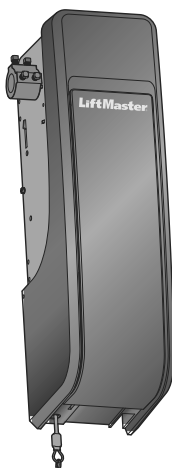


# LiftMaster®

LM3800W

<b>en</b>	Wall Mount Residential Wi-Fi® Garage Door Opener
<b>de</b>	Wi-Fi® Wand-Garagentorantrieb für en Privatgebrauch
<b>fr</b>	Système d'ouverture Wi-Fi® pour portes de garage, montage mural, pour particuliers
<b>nl</b>	Wi-Fi® -garagedeuraandrijving voor uw garage
<b>da</b>	Wall Mount Residential Wi-Fi® Garageportåbner
<b>no</b>	Veggmontert for boliger Wi-Fi® Garasjeportåpner
<b>sv</b>	Väggmonterad Wi-Fi® -garageportöppnare för hemmabruk
<b>pl</b>	Napęd Wi-Fi® do bram garażowych przeznaczony dla budynków mieszkalnych i montażu naściennego
<b>cs</b>	Nástěnné domácí Wi-Fi® otevírání garážových
<b>sl</b>	Montaža domačega brezžičnega sistema za odpiranje garažni vrat na steno
<b>it</b>	Automatismo per porte di garage residenziali Wi-Fi® con montaggio a muro
<b>es</b>	Abridor de puerta de garaje residencial Wi-Fi® de montaje en pared
<b>hu</b>	Fali felszerelésű, lakóépületi Wi-Fi® garázsajtónyitó
<b>fi</b>	Seinälle asennettava asuintalojen Wi-Fi® -autotallinoven avaaja
<b>sk</b>	Rezidenčný Wi-Fi® systém s montážou na stenu Zariadenie na otváranie garážových dverí
<b>rus</b>	Настенный привод гаражных ворот с Wi-Fi®
<b>hr</b>	Zidni uređaj za otvaranje garažnih vrata „Wall Mount Residential Wi-Fi®“
<b>ro</b>	Sistem de acționare Wi-Fi® pentru porți de garaj rezidențiale, cu montaj pe perete
<b>is</b>	Veggfestur Wi-Fi® -bilskúrshurðaðopnari af gerð



**Note:**

The original installation and operating instructions were compiled in English.  
Any other available language is a translation of the original English version.

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## WARNING!

### START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS!

#### 1 General Safety Guidelines

Before you begin the installation:

Please read the operating instructions and especially the precautions. Keep the manual for future reference and pass it on to a possible subsequent owner. The following symbols are placed in front of instructions to avoid personal injury or property damage. Read these instructions carefully.



#### CAUTION

Personal injury or property damage



#### CAUTION

Danger due to electric current or voltage

#### Important safety information

The automated door opening system has been as a matter of course tested and designed for safe operation, but safety can be assured only if the safety instructions listed below are strictly adhered to during installation and operation. This product is intended for installation only by trained garage door technicians. This product may require adjustments to door springs and/or track configurations. This product is not intended for use on low headroom tracks with outside pickup drum or garage doors utilizing extension springs.

- The installer (specialist) must carefully read and understand these instructions before starting any work. Before first use and at least annually a specialist must inspect powered windows, doors and gates regarding their safe condition. Specialist is, who on the basis of their technical training and experience, has sufficient knowledge in the field of powered windows, doors and gates and moreover is familiar with relevant state occupational safety regulations and generally accepted rules of technology in such an extent that he is also able to assess the safe working condition of powered windows, doors and gates.
- The person installing must have knowledge of the following standards: EN 13241, EN 12604, EN 12453. The trained specialist/expert must instruct the operator in the following:
  - The operation of the drive and its dangers
  - The handling of the manual emergency unlocking mechanism
  - The regular maintenance, inspection and care, and his tasks
  - The operator must instruct other users on the operation of the drive. After successful installation of the drive, the person responsible for the installation of the drive in accordance with the Machinery Directive 2006/42/EC must issue the EC declaration of conformity for the gate system. The CE mark and a type plate must be attached to the gate system. This is also obligatory in the process of retrofitting on a manually operated gate. Further, a handover protocol and an inspection book must be filled in.
- The door should be balanced. Unmoving or stuck doors must be repaired. In an unbalanced state, garage doors, door springs, cables, discs, brackets and rails are under extreme tension, which can lead to serious injury. Do not attempt to loosen, move or realign the door, but contact service centre or a door professional.
- During the installation or maintenance of a door opener, no jewellery, watches or loose clothing should be worn.
- To avoid serious personal injury due to entanglement, remove all cables and chains connected to the door before installing the door opener.
- During installation and electrical connection, the local building and electrical regulations must be observed.
- Installation of the cable tension monitor is required according to EN12453.
- To avoid damage to very light doors (such as fibre glass, aluminium or steel doors), an appropriate reinforcement should be added. To do so, contact the door manufacturer.
- The automatic safety reverse system should undergo a test. Upon contact with a 40 mm high barrier on the ground, the garage door MUST return. Failure to properly adjust the door opener can result in serious personal injury from a closing garage door. Repeat test once a month and make any needed changes.
- This system must not be installed in damp or wet areas.
- During operation, the gate should not under any circumstances obstruct public passageways.
- To remind all operators of the safe operation, in addition to the illuminated wall switch a warning sign to protect children should be affixed. The warning signs about the risk of trapping should be placed in clearly visible spots.
- Children should be supervised to ensure that they do not play with the device. Do not allow children to operate push button(s) or remote(s).
- This device is not intended for use by persons (including children) with restricted physical, sensory or mental abilities or lack of experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received instruction in how to use the device.
- All barriers / locks are deactivated to avoid damage to the door.
- If necessary, installed control equipment MUST be mounted within sight of the door and out of reach of children. Children should not be allowed to operate the buttons or remote controls. Misuse of the door opener can result in serious injury.
- The door opener should ONLY be used if the operator can see the entire door area and is assured that it is free of obstacles and the door opener is set correctly. No one may pass through the door while it is moving. Children must not be allowed to play in the vicinity of the door.
- Use the manual release only for the separation of the carriage from the drive and – if possible – ONLY with the door closed. Do not use the red handle to push the door up or pull it down.
- Before performing any repairs or removing covers, the door opener should be separated from the electric power supply. The repairs and electrical installations may be performed only by an authorized electrician.

