

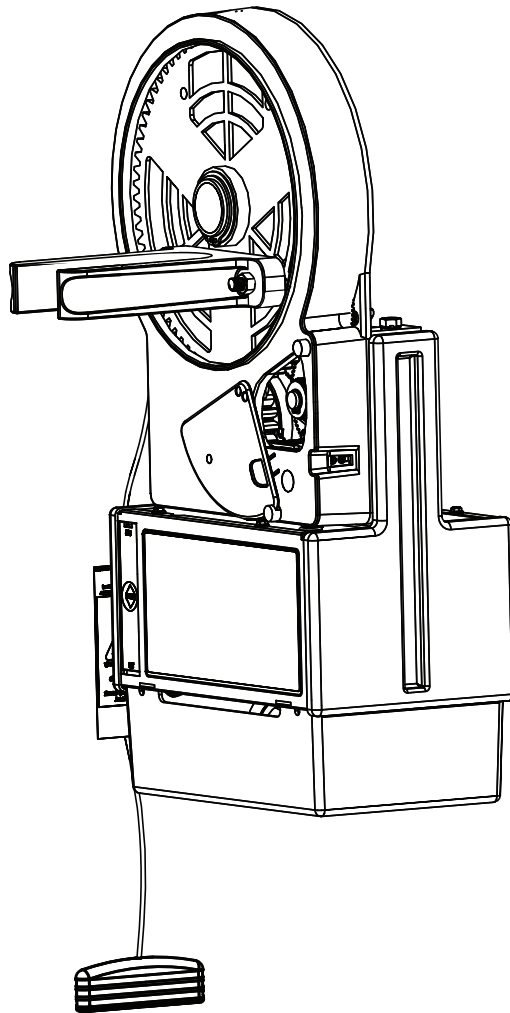
**CHAMBERLAIN**<sup>®</sup>

<sup>®</sup>

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**MR1000**

## **Rolling Garage Door Opener Installation and Operating Instructions**

Owners Copy: Please keep these instructions for future reference



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



**N2966**

# START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS

## WARNING

- Failure to comply with the following instructions may result in serious personal injury or property damage.
- Read and follow all instructions carefully.
- The garage door opener is designed and tested to offer safe service provided it is installed and operated in strict accordance with the instructions in this manual.



These safety alert symbols mean **WARNING** : A possible risk to personal safety or property damage exists.



**Keep garage door balanced.** Do not let the garage door opener compensate for a binding or sticking garage door. Sticking, binding or unbalanced doors must be repaired before installing this opener.



**Do not wear rings, watches or loose clothing** while installing or servicing a garage door opener.



**Frequently examine the door installation,** in particular cable, springs and mountings for signs of wear, damage or imbalance. Do not use if repair or adjustment is needed since springs and hardware are under extreme tension and a fault can cause serious personal injury.



To avoid serious personal injury from entanglement, **remove all ropes, chains and locks connected to the garage door** before installing the door opener.



**Installation and wiring** must be in compliance with your local building and electrical codes.



**The safety reverse system test is very important.** Your garage door **MUST** reverse on contact with a 40mm obstacle placed on the floor. Failure to properly adjust the opener may result in serious personal injury from a closing garage door. **Repeat the test once a month and make any necessary adjustments.**



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



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.



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



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



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



Install the wireless wall control (or any additional wall control) **in a location where the garage door is visible, at a height of at least 1.5m and out of the reach of children. Do not allow children to operate push button(s) or transmitter(s).** Serious personal injury from a closing garage door may result from misuse of the opener.



**Permanently fasten the Warning Labels in prominent places,** adjacent to wall controls and manual release mechanisms as a reminder of safe operating procedures.



**Activate opener only when the door is in full view, free of obstructions and the opener is properly adjusted. No one should enter or leave the garage while the door is in motion.**



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



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

**KEEP THESE INSTRUCTIONS**

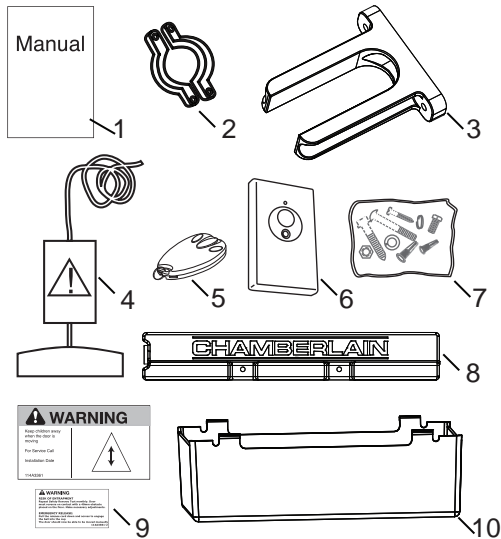
**NOTE: If your garage has no service entrance door, a CM1702 outside quick release must be installed. This accessory allows manual operation of the garage door from outside in case of power failure.**

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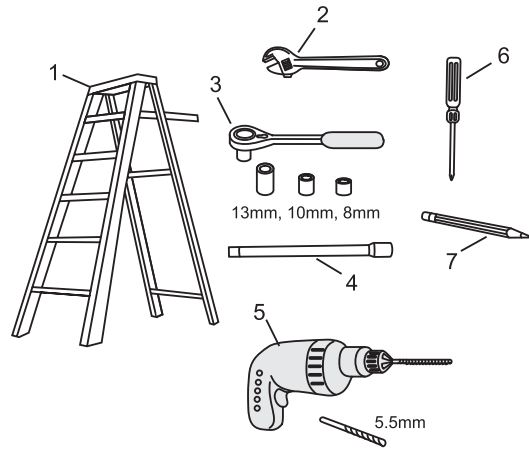
## 1 CARTON INVENTORY

1. Instruction manual (this document)
2. Stop collar
3. Drive forks
4. Release handle and cord
5. Transmitter (2)
6. Wireless wall control
7. Hardware bag
8. Weight bar
9. Warning label and risk of entrapment label
10. Lamp cover



## 2 TOOLS REQUIRED

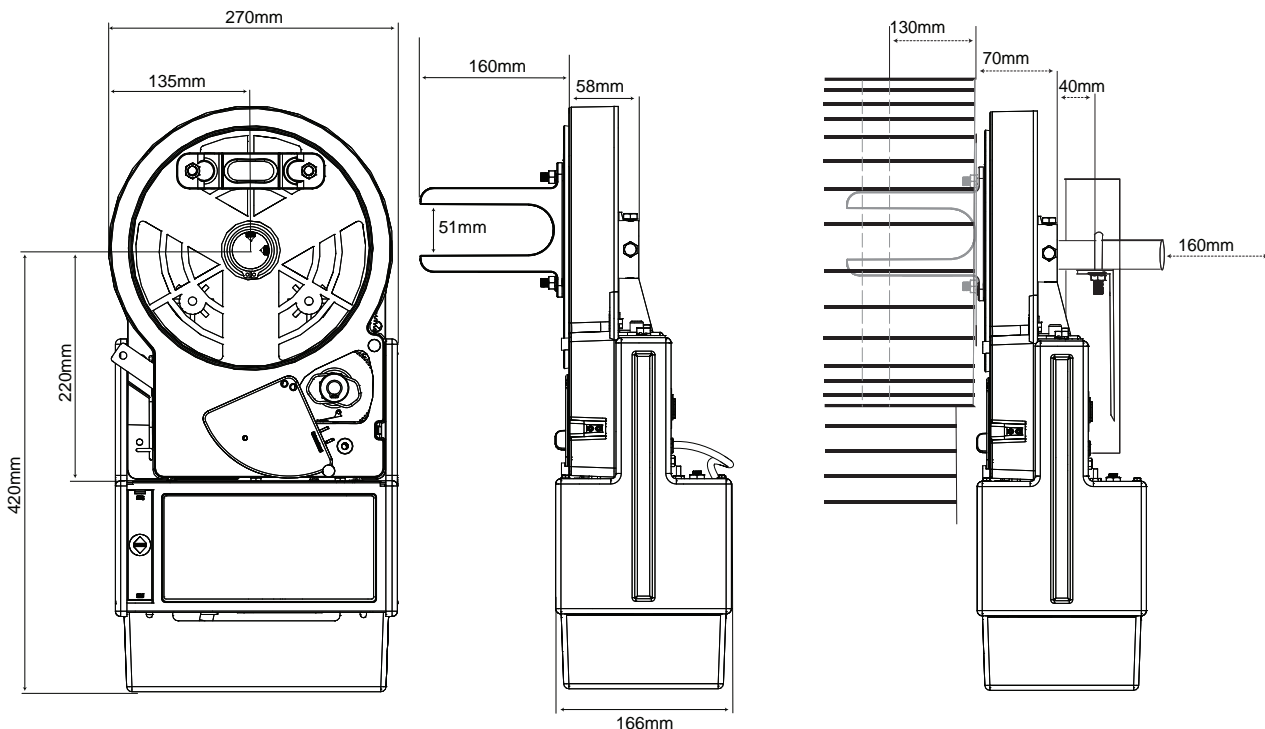
1. Ladder
2. Adjustable wrench for U-bolts already installed on the door
3. 8mm socket, 10mm socket and 13mm extended socket and socket wrench
4. 12inch socket extension (for minimum side-room installations)
5. Drill and 5.5mm drill bit
6. Phillips-head screwdriver
7. Marker pen



## 3 DOOR REQUIREMENTS

The maximum allowable door height is 3m with a maximum curtain area of 16.5m<sup>2</sup>\* (door height in metres multiplied by the width in metres). The door must be spring balanced.

