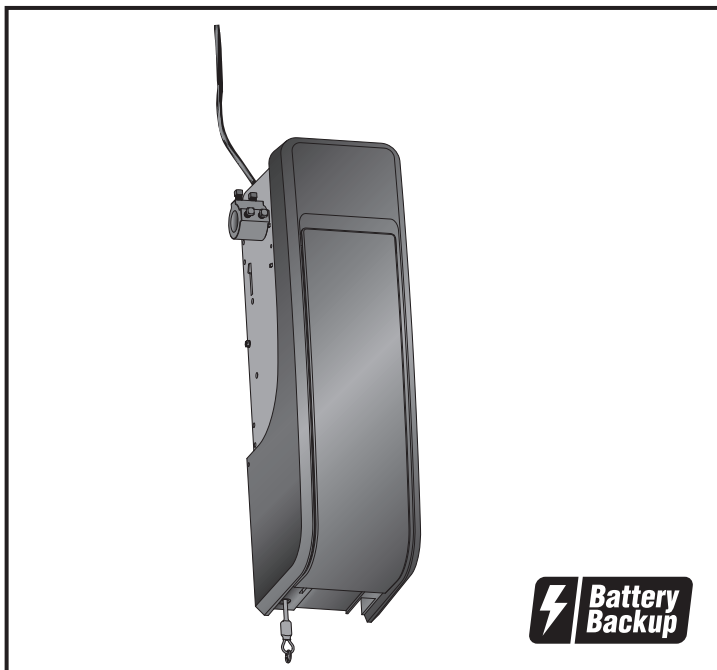


Merlin®

gomerlin.com.au
gomerlin.co.nz



Commander Ultimate MJ3800MYQ

Residential Sectional Wi-Fi® Garage Door Opener

Installation and Operating Instructions

Visit the Commander Ultimate landing page for:

- Product features
- Purchase compatible accessories
- Handy tips & how-to videos
- Digital copy of this manual
- Register your warranty



Australia



New Zealand

Owners Copy: Please keep these instructions for future reference

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



Limited Warranty in Australia and New Zealand

Merlin® Commander Ultimate MJ3800MYQ

Garage Sectional Door Opener

1 Your consumer rights and guarantees

This Limited Warranty is provided by Chamberlain Australia Pty Ltd, Chamberlain New Zealand Limited (Chamberlain), contact details in Section 5 below. This Limited Warranty applies to the Merlin® Commander Ultimate MJ3800MYQ unit (Unit) purchased in Australia and New Zealand, and gives you benefits which are in addition to your consumer rights and remedies under the Australian Consumer Law (or corresponding New Zealand consumer protection laws).

You can find out more information about your consumer rights and guarantees which the law provides in Australia at www.accc.gov.au, in New Zealand at www.consumerprotection.govt.nz. We also provide this statement as required under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

2 What does our Limited Warranty cover?

Chamberlain warrants that, when purchased new in Australia or New Zealand, the Unit (all parts of the Unit other than globes and batteries) is free from defects in materials and workmanship (Limited Warranty) for the Limited Warranty period, subject to the terms and conditions of this Limited Warranty.

The Limited Warranty period (for Accessories see below) is 7 years (84 months) or 15,000 cycles (each opening and closing of the garage door equals 1 cycle) whichever comes first, from the date of purchase of the Unit when installed by a Professional Dealer authorised by Chamberlain in residential premises with a residential specified garage door that is designed for the sole purpose of a single-family dwelling.

The Limited Warranty period for remote controlled transmitters and accessories included with the Unit (Accessories) is 12 months from the date of purchase.

3 Limited Warranty Conditions

The following terms and conditions apply to your Limited Warranty:

- our Limited Warranty is effective from date of purchase as indicated in Section 2 above;
- proof of purchase of the Unit is required;
- purchaser must ensure the garage door is serviced by a Chamberlain authorised dealer or qualified technician during the period 24 to 36 months and 60 to 72 months after the date of purchase. If your door binds, sticks, or is out of balance, then it must not be used until serviced by a Chamberlain authorised dealer or qualified technician. The garage door service fee will be at the purchaser's expense.