- This product has a transformer with a special power cord. In case of damage this **MUST** be replaced with an original transformer by a qualified technician.
- Operation of the emergency release can lead to uncontrolled movements of the door, if springs are weak or broken or if the door is unbalanced.
- Mount the release handle of the emergency release at a height less than 1.80 m.
- The Timer-to-Close (TTC) feature, the MyQ Smartphone Control app, and MyQ Garage Door and Gate Monitor are examples of unattended close and are to be used **ONLY** with sectional doors. Any device or feature that allows the door to close without being in the line of sight of the door is considered unattended close. The Timer-to-Close (TTC) feature, the MyQ Smartphone Control, and any other MyQ devices are to be used **ONLY** with sectional doors.
- The drive must not be used with a door incorporating a wicket door.

Save these instructions.

## 2 Intended Use

The device is intended for the opening and closing of doors that use a torsion bar and springs (please refer to point 3 "Planning"). The device is not meant for commercial use but solely for the use in private garage doors that are appropriate for a single household. Any improper use of the drive could increase the risk of accidents. The manufacturer assumes no liability for such usage. Only the **original** accessories of LiftMaster may be connected to the drive. With this drive, automated gates must comply with the currently valid international and country-specific and local standards, guidelines and regulations (EN 13241, EN 12453 and EN 12604).

## 3 Planning Door Operation

Survey your area to see if any of the conditions below apply to your installation. Depending on your requirements, additional materials may be required.

### THIS DOOR OPENER IS COMPATIBLE WITH:

- Doors that use a torsion bar and springs. The torsion bar must be 25.4 mm diameter. NOT compatible with reverse wound drums.
- 80-120 mm drums, not to be used on tapered drums over 120 mm.
- Standard lift sectional doors up to 3 m high.
- Doors up to 5.5 m wide.
- Doors up to 16.5 m<sup>2</sup>.

**NOTE:** Inspect the torsion bar while the door is raised and lowered. It is important that there is no noticeable movement up and down or left and right. If the movement is not corrected, the life of the garage door opener will be greatly reduced.

Review or inspect proposed installation area. The door opener can be installed on the left or right side of door. Select the side that meets the requirements listed below.

- Must have minimum of 6.4 cm between the wall and the center of the torsion bar.
- Must have minimum of 7.6 cm between the ceiling and the center of torsion bar.
- Must have minimum of 21.6 cm between the side wall (or obstruction) and the end of torsion bar.
- The torsion bar must extend at least 3.81 cm past the bearing. This may vary depending on your installation requirements.
- An electric outlet is required within 1.83 m of the installation area. If outlet does not exist, contact a qualified electrician.

## 4 Planning for MyQ Operation

This operator has the ability to be controlled by MyQ - photoeyes required to be installed. Monitor and control your garage door from anywhere using the MyQ app.

### BEFORE YOU BEGIN:

You will need:

- Wi-Fi enabled smartphone, tablet or laptop
- Broadband Internet Connection
- Wi-Fi signal in the garage (2.4 Ghz, 802.11b/g/n required)
- Password for your home network (router's main account, not guest network)

### TEST THE WI-FI SIGNAL STRENGTH

Make sure your mobile device is connected to your Wi-Fi network. Hold your mobile device in the place where your garage door opener will be installed and check the Wi-Fi signal strength.

Wi-Fi signal is strong.

The garage door opener will connect to your Wi-Fi network.

Wi-Fi signal is weak.

The garage door opener may connect to your Wi-Fi network. If not, try one of the options below to improve the Wi-Fi signal:

No Wi-Fi signal.

The garage door opener will not be able to connect to your Wi-Fi network. Try one of the options below to improve the Wi-Fi signal:

- Move your router closer to the garage door opener to minimize interference from walls and other objects.
- Buy a Wi-Fi range extender.

---

## 5 Preparing Your Garage Door



**WARNING:** ALWAYS call a trained door systems technician if garage door binds, sticks, or is out of balance. An unbalanced garage door may NOT reverse when required. NEVER try to loosen, move or adjust garage door, door springs, cables, pulleys, brackets or their hardware, ALL of which are under EXTREME tension.

Disable ALL locks and remove ALL ropes connected to garage door BEFORE installing and operating garage door opener to avoid entanglement. This opener system is equipped with an unattended operation feature. The door could move unexpectedly. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.

### BEFORE YOU BEGIN:

- Disable locks.
- Remove any ropes connected to the garage door.

Complete the following test to make sure the garage door is balanced and is not sticking or binding:

- Lift the door halfway up. Release the door. If balanced, it should stay in place, supported entirely by its springs.
- Raise and lower the door to check for binding or sticking.
- Doors heavier than 130 kg should NOT open or fall rapidly.

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

---

## 6 Tools Needed

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

- |                 |                                       |
|-----------------|---------------------------------------|
| 1. Stepladder   | 7. Screwdriver                        |
| 2. Drill        | 8. Level                              |
| 3. Tape Measure | 9. Claw Hammer                        |
| 4. Wire Cutters | 10. Sockets and Wrench with Extension |
| 5. Pliers       | 11. Adjustable End Wrench             |
| 6. Drill Bits   | 12. Pencil                            |

---

## 7 Carton Inventory

If anything is missing, carefully check the packing material.

GARAGE DOOR OPENER		HARDWARE BAG	
1. Garage Door Opener, LM3800W	1x	11. Screw 15 mm	2x
2. Automatic Garage Door Lock, 841EU	1x	12. Screw 54.8 mm	4x
3. Mounting Bracket	1x	13. Handle	1x
4. Collar with Set Screws	1x	14. Rope	1x
5. Safety Labels	1x	15. Screw 15 mm	2x
6. 4-Button Remote Control, TX4EVF	2x	16. Drywall Anchor (Screw-In) 36.8 mm	4x
7. MyQ Remote LED Light, 827EV	1x	17. Screw 22 mm	2x
8. Manual			
REMOTE LED LIGHT HARDWARE			
9. Drywall Anchor (Screw-In) 42 mm	2x		
10. Screw 27.85 mm	2x		

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## 8 Required Accessories

Cable Tension Monitor 041A92642.

Infrared Photocells (for TTC or MyQ Operation: - 771EV or- 772E or- 771EVK or- G770E).

---

## 9 Attach the Collar to the Garage Door Opener

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

The garage door opener can be installed on either side of the door (see Planning section). The illustrations shown are for installation on the Illustrations Sheet.