\*The Protector System™ (IR Beams) must be installed if the force at the edge of the closing door exceeds 400N (40kgf), or if the door exceeds a mass of 130kg. Door axle diameter must not exceed 35mm.



## 4 TESTING THE DOOR

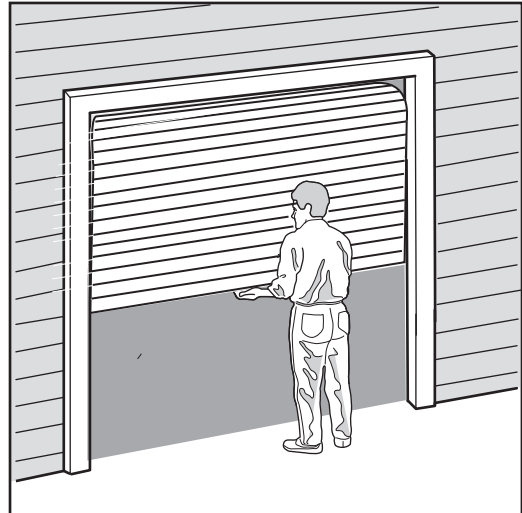
Disable all locks and remove any ropes connected to the garage door.

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

- Lift the door to about halfway and then release it. The door should remain spring balanced.

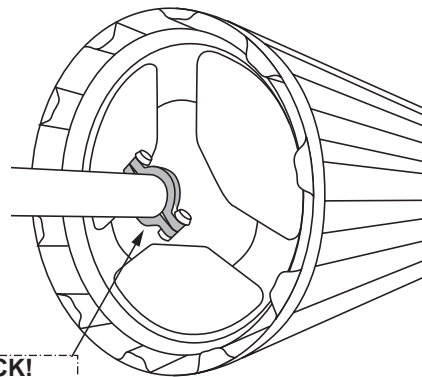
**NOTE: The spring should hold the door at any open position without creeping up or down.**

- Raise and lower the door to discover if there are any sticking or binding points.
- If your door does not hold in place or the door binds or sticks, call a qualified door technician before automating the door.



## 5 INSTALLING THE STOP COLLAR

- Install the stop collar on the opposite end to where the opener is to be installed.
- Fit the stop collar hard against the boss of the door drum. Ensure the U-bolt holding the door axle to the door bracket is tightly secured.



### SAFETY CHECK!

Is the stop collar installed?

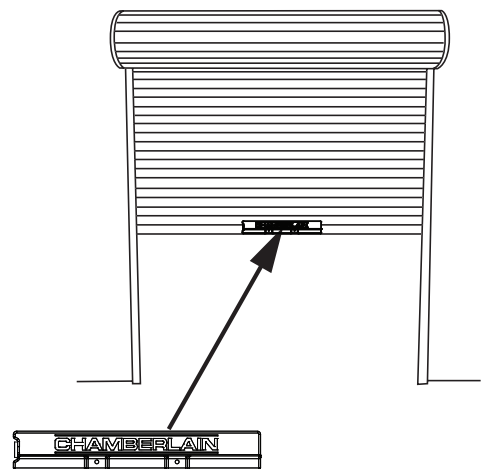
YES: proceed to the next step

NO: install the stop collar before proceeding

## 6 INSTALLING THE WEIGHT BAR (PROVIDED)

- Place the weight bar in the centre of the door.
- If the door curtain does not have a lifting handle you will need to drill two 5.5mm holes through the two marked positions, then place the weight bar on the inside of the door.
- Use the 5mm bolts, washers and nuts (provided) to fasten the weight bar in place.

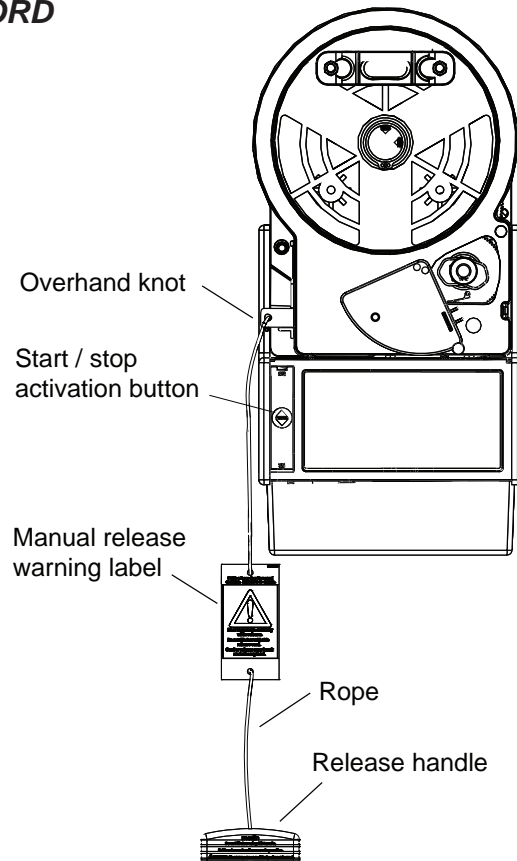
**NOTE: If the door has a lifting handle, remove the handle, nuts & bolts. Place weight bar over the handle holes, insert extended bolts through the weight bar & fasten handle back in place.**



## 7 ATTACHING THE RELEASE HANDLE AND CORD

- Thread one end of the rope through the hole in the top of the red handle so "NOTICE" reads right side up as shown.
- Secure with an overhand knot at least 25mm from the end of the rope to prevent slipping.
- Thread the other end of the rope through the loop of red clutch lever.
- Adjust rope length so the handle is no higher than 1.8m above the floor. Secure with an overhand knot. If the door is greater than 2.5m in height the release cord extension kit accessory is required.

**NOTE: Final adjustment of handle height should be completed after the opener is installed. If it is necessary to cut the rope, heat seal the cut end to prevent unravelling (refer section 16).**



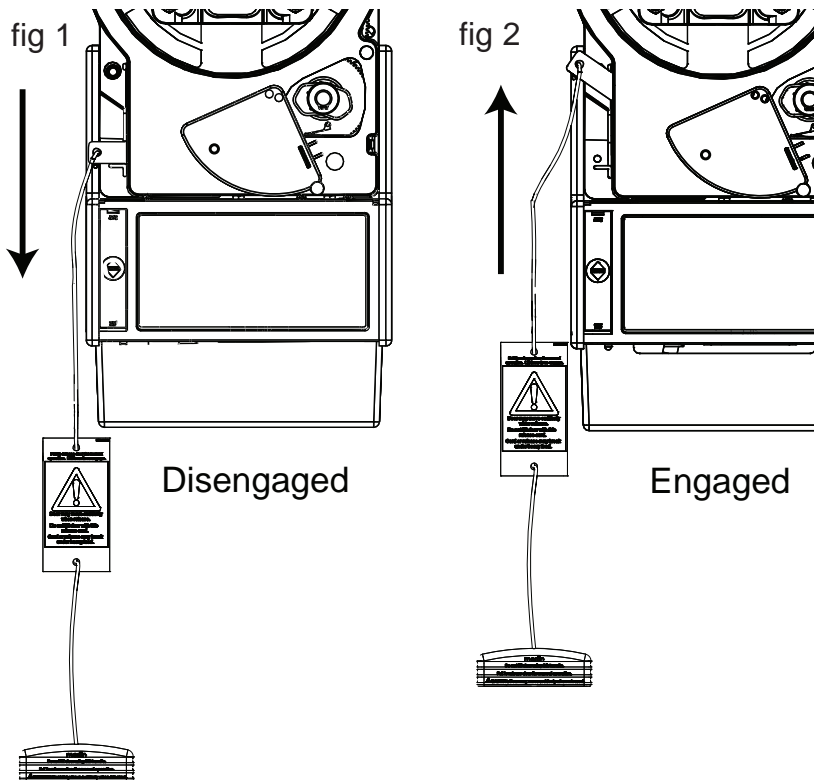
## 8 OPERATING THE MANUAL RELEASE

### To disengage the opener

Pull the release cord down firmly until the red clutch lever reaches the bottom stop (fig 1).

### To re-engage the opener

Push the red lever up until the red clutch lever reaches the top stop (fig 2).

