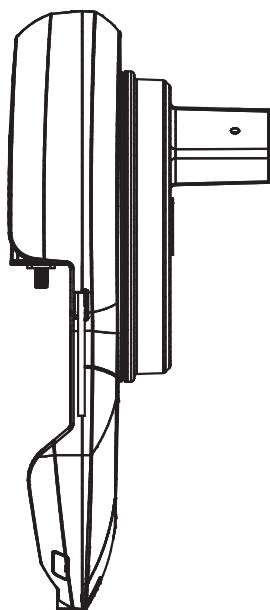


# Merlin<sup>®</sup>

gomerlin.com.au  
gomerlin.co.nz



# SilentDrive Elite myQ<sup>®</sup>

## MR865MYQ

### Garage Roller Door Opener

## Installation and Operating Instructions

Owners Copy: Please keep these instructions for future reference



This manual contains IMPORTANT SAFETY information  
DO NOT PROCEED WITH THE INSTALLATION UNTIL READING THE  
INSTRUCTIONS THOROUGHLY



# START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS

## WARNING

- Failure to comply with the following instructions may result in serious 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 the 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 and suitable protective clothing where appropriate.



**Frequently examine the door installation.** In particular examine 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 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 injury from a closing garage door. **Repeat the test once a month and make any necessary adjustments.**



This appliance should not be used by children or persons with reduced physical, sensory or mental capabilities, or a lack of experience & knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.



**Automatic Drive** - Keep away from the area of the door as it may operate unexpectedly.



**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 400 N (40 kgf).** 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.**



Install the wireless wall control (or any additional wall control) **in a location where the garage door is visible away from moving parts, at a height of at least 1.5 m and out of the reach of children. Do not allow children to operate push buttons or transmitters.** 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 with door controls.**



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



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

**KEEP THESE INSTRUCTIONS**

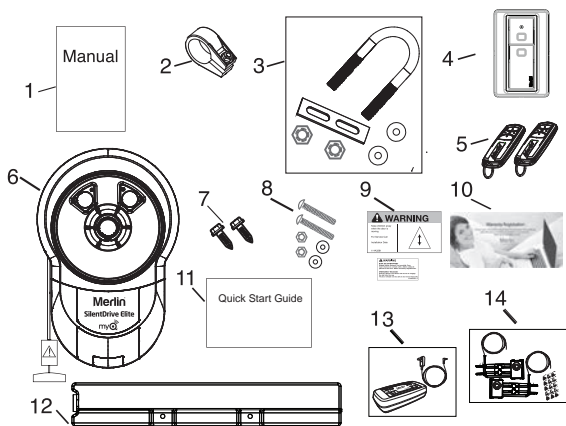
**NOTE:** If your garage has no service entrance door, we recommend an outside quick release must be installed. This accessory allows manual operation of the garage door from outside in case of power failure.

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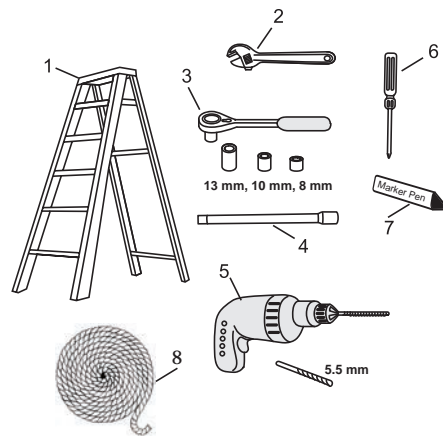
## 1 CARTON INVENTORY

1. Instruction manual (this document)
2. Stop collar
3. Clamp bracket, plates, washers (2) and nuts (2)
4. E138M wireless wall button (1)
5. E960M Premium+ transmitter (2)
6. Opener
7. Self tapping screws (2)
8. Weight bar screws (2), washers (2) and nuts (2)
9. Warning label and risk of entrapment label
10. Warranty registration card
11. Quick start guide
12. Weight bar
13. MyQ Gateway (includes power pack)
14. Safety Beams (includes 15 cable tie mounts)



## 2 TOOLS REQUIRED

1. Ladder
2. Adjustable wrench for U-bolts already installed on the door
3. 8 mm socket, 10 mm socket and 13 mm extended socket and socket wrench
4. 300 mm socket extension (for minimum side-room installations)
5. Drill and 5.5 mm drill bit
6. Philips-head screwdriver
7. Marker pen
8. Door stand or similar device to safely support door (not shown)



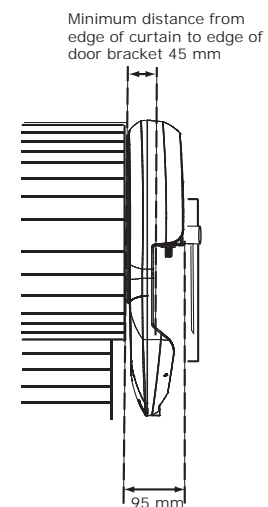
## 3 DOOR REQUIREMENTS

The SilentDrive Elite MyQ (MR865MYQ) is suitable for spring balanced Residential Rolling garage doors with:

- Maximum door height of 4.5 m
- Maximum curtain area of 18 m<sup>2</sup>
- Maximum door mass of 120 kg

\*The Protector System™ must be installed for all myQ installations and all other installations where the force at the edge of the closing door exceeds 400 N (40 kgf).

Door axle diameter must not exceed 35 mm.



Ensure that there is at least 45 mm from the edge of the curtain to the edge of the bracket. If the roller door drum wheel is on the edge of the curtain or is a smaller diameter, additional clearance may be required.

Assemble the opener to the door axle and the existing door bracket using the U clamp assembly provided. Tighten to 25-28 Nm. Full installation procedure is in section 13.

## 4 CONTROL PANEL

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

Ref	Function	Colour	Polarity	Comment
A	Push button	Red	+ve	Dry contact input for push button wired wall controls
B	Common	White	-ve	Common terminal for push button, The Protector System™ & accessory power
B	Common	White	-ve	Common terminal for push button, The Protector System™ & accessory power
C	The Protector System™	Grey	+ve	Merlin IR Beam Input (pulsing type only) - see section 18
D	Accessory Power	Green	+ve	24v dc 50 mA accessory output available for a universal receiver (output not active in Standby Mode)

**NOTE:** The terminal block is behind a plastic cover in the back housing. Use a small screwdriver to lever open the plastic cover if access to the terminal block is required. All wires should be secured appropriately.

2. **DN Button:** used to drive the door DOWN

3. **UP Button:** used to drive the door UP

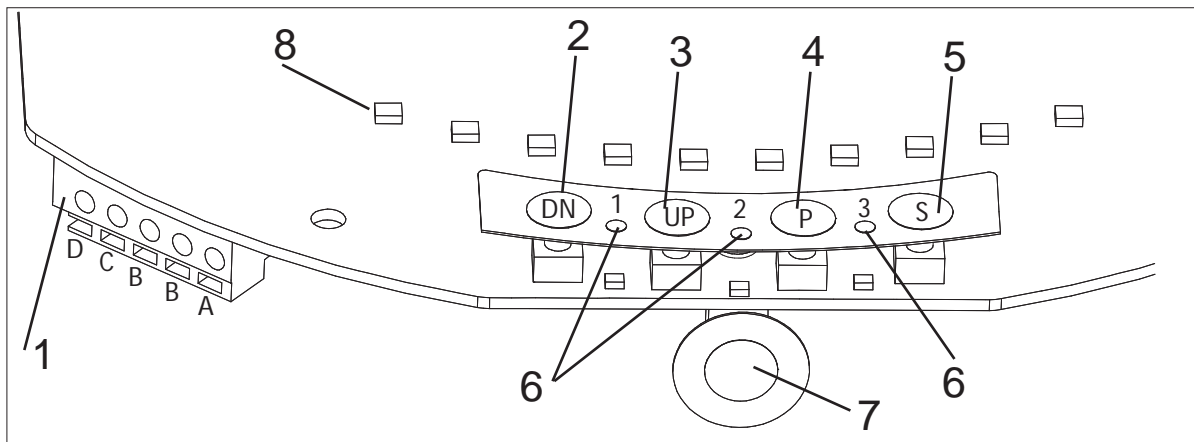
4. **P Button:** used to “PROGRAM” the DOOR LIMITS (see section 14)

5. **S Button:** used to “SAVE” & “DELETE” the “REMOTE CONTROLS” and the “MYQ Internet Activation”.