1. Loosen the set screws.
2. Attach collar to the garage door opener motor shaft. The side of the collar with the larger hole should be placed on the motor shaft.
3. Ensure that the collar is seated all the way on motor shaft until stop is reached.
4. Position the collar so the screws are facing out and are accessible when attached to the torsion bar.
5. Securely tighten the 2 square head set screws closest to the motor shaft by turning the screws 1/4 - 1/2 turn after making contact with the motor shaft.

---

## 10 Attach Mounting Bracket to Garage Door Opener



1. Loosely attach slotted side of mounting bracket to the same side of the garage door opener as the collar, using screws provided.

**NOTE:** Do not tighten screws until instructed.

---

## 11 Position and Mount the Garage Door Opener



Concrete anchors **MUST** be used if mounting bracket into masonry. **NEVER** try to loosen, move or adjust garage door, springs, cables, pulleys, brackets or their hardware, **ALL** of which are under **EXTREME** tension. **ALWAYS** call a trained door systems technician / installer / specialist if garage door binds, sticks or is out of balance. An unbalanced garage door might **NOT** reverse when required. Garage door opener **MUST** be mounted at a right angle to the torsion bar to avoid premature wear on the collar. Consider on-site requirements.

**NOTE:** For additional mounting options refer to the accessories page.

1. Close the garage door completely.
2. Slide the garage door opener onto the end of the torsion bar. If the torsion bar is too long or damaged, you may need to cut the torsion bar. Ensure the collar does **NOT** touch the bearing.
3. Use a level to position and vertically align the garage door opener. Verify the mounting bracket is located on a solid surface such as wood, concrete or door/flag bracket. If installing on drywall, the mounting bracket **MUST** be attached to a stud.
4. When the garage door opener is properly aligned, mark the mounting bracket holes. If necessary, tighten collar screws on the torsion bar to hold garage door opener in place while marking holes. **NOTE:** The garage door opener does not have to be flush to wall.
5. Remove the garage door opener from torsion bar. Drill 5 mm pilot holes at the marked locations. Drill through metal door rail plates if necessary.
6. Slide the garage door opener back onto the torsion bar until pilot holes align with bracket.
7. Tighten the 2 square head set screws on the torsion bar. For a hollow torsion bar, tighten screws 3/4 - 1 full turn after making contact with the bar. For a solid shaft torsion bar, tighten screws 1/4 - no more than 1/2 turn after making contact with the shaft. If installing on a keyed torsion bar, **DO NOT** tighten the screws into the keyway.
8. Secure the mounting bracket to the wall and to the garage door opener. Use the screws (12) to secure the mounting bracket to the wall.

---

## 12 Attach the Emergency Release Rope and Handle



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

1. Insert one end of the emergency release rope through the handle. Make sure that "NOTICE" is right side up. Secure with an overhand knot at least 2.5 cm from the end of the rope to prevent slipping.
2. Insert the other end of the emergency release rope through the hole in the trolley release arm. Mount the emergency release within reach, but at least 1.83 m above floor, avoiding contact with vehicles to prevent accidental release and secure with an overhand knot.

**NOTE:** If it is necessary to cut the rope, heat seal the cut end with a match or lighter to prevent unraveling.

---

## 13 Install the Automatic Door Lock

The automatic door lock (model 841EU) is used to prevent the door from being manually opened once the door is fully closed.

**NOTE:** Older model 24 V door locks are incompatible.

1. The lock must be mounted within 3.05 m of door opener. If possible, mount on same side as door opener.
2. Ensure rail surface is clean and attach the lock template to the track so that the bolt hole is approximately 7.6 cm from the center of a door roller.
3. Drill holes as marked on the template.
4. Fasten automatic door lock to the outside of the door track with hardware provided.
5. Run bell wire up wall to door opener. Use insulated staples (optional) to secure wire in several places. Insert wire through the bottom of the door opener.
6. Plug the connector into either plug in the door opener. A secondary door lock (841EU) can be installed on the opposite side of the door following the instructions above.

### TEST AUTOMATIC DOOR LOCK

1. With the door fully closed, the automatic door lock bolt (B) should be protruding through the track.
2. Operate the door in the open direction. The automatic door lock (A) should retract before the door begins to move.
3. Operate the door in the down direction. When the door reaches the fully closed position, the automatic door lock should move into lock position to secure the door.

**NOTE:** If the automatic door lock does not function, the lock can be manually released by sliding the manual release handle (C) to the open position.

---

## 14 Attach the Cable Tension Monitor (041A9264) (required accessory)

The cable tension monitor **MUST** be connected and properly installed before the garage door opener will move in the down direction. The cable tension monitor detects ANY slack that may occur in the cables and will reverse the door, eliminating service calls. Installation of the cable tension monitor is required according to EN12453.

**NOTE:** The cable tension monitor is shipped for left side installation. For right side installation, remove the snap-ring holding the roller in place and reassemble it on the opposite side of the cable tension monitor.

1. Make sure the door cable is approximately 19 mm from the mounting surface. Door adjustments or shimming may be required to achieve proper depth for the door cable.
2. Position the cable tension monitor so the roller is 5-15 cm from the drum and the roller extends 3-6 mm past the cable. Make sure cable tension monitor is located over a wood support member and the roller is free from any obstructions.  
**NOTE:** There must be no obstructions in the installation area that prevent the cable tension monitor from closing completely when slack is detected.
3. Mark and drill 5 mm pilot holes for screws (pilot holes are not required for anchors).
4. Attach the cable tension monitor to the wall using the hardware provided. Make sure that the roller is on top of the cable.
5. Run bell wire to door opener. Use insulated staples to secure wire.
6. Connect bell wire to the green quick-connect terminals (10 + 11) on the door opener (polarity is not important).

**NOTE:** Cable must have tension through entire door travel. Make sure there is no slack in cable on opposite side of door during normal operation. If slack occurs during door travel, adjust cables as required.

When two cable tension monitors are installed, the door will not move in the down direction or will reverse if one of the monitors detects slack or is disconnected.

### TEST CABLE TENSION MONITOR

1. With the door fully closed, push on the front of the cable tension monitor. A click should be heard. If there is no click, the roller may be hitting the jamb and not allowing the switch to detect slack in the cable. Make sure the cable tension monitor is mounted flush with the wall and the roller is free from any obstructions.

The 1k resistor provided is for trouble shooting the CTM set up only. According to EN12453 the cable tension monitor must be installed for proper detection of cable slackness.