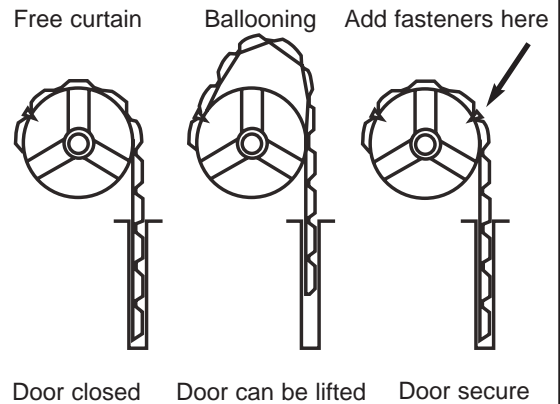


**⚠ Disable all locks and remove any ropes connected to the garage door. Take care when operating the manual release as an open door may fall rapidly due to weak or broken springs, or being out of balance.**

## 9 PINNING THE DOOR

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

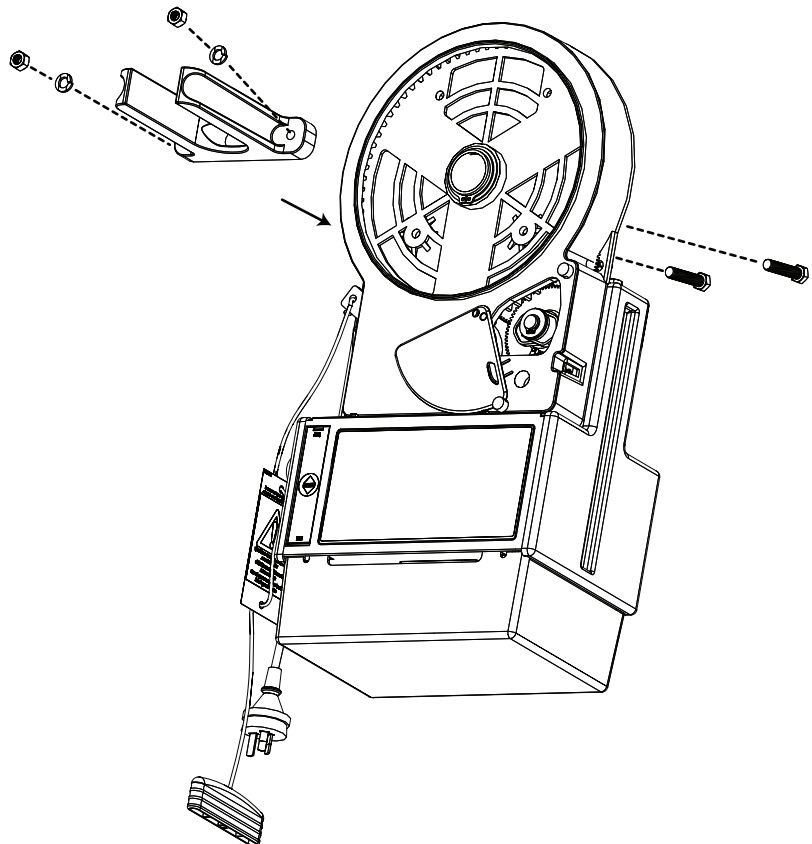
- To remedy any ballooning, place self tapping metal screws or rivets where the curtain leaves the roll. Secure these through the curtain into the drum wheel at each end of the roll.
- After determining the correct fastener location as shown, lift the door approximately half a turn from the closed position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



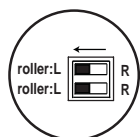
## 10 ATTACHING DRIVE FORKS

**NOTE: For standard installations the drive forks should be located on the lower holes as shown.**

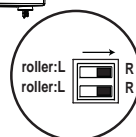
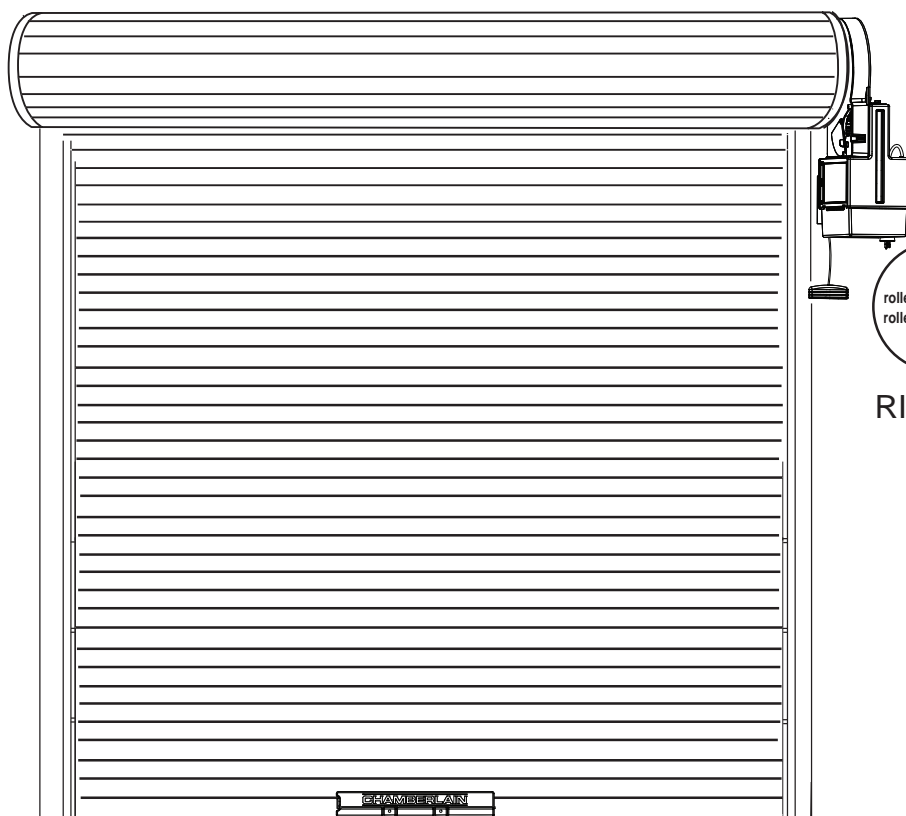
- Insert the two hex head bolts provided through the two holes closest to the axle as illustrated.
- Place the drive forks over the bolts.
- Place the two spring washers provided over the bolts and thread the two nuts onto the bolts as illustrated and tighten.
- Attach the lamp cover to the bottom of opener as shown.



## 11 LEFT / RIGHT HAND INSTALLATION



LEFT



RIGHT

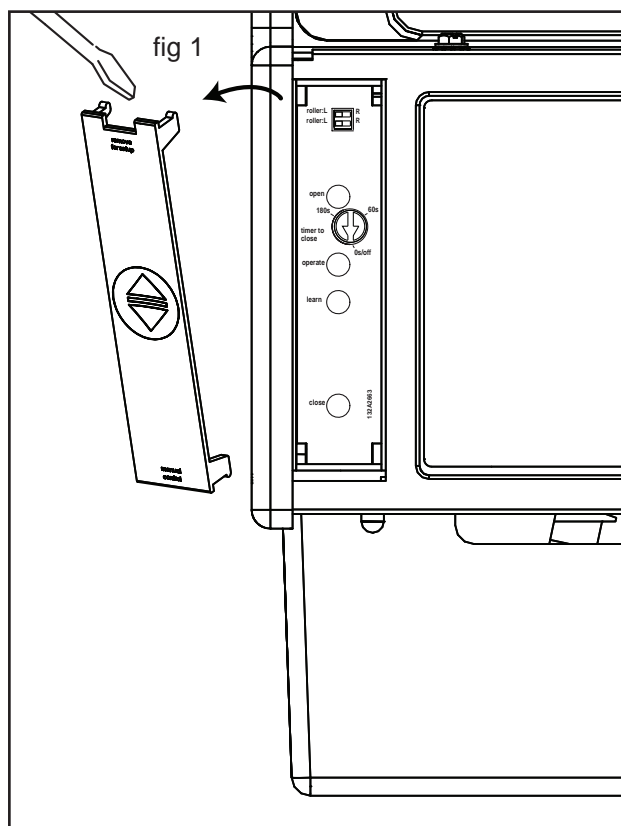
Inside garage looking out

### Setting left / right operation

The opener must be set to either left or right hand operation via the dip switch located under the green activation button.

- Gently pry the flap down and away from the opener using a screw driver or pen.
- Adjust the two direction dip switches located under the green plate to "R" for right hand doors or "L" for left hand doors.

**NOTE:** Leave green plate off for control setting.





## 12 INSTALLATION PROCEDURE

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

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

### Preparation:

- Place the opener in manual release mode (refer section 8).
- Open the roller door fully. For safety, tie a rope around the door.
- Ensure the door axle U-bolt and door mounting bracket on the left hand side (non opener side) are securely fastened.
- Support the door with a door stand or similar device to safely support the door.
- Mark the position of the door axle on the right hand door bracket (for reassembly purposes).
- While the door is supported, remove the right hand axle U-Bolt and door mounting bracket from the wall.

### Install the opener:

- Slide the opener over the door axle and engage the drive forks into the door drum wheel, either side of a support spoke.
- Refit the door mounting bracket to the wall and the U-bolt to the axle. If the door bracket needs to be relocated due to opener width, the dimensions in section 3 can assist.
- Position the opener assembly vertical to the floor.
- Clamp the opener on the door axle using the cone tipped hex bolts supplied in the mounting collar.
- Remove all ropes and the support stand.

