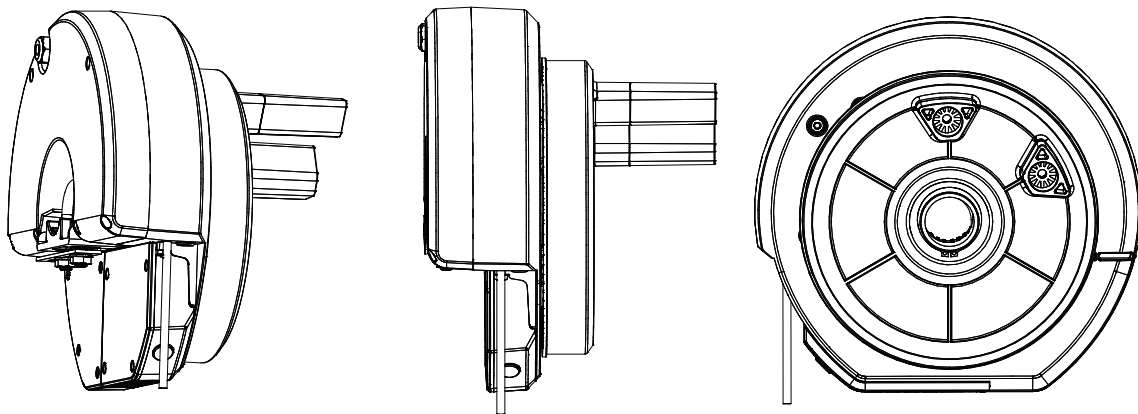# Merlin®

gomerlin.com.au
gomerlin.co.nz

WeatherDrive

MR550EVO

Rolling Garage Door Opener

Installation and Operating Instructions

Owners Copy: Please keep these instructions for future reference

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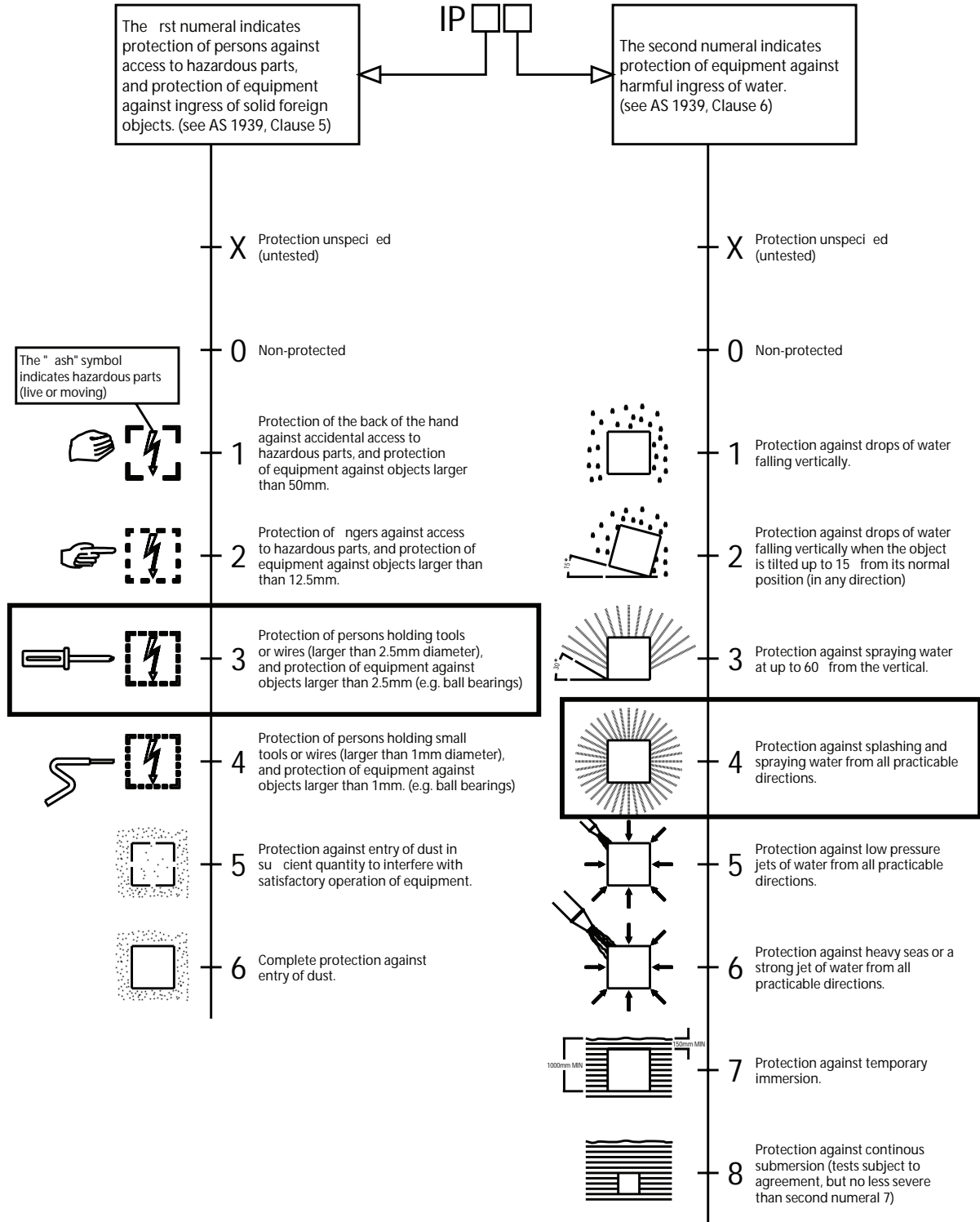**DO NOT PROCEED WITH THE INSTALLATION BEFORE READING THOROUGHLY**