6. **LEDs:** 1. Program DOWN, and Diagnostic code indicator Number 1  
2. Program UP indicator  
3. Diagnostic code indicator Number 2

7. **Control Button:** used to activate the door when remote controls are not available. Open - Stop - Close.

8. **Courtesy Light:** turns on during operation and automatically turns off after a period of 3 minutes

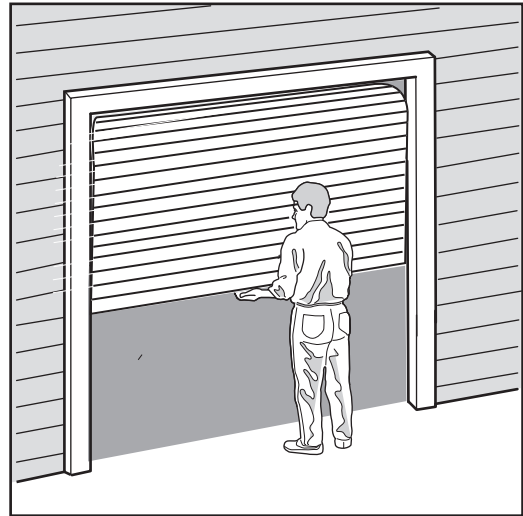


## 5 TESTING THE DOOR

Complete the following test to ensure your door is well balanced, and not sticking or binding:

- Disable all locks and remove any ropes connected to the garage door.
- Lift the door to about halfway and then release it. The door should remain spring balanced.
- Raise and lower the door to determine if there are any sticking or binding points (20 kgf is the absolute maximum allowable to raise or lower the door in any position).

If your door does not hold in place or the door binds or sticks, call a qualified door technician before installing the opener.



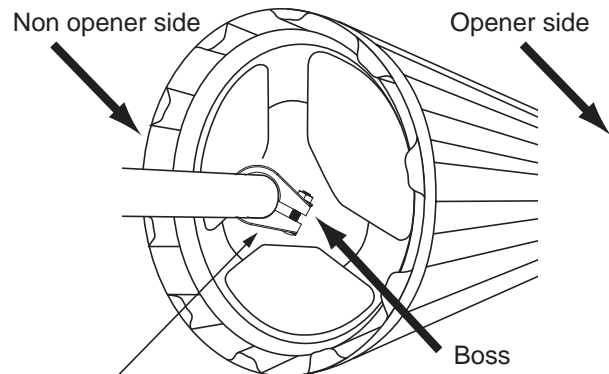
## 6 INSTALLING THE STOP COLLAR

- The stop collar is required to be installed on the opposite side of the door to where the opener is to be installed.

- Ensure the U-Bolt holding the door shaft to the door bracket is tightly secure.

(NOTE: This U-Bolt must not be removed or loosened)

- Remove the bolt assembly from the plastic stop collar. Open the collar as wide as possible and push it onto the door shaft.
- Fit the stop collar hard against the boss of the door drum. Reinstall the bolt assembly onto the stop collar and tighten.



### SAFETY CHECK!

Is the stop collar installed?  
YES: proceed to the next step

NO: install the stop collar before proceeding

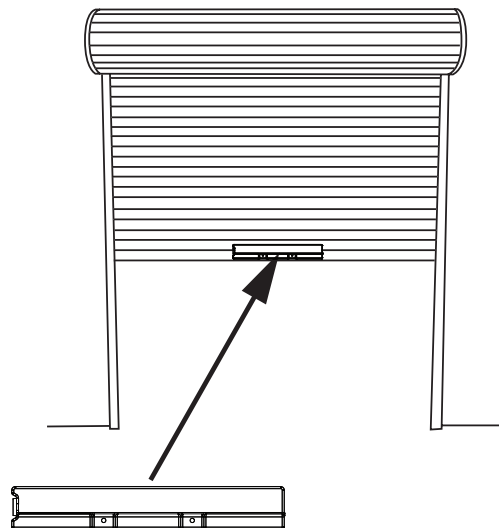
## 7 INSTALLING THE WEIGHT BAR

If the door has a lifting handle, remove the handle, nuts & bolts. Place the weight bar over the handle holes, insert the extended bolts through the weight bar & fasten the handle back in place.

- Place the weight bar in the centre of the door as shown.

If the door curtain does not have a handle you will need to follow these instructions:

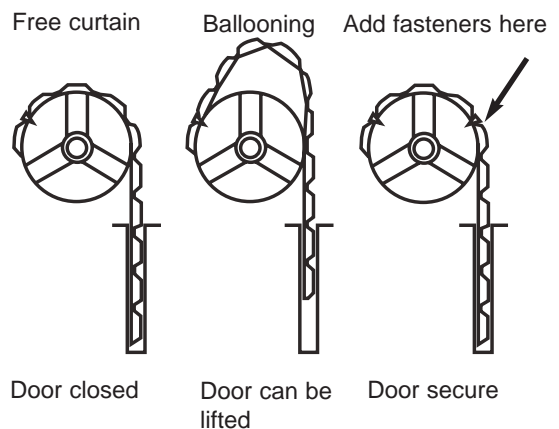
- Use a marker pen to mark the two hole positions.
- Drill two 5.5 mm holes through the two marked positions, then place the weight bar on the inside of the door.
- Use the bolts, washers and nuts (provided) to fasten the weight bar in place.



## 8 PINNING THE DOOR

**Note: A ballooning door may delay the safety reversal response and can compromise garage door security.**

- To remedy any ballooning, insert the supplied self tapping metal screws into where the curtain leaves the roll. Secure these through the curtain into the drum wheel at each end of the roll.
- After determining the correct fastener location as shown, lift the door approximately half a turn from the closed position to allow access for securing the screws.



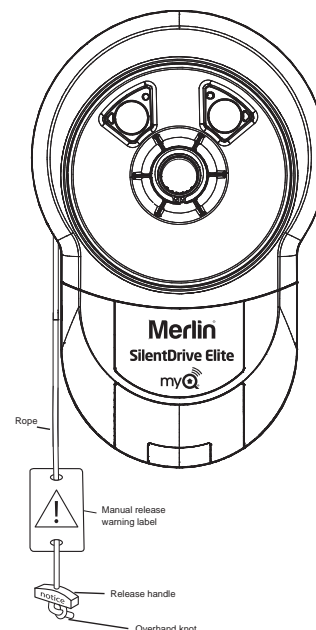
## 9 THE RELEASE HANDLE & CORD



**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 opener. 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 for high door installation.



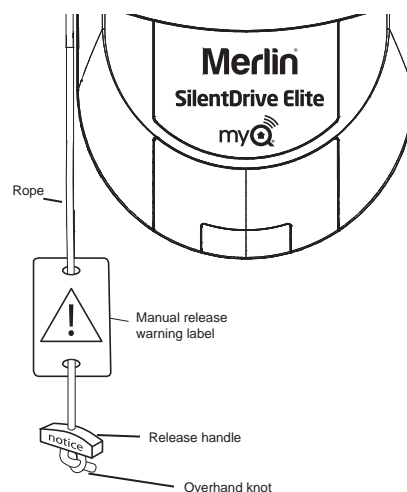
## 10 OPERATING THE MANUAL RELEASE

### To disengage the opener

Pull the release cord down firmly, (the opener will make a clicking noise).

### To re-engage the opener

Pull the release cord down firmly, (the opener will make a clicking noise).