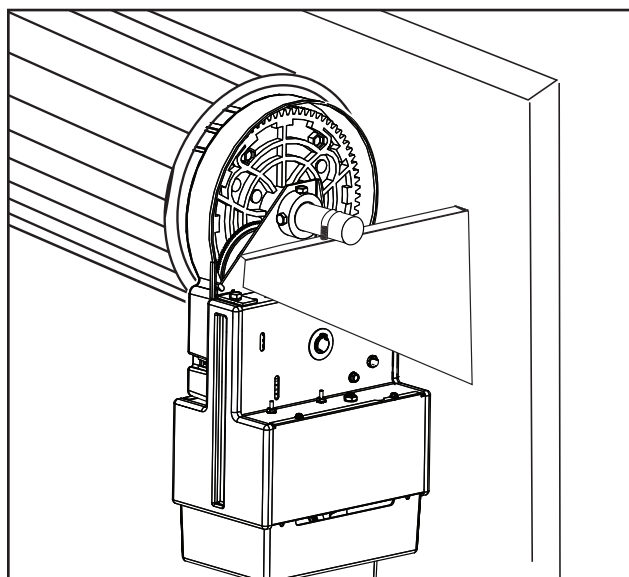
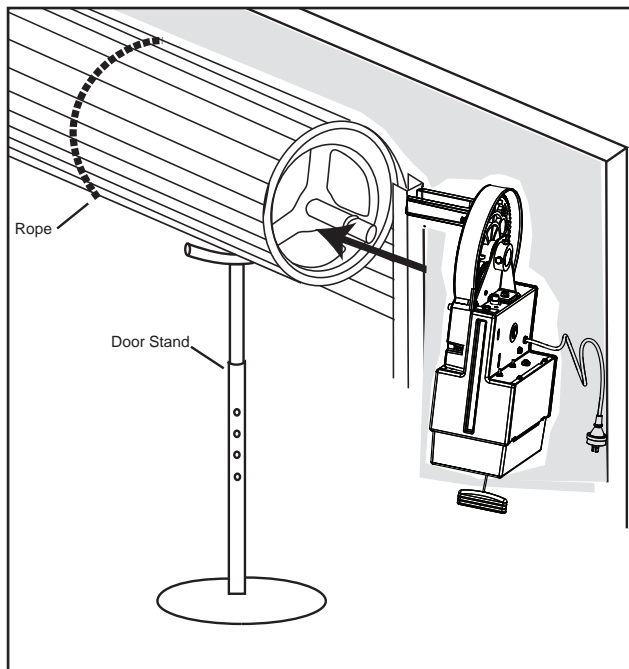
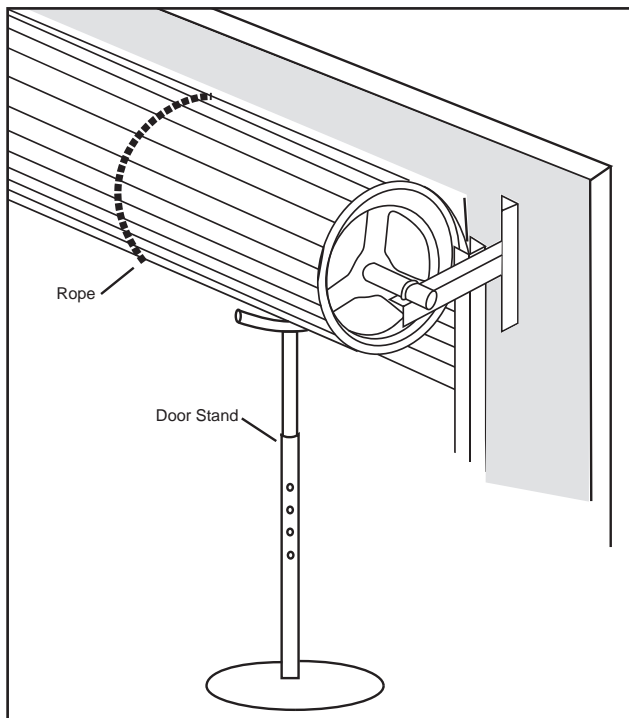
**⚠ Ensure that mounting bolts are adequately tightened (i.e. 25– 28Nm) to avoid any movement on the door axle.**

- Check the operation of the door in manual mode by raising and lowering by hand. It should operate smoothly with no obstructions. The disengage handle should already be attached less than 1.8m above the floor gap.



### Connect the power

- Position the power cable away from the door curtain and any moving parts.
- Plug the opener into a nearby power point and turn ON (opener courtesy lamp should turn ON).
- The opener must now be programmed for:-
  - Door travel limits (section 13)
  - Force setting (section 14)





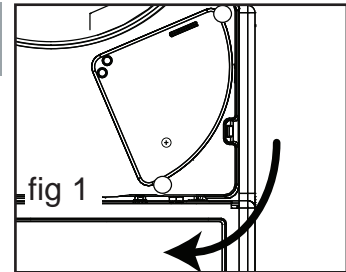
## 13 SETTING THE LIMITS FOR RIGHT OR LEFT OPERATION

The travel limits regulate the points at which the door will stop when moving UP or DOWN.

The procedure for setting these limits differs depending on which side of the garage door the opener has been fitted. eg As viewed from inside the garage looking out, is the opener on the right-hand or left-hand side. **The opener must be fully installed on the door and all installation steps completed before proceeding.**

**⚠ Make sure the door is clear of obstruction. Ensure your hands are away from any moving parts before activating the door.**

**NOTE:** Remove the limit switch cover screw and open panel (fig1) to expose the limit actuator arms panel from the right front face of the opener. Remove the green control panel cover from the left front face of the opener (see fig1 section 11)



### SETTING DOOR TRAVEL LIMITS FOR RIGHT HAND-MOUNTING

**Step 1:** Inspect the option switches on the control panel. Both switches marked **roller** should be moved to “R” position.

#### Step 2: Set the bottom limit of travel

Connect the mains power to the opener and switch the power on. Pull the manual release to disengage the door from the opener. Lower the door manually to the fully closed position. Observe the red LED marked **close** on the control panel. Rotate the front limit-actuator-arm anti-clockwise until it contacts its microswitch and the red LED stays on continuously.

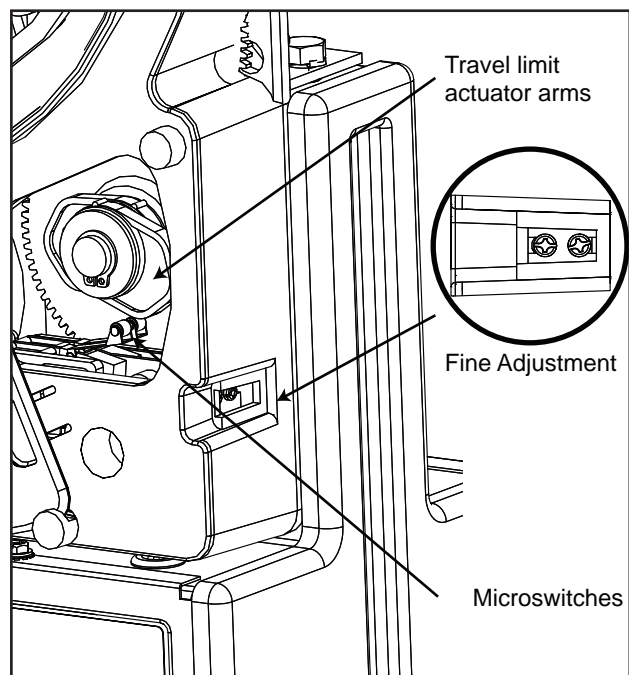
#### Step 3: Set the upper limit of travel

Raise the door manually to the fully open position. Observe the amber LED marked **open** on the control panel. Rotate the rear limit-actuator-arm clockwise until it contacts its microswitch and the amber LED stays on continuously.

#### Step 4: Fine adjustment

Although the limits are essentially set in the correct position, the door travel can be further adjusted using the fine adjustment screws. Each turn of the screw results in around 5mm of door travel.

Confirm the limits are set correctly by engaging the manual release (see section 8), then closing and opening the door using the green **operate** button. Repeat the above steps if required.



**The force must now be set in order to complete your installation, see section 14.**

### SETTING DOOR TRAVEL LIMITS FOR LEFT-HAND MOUNTING

**Step 1:** Inspect the option switches on the control panel. Both switches marked **roller** should be moved to “L”.

#### Step 2 : Set the bottom limit of travel

Connect the mains power to the opener and switch the power on. Pull the manual release to disengage the door from the opener. Lower the door manually to the fully closed position. Observe the red LED marked **close** on the control panel. Rotate the rear limit-actuator-arm clockwise until it contacts its microswitch and the red LED stays on continuously.

#### Step 3: Set the upper limit of travel

Raise the door manually to the fully open position. Observe the amber LED marked **open** on the control panel. Rotate the front limit-actuator-arm anti-clockwise until it contacts its microswitch and the amber LED stays on continuously.