If your cable tension monitor has been activated the UP and DOWN arrows will flash diagnostic code 3-5.

---

## 15 Install MyQ Remote LED Light (designed for dry areas only)

The MyQ Remote LED Light is designed to plug directly into a standard 230V outlet. Select an appropriate location on the ceiling or wall to mount the light within 1.83 m of an electrical outlet so that the cord and light are away from moving parts. MyQ Remote LED Light installation is required to enable MyQ and Timer-to-Close (TTC) operation.

**NOTE:** If installing light on drywall and a ceiling joist cannot be located, use drywall anchors provided. No pilot hole is required for drywall anchors.

1. Drill pilot holes 15.6 cm apart if mounting to joist.  
OR  
Screw in drywall anchors 15.6 cm apart if mounting to drywall.
2. Determine the length of power cord needed to reach the nearest outlet. Wind any excess cord around cord retainer on the top side of the light base. Route the cord through the channel so the light mounts flush.
3. Open the light lens.
4. Mount the light with the screws provided (9+10).
5. Close the light lens.
6. Plug in the light to the outlet.

**NOTE:** The LED light is very bright. DO NOT stare at the light while on a ladder.

Your garage door opener remote light has already been programmed at the factory to operate with your opener.

Any additional or replacement remote lights will need to be programmed.

---

## 16 Electrical Connection



In order to avoid personal injury and damage to the device, the door opener should be operated only if such an instruction is explicitly stated in this manual. The power plug must always be accessible for the purpose of disconnecting the mains supply. Electrical installations may only be undertaken by an authorized electrician.

---

## 17 Installation of Photocells

### IMPORTANT INFORMATION ABOUT THE INFRARED PHOTOCELLS

The instructions for installation are included in the scope of delivery of the infrared photocells and must be followed. The photocells ensure that the door is open, or remains open, if people, especially young children, are in the door area. When properly connected and aligned, the infrared photocells sensor will detect an obstacle in the path of its electronic beam. The sending sensor transmits an invisible light beam to the receiving sensor. If an obstruction breaks the light beam while the door is closing, the door will stop and reverse to full open position, and the opener lights will flash 10 times.

For use of MyQ or TTC feature the sensors must be installed the garage so that the sending and receiving sensors face each other across the door, no more than 10 cm above the floor. Either can be installed on the left or right of the door as long as the sun never shines directly into the receiving sensor lens. The invisible light beam path must be unobstructed. No part of the garage door (door tracks, springs, hinges, rollers or other hardware) may interrupt the beam while the door is closing.

**NOTE:** Liftmaster recommends to install Infrared photocells on each installation. For use of MyQ or TTC feature the installation of Infrared photocell are required.

### WIRE THE INFRARED PHOTOCELLS

1. Run the wire from both sensors to the garage door opener. Attach the wire to the wall and ceiling with the staples.
2. Strip 11 mm of insulation from each set of wires. Separate the wires. Twist the white wires together. Twist the white/black wires together.
3. Insert the white wires into the white terminal on the garage door opener. Insert the white/black wires into the grey terminal on the garage door opener. To insert or remove the wires from the terminal, push in the tab with a screwdriver tip.

### ENSURE THE INFRARED PHOTOCELLS ARE ALIGNED

The door will not close if the sensors have not been installed and aligned correctly.

When the light beam is obstructed or misaligned while the door is closing, the door will reverse and the garage door opener lights will flash ten times. If the door is already open, it will not close. The sensors can be aligned by loosening the wing nuts, aligning the sensors, and tightening the wing nuts.

1. Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly

### TEST THE INFRARED PHOTOCELL

1. Open the door. Place an obstruction in the path of the door.
2. Press the remote control push button to close the door. The door will not move more than 2.5 cm, and the garage door opener lights will flash 10 times.

The garage door opener will not close from a remote control if the LED in either infrared photocell is off (alerting you to the fact that the sensor is misaligned or obstructed). If the garage door opener closes the door when the infrared photocell are obstructed (and the sensors are no more than 10 cm above the floor), call for a trained door systems technician.



---

## 18 Connect Power

To avoid installation difficulties, do not run the garage door opener at this time.

To reduce the risk of electric shock, your garage door opener has a grounding type plug. This plug will only fit into a grounding type outlet. If the plug doesn't fit into the outlet you have, contact a qualified electrician to install the proper outlet.

There is only one option for connecting power:

### TYPICAL WIRING

Plug in the garage door opener into a grounded outlet.

---

## 19 Install the Battery Backup (Optional accessory)



To reduce the risk of FIRE or INJURY to persons. Disconnect ALL electric and battery power BEFORE performing ANY service or maintenance. Use ONLY LiftMaster part 485EU for replacement battery. DO NOT dispose of battery in fire. Battery may explode. Check with local codes for disposal instructions.

When in Battery Backup mode, MyQ Smartphone Control and wireless MyQ devices will be disabled. 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.

1. Unplug the garage door opener.
2. Use screwdriver to remove the battery cover on the garage door opener.
3. Partially insert the battery into the battery compartment with the terminals facing out.
4. Connect red (+) and black (-) wires from the garage door opener to the corresponding terminals on the battery.
5. Replace the battery cover.
6. Plug in the garage door opener.

### BATTERY STATUS LED (B)

#### GREEN LED:

All systems are normal.

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

#### ORANGE LED:

The garage door opener has lost power and is in battery backup mode.

- A solid orange LED with beep, sounding approximately every 2 seconds, indicates the garage door opener is operating on battery power.
- A flashing orange LED with beep, sounding every 30 seconds, indicates the battery is low.

#### RED LED:

The garage door opener's 12V battery needs to be replaced.

- 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. Replace the battery back up to maintain the battery backup feature.

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

---

## 20 Program the Travel



Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system. After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 40 mm object on floor. **To prevent damage to vehicles, be sure fully open door provides adequate clearance.**

Travel limits regulate the points at which the door will stop when moving up or down. Unplug the garage door opener. While programming, the UP and DOWN buttons can be used to move the door as needed.