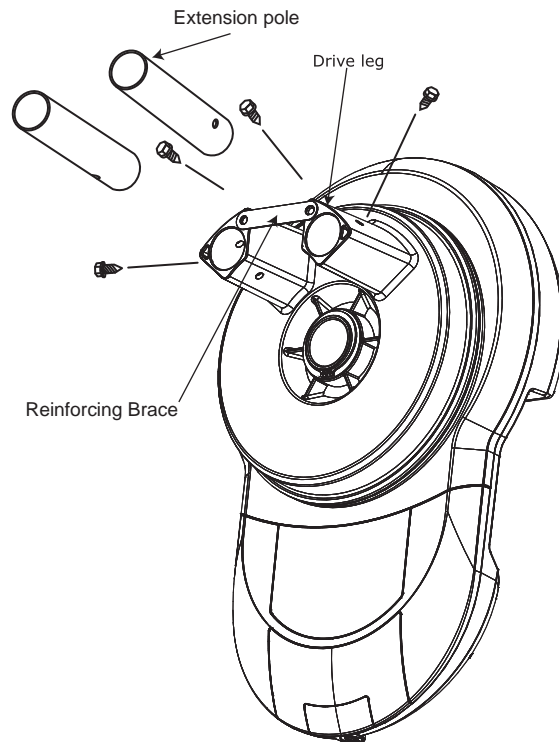


**Disable all locks and remove any ropes connected to the garage door. Take care when operating the manual release as an open door may fall rapidly due to weak or broken springs, or being out of balance.**

## 11 ATTACHING EXTENSION POLES (IF REQUIRED)

### Optional accessory not provided

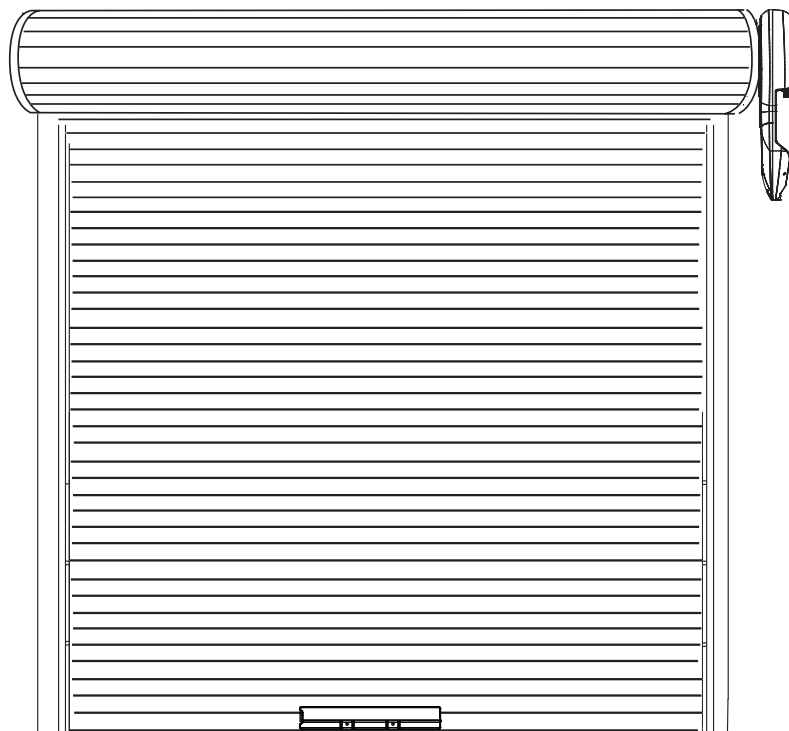
- Insert the extension poles into the drive legs.
- Align the holes on the extension poles with the holes on the drive legs
- Using the screws provided, secure the extension poles
- Align the holes of the reinforcing brace with the two holes on the end of the drive legs as shown and fix in place using the screws provided. Please note that the reinforcing brace **MUST** be applied.



**Reinforcing brace must be used. Use extension pole kit part number 002A1828**

## 12 LEFT / RIGHT HAND INSTALLATION

**LEFT**  
(handing must be changed during limit setting - refer to section 14)



**RIGHT**  
(factory default setting)

Inside garage looking out

## 13 INSTALLATION PROCEDURE



**Do not allow people to walk under or around the door during the installation process as serious injury can occur.**

**NOTE:** The opener can be installed on either side of the door. The following instructions are for **RIGHT HAND INSTALLATIONS** (as illustrated i.e. inside the garage looking out). For left hand installations, reverse the instruction terminology (eg LEFT for RIGHT etc).

### Preparation:

- Place the opener in manual release mode (refer to section 9)
- Completely open the roller door. For safety, tie a rope around the door
- Ensure the door axle U-BOLT and door mounting bracket on the left hand side (non opener side) are securely fastened
- Support the door with a door stand, ladder or similar device to safely support the door
- Mark the position of the door shaft on the right hand door bracket (for reassembly purposes)
- While the door is supported, remove the right hand axle U-Bolt and door mounting bracket from the wall

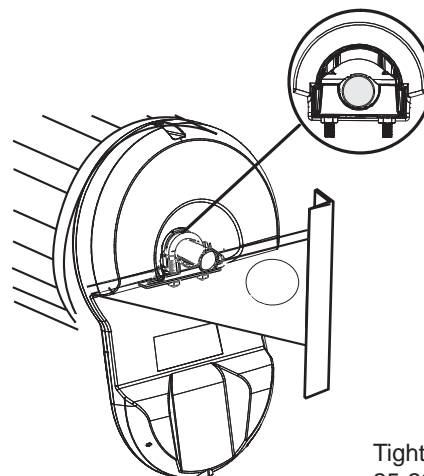
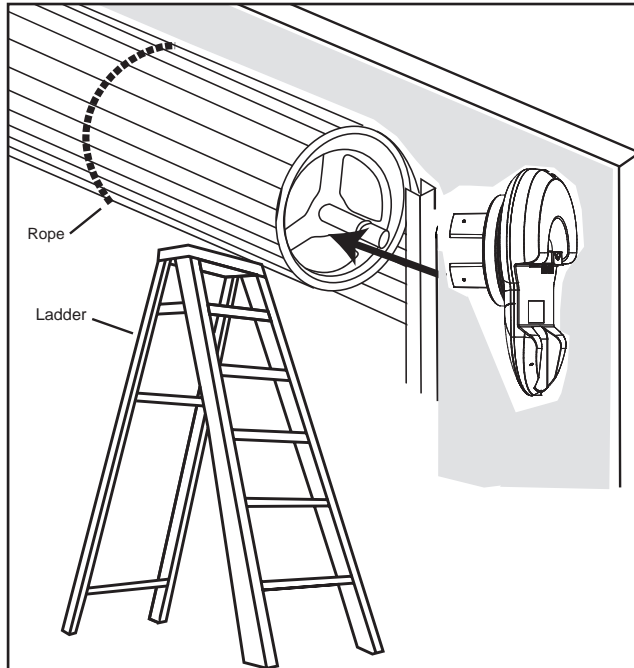
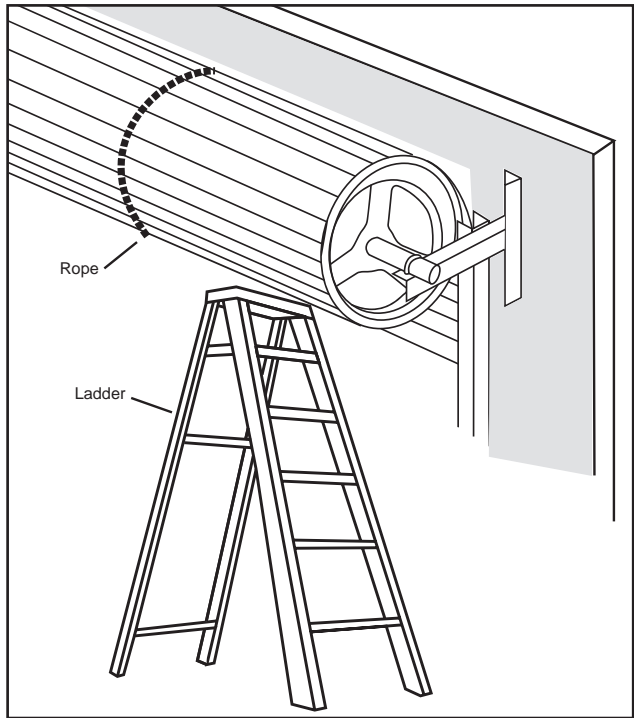
### Install the opener:

- Slide the opener over the door axle and engage the drive legs into the door drum wheel, either side of a spoke
- Refit the door mounting bracket to the wall
- Clamp the opener on the door axle and door bracket in the marked position using the clamp assembly supplied (tighten to 25 – 28 Nm)
- Remove all ropes and the support stand
- Check the operation of the door in manual mode by raising and lowering by hand. It should operate smoothly without sticking or binding. The disengage handle should already be attached less than 1.8m above the floor



### Connect the power:

- Position the power cable away from the door curtain and any moving parts
- Plug the opener into a nearby power point and turn ON
- The opener light will turn ON and remain ON for 3 minutes



Tighten to  
25-28 Nm



## 14 SETTING THE LIMITS FOR RIGHT OR LEFT HAND OPERATION AND FORCE

Travel limits set how far your door goes up and down. Your opener must also be configured for right or left hand installation. If not the door will rotate in the reverse direction.