#### Step 4: Fine adjustment

The limits are essentially set in the correct position. However the door travel can be further adjusted using the fine adjustment screw. Each turn of the screw results in around 5mm of door travel.

Confirm the limits are set correctly by engaging the manual release (see section 8). Close and open the door using the green **operate** button. Repeat the above steps if required.

**The force must now be set in order to complete your installation, see section 14.**

## 14 SETTING THE FORCE

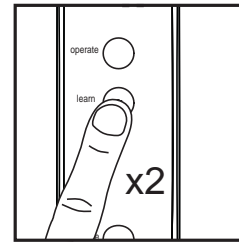
The force, as measured on the closing edge of the door, should not exceed 400N (40kgf). If the closing force is measured to more than 400N, the Protector System™ must be installed (refer section 17). The force setting regulates the amount of power required to open and close the door.

**This procedure requires the door to be engaged (see section 8) and run through one full cycle of operation.**

**Step 1:** Start with the door in the fully open position and the green control panel cover should be removed (see fig 1 section 11). Press the red **learn** button twice on the control panel to enter into the force learn mode. The amber LED marked **open** on the control panel will flash quickly.

**Step 2:** Press the green **operate** button on the control panel. The door will travel to the DOWN limit. Press the operate button again, the door will travel to the UP limit. The amber LED marked **open** on the control panel will stop flashing when the force has been learned.

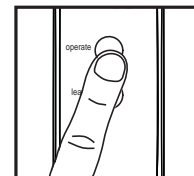
### Setting the force



Press learn button twice



LED will start flashing



Press OPERATE button (door will close)

Press OPERATE button to open the door



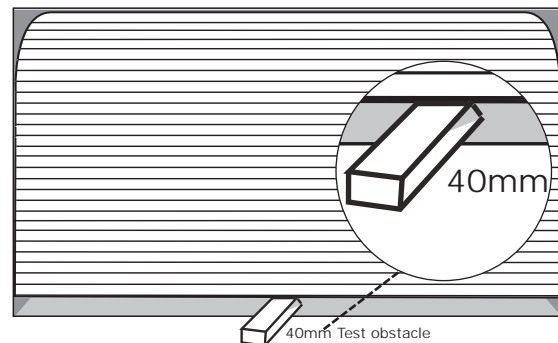
LED will turn off

## 15 TESTING THE SAFETY REVERSE SYSTEM

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

Place a 40mm obstacle on the floor. Operate the door in the down direction. The door must reverse upon contact with the obstruction. If the door stops on the obstruction, remove obstruction and repeat limit and force setting (refer sections 13 and 14).

**Repeat test of the safety reverse system.**



## 16 FIXING WARNING LABELS

Once you have completed your installation and successfully carried out the safety reverse system test outlined above. Install the warning labels provided with your opener.

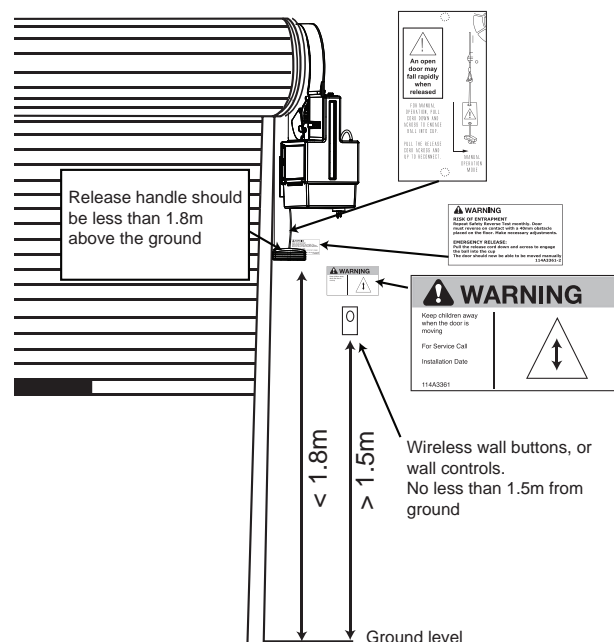
Ensure the **risk of entrapment label** is installed adjacent to the release handle at height of less than 1.8m from the floor.

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

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

Ensure the manual release instruction card is attached to the rope as detailed in section 7.

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



## 17 INSTALL THE PROTECTOR SYSTEM™ (IR BEAMS)

### SAFETY FIRST!



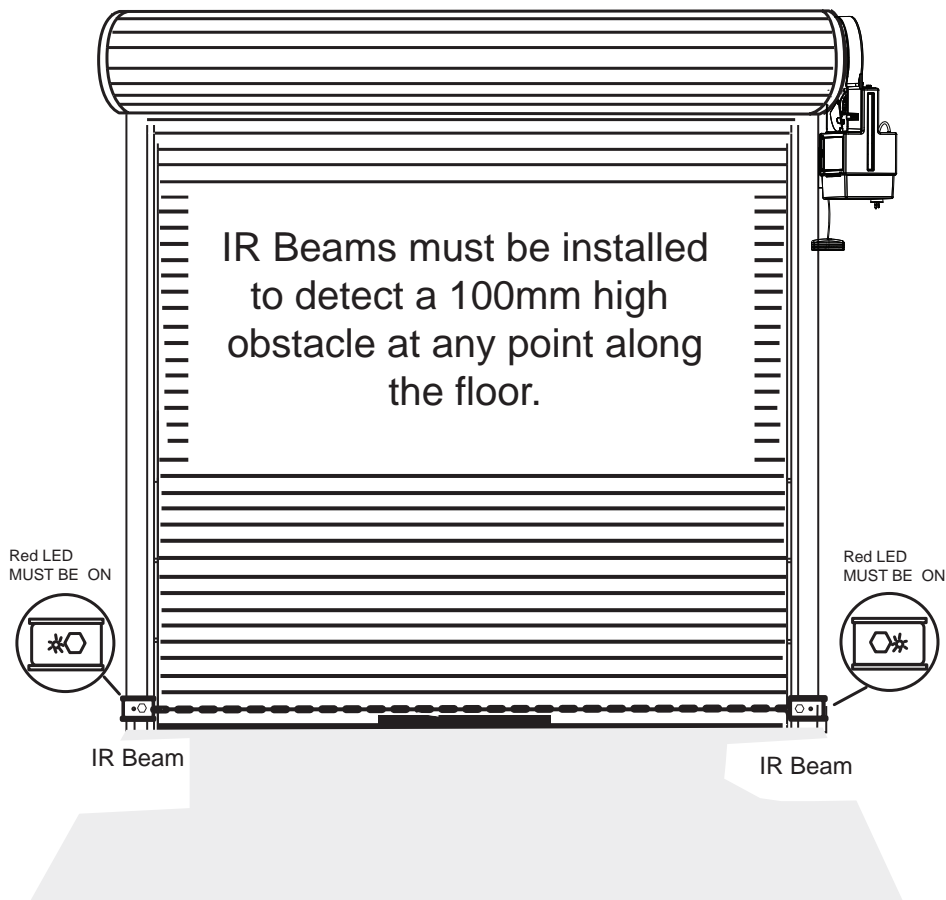
Whilst Chamberlain have engineered safety features into your garage door opener, we urge you to consider fitting IR Beams to your new garage door opener. In many countries these devices are compulsory to prevent serious injury or property damage. For your own peace of mind and the safety of others please install this inexpensive safety device.

Install this accessory for all installations where the closing force as measured on the bottom of the door is over 400N (40kgf), or if the door exceeds a mass of 130kg.

After the opener has been installed and adjusted, the **Protector System™** accessory can be installed. Instructions are included with this accessory.

**The Protector System™ provides an additional measure of safety against a small child or animal being trapped under a garage door.** It uses an infra-red beam, which when broken by an obstruction, causes a closing door to open and prevents an open door from closing and is ***strongly recommended for homeowners with young children.***

**NOTE: The opener will automatically detect the Protector System™ when it is installed and operating for 5 minutes (during this time the beams must remain unobstructed). The opener will not close unless the beams are aligned.**



## 18 SETTING AUTO CLOSE (OPTIONAL)

**NOTE: The Protector System™ MUST be installed to enable this feature.**

The auto close feature will automatically close the garage door after the preset time. The time can be adjusted up to 180 seconds using the trim pot located on the control board. Auto close can be disabled by adjusting the trim pot to the 0s/off setting.

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

### Installing and adjusting:

- **Close** the garage door.
- Turn the opener off.
- Remove the lamp cover.
- Ensure the trim pot on the opener is set to the 0s/off.
- Install the *Protector System™* using the brackets, wires and instructions provided with the product. Twist the two white (only) wires together and terminate them into the white (2) terminal. Twist the two white/black wires together and terminate them into the grey (3) terminal.
- Turn the opener on.
- Allow 5 minutes for the beams to self-learn to the unit (do not walk through the beam during this time).