IMPORTANT

* The use of the Key Lockable Release is for use in Commercial Applications ONLY, and not to be used when installed in a Residential Application (refer safety standard AS/NZS 60335.2.95). An alternative exit path from the building MUST BE AVAILABLE when using the Key Lockable Feature.

* This Merlin Unit is rated to IP34 and has a UV stabilizer added, however, to ensure the best operation of the opener the installer should ensure that it is protected from the elements. It should not be exposed to driving water or rain, or extended periods of direct sunlight. It must not be immersed in water or sprayed directly by a garden hose or pressure cleaner.

IP Rating Chart

Protection of persons and protection of equipment
indicated by the IP code.

Protection provided by enclosures
for electrical equipment is indicated
by the IP codes two:
CHARACTERISTIC NUMERALS

IP ☐☐

The first numeral indicates protection of persons against access to hazardous parts, and protection of equipment against ingress of solid foreign objects. (see AS 1939, Clause 5)

The second numeral indicates protection of equipment against harmful ingress of water. (see AS 1939, Clause 6)

First numeral (left column):

X — Protection unspecified (untested)

0 — Non-protected

The "flash" symbol indicates hazardous parts (live or moving)

1 — Protection of the back of the hand against accidental access to hazardous parts, and protection of equipment against objects larger than 50mm.

2 — Protection of fingers against access to hazardous parts, and protection of equipment against objects larger than than 12.5mm.

3 — Protection of persons holding tools or wires (larger than 2.5mm diameter), and protection of equipment against objects larger than 2.5mm (e.g. ball bearings)

4 — Protection of persons holding small tools or wires (larger than 1mm diameter), and protection of equipment against objects larger than 1mm. (e.g. ball bearings)

5 — Protection against entry of dust in sufficient quantity to interfere with satisfactory operation of equipment.

6 — Complete protection against entry of dust.

Second numeral (right column):

X — Protection unspecified (untested)

0 — Non-protected

1 — Protection against drops of water falling vertically.

2 — Protection against drops of water falling vertically when the object is tilted up to 15 from its normal position (in any direction)

3 — Protection against spraying water at up to 60 from the vertical.

4 — Protection against splashing and spraying water from all practicable directions.

5 — Protection against low pressure jets of water from all practicable directions.

6 — Protection against heavy seas or a strong jet of water from all practicable directions.