1. Press and hold the Adjustment Button **(A)** until the UP Button **(U)** begins to flash and/or a beep is heard.
2. Press and hold the UP Button **(U)** until the door is in the desired UP position.
3. Once the door is in the desired UP position press and release the Adjustment Button **(A)**. The garage door opener lights will flash twice and the DOWN Button **(D)** will begin to flash.
4. Press and hold the DOWN Button **(D)** until the door is in the desired DOWN position.
5. Once the door is in the desired DOWN position press and release the Adjustment Button **(A)**. The garage door opener lights will flash twice and the UP Button **(U)** will begin to flash.
6. Press and release the UP Button **(U)**. When the door travels to the programmed UP position, the DOWN Button **(D)** will begin to flash.
7. Press and release the DOWN Button **(D)**. The door will travel to the programmed DOWN position. Programming is complete.

If the garage door opener lights are flashing 5 times during the steps for Program the Travel, the programming has timed out. If the cable tension monitor is not installed or is sensing too much slack in the cable, the garage door opener light will flash 5 times. Ensure the cable tension monitor is correctly installed then follow the steps for Program the Travel. If the garage door opener lights are flashing 10 times during the steps for Program the Travel, the infrared photocells are misaligned or obstructed. When the sensors are aligned and unobstructed, cycle the door through a complete up and down cycle using the remote control or the UP and DOWN buttons. Programming is complete. If you are unable to operate the door up and down, repeat the steps for Programming the Travel.

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## 21 Test the Safety Reversal System



Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door. Safety reversal system **MUST** be tested every month. After ANY adjustments are made, the **safety reversal system MUST be tested. Door MUST reverse on contact with 40 mm high object on the floor.**

### TEST

1. With the door fully open, place a 40 mm board on the floor, centered under the garage door.
2. Press the remote control push button to close the door. The door **MUST** reverse when it makes contact with the board.

### ADJUST

If the door stops but does not reverse:

1. Review the installation instructions provided to ensure all steps were followed;
2. Repeat Program the Travel (see Adjustment Step 1 "Point 20");
3. Repeat the Safety Reversal test.

If the test continues to fail, call a trained door systems technician.

### IMPORTANT SAFETY CHECK:

Test the Safety Reverse System after:

- Each adjustment of limits.
- Any repair to or adjustment of the door (including springs and hardware).
- Any repair to or buckling of the floor.
- Any repair to or adjustment of the garage door opener.

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## 22 To Open the Door Manually



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

Disengage any door locks before proceeding. The door should be fully closed if possible. Pull down on the emergency release handle until a click noise is heard from the door opener and lift the door manually. To reconnect the door to the door opener, pull the emergency release handle straight down a second time until a click noise is heard from the door opener. The door will reconnect on the next UP or DOWN operation.

### TEST THE EMERGENCY RELEASE

1. Make sure the door is closed.
2. Pull the emergency release handle. The door should then be able to be opened manually.
3. Return the door to the closed position.
4. Pull the emergency handle a second time.
5. Reconnect the door to the door opener.

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## 23 Using Your Garage Door Opener

### FEATURES

Your garage door opener is equipped with features to provide you with greater control over your garage door operation.

### ALERT-TO-CLOSE

The Alert-to-Close feature provides a visual alert that an unattended door is closing.

### TIMER-TO-CLOSE (TTC)

The TTC feature automatically closes the door after a specified time period that can be adjusted using a TTC enabled door control (Photocells Models 771EV / 772E / 771EVK / G770E is required). Prior to and during the door closing the garage door opener lights will flash.

#### TTC Activation:

1. Press and release the yellow Learn button (L) 4 times.
2. Yellow learn LED shall turn ON
3. Cycle through OFF /1/5/10 minutes increments using the UP (U) and DOWN (D) arrows. Yellow learn LED shall blink upon selection. For example, if you select 5 minutes, yellow learn LED shall blink 5 times as a confirmation feedback.
4. Press rectangular adjustment button (A) to save the setting and exit the TTC programming mode. When activation has completed the MyQ Remote LED Light will flash ONE time as a confirmation. When programming TTC feature you need to press the next button within 30 seconds, otherwise TTC activation will exit. If programming timer expires, TTC will retain to previous settings and the MyQ Remote LED Light will flash FIVE times.

To Exit uncompleted TTC programming mode, please press and release the learn button (L) one more time.

#### TTC Timing Change:

1. Press learn button (L) 4 times again.
2. Cycle through OFF /1/5/10 minutes increments using the UP (U) and DOWN (D) arrows. Yellow learn LED shall blink upon selection.
3. Press rectangular adjustment button (A) to save the setting and exit the TTC programming mode.  
When activation has completed the MyQ Remote LED Light will flash ONE time as a confirmation.

#### TTC Deactivation:

1. Press yellow Learn button (L) 4 times.
2. Press adjustment button one time to save the setting.
3. When deactivation has been completed the MyQ Remote LED Light shall flash ONCE as a confirmation.  
If the TTC is active, the timer is counting down, and the IR beams are interrupted, the TTC timer shall be restarted.

## MyQ

MyQ allows you to control your garage door opener from your mobile device or computer from anywhere. MyQ technology uses a radio signal to provide two way communication between the garage door opener and MyQ enabled accessories. The garage door opener has an internal gateway that allows the garage door opener to communicate directly with a home Wi-Fi® network and access your MyQ account.

## INFRARED PHOTOCELLS

When properly connected and aligned, the infrared photocells will detect an obstruction in the path of the infrared beam. If an obstruction breaks the infrared beam while the door is closing, the door will stop and reverse to full open position, and the opener lights will flash 10 times. If the door is fully open with infrared photocells installed, and are misaligned, the door will not close from a remote control. However, you can close the door if you hold the button on the door control or keyless entry until the door is fully closed. The infrared photocells do not affect the opening cycle.

## ENERGY CONSERVATION

For energy efficiency the garage door opener will enter sleep mode when the door is fully closed. The sleep mode shuts the garage door opener down until activated. The sleep mode is sequenced with the garage door opener light; as the light turns off the sensor LEDs will turn off and whenever the garage door opener lights turn on the sensor LEDs will light. The garage door opener will not go into the sleep mode until the garage door opener has completed 5 cycles upon power up.

## LIGHTS

The garage door opener light will turn on when the opener is initially plugged in; power is restored after interruption, or when the garage door opener is activated. The light will turn off automatically after 4-1/2 minutes.

## LIGHT FEATURE

The garage door opener is equipped with an added feature; the lights will turn on when someone enters through the open garage door and the infrared beam is broken. Infrared photocells 771EV / 772E / 771EVK / G770E need to be installed to enable this feature.

## BATTERY BACKUP (OPTIONAL)

The battery backup system allows access in and out of your garage, even when the power is out. When the garage door opener is operating on battery power, the garage door opener will run slower, the light will not function, the Battery Status LED will glow solid orange, and a beep will sound approximately every 2 seconds.