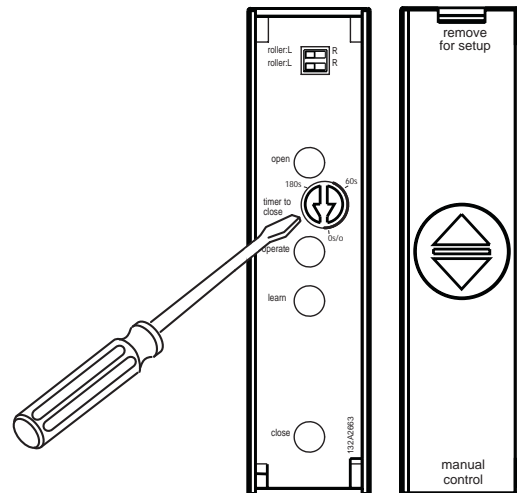
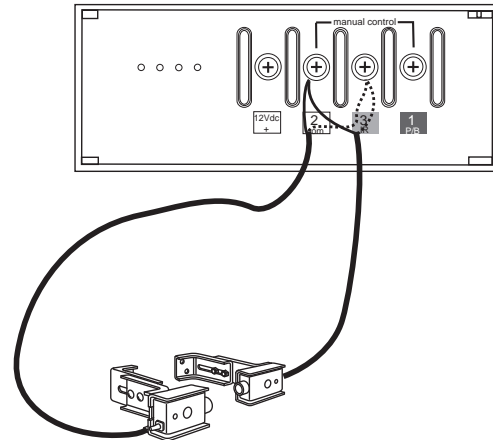
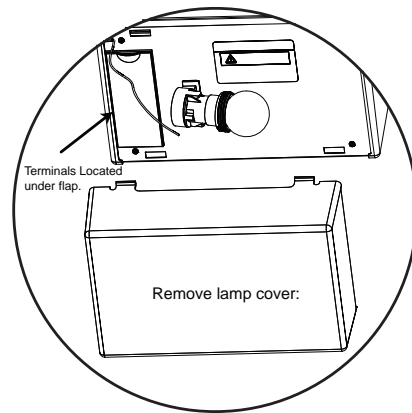
**⚠ Do not adjust the trim pot whilst the door is in the open position.**  
**⚠ Door will activate when the trim pot is adjusted in the open position**

- Ensure the door is in the closed position, then adjust the trim pot to the desired closing time by turning the “timer to close” trim pot anti-clockwise (label indicates approximate Timer To Close values).

### Test the timer close feature:

- Once the timer is set open the door and allow it to close via the “timer to close” feature.

**NOTE: If more or less time is desired, adjust the trim pot whilst the door is closed then repeat test outlined above.**



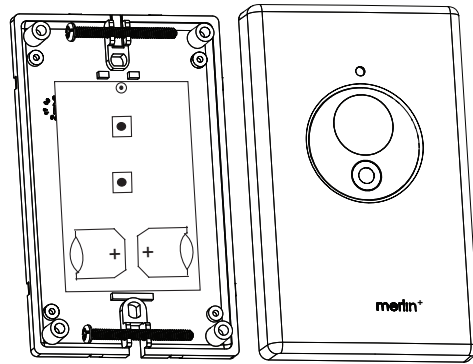
**⚠ Door may operate unexpectedly, therefore do not allow anything to stay in the path of the door.**

## 19 INSTALLING YOUR CM128 WIRELESS WALL BUTTON

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

### To install:

- Carefully pry open the CM128 and locate the two screws for mounting.
- Attach to the wall using the two screws and wall anchors provided if mounting to a plaster wall. If using a recessed wall box do not use anchors.



**NOTE:** Do not overtighten screws. The wall button supplied with your opener is pre-programmed to your opener in the factory. If adding a new wall button, follow the steps below.

## 20 WIRELESS PROGRAMMING

**!** *Activate the opener only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage whilst door is in motion. Do not allow children to operate push button(s) or transmitter(s). Do not allow children to play near the door.*

**!** *Fix any wall control at a height of at least 1.5m and within sight of the door but away from any moving parts.*

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

- Fix the warning against entrapment label near the wall control (see section 16).

### ADDING transmitters using the learn button

**NOTE :** Door should be in the closed or in the midway position to ensure the LED is off before you commence programming.

- Press and hold down the transmitter button you wish to program to the opener.
- The orange LED will flash continuously to indicate it is receiving signal from the transmitter.
- Press and release the learn button on the opener.
- The courtesy light will flash once.
- Ensure the door is clear of obstruction, then test the transmitter.

### Deleting ALL transmitters and codes

**NOTE:** This deletes all transmitters and codes.

- Press and hold the LEARN button until the orange indicator light goes out (approximately 9 sec).

TO ADD Transmitters / Wall Control

Press and hold down the desired button.

open LED will flash continuously

Press and release the red learn button

Courtesy light will flash once

TO DELETE ALL TRANSMITTERS

Press and hold the red learn button

open LED will light up

open LED will go out after (approx) 9 seconds. Release learn button

## 21 KEYLESS DEVICE PROGRAMMING (OPTIONAL ACCESSORY)

Programming C840 using the “learn” button:

**⚠ Activate the opener only when door is in full view, free of obstruction and properly adjusted. No one should enter or leave garage while the door is in motion. Do not allow children to operate push button(s) or transmitter(s). Do not allow children to play near the door.**

1. Press and release the “learn” button (1) on opener. The orange learn indicator LED will light up.
2. Within 30 seconds, enter a four digit personal identification number (PIN) of your choice on the keypad (2), then press and hold the ENTER button.
3. Release the button when the opener courtesy light flashes once (3). It has learned the code.

**Alternate programming method using the motion detecting control panel (optional accessory):**

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

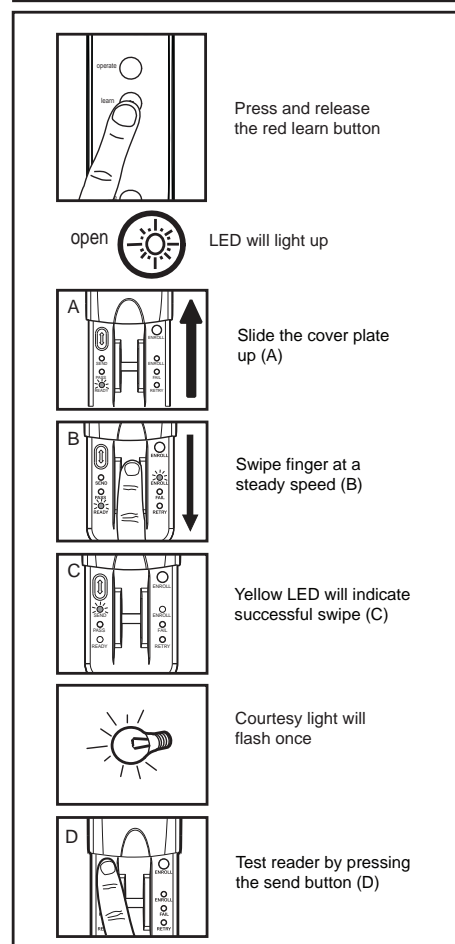
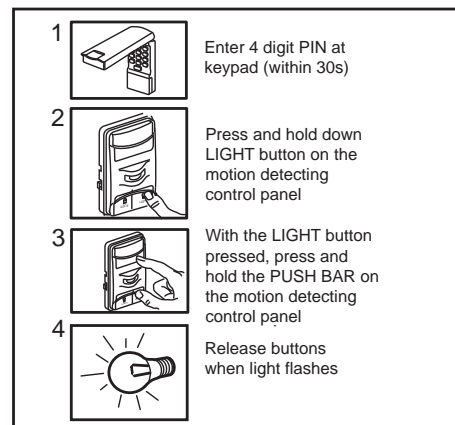
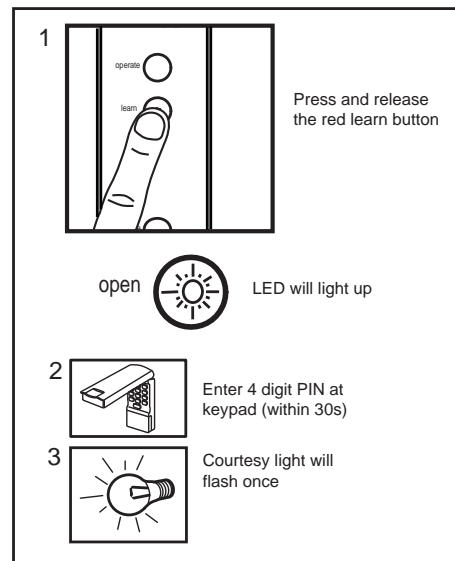
1. Enter a four digit personal identification number (PIN) of your choice on the keypad, then press and hold ENTER.
2. While holding the ENTER button, press and hold the LIGHT button on the motion detecting control panel.
3. Continue holding the ENTER and LIGHT buttons while you press the push bar on the motion detecting control panel (all three buttons are held).
4. Release buttons when the opener courtesy light flashes once.