Please also see the User Manual for the Unit available on our website, or provided at the time of purchase.

4 What is not covered

- Batteries and globes are not covered under the Chamberlain Limited Warranty.
- Travel costs incurred by Chamberlain or its authorised dealer in either travelling to and from areas outside a capital city area. These costs will be at the purchaser's expense.
- Additional access costs incurred by Chamberlain or its authorised dealer in obtaining access to premises where the Unit is not readily accessible. These costs will be at the purchaser's expense.

Our Limited Warranty covers defects as explained, and does not cover all problems and mishaps that may occur in relation to the Unit including:

- when the unit is not installed within outlined specification for that unit or as outlined within the user manual.
- you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it;
- you misused the Unit in any way that caused the problem;
- you knew of or were made aware of any deficiencies with the Unit before date of purchase;
- use of the Unit with controls or third party devices or software which has not been supplied, or pre-approved, by Chamberlain;
- problems relating to or residing in third party hardware, software or other items with which our product is used;

- any loss of data related to you or provided by you, or loss related to downtime associated with use of the product, whether through power outage, failure of internet or wireless connectivity, network disruptions, or otherwise;
- non-compliance with the relevant instructions in the User Manual;
- tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal use;
- problems with, or relating to, the garage door or garage door hardware, including but not limited to the door springs, door rollers, door alignment, hinges, guides, slats and drums;
- 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;
- water or moisture ingress that causes corrosion or electrical malfunction;
- corrosion caused by sea air if located near a waterway, beach etc;
- 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;
- lack of proper maintenance, service or care of the door and/or Unit; and/or
- 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.

5 Where you need help with our product

If you have a problem with the Unit or if you are concerned it may be defective, please contact our Customer Service team below:

Australia	Phone toll free 1800 638 234	New Zealand	Phone toll free 0800 653 667
	Fax toll free 1800 888 121	Auckland	Phone 09 477 2823
Address	Unit 1, 75 Epping Road North Ryde, NSW 2113	Fax toll free	0800 653 663
Email	customerservice@chamberlainanz.com	Email	customerservice@chamberlainanz.com
Website	www.gomerlin.com.au	Website	www.gomerlin.co.nz

As a first step, our Customer Service team will provide product support assistance to help you try to resolve the problem and in some cases, replacement parts for "do it yourself repairs". If our technical team need to see the product to determine the nature of the fault, we will arrange an inspection by an experienced technician, or ask that you send the product to us.

If your product was installed at your premises by an authorised installer, please contact the installer indicated in your sales documents for prompt on-site service, or consult our Customer Service team if you need help in finding a local service technician. A service fee for on-site service may apply.

Authorisation from Chamberlain is required for warranty service under this Limited Warranty.

6 Delivery Charges

If an inspection is required in order to determine the nature of the fault, please send the Unit freight paid and well packaged in accordance with our instructions. Any costs associated with transporting the Unit will be at Chamberlain's cost if the Unit has breached a statutory consumer guarantee. Repairs and replacement parts provided under this Limited Warranty are free of charge (and repaired items or replacement parts for Units found to be defective will be returned to you at our cost), and warranted by Chamberlain for the remaining portion of the original warranty period. However, if you make a claim under this Limited Warranty, and this Limited Warranty does not apply, or if the law does not provide you with a statutory right or remedy as a consumer, you may be required to pay labour, assessment and/or freight costs and delivery charges to repair, replace and/or return the Unit to you.

7 How to register your product

Please register your Unit and contact details at this link www.gomerlin.com.au/warranty-registration/ for Australia, or www.gomerlin.co.nz/register-your-warranty/ for New Zealand, so that we or your authorised installer can locate your details and provide you with product support assistance as quickly as possible, and keep you up to date with product updates. Registration can also be done by contacting Chamberlain Customer Service.