## USING YOUR GARAGE DOOR OPENER

The garage door opener can be activated through a wall-mounted door control, remote control, wireless keyless entry or MyQ accessory. When operating the door opener by radio control or wall switch:

- closes the door when it is fully open
- opens the door when it is fully closed
- stops the door if it is opening or closing
- the door moves in the opposite direction to the last completed move,

if it is partially open. If the door senses an obstruction or is interrupted while opening the door will stop. If the garage door opener senses an obstruction while closing, the door will reverse. If the obstruction interrupts the sensor beam the garage door opener lights will blink 10 times. However, you can close the door if you hold the button on the door control or keyless entry until the door is fully closed. The infrared photocells do not affect the opening cycle.

## CYCLE COUNTER ACTIVATION AND READING PROCEDURE:

1. Disconnect power from RJO to enter into this mode.
2. Press the Adjustment (A) and Learn buttons (L) and hold together upon restoring power.
3. Operator "UP" arrow button (U) LED will flash ONE time for each thousand FULL cycles completed as long as the Adjustment (A) and Learn buttons (L) are pressed and held.

For example, if the RJO has made 8756 cycles, UP LED shall blink 8 times.

To repeat the read out, disconnect RJO from power and start again.

Light transmitter (with 78EV): Enables learning a transmitter to the MyQ Remote via Multifunction wall control.

To program transmitter to MyQ Remote LED Light:

1. Press and hold the LIGHT & LOCK button together.
2. While holding above both buttons, press & hold one of the button on transmitter until RJO WorkLight flashes once.
3. After the opener WorkLight flashes once, release all buttons.

Vacation Mode (requires 78EV wall control). Portable remote controls do not function if this feature is activated. See instructions of 78EV.

Keyless entry (requires 747EV wireless keypad): Enter a 4 digit code of your choice to operate the door.

Temporary access (requires 747EV wireless keypad): A temporary code can be programmed to allow limited access to the garage (by time or number of openings).

One button close feature (requires 747EV wireless keypad): Without having the access code the door can be closed from any position (not opened).

## 24 Connect With Your Smartphone

The Wi-Fi® Garage Door Opener is compatible with up to 16 MyQ enabled accessories. Up to 10 devices can be paired to the Wi-Fi garage door opener's internal gateway. These devices can be controlled with the MyQ app. These devices include any combination of MyQ garage door openers, Wi-Fi garage door openers, MyQ light, MyQ gate operators. A LiftMaster Internet Gateway (828EV) can be added if you need to control more than 10 devices using the MyQ app. Up to 6 devices can be paired to garage door opener itself (controlled by garage door opener). These devices include any combination of MyQ light or a garage door and gate monitor.

You will need:

- Wi-Fi enabled smartphone, tablet or laptop
- Broadband Internet Connection
- Wi-Fi signal in the garage (2.4 Ghz, 802.11b/g/n required)
- Password for your home network (router's main account, not guest network)
- MyQ serial number located on the garage door opener
- Infrared photocells (optional)
- MyQ Remote LED Light (in delivery scope)

### SYNCHRONIZE THE DOOR CONTROL

To synchronize the door control 78EV to the garage door opener, press the push bar until the garage door opener activates (it may take up to 3 presses). The garage door opener must run through a complete cycle before it will activate Wi-Fi programming.

### CONNECT YOUR GARAGE DOOR OPENER TO YOUR HOME WI-FI NETWORK

1. Press and release the yellow LEARN button (L) on the garage door opener 3 times. The garage door opener will beep once. You have 20 minutes to complete the connection process.
2. On your mobile device, go to Settings > Wi-Fi and select the network with the "MyQ-" prefix.
3. Launch the web browser on your smartphone or tablet. Enter [setup.myqdevice.com](http://setup.myqdevice.com) into the browser address bar. Follow the on screen prompts to connect the garage door opener to your Wi-Fi network. The MyQ serial number will display on screen. Write the serial number in the space below.

4. Download the MyQ app from the App Store® or Google Play™ store. Sign up for your MyQ account and add the MyQ serial number to your account.

To add a second Wi-Fi garage door opener, repeat steps 1-3. Add the second MyQ serial number to your account in the MyQ app.

NOTES: The MyQ Smartphone Control WILL NOT work if the garage door opener is operating on battery power. To erase the Wi-Fi settings, see page 15.

An LED (A) on the garage door opener will indicate Wi-Fi status. See table below

LED	DEFINITION
BLUE	Off - Wi-Fi is not turned on. Blinking - Garage door opener is in Wi-Fi learn mode. Solid - Mobile device connected to the garage door opener.
BLUE AND GREEN	Blinking - Attempting to connect to router.
GREEN	Blinking - Attempting to connect to the Internet server. Solid - Wi-Fi has been set up and garage door opener is connected to the Internet.

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## **25 Program Your Opener And Remote / The Wireless Push Button/ / Wireless Keypad (Optional)**

Activate the opener only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage while door is in motion. Do not allow children to operate push button(s) or remote(s). Do not allow children to play near the door. Your garage door opener receiver and one of the buttons remote control are pre-programmed. If you purchase additional remote controls, the garage door opener must be programmed to accept the new remote code.

### **PROGRAM THE RECEIVER TO MATCH ADDITIONAL REMOTE CONTROLS: USING THE YELLOW ROUND BUTTON**

1. Press and release the yellow round button (L) on the opener. The learn indicator light will glow steadily for 30 seconds.
2. Within 30 seconds, press and hold the button on the hand-held remote that you wish to operate your garage door.
3. Release the button when the opener light blinks once. It has learned the code. Now the opener will operate when the remote control push button is pressed. If you release the remote control push button before the opener light flashes, the opener has not learned the code.

### **KEYLESS ENTRY**

1. Press and release the yellow round button (L) on the opener. The learn indicator light will glow steadily for 30 seconds.
2. Enter a 4-digit personal identification number (PIN) of your choice on the keyless entry keypad.
3. Then press the ENTER button.
4. The garage door opener lights will flash (or two clicks will be heard) when the code has been programmed. Repeat the steps above for programming additional remote controls or keyless entry devices. If programming is unsuccessful, program the remote using the learn button.

### **TO ERASE ALL REMOTE CONTROL CODES**

To deactivate any unwanted remote, first erase all codes: Press and hold the yellow round button on opener until the learn indicator light goes out (approximately 10 seconds). All previous codes are now erased. Reprogram each remote or keyless entry you wish to use.