**Program Buttons:** The Control Panel diagram in section 4 identifies the Control Buttons and LED layout

**Audible BEEP:** An audible “BEEP” also occurs with each button press. This feature can be turned OFF

**Courtesy light:** During the programming sequence, the courtesy light will flash at half strength

**NOTE: The SilentDrive Elite MyQ (MR865MYQ) opener is factory configured for right hand installation.**



**The opener will operate during this procedure. Make sure the door is clear of obstruction. Ensure your hands are away from any moving parts before activating the door.**

### Setting the Right or Left Hand Operation:

Refer to the diagrams on the right for guidance. Ensure the door is positioned halfway and the opener is engaged (out of manual mode). Turn the opener Power **ON**, the courtesy light will turn ON.

1. Press the “P” button for 5 seconds until LED 3 will flash, as well as LED 2 or LED 1 will flash. For Right Hand setting LED 2 will flash, and for Left Hand setting LED 1 will flash.
2. To change to the opposite setting, simply press the “S” button, and the opposite LED will flash.
3. When the correct hand setting is selected, Press and Release the “P” program button to accept this setting. (continue)

### Setting the Door Limits:

4. Press and hold the “UP” button until the door reaches the desired OPEN position (You can toggle between the “UP” and “DN” buttons to move the door to the correct position. Make sure there is enough room for your vehicle to pass under)
5. Press and release the “P” program button to accept this setting.
6. Press and hold the “DN” button until the door reaches the desired CLOSED position (You can toggle between the UP and DN buttons to move the door to the correct position.)
7. Press and release the “P” program button to accept this setting. (LED 2 should flash to indicate you are now in Force Learn mode) (continue)

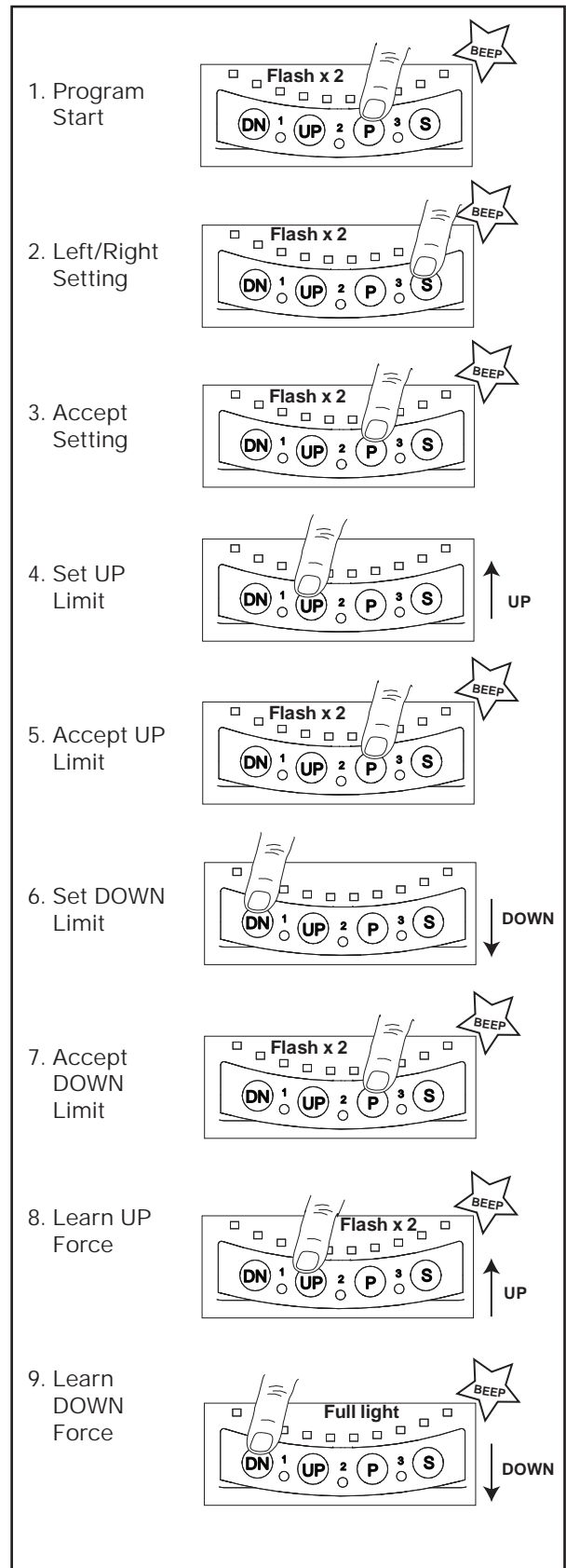
### Setting the Force Automatically:

8. Press and release the “UP” button. The door will travel to the OPEN position with LED 2 flashing.
9. Press and release the “DN” button. The door will travel to the CLOSED position with LED 1 flashing. When fully closed, LED 1 will stop flashing and the courtesy light will change to full power. (This process is now complete)

### Setting the Force manually: (Only perform if Limits are already set)

- Start with the door fully CLOSED.
- Press the “S” button twice to enter into force learn mode. The Courtesy light will go to half strength, and Led 2 will flash quickly.
- Press and release the “UP” button. The door will travel to the OPEN position, then LED 1 will flash quickly.
- Press and release the “DN” button. The door will travel to the CLOSED position, then LED 1 will stop and the courtesy light will change to full power.

This process is now complete.



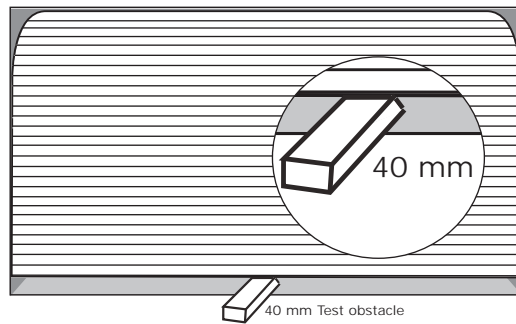
## 15 TESTING THE SAFETY REVERSE SYSTEM



**!** The safety reverse system test is important. The garage door must reverse on contact with a 40 mm obstacle laid flat on the floor. Failure to properly adjust the opener may result in serious personal injury from a closing garage door.

Operate the door in the down direction. The door must reverse upon contact with the obstacle. If the door stops on the obstacle, remove obstacle and repeat limit and force setting (refer to section 14).

**Repeat the safety reverse system test.**



## 16 FIXING WARNING LABELS

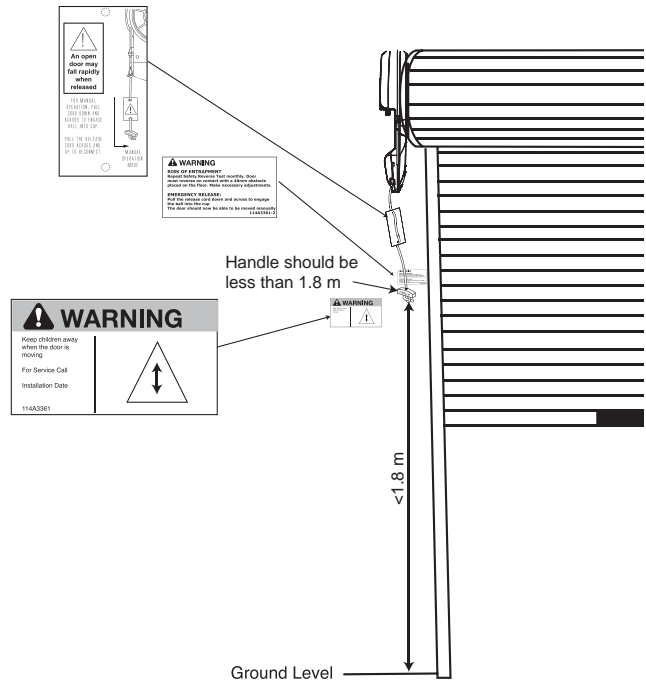
Once you have completed your installation and successfully carried out the safety reverse system test (outlined above), install the warning labels provided with your opener as shown.

The **risk of entrapment label** must be installed adjacent to the release handle at a height of less than 1.8 m from the floor.

The **WARNING** label must be installed in a prominent place near any fixed control.