### Programming C379 wireless fingerprint access system (optional accessory)

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

**Using the “learn” button:**

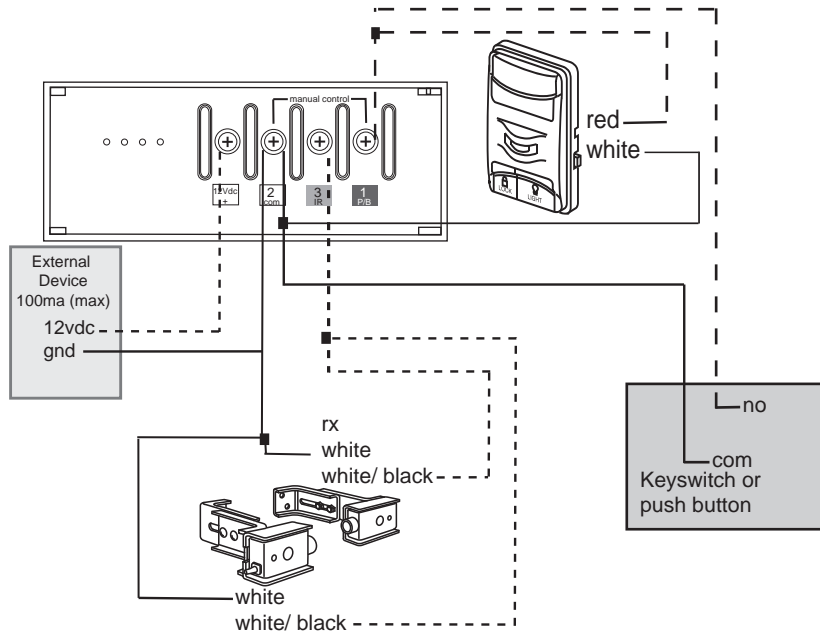
1. Press and release the learn button on the opener. The learn indicator LED on the opener will light up.
2. Within 30 seconds, slide the cover of the C379 up as illustrated (A). Swipe your finger on the reader head at a steady speed (B) until the yellow led turns on (C).
3. When the opener s courtesy light flashes it has learned the code. Ensure there are no obstructions in the path of the door, then press the send button (D) to test the door.





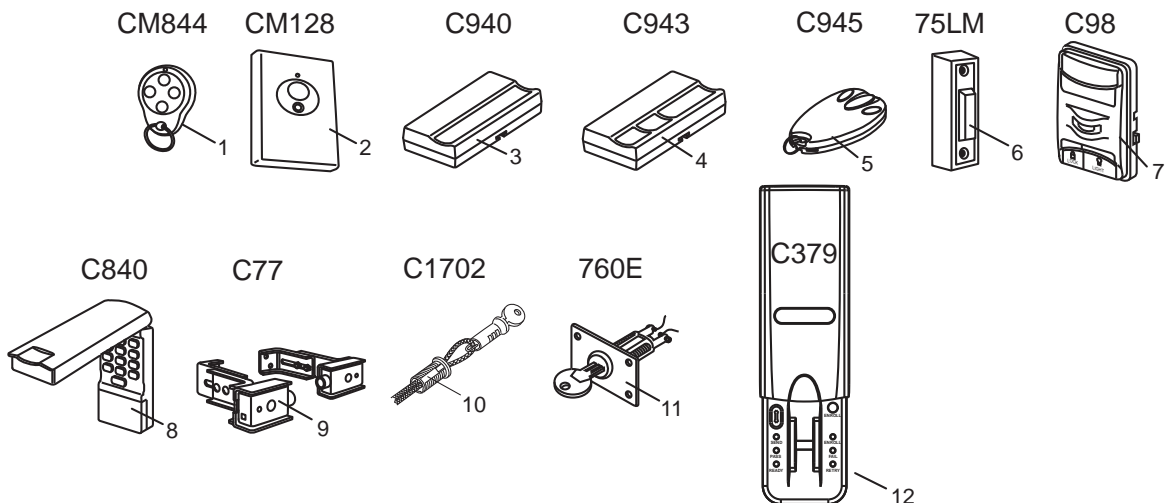
## 22 SPECIAL FEATURES (OPTIONAL ACCESSORIES)

1. Power output for external devices (12Vdc 100mA).
2. The Protector System™ (C77 IR Beams).
3. Multi-function wall control (C98).



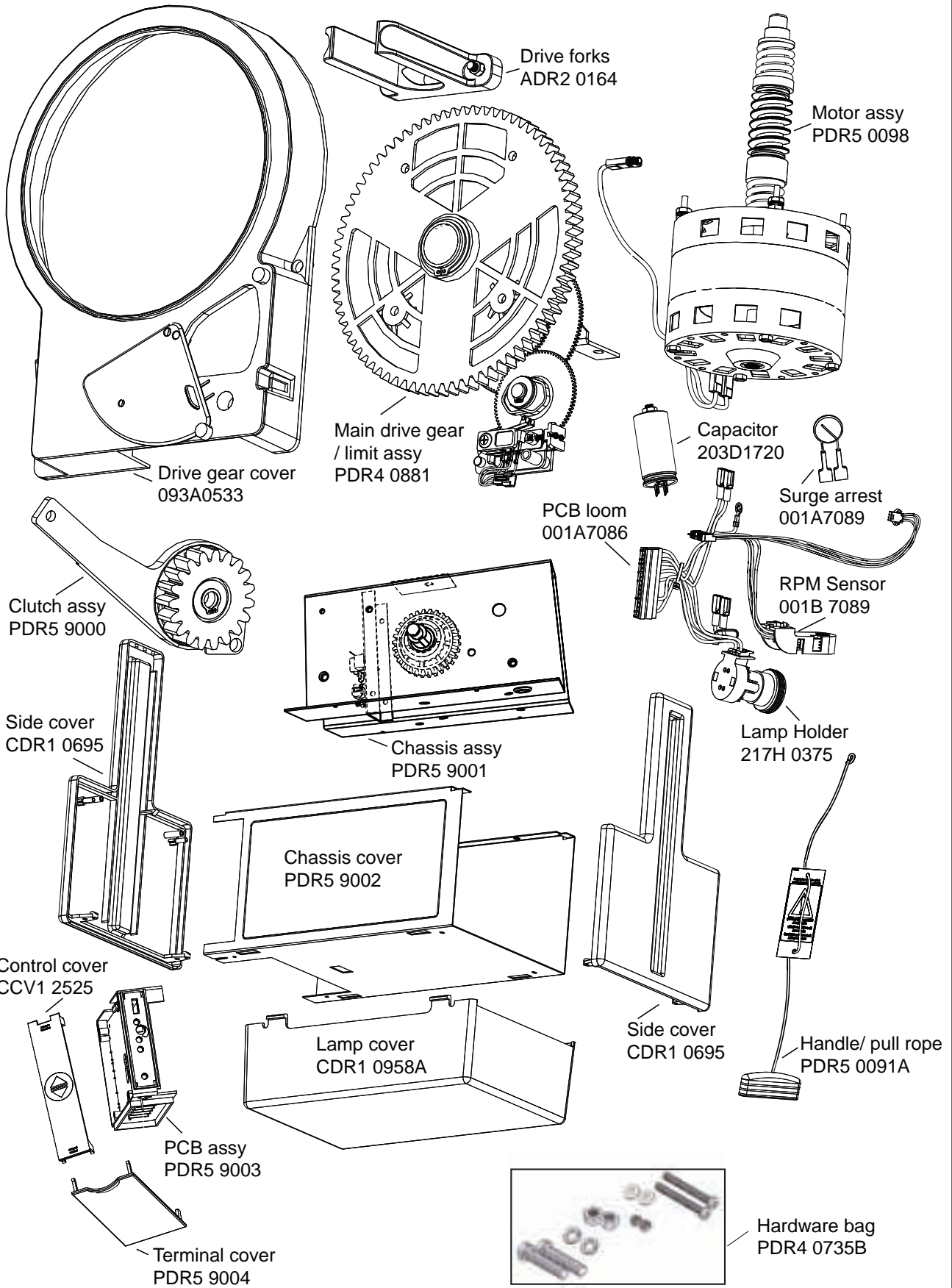
## 23 ACCESSORIES

- |                 |                                   |                   |                                    |
|-----------------|-----------------------------------|-------------------|------------------------------------|
| (1) Model CM844 | 4 Channel transmitter             | (7) Model C98     | Motion detecting control panel     |
| (2) Model CM128 | Wireless wall button              | (8) Model C840    | Keyless entry system               |
| (3) Model C940  | Single channel transmitter        | (9) Model C77     | The Protector System™              |
| (4) Model C943  | 3 Channel transmitter             | (10) Model CM1702 | Quick release lock                 |
| (5) Model C945  | 3 Channel mini transmitter        | (11) Model 760E   | Outside keyswitch                  |
| (6) Model 75LM  | Illuminated door bell push button | (12) Model C379   | Wireless fingerprint access system |





**24 SPARE PARTS**



# DIAGNOSTIC CHART

## 1 FLASH

Safety reversing sensors wire open (broken or disconnected).

OR

## 2 FLASHES

Safety reversing sensors wire shorted or black/white wire reversed.

## 3 FLASHES

Door control or wire shorted.

## 4 FLASHES

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

## 5 FLASHES

Possible RPM sensor failure. Unplug to reset.