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## **26 Program the MyQ Remote LED Light**

Your garage door opener remote light has already been programmed at the factory to operate with your opener. Any additional or replacement remote lights will need to be programmed.

### **PROGRAM A DOOR OPENER TO THE MYQ REMOTE LED LIGHT:**

1. Press the LEARN button (L) on the light until the green LED comes ON.
2. Press the LEARN button (L) on the door opener.
3. The code has been programmed when the remote light blinks once.

### **PROGRAM A REMOTE CONTROL TO THE MYQ REMOTE LED LIGHT**

1. Press the LEARN button (L) on the light until the green LED comes ON.
2. Press the button on the remote control that you wish to operate the light.
3. The code has been programmed when the remote light blinks once.

To program the light with other accessories, refer to the manual for your accessory.

### **ADD THE MYQ REMOTE LED LIGHT TO MYQ ACCOUNT**

1. Press the LEARN button (L) on the light until the green LED comes ON.
2. Login to the MyQ app and add the MyQ Remote LED Light.

### **TO ERASE ALL PROGRAMMING FROM THE MYQ REMOTE LED LIGHT**

1. Press and hold the LEARN button (L) until the LED turns off (6-10 seconds). All programming is now erased.

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## **27 To Erase the Memory**

### ERASE ALL REMOTE CONTROLS AND KEYLESS ENTRIES

1. Press and hold the LEARN button (L) on garage door opener until the learn LED goes out (approximately 6 seconds). All remote control and keyless entry codes are now erased. Reprogram any accessory you wish to use.

### ERASE ALL DEVICES (INCLUDING MYQ ENABLED ACCESSORIES)

2. Press and hold the LEARN button (L) on garage door opener until the learn LED goes out (approximately 6 seconds).
3. Immediately press and hold the LEARN button again until the learn LED goes out. All codes are now erased. Reprogram any accessory you wish to use.

### ERASE THE WI-FI NETWORK FROM THE GARAGE DOOR OPENER

1. Press and hold the black adjustment button (A) on the garage door opener until 3 beeps are heard (Approximately 6 seconds).

### ERASE A MYQ ACCOUNT

Go to [myliftmaster.eu](http://myliftmaster.eu) to delete your MyQ account.

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## **28 Maintenance Care of Your Garage Door Opener**

### MAINTENANCE SCHEDULE

#### EVERY MONTH

- Manually operate door. If it is unbalanced or binding, call a trained door systems technician.
- Check to be sure door opens and closes fully. Adjust limits if necessary (see Point 20 "Program the Travel").
- Repeat the safety reversal test. Make any necessary adjustments (see Point 21 "Test the Safety Reversal System").

#### EVERY YEAR

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

#### MYQ REMOTE LED LIGHT

- Unplug the light before cleaning.
- Use a lightly dampened cloth for cleaning.
- DO NOT use liquid cleaners on the light lens

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## **29 Replace Batteries of The Remote Control**

### Battery of the remote control:

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

Please observe the following instructions for battery:

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.

#### Danger of explosion!

Keep batteries away from children, do not short-circuit them or take them apart. See a doctor immediately, if a battery is swallowed. If necessary, clean contacts on battery and devices before loading. Remove exhausted batteries from the device immediately!

#### Increased risk of leakage!

Never expose batteries to excessive heat such as sunshine, fire or the like!

There is increased risk of leakage!

Avoid contact with skin, eyes and mucous membranes. Rinse the parts affected by battery acid with plenty of cold water and consult a doctor immediately. Use only batteries of the same type. Remove the batteries if the device is not being used for a long time.

#### Replacing battery:

To replace battery, turn remote control around and open the case with a screwdriver. Lift cover and lift control board below. Slide battery to one side and remove. Watch polarity of battery! Assemble again from in reverse direction.

#### ATTENTION!

Danger of explosion if battery is replaced improperly. Replacement only by identical or equivalent type (CR2032) 3V.

## 30 Disposal

The packaging must be disposed of in the local recyclable containers. According to the European Directive 2002/96/EC on waste electrical equipment, this device must be properly disposed of, after usage in order to ensure a recycling of the materials used.



Old accumulators and batteries may not be disposed of in the household waste, since they contain pollutants and must be properly disposed of in municipal collection points or in the containers of the dealer provided. Country-specific regulations must be observed. The components must be properly disposed of at a public company specializing in waste disposal. The relevant local and country-specific regulations must be adhered to. All decommissioned drive components may not be disposed of in the household waste.

The competent authority (city, town) or its disposal company will inform you about the possibilities of this disposal.

## 31 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.	If Infrared photocells are installed, then not 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 infrared photocells. Inspect photocells wire at all staple points and connection points and replace wire or correct as needed.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect door 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.	If Infrared photocells are installed, then 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 and at the logic board. Replace travel module if necessary.
1	5	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.
1	5	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.	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. <ul style="list-style-type: none"> <li>• Check for possible door obstructions and remove.</li> <li>• Check that the cable tension monitor is properly connected to the opener.</li> <li>• Replace the cable tension monitor.</li> </ul>



DIAGNOSTIC CODE		SYMPTOM	SOLUTION
Up Arrow Flash(es)	Down Arrow Flash(es)		
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. Check travel module connections, replace module if necessary.
4	6	The garage door opener will not close and the light flashes.	Infrared photocells 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	5	The door will not close when using Timer-to-Close or MyQ Smartphone Control.	MyQ Remote LED Light must be installed to use TTC or MyQ to control the door. Plug in the MyQ Remote LED Light and make sure it is programmed to the garage door opener.

## 32 Troubleshooting

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

- Does the garage door opener have electric 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.)
- Have you disabled all door locks? Review installation instruction warnings on page 5.
- Are the wiring connections correct?
- 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 point 3 Planing).

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 [LiftMaster.eu](http://LiftMaster.eu)).

My remote control will not activate the garage door:

- Verify the lock feature is not activated on the door 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 Point 14).
- The infrared photocells 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 infrared photocells are properly installed, aligned and free of any obstructions.
- If the garage door opener lights blink, check the infrared photocells.
- If the garage door opener lights don't blink and it is a new installation (see Point 14). 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 one of the cable tension monitors is removed, unplug both monitors from the opener. Then plug in the monitor you wish to use and unplug and plug in the opener three times to relearn the monitor to the opener. The 1k resistor provided is for trouble shooting the CTM set up only. According to EN12453 the cable tension monitor must be installed for proper detection of cable slackness.
- 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 Point 20.