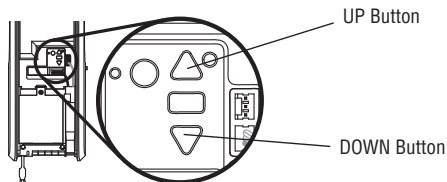
8 Important Reminder

All other guarantees (other than your statutory rights and guarantees as a consumer under applicable laws) are excluded to the fullest extent that we may lawfully do so. Unless the law requires us to do so, we do not accept any other liability, such as compensation for damages, injury or loss.

Troubleshooting

Diagnostic Chart

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



DIAGNOSTIC CODE		SYMPTOM	SOLUTION
Up Arrow Flash(es)	Down Arrow Flash(es)		
1	1	The garage door opener will not close and the light flashes.	The Protector System™ are not installed, connected or wires may be cut. Inspect sensor wires for a disconnected or cut wire.
1	2	The garage door opener will not close and the light flashes.	There is a short or reversed wire for the the Protector System™. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	3	The wall control will not function.	The wires for the wall control are shorted or the wall control is faulty. Inspect wall control wires 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 light flashes.	The Protector System™ 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	Door moves 15-20 cm stops or reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Check wiring connections at travel module (APE) and at the logic board. Replace travel module (APE) if necessary.
		No movement, only a single click.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace logic board if necessary.
		Opener hums for 1-2 seconds no movement.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace motor if necessary.
1	6	Door coast after it has come to a complete stop.	Program travel to coasting position or have door balanced by a trained technician.
2	1-5	No movement or sound.	Replace logic board.
3	1	The garage door opener moves slightly, then stops	Activate the garage door opener again. If problem persists, replace logic board.
3	3	The battery status LED is constantly flashing green.	Battery backup charging circuit error, replace logic board.
3	5	The garage door opener will not close or door reverses during travel.	<ul style="list-style-type: none"> • Check for possible door obstructions and remove. • Check that the cable tension monitor is properly connected to the opener. • Replace the cable tension monitor.
			If two cable tension monitors were previously installed and one has been removed, unplug and plug in the opener three times to relearn the monitor to the opener.
4	1-4	Door is moving stops and or reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel.
4	5	Opener runs approximately 15-20 cm, stops and reverses.	Communication error to travel module (APE). Check travel module (APE) connections, replace module if necessary.
4	6	The garage door opener will not close and the light flashes.	The Protector System™ 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 sensor's path while closing.
5	2	No movement or sound.	Check Door-in-door factory installed loop wire on terminals 6 & 7.
5	5	The door will not close when using Timer-to-Close or myQ Smartphone Control	myQ Smart LED Garage Light must be installed to use TTC or myQ to control the door. Plug in the myQ Smart LED Garage Light and make sure it is programmed to the garage door opener.

Troubleshooting

Additional Troubleshooting

The garage door opener doesn't operate from either the wall control or the remote control:

- Does the garage door opener have mains power? Plug a lamp into the outlet. If it doesn't light, check the fuse box or the circuit breaker. (Some outlets are controlled by a wall switch.)
- Is the opener running on Battery back Up? Check the Control Panel for the BBU diagnostic LED. Refer page 19.
- Have you disabled all door locks? Review installation instruction warnings on page 11.
- Are the wiring connections correct? Review Installation Step 5.
- 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 (see page 4 for reference).

The door opener operates from the single button control station, but not from a remote control:

- Reprogram the remote control and replace the battery if necessary. Repeat with all remote controls.

The door opens and closes by itself:

- Be sure that all remote control push buttons are off.
- Remove the bell wire from the single button control station terminals and operate from the remote only. If this solves the problem, the single button control station is faulty, or there is an intermittent short in the wire. Replace the control station.
- Erase the memory and reprogram all remote controls (refer to the instructions provided with the remote control or visit gomerlin.com.au or gomerlin.co.nz).

My remote control will not activate the garage door:

- Verify the lock feature is not activated on the wall control.
- Reprogram the remote control.
- If the remote control will still not activate the door check the diagnostic codes to ensure the garage door opener is working properly.