Any fixed wall control or wireless door control must be mounted at a height of no less than 1.5 m **out of the reach of children.**

Read the safety instructions (page 1) for further details concerning safety.



## 17 INSTALLING YOUR E138M WIRELESS WALL BUTTON

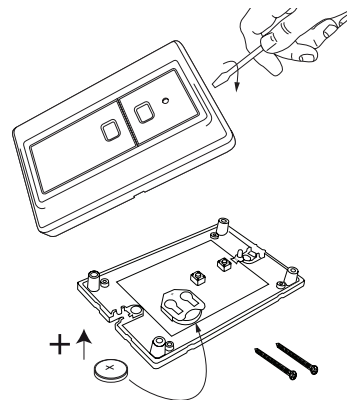
**!** Disconnect power to the opener whilst installing this accessory to prevent accidental activation. Locate minimum 1.5 m above the floor

### To install:

- Carefully pry open the E138M and locate the two screws for mounting.
- Attach to the wall using the two screws and wall anchors provided if mounting to a plaster wall. If using a recessed wall box do not use anchors.

**NOTE:** Do not overtighten screws.

**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 the “Wireless Programming” section.



# STANDARD INSTALLATION COMPLETE

## 18 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.

**SAFETY BEAMS:** By installing Safety 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 on page 23).

### Assembly Process:

The Safety 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 Safety Beams 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 Safety Beam cables up the door tracks, across the door header and back to the Power Head (see fig 2 & 4).

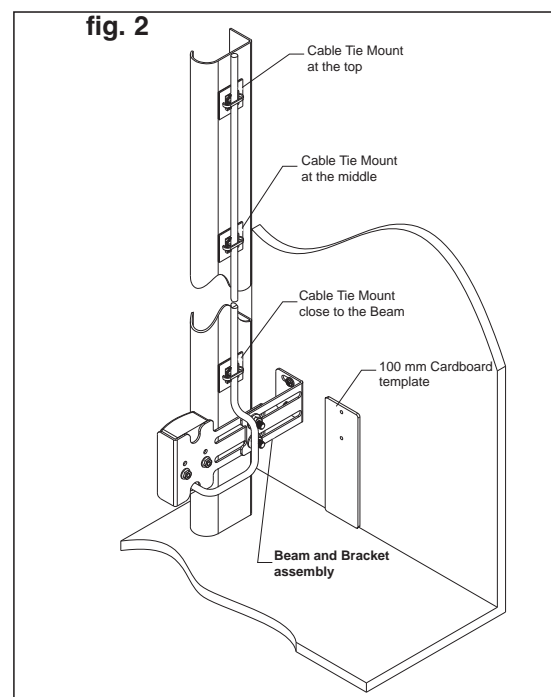
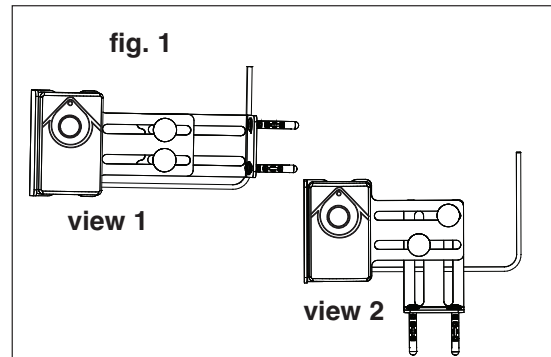
Clean the contact area with alcohol wipes (provided) and secure the self-adhesive Cable Mounts to the rails. Attach the cable with cable ties.

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 Safety Beams no higher than 100 mm above the floor.

Disconnect power to the garage door opener before installing Safety Beams.



## INSTALL THE PROTECTOR SYSTEM™ (CONTINUED)

### Connect cable to the Opener:

#### Disconnect the mains Power from the Opener.

At the Powerhead Control Panel remove the plastic break out (see fig 3) to expose the “External Accessory Terminal Block”.

Twist both WHITE wires together and both GREY wires together.

Connect the WHITES to the white mark screw terminal of the 2-way connector, and the GREYS to the grey mark screw terminal (see fig 4).

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

Ensure the white wires go to B and the grey wires go to C.

Loop and secure the excess cabling above the opener assembly.

### Test the Safety Beam 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 Safety Beams:

Normal Operation --	Red LEDs “ON” constantly.
Low standby Mode --	Red LEDs “OFF”. (Leds activate when door moves.)
Safety Beams misaligned-	Red LEDs “FLASH”.
Safety Beams obstructed--	Red LEDs “FLASH”.

For further diagnostics, refer to the TROUBLESHOOTING section at the rear of the Opener Handbook (on page 23).

### Emergency Override:

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

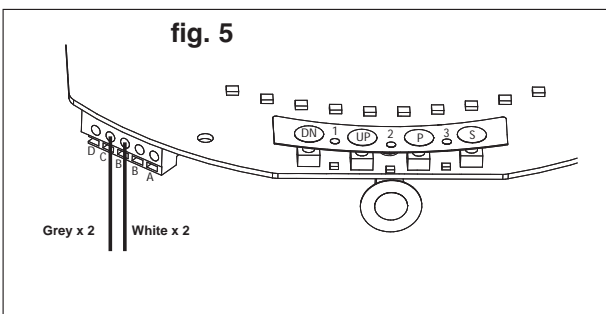
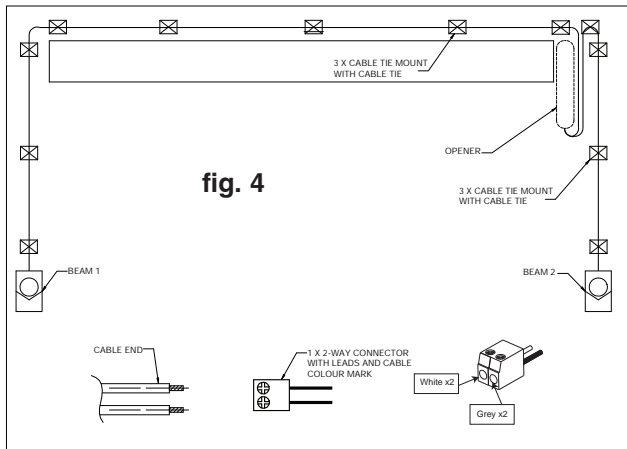
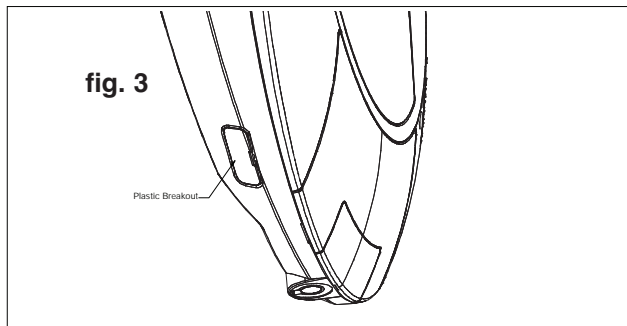
However, if needed, the door can be closed by using the programmed button of a Wireless Wall Control (E138M), Keyless Entry Keypad (E840M) or the Control button located on the bottom of the opener.

### 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.**



## 19 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 away from home.



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®



### **WARNING:** Important Safety Instructions:

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

Gateway is connected or not.

- **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 18) and be fully functional. The door will not operate with MyQ technology if the The Protector System™ is not functional.
- **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 828 AU
- 5 VDC Power Pack
- Ethernet cable
- Safety Beams 774ANZ
- 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 Merlin Protector System supplied with the MyQ® Gateway kit, using the Installation Instructions supplied with the product.

**Note:** The Safety Beams 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](http://mymerlin.com.au) or [mymerlin.co.nz](http://mymerlin.co.nz) or download the Merlin MyQ 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 “Gateway Diagnostics/Status LEDs” 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](http://gomerlin.com.au) or [gomerlin.co.nz](http://gomerlin.co.nz). For further support contact Merlin Technical Support at [customerservice@chamberlainanz.com](mailto:customerservice@chamberlainanz.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](http://mymerlin.com.au) or [mymerlin.co.nz](http://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 opener. 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 OS, the phone or tablet will not be able to locate the Merlin MyQ® app. You may need to upgrade the phone's OS 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®**

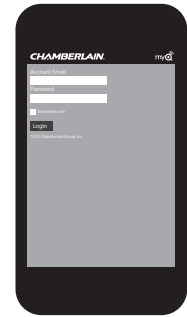
- Visit the Apple App Store<sup>SM</sup> from your Apple device to download the Merlin MyQ® app (search for "MyQ" by The Merlin Group, Inc. For iPad, change settings to include iPhone Apps).