Repeat safety reverse test after adjustments.

My door will not close and the light blinks:

The infrared photocells must be connected and aligned correctly before the garage door opener will move in the down direction.

- Verify the infrared photocells are 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:**

- 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.

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.

Door loses limits:

- Collar not tightened securely. Tighten collar and reprogram limits (see Point 20).

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 841EU, 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 or the Garage and Gate Monitor.
- 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 Remote LED Light and infrared photocells must be installed to enable use of Timer-to-Close or MyQ Smartphone Control of the door. Plug in the MyQ Remote LED 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.

### 33 Optional Accessories

Always use LiftMaster accessories.  
External products can cause malfunctions.

1.	TX4UNIF	4-channel universal remote control
2.	TX4EVS	4-channel remote control
3.	TX4UNI/S	4-channel universal remote control
4.	128EV	Wireless Wall Control 2-Channel
5.	747EV	Keypad
6.	78EV	Wired multi-functional wall control
7.	FLA-1LED	Flashing light
8.	772E	Photocells
9.	100034	Key switch (flush mount)
10.	100041	Key switch (surface mount)
11.	829EV	Garage Door Monitor
12.	485EU	Battery Backup
13.	827EV	MyQ Remote LED Light:
14.	041A9264	Cable Tension Monitor
15.	841EU	Automatic Door Lock

### 34 Technical Data

Input Voltage	230-240 VAC, 50 Hz
Max. Torque	36 Nm - AC + Battery 29 Nm - AC only
Nominal Torque	10 Nm
Power	150 W
Standby Power	2.6 W
Motor Type	DC gearmotor permanent lubrication
Noise level	57dB
Travel Rate	21 rpm (down), 36 rpm (up)
Safety Personal	Push button and automatic stop in down direction. Push button and automatic stop in up direction.
Electronic	Automatic force learning.
Electrical	Transformer overload protector and low voltage push button wiring.
Limit Device	Optical RPM / Position detector.
Limit Adjustment	Electronic limit adjustment.
Start Circuit	Low voltage push button circuit.
Max. door height	3 m
Max. door width	5.5 m
Max. door area	16.5 m <sup>2</sup>
Max. door weight	130 kg
Hanging Weight	11 kg
Receiver Memory Registers	64
Operating Frequency	433 / 868 MHz, 2.4 GHz

## 35 Automatic Garage Door Opener Safety & Maintenance Guide

### GARAGE DOOR OPENER SAFETY – AN AUTOMATIC DECISION

A garage door is the largest moving object in the home. An improperly adjusted garage door and opener can exert deadly force when the door closes – which could lead to entrapment of children or adults and subsequent injury or death.

Proper installation, operation, maintenance, and testing of the garage door and automatic opener are necessary to provide a safe, trouble-free system. Careless operation or allowing children to play with or use garage door opener controls are also dangerous situations that can lead to tragic results. A few simple precautions can protect your family and friends from potential harm. Please review the safety and maintenance tips in this brochure carefully and keep it for reference. Check the operation of your garage door and opener to ensure they function in a safe and trouble-free manner. Be sure to read all Important Safety Information found in your garage door opener's manual as it provides more details and safety considerations than can be supplied with this brochure.

### Garage Door Openers are Not Toys

Discuss garage door and opener safety with your children. Explain the danger of being trapped under the door.



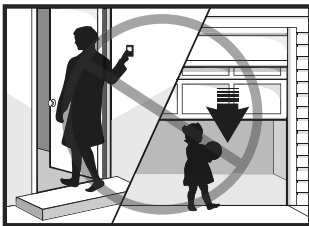
**Stay away from a moving door.**



**Keep transmitters and remote controls out of reach of children.** Do not let children play with or use transmitters or other remote control devices.



**The wall-mounted push button should be out of reach of children,** at least 1.5 m from the nearest standing surface and away from all moving parts. Mount and use the button where you can clearly see the closing garage door.



**Keep the door in sight until it completely closes** when using the wall-mounted push button or transmitter.

## 36 Routine Maintenance Can Prevent Tragedies

Make monthly inspection and testing of your garage door and opener system a part of your regular routine. Review your owner's manual for both the door and door opener. If you don't have the owner's manuals, contact the manufacturer(s) and request a copy for your specific model(s). Look for the opener model number on the back of the power unit.



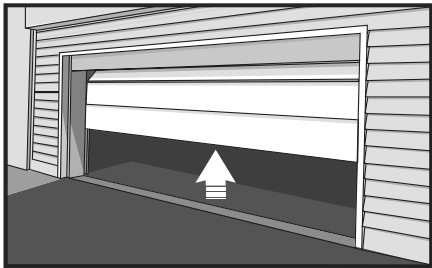
**WARNING** – Springs are under high tension.  
Only qualified individuals should adjust them.

### Visually check the door and installation:



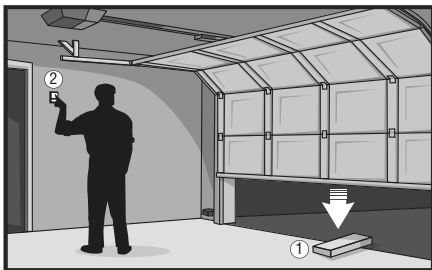
- Starting with the door in the closed position, use the manual disconnect on the opener to disconnect the door.
- Look for signs of wear or damage on hinges, rollers, springs, and door panels.
- These parts may require periodic lubrication. Check the owner's manual for suggested maintenance.
- If any signs of damage are evident, contact a trained door systems technician for assistance.
- Verify the photoeye height is no higher than 6" from the garage floor.

### Test the door for proper operation:



- Open and close the door manually using handles or suitable gripping points.
- The door should move freely and without difficulty.
- The door should balance and stay partially open 3–4 feet above the floor.
- If you detect any signs of improper operation, contact a trained door systems technician for assistance.

### Test the opener safety features:



- Reconnect the opener to the door using the manual disconnect and open the door.
- Place a 40 mm high board flat in the path of the door (1) and try to close it (2). The door should stop when it comes in contact with the board and then reverse direction.
- Block the photocell sensor by waving an object in front of the sensor and attempt to close the door. The door should not close unless the wall-mounted push button is manually held during operation.
- If the opener does not perform as described, contact a trained door systems technician for assistance.