The remote control has short range:

- Change the location of the remote control in your car.
- Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.

The door doesn't open completely:

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

The door opens but won't close:

- Check that cable tension monitor is correctly installed. If a second cable tension monitor has been removed, follow the instructions to relearn a single cable tension monitor (See Installation Step 4).
- The Protector System™ must be connected and aligned correctly before the door opener will move in the down direction. If you are able to close the door using constant pressure, verify the Protector System™ is properly installed, aligned and free of any obstructions (see page 15).
- If the garage door opener lights blink, check the Protector System™ (see page 15).
- If the garage door opener lights don't blink and it is a new installation see Adjustment Step 1. For an existing installation, see below.

Repeat the safety reverse test after the adjustment is complete.

The door reverses for no apparent reason and garage door opener lights don't blink:

- Check that cable tension monitor is correctly installed. If a second cable tension monitor has been removed, follow the instructions to relearn a single cable tension monitor (See Installation Step 4).
- Is something obstructing the door? Pull the emergency 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.
- Review Adjustment Step 1.

Repeat safety reverse test after adjustments.

My door will not close and the light blinks:

- The Protector System™ must be connected and aligned correctly before the garage door opener will move in the down direction.
- Verify the the Protector Systeem™ is properly installed, aligned and free of any obstructions.

The garage door opener strains to operate door:

- The door may be out of balance or the springs may be broken. Close the door and use the emergency release handle 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 garage door opener and call a trained door systems technician.

The garage door opener motor hums briefly, then won't work:

- Check the emergency manual release has not been activated. Can the door be lifted manually? If so, pull the red emergency release handle to re-engage the drive system.
- The garage door springs may be broken. See above.
- If the problem occurs on the first operation of the garage door opener, door may be locked. Disable the power door lock.

Troubleshooting

Additional Troubleshooting (Continued)

The garage door opener won't operate due to power failure:

- Manually open the power door lock.
- Use the emergency release handle to disconnect the door. The door can be opened and closed manually. When power is restored, pull manual release a second time.
- Disable any door locks. Use the emergency release handle to disconnect the door. The door can be opened and closed manually. When power is restored, pull manual release a second time.

Door loses limits:

- Collar not tightened securely. Tighten collar and reprogram limits (see Adjustment Step 1).

The garage door opener moves when the door is in operation:

- Some minor movement is normal for this product. If it is excessive the collar will wear prematurely.
- Check to make sure the torsion bar is not moving left/right excessively.
- Check to make sure the torsion bar is not visibly moving up and down as it rotates.
- Check that the opener is mounted at a right angle to the jackshaft. If not, move the position of the mounting bracket.

Automatic door lock connector will not fit the door opener plug:

- Older model 24V door locks are incompatible. Use automatic door lock model 841ANZ, see Accessories page

Automatic garage door lock does not activate when garage door opens or closes:

- In battery backup mode, the automatic garage door lock will unlock when the garage door is opened, and will remain disabled until power is restored.

The door opener is beeping:

- Indicates unattended closure. The opener has been activated by the myQ App.
- A solid orange LED with beep, sounding approximately every 2 seconds, indicates the door opener is operating on battery power.
- A flashing orange LED with beep, sounding every 30 seconds, indicates the battery is low.
- A solid red LED with beep, sounding every 30 seconds, indicates the 12V battery will no longer hold a charge and needs to be replaced.

The garage door is beeping and the red LED is flashing:

- The battery charge is low or the battery is dead.
- Replace the battery.

myQ® Smartphone Control, wireless myQ® devices, and Timer-To-Close will not work:

- When in Battery Backup mode, myQ® Smartphone Control, wireless myQ® devices and Timer-To-Close will be disabled.
- myQ Smart LED Garage Light must be installed to enable use of Timer-to-Close or myQ Smartphone Control of the door. Plug in the myQ Smart LED Garage Light and make sure it is programmed to the garage door opener. It may take up to 5 minutes to enable Timer-to-Close and myQ Smartphone Control.