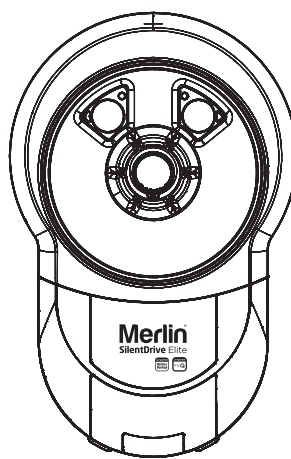
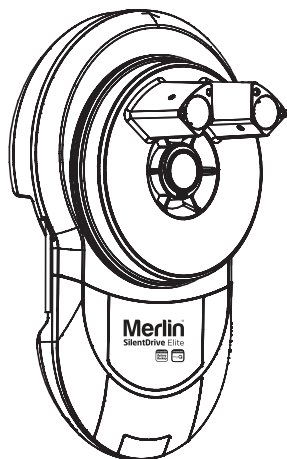
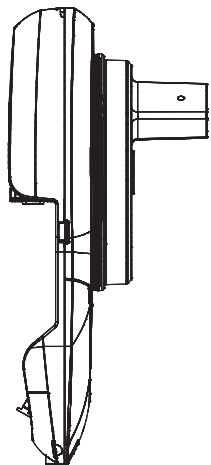


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capable

SilentDrive Elite

MR855MYQ

Garage Roller Door Opener

Installation and Operating Instructions



Australia



New Zealand

Owners Copy: SAVE 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® SilentDrive Elite MR855MYQ

Garage Roller 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® SilentDrive Elite MR855MYQ 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.

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

Last updated: [25th October 2022]

25 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 safety instruction warnings on page 2.
- 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. Opener operates from the transmitter, but not from the wired wall control terminals:

- Check that the wiring connections are correct.

3. 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.

4. 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.

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

- Check The Protector System™ (IR Beams) (if you have installed this accessory). If the red light on the beam is flashing, the alignment is incorrect.

1. 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.

2. 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.

3. The opener motor hums briefly, then will not work:

- Check that the door is not in manual release mode (refer to sections 9 or 10).
- 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.

4. 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.

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

- Check the diagnostic code in section 28.

OPERATION AND MAINTENANCE

28 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.

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
LED1	LED2		
1	1	The garage door opener will not close and the courtesy light flashes.	The Protector System™ (IR beams) 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 The Protector System™ (IR beams). Inspect The Protector System™ (IR beams) 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 the 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.	The Protector System™ (IR Beams) 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 transmitters	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).