7 — Protection against temporary immersion.

8 — Protection against continous submersion (tests subject to agreement, but no less severe than second numeral 7)

2

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. Wear gloves and suitable protective clothing where appropriate.

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 40 mm 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 appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capablities, 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.

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

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

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

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

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

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

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

KEEP THESE INSTRUCTIONS

NOTE: If your garage has no service entrance door, a CM1702 or DMK1 outside quick release must be installed. This accessory allows manual operation of the garage door from outside in case of power failure.

1 CARTON INVENTORY

1. Instruction manual (this document)
2. Stop collar
3. Clamp bracket
4. Release handle, cord, keys and risk of entrapment card
5. Premium+ transmitters (2)
6. Wireless wall button
7. Hardware bag
8. Weight bar
9. Clamp plate
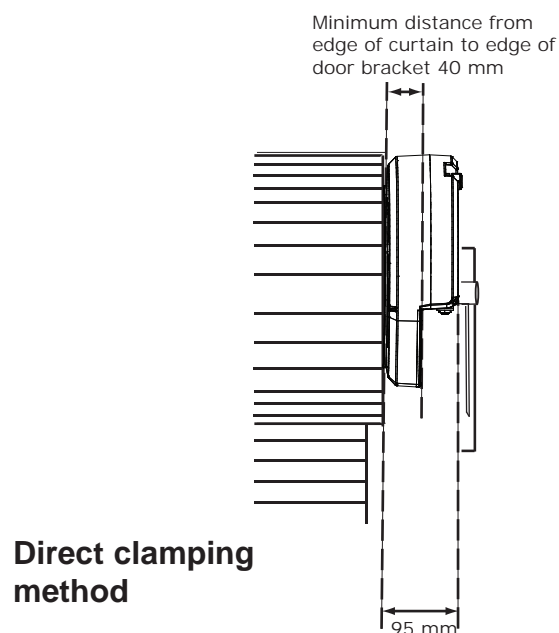10. Warning label and risk of entrapment label
11. Opener
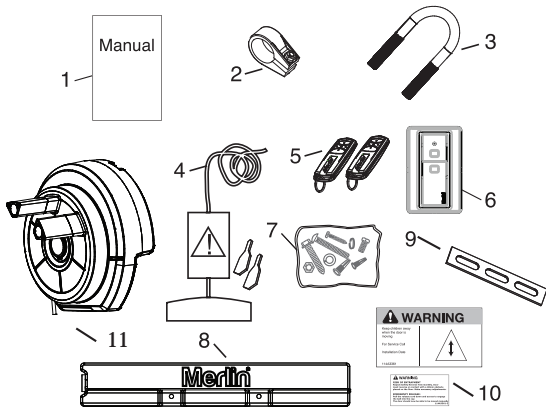
2 TOOLS REQUIRED

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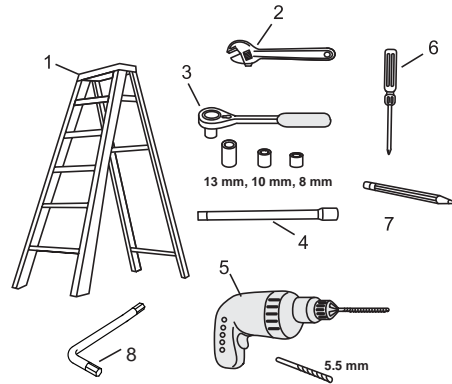
3 DOOR REQUIREMENTS

The maximum allowable door height is 5.5 m with a maximum curtain area of 15.0 m²* . 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 400 N (40 kgf). Door axle diameter must not exceed 35 mm.

Minimum distance from edge of curtain to edge of door bracket 40 mm

Direct clamping method

95 mm

Ensure that there is at least 40 mm from the edge of the curtain to the edge of the bracket. If the roller door drum is on the edge of the curtain or is a smaller diameter, additional clearance may be required.

4

4 TESTING THE DOOR

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

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

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

• Raise and lower the door to determine if there are any sticking or binding points (15 kgf is the absolute maximum allowable to raise or lower the door in any position).