## 6 FLASHES

Possible limit switch error on start up.

## 10 to 15 FLASHES

System failure

- **Symptom: One or both of the indicator lights on the IR Beams are not on steadily.**
  - Inspect sensor wires for an electrical short (eg. staple in wire), correct wiring polarity (black/white wires reversed), broken or disconnected wires, replace/attach as needed.
  - Disconnect all wires from the opener.
  - Remove beams from brackets and shorten sensor wires to 30-60mm (1-2") from back of each sensor.
  - Re-attach sending eye to opener using shortened wires. If sending eye indicator light glows steadily, attach the receiving eye.
  - Align beams. If the indicator lights glow, replace the wires for the beams. If the sensor indicator lights do not light up, replace the IR Beams.
- **Symptom: LED is not lit on door control.**
  - Check polarity of the wire connection to the opener.
  - Inspect door control/wires for an electrical short (eg. staple in wire), replace as needed.
  - Disconnect wires at door control, touch wires together. If opener activates, replace door control.
  - If opener does not activate, disconnect door control wires from opener. Momentarily short across red and white terminals with jumper wire. If opener activates, replace door control wires.
- **Symptom: Sending indicator light glows steadily, receiving indicator light is dim or flashing.**
  - Realign receiving eye sensor, clean lens and secure brackets.
- **Symptom: The RPM Sensor = Short travel 150-200mm (6-8").**
  - Unplug unit to reset. Try to operate opener. Check diagnostic code.
  - If it is still flashing 5 times and opener moves 150-200mm (6-8"), the RPM sensor may need to be replaced, for details contact your Chamberlain Merlin Professional Dealer.
- **Symptom: Door will not open or close**
  - Turn the power off. Wait 10 seconds.
  - Turn power back on. If opener fails to operate correctly after resetting, contact your Chamberlain Merlin Professional Dealer.
- **Symptom: Opener will not open or close the door**
  - Turn the power off. Wait 10 seconds.
  - Turn power back on. If opener fails to operate correctly after resetting, contact your Chamberlain Merlin Professional Dealer.
  - Contact your Chamberlain Merlin Professional Dealer. (report the number of flashes as the fault reference).

## **TROUBLESHOOTING**

### **1. The opener doesn't operate from either the**

#### **ACTIVATION button or the transmitter:**

- Does the opener have electric power? Plug a lamp into the outlet. If it doesn't light, check the fuse box.
- Have you disabled all door locks? Review installation instruction warnings on page 1.
- Is there a build-up of ice or snow under the door? The door may be frozen to the ground. Remove any restriction.
- The garage door spring may be broken. Have it replaced.

### **2. Opener operates from the transmitter, but not from the wired wall control (optional accessory):**

- Is the wall control lit? If not, reverse the two wires. If the opener runs, check for a faulty wire connection at the wall control, a short under the staples, or a broken wire.
- Are the wiring connections correct? Refer to wired wall control instructions.

### **3. The door operates from the ACTIVATION button or wired wall control, but not from the wireless wall control or transmitter:**

- If the wired wall control is installed and it is flashing, ensure the lock feature is off.
- Program the opener to match the transmitter code. (Refer to section 20). Repeat with all transmitters.

### **4. The transmitter has short range:**

- Change the location of the transmitter in your car.
- 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.
- Replace transmitter batteries.

### **5. The garage door opens and closes by itself:**

- Be sure that all transmitter push buttons are off.
- If the wired wall control (optional accessory) is installed, remove the bell wire from the wired wall control terminals and operate from the ACTIVATION button or transmitter. If this solves the problem, the wired wall control is faulty (replace), or there is an intermittent short on the wire between the wired wall control and the opener.
- Clear memory and re-program all wireless wall controls and transmitters.

### **6. The door will stop, reverses slightly away from the obstruction then stop:**

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

### **7. The door reverses for no apparent reason and opener light flashes for 5 seconds after reversing:**

- Check the Protector System™ (IR Beams), if installed. Correct alignment if the red light on the beam is solid.

### **8. The door opens but won't 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 in section 13 and section 14. Repeat safety reverse test after adjustments.

### **9. The opener strains to operate 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.

### **10. The opener hums briefly, then won't work:**

- Check that the door is not in manual release mode, refer section 8.
- The garage door springs may be broken. See above.
- If the problem occurs on the first operation of the opener, door may be locked. Disable any door locks.

### **11. The opener won't operate due to 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, refer section 8.

### **12. The opener flashes once every minute for 10 minutes after operating (optional feature):**

- Door and opener requires service. Contact your local Chamberlain Merlin dealer.

## OPERATION OF YOUR OPENER

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


- **The ACTIVATION (START/STOP) button**  
Press the button until door starts to move.
- **The wall control, outside keylock or keyless entry system** (if you have installed any of these accessories).
- **The transmitter or wireless wall button (CM128)**  
Hold the push button down until the door starts to move.

### When the opener is activated by transmitter, ACTIVATION button or wall control:

- If open, the door will close. If closed, the door will open.
- If closing, the door will stop.
- If opening, the door will stop (allowing space for entry and exit of pets and for fresh air).
- If the door has been stopped in a partially open or closed position, it will reverse direction.
- If an obstruction is encountered while closing, the door will stop, then reverse.
- If an obstruction is encountered while opening, the door will stop, reverse away from the obstruction then stop.
- The optional Protector System™ uses an invisible beam which, when broken by an obstruction, causes a closing door to open and prevents an open door from closing. It is **STRONGLY RECOMMENDED** for homeowners with young children.

Allow a 15 minute cooling period after 4 minutes of continuous operation of the opener.

### Opening the door manually: (refer section 8)

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

The door can be opened manually by pulling the release cord down firmly.

To re-connect the door, push the red clutch lever up to the top stop position.

### The opener light will turn on:

- when the opener is initially plugged in;
- after the power has been briefly interrupted;
- when the opener is activated.  
(the light turns off automatically after 2-1/2 minutes.)

## CARE OF YOUR OPENER

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

Limit and force settings: These settings must be checked and properly set when the opener is installed. Weather conditions may cause some minor changes in the door operation, requiring some re-adjustments, particularly during the first year of operation. Refer to limit and force setting in, sections 13 & 14.

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

Transmitter:

Additional transmitters can be purchased at any time. Refer to accessories. Any new transmitters must be programmed into the opener.

Transmitter battery:

If transmission range decreases, replace the battery.

## MAINTENANCE OF YOUR OPENER

### Once a month:

- Repeat safety reverse test.  
Make any necessary adjustments (sections 13 & 14)
- Manually operate door. If it is unbalanced or binding, call for professional garage door service.
- Check to be sure door opens and closes fully.  
Set limits and/or force if necessary.

### Once every 3 months:

- Ensure that mounting bolts are adequately tightened (i.e. 25-28Nm) to the door axle.

## SPECIFICATIONS MR1000

Input Voltage:	230-240VAC, 50Hz, 460W
Rated Load:	50Nm
Max.Pull Force:	700N
Max. Door Mass:	130kg (spring balanced)
Idle Current:	less than 5mA @ 230VAC
Drive:	AC gearmotor
Max. Drum Rotations:	3
Memory Registers:	64
Operating Frequency:	433.92MHz AM Peak Detect rolling code.
Auxillary power output:	12VDC 100ma (max)

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

**CHAMBERLAIN LIMITED WARRANTY  
Merlin Professional MR1000  
Rolling Garage Door Opener**

**Chamberlain Australia Pty Limited / Chamberlain New Zealand Limited (Seller) warrants to the original purchaser of the Chamberlain MR1000 Roller Door Opener (Unit) that it is free from defects in material and/or workmanship for a period of 2 YEARS from the date of first purchase from the Seller. The MR1000 motor (only) has a 5 year warranty from date of first purchase from the seller when installed on a domestic door.**

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

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

**Limited warranty on opener**

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

**In-warranty service**

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

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

**Exclusions**

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

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

This warranty does not cover any problems with, or relating to, the garage door or garage door hardware, including but not limited to the door springs, door rollers, door alignment or hinges, any problems caused by electrical faults, replacement of batteries or light bulbs or labour charges for reinstalling a repaired or replaced Units.

**Liability – Australia only**

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

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

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

**Liability – New Zealand only**

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

- (a) all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that the Seller can lawfully exclude them; and
- (b) under no circumstances shall the Seller be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit, other than those which were reasonably foreseeable as liable to result from the failure.

**NOTE: We request that you attach your sales docket or invoice to this manual to enable you to establish the date of purchase in the unlikely event of a service call being made. Chamberlain reserves the right to change the design and specification without prior notification. Some features or accessories may not be available in certain markets or areas. Please check with your distributor.**

**CONTACT DETAILS:**

**Chamberlain service centres:**  
**Australia**  
Phone toll free 1800 638 234  
Fax toll free 1800 888 121

**New Zealand**  
Auckland phone 09 477 2823  
Phone toll free 0800 653 667  
Fax toll free 0800 653 663

[www.chamberlainanz.com](http://www.chamberlainanz.com)

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