- **Android™ smartphones and tablets**

- Visit Google Play from your smartphone to download the Merlin MyQ® app (search for "MyQ" by The Merlin 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](http://mymerlin.com.au) or [mymerlin.co.nz](http://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 logart 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.

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

## 20 TIMER TO CLOSE FEATURE (TTC)

 **Auto close is NOT recommended for households with young children.**

**TIMER TO CLOSE feature: (TTC) 10 to 180 seconds.**

**NOTE: The Protector System™ must be installed before TTC will operate.**

The Timer to Close feature allows the door to automatically close after a specified time period. During the OPEN door waiting period, the courtesy light will flash continuously.

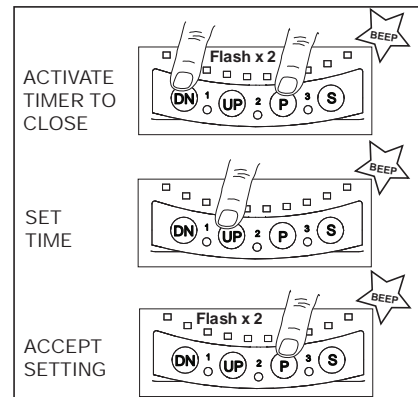
If the door encounters an obstruction while closing, the opener will return to the OPEN position and the waiting period will begin again.

### To activate the Timer to Close:

- Start with obstruction detection beams installed and the door fully CLOSED
- Press and Hold both “P” and “DN” buttons for 3 seconds. When the Courtesy light flashes “TWICE”, release both buttons
- Press the “UP” for each 10 second interval required for Timer to Close. A “BEEP” will register for each press. “DN” button will reduce the count if needed.
- Press and release the “P” button to accept this setting

### To deactivate the Timer to Close:

- Start with the door fully CLOSED
- Press and Hold both “P” and “DN” buttons for 3 seconds. When the Courtesy light flashes “TWICE”, release both buttons.
- Press and release the “P” button to accept this setting



 **The door may operate unexpectedly, therefore do not allow anything to obstruct the path of the door.**

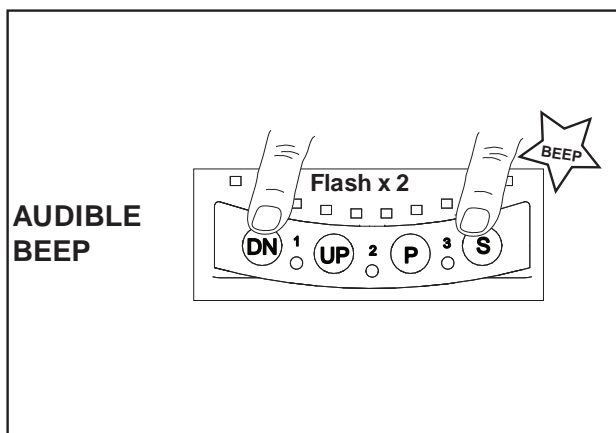
## 21 AUDIBLE BEEP (OPTIONAL)

**The SilentDrive Elite MyQ (MR865MYQ) has been factory set for an audible “BEEP”.**

The Audible beep can be turned OFF by using the following method.

- Start with the door fully CLOSED.
- Press and Hold both “S” and “DN” buttons for 3 seconds
- The Courtesy light will flash “TWICE”. Release the buttons.

To turn the audible beep back ON, simply repeat the above process.



## 22 STANDBY MODE (OPTIONAL)

The SilentDrive Elite MyQ MR865MYQ has been factory set for Low Standby mode (sub 1 watt usage).

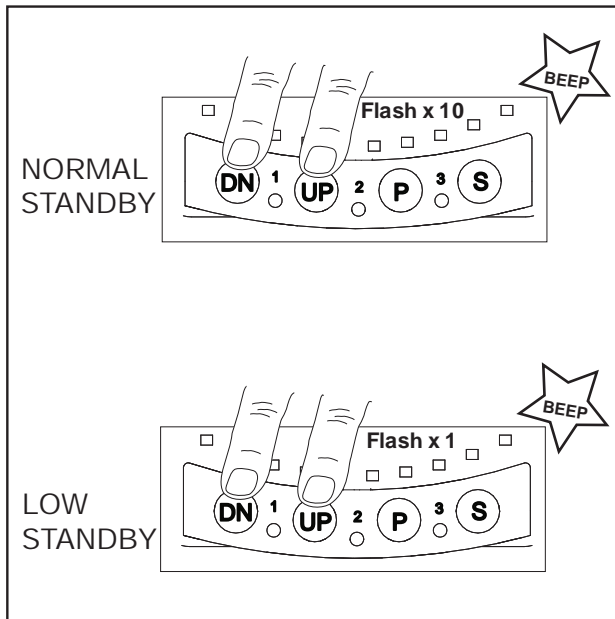
This will deliver the lowest possible standby power. The External Accessory Power is turned OFF in this mode, so if this output is required, Normal Standby mode will need to be activated (eg. for using an external receiver).

### To Activate NORMAL STANDBY mode.

- Turn the mains power OFF.
- Press and Hold both “UP” and “DN” buttons.
- Turn ON mains power while both buttons are still pressed.
- Courtesy light comes ON, and after 5 seconds another 10 flashes. Release both buttons.

### To Activate LOW STANDBY mode:

- Turn the mains power OFF.
- Press and Hold both “UP” and “DN” buttons.
- Turn ON mains power while both buttons are still pressed.
- Courtesy light comes ON, and after 5 seconds another 1 flash. Release both buttons.



## 23 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.

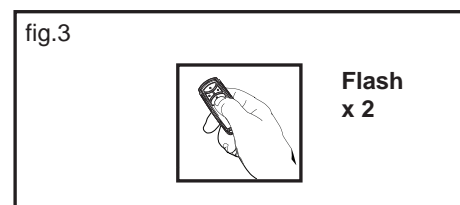
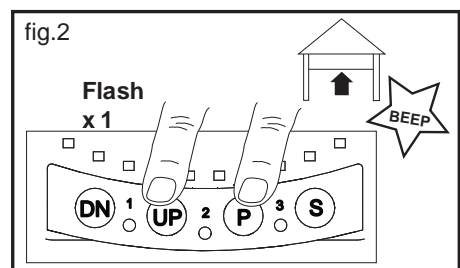
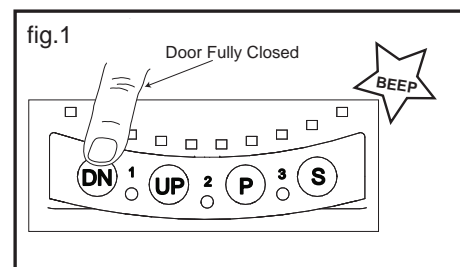
### To activate the ventilation mode:

1. Start with the door fully **CLOSED** (figure 1). Drive the opener UP and stop at the position required for you wish to set the door at.
2. Enter ventilation activation mode by pressing the **P** and **UP** buttons together for 3 seconds (figure 2). Release when the courtesy light flashes once.
3. Press the remote control button that you have allocated for this feature (figure 3). Do not use the button already allocated for normal operation. The courtesy light will flash when the code is accepted.

The remote will now operate to and from the “programmed” and the “fully closed position”. Outside this range the remote will operate as normal.

### To Deactivate the Partial Opening Feature:

1. Start with the door fully **CLOSED**.
2. Enter ventilation mode by pressing the **P** and **UP** buttons together for 3 seconds (figure 2). The courtesy light will flash twice, indicating that deactivation has occurred.



## 24 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 the garage while the door is in motion. Do not allow children to operate push buttons or remotes. Do not allow children to play near the door.**

**NOTE:** The transmitters 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 “S” SAVE Button

1. Press and hold the button on the remote that you wish to use (1)
2. Press the “S” button on the opener for 1 second (2)
3. Release the remote button when the courtesy light flashes twice. It has learnt the code. If you release the remote control push button before the opener light flashes, the opener has not learnt the code.

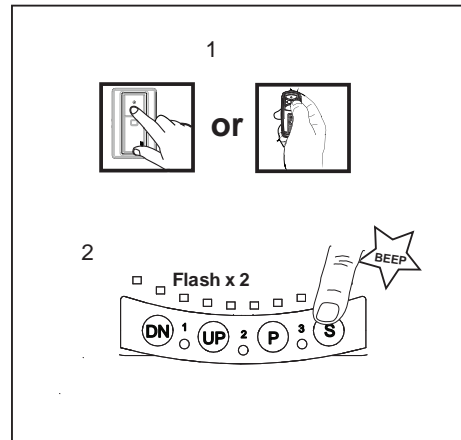
Now the opener will operate when the remote control button is pressed.

### To Erase all Remote Control Codes:

1. Press and hold the “S” button on the opener until the courtesy light flashes twice, and continue holding for approximately 8 seconds, until the courtesy light flashes twice again.
2. Release the button, all remote codes are now erased.

### To Erase all Remote Control and the MyQ activation code:

1. Press and hold the “S” button on the opener until the courtesy light flashes twice, and continue holding for approximately 8 seconds, until the courtesy light flashes twice again.
2. Release the button and immediately Press and Hold the “S” button again to repeat step 1.
3. Release the button, all remote and MyQ codes are now erased.



## OPERATION OF YOUR OPENER

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

- **Opener Control Panel:** UP & DOWN buttons, and O.S.C. control button.
- **Remote Control Transmitter:** hold the button down until the door starts to move.
- **Wireless Entry Keypad:** This is an optional accessory that opens the door using a four digit keycode.
- **MyQ Internet device:** smartphone or tablet.

### When the opener is activated by remote control:

- If open, the door will close. If closed, the door will open
- If closing, the door will stop
- If opening, the door will stop (allowing space for entry and exit of pets and for ventilation)
- If the door has been stopped in a partially open or closed position, it will reverse direction

### Obstruction behaviour:

- If an obstruction is encountered while closing, the door will reverse
- If an obstruction is encountered while opening, the door will reverse and stop
- The Safety Beams use 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 or pets.



**When releasing the door, the door should be fully closed if possible. Weak or broken springs could allow an open door to fall rapidly. Property damage or serious injury could result.**

### Opening the door manually:

The door can be opened manually by pulling the release cord down firmly.  
To re-engage the door, pull the release cord down firmly.

**The opener light will turn on for 3 minutes when the opener is activated.**

## CARE OF YOUR OPENER

When properly installed, your opener will operate with minimal maintenance. The opener does not require additional lubrication.

**Limit and Force Settings:** These settings must be checked and properly set when the opener is installed. Weather conditions may cause some minor changes in the door operation, requiring some re-adjustments, particularly during the first year of operation. Refer to limit and force setting in, section 14.

**Follow the instructions carefully and repeat the safety reverse test after any adjustment.**

**Transmitter:** Additional transmitters can be purchased at any time. Refer to [gomerlin.com.au](http://gomerlin.com.au) or [gomerlin.co.nz](http://gomerlin.co.nz) for compatible transmitters. Any new transmitters must be programmed into the opener.

**Transmitter battery:** If the transmission range decreases, replace the battery.

## MAINTENANCE OF YOUR OPENER

### Once a Month:

- Repeat the safety reverse test (see section 15). Make any necessary adjustments.
- Manually operate the door. If it is unbalanced or binding, call for professional garage door service.
- Check to be sure that the door opens and closes fully. Set the limits and/or force if necessary.

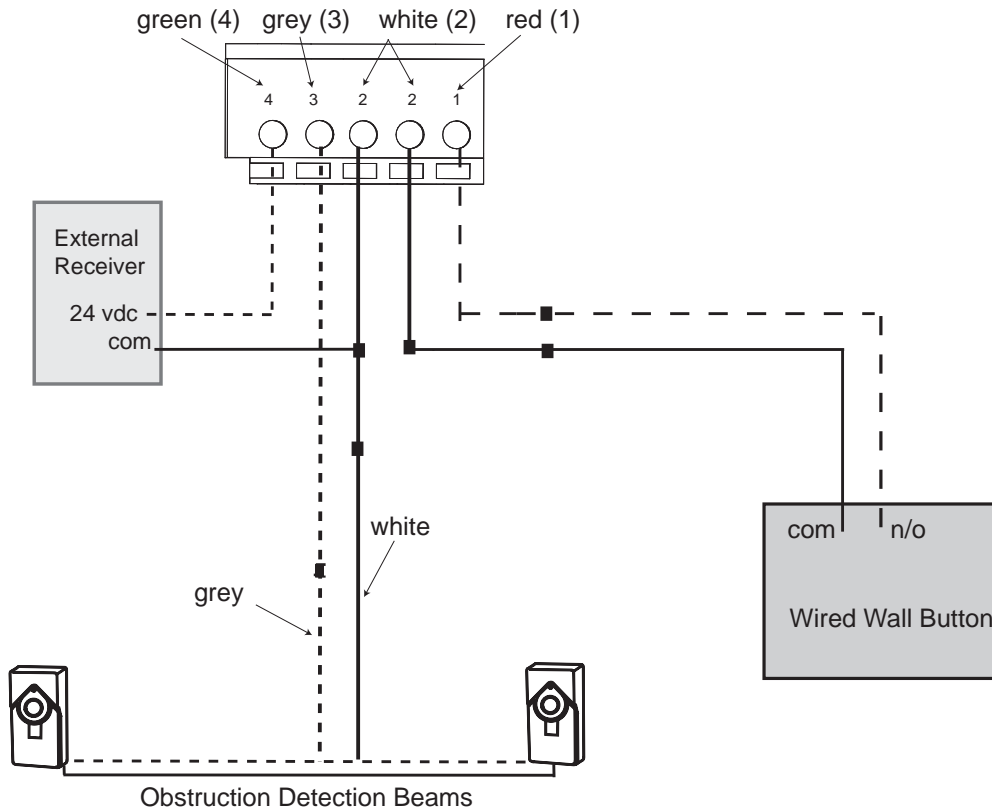
## SPECIFICATIONS SILENTDRIVE ELITE MYQ (MR865MYQ)

Input Voltage:	220-240 VAC, 50-60 Hz, 140 W
Rated Load:	35 Nm
Max.Pull Force:	550 N @ Ø300 mm
Max. door weight:	120 kg
Max lift under Spring Tension:	20 kg
Max. door area:	18 m <sup>2</sup>
Standby Power:	< 1 watt
Drive:	DC gear motor permanent lubrication
Max. Drum Rotations:	4½
Memory Registers:	64
Operating Frequency:	433.30/433.92/434.54 MHz
Operating Temperature:	55°C to -25°C

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

## 25 TYPICAL WIRING DIAGRAM SILENTDRIVE ELITE MYQ (MR865MYQ)

### Information for Service Personnel



## 26 REPLACE BATTERIES IN REMOTES

### Battery of the remote control:

The batteries in the remote have a long life.

If the transmission range decreases, the batteries should be replaced. Batteries are not covered by the warranty.

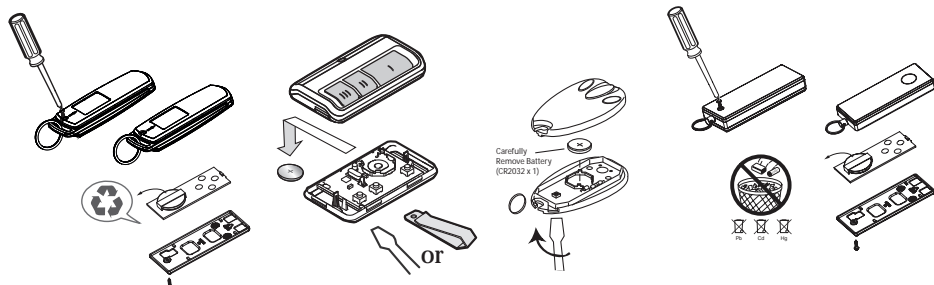


**To prevent SERIOUS INJURY OR DEATH: observe the following instructions for the battery**

- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify a 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 or equivalent):

To replace the battery, turn the remote control around and open the case with a screwdriver. Lift the cover and lift the control board. Slide the battery to one side and remove the old battery. Be sure to observe the polarity of the battery.



Assemble the transmitter again following the steps in reverse.

## **27 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 Merlin MyQ 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 Merlin MyQ 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 25.

### **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 motor hums briefly, then will not work:**

- Check that the door is not in manual release mode (refer to section 6).
- The garage door springs may be broken.
- If the problem occurs on the first operation of the opener, the door may be locked. Disable any door locks.

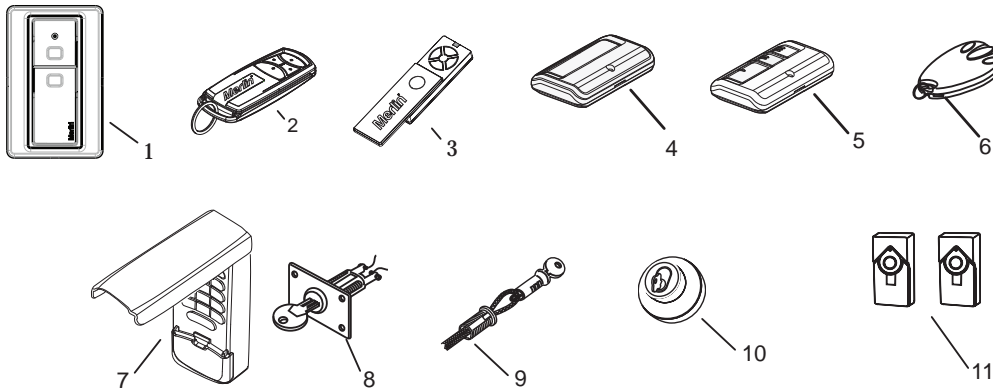
### **12. The opener will not operate due to a power failure:**

- 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.



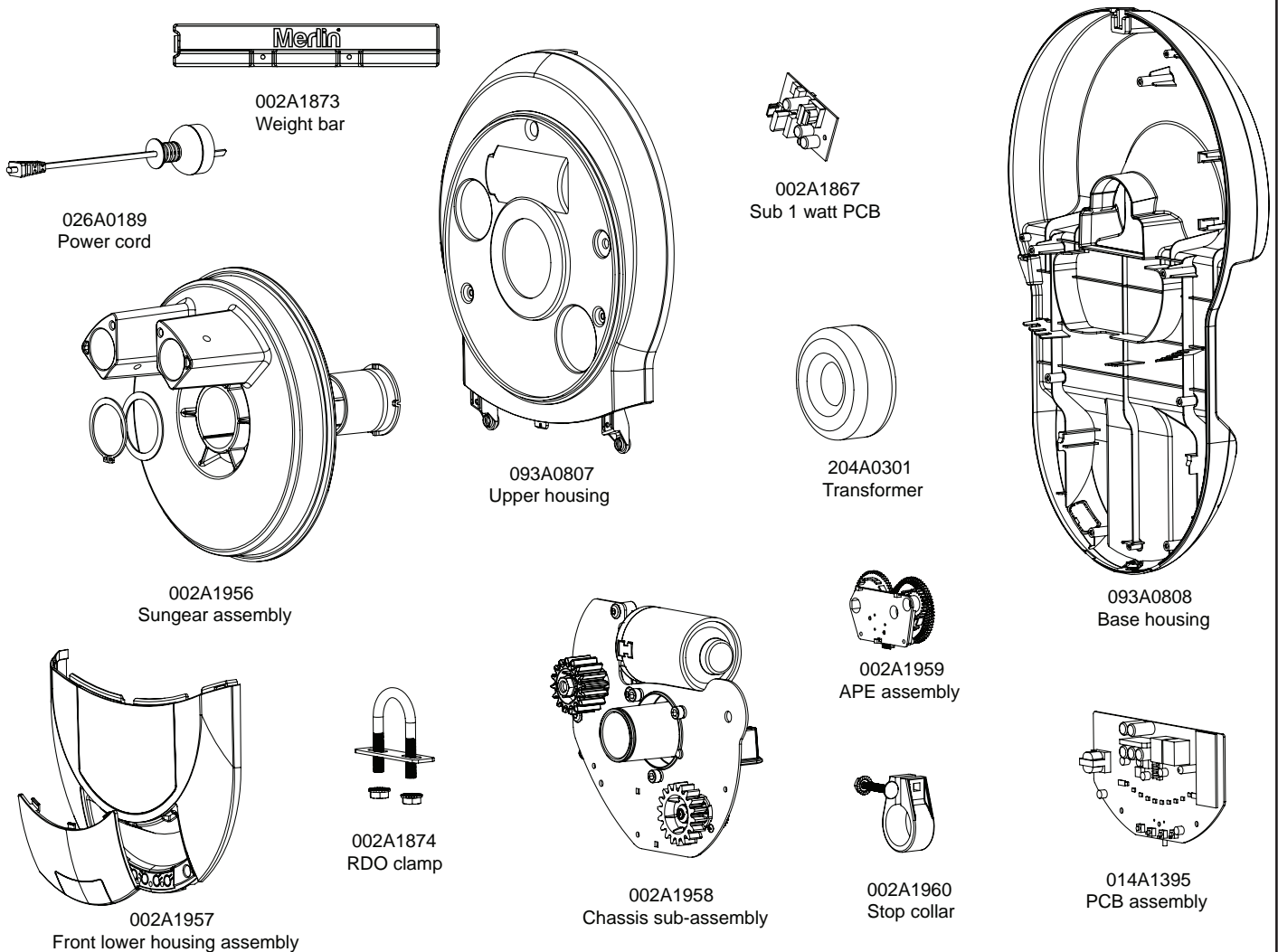
## 28 ACCESSORIES

1. Model E138M 2 Channel wireless wall button
2. Model E960M 4 Channel Premium transmitter
3. Model E950M 4 Channel transmitter
4. Model E940M 1 Channel transmitter
5. Model E943M 3 Channel transmitter
6. Model E945M 3 Channel mini transmitter
7. Model E840M Keyless entry system
8. Model 760AML Outside keyswitch
9. Model CM1702 Outside quick release (steel fix)
10. Model DMK1 Outside quick release (brick fix)
11. Model 774ANZ The Protector System™ (IR Beams)



**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.

## 29 SPARE PARTS



## 30 DIAGNOSTIC CHART

Your garage door opener is programmed with self-diagnostic capabilities. The indicator LED's 1 & 3 on the control panel will flash a number of times to indicate a fault code exists.

<b>DIAGNOSTIC CODE</b>		<b>SYMPTOM</b>	<b>POSSIBLE RESOLUTION</b>
<b>LED 1</b>	<b>LED 3</b>		
1	1	The garage door opener will not close and the courtesy light flashes.	Safety sensors are open circuit or wires may be cut. Inspect sensor wires for a disconnected or cut wire. Turn power off and reboot the opener.
1	2	The garage door opener will not close and the courtesy light flashes.	There is a short circuit wire for the safety sensors. Inspect safety sensor wire at all staple points and replace wire or correct as needed. Turn power off and reboot the opener.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. 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.
2	1	Opener fails to operate.	Possible PCB memory 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	2	Opener fails to operate.	Possible PCB Voltage 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	4	Opener fails to operate using the remote controls	Possible receiver failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Recode the transmitters. Contact service centre.
4	1	Door is moving down, stops and 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, reset the limits (refer to "Program the Travel Limits and Force" section).
4	2	Door is moving up, stops and 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, reset the limits (refer to "Program the Travel Limits and Force" section).

## CHAMBERLAIN LIMITED WARRANTY

### Merlin® Professional SilentDrive® Elite MyQ MR865MYQ Roller 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 SilentDrive Elite MyQ MR865MYQ Roller Door Opener (Unit) that all parts of the Unit, other than remote controlled transmitters, battery back up units 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](http://www.gomerlin.com.au) or [www.gomerlin.co.nz](http://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](http://gomerlin.com.au)

###### New Zealand

Phone toll free 0800 653 667  
Fax toll free 0800 653 663  
Website: [gomerlin.co.nz](http://gomerlin.co.nz)

Email: [customerservice@chamberlainnz.com](mailto:customerservice@chamberlainnz.com)

###### Chamberlain Australia Pty. Ltd.

Unit1, 75 Epping Road  
North Ryde NSW 2113  
(PO BOX 1446, Lane Cove NSW 1595)

# Warranty Registration

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

[gomerlin.com.au/warranty](http://gomerlin.com.au/warranty)

or

[gomerlin.co.nz/warranty](http://gomerlin.co.nz/warranty)

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