• If your door does not hold in place or the door binds or sticks, call a qualified door technician before installing the opener.
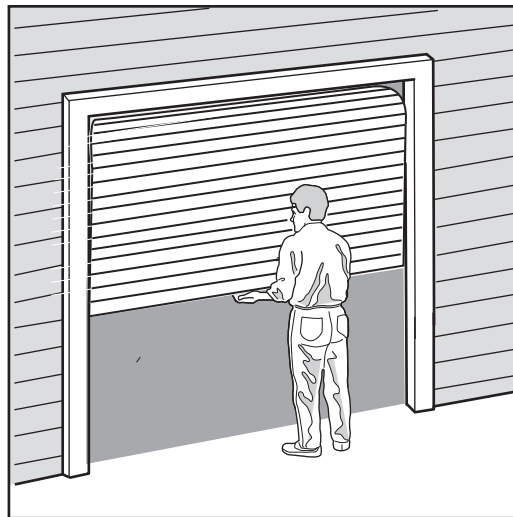
5 INSTALLING THE STOP COLLAR

• The stop collar (inset 1) is required to be installed on the opposite side of the door to where the opener is to be installed.

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

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

• Remove the bolt assembly from the plastic stop collar. Open the collar as wide as possible and push it onto the door shaft.

• Fit the stop collar hard against the boss of the door drum. Reinstall the bolt assembly onto the stop collar and tighten.

Non opener side   Opener side
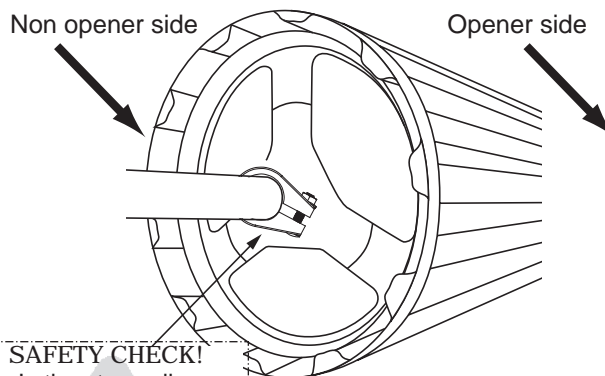
SAFETY CHECK!
Is the stop collar installed?
YES: proceed to the next step

NO: install the stop collar before proceeding

6 INSTALLING THE WEIGHT BAR (PROVIDED)

• Place the weight in the centre of the door (as shown).

• Use a pencil to mark the two hole positions.

• If the door curtain does not have a handle you will need to drill two 5.5 mm holes through the two marked positions, then place the weight bar on the inside of the door.

• Use the bolts, washers and nuts (provided) to fasten the weight bar in place.

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.

Merlin
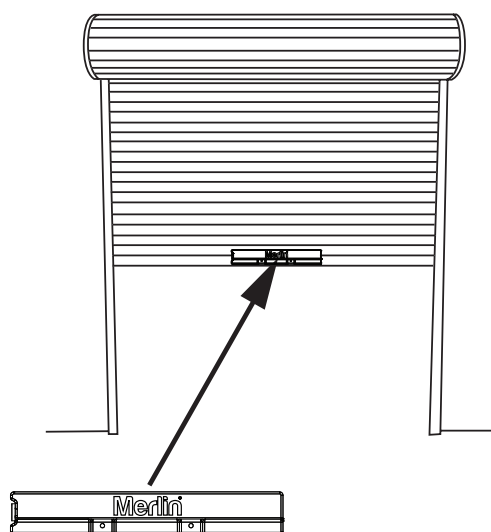
7 CONTROL PANEL

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

No	Function	Colour	Polarity	Comment
1	Push button	Red	+ve	Dry contact input for push button wired wall controls:
2	Common	White	-ve	Common terminal for push button, IR Beams & accessory power:
3	IR Beams	Grey	+ve	IR Beam Input: (pulsing type only)
4	Accessory Power	Green	+ve	24v dc 50 mA accessory output available for a universal receiver (output not active in Low Standby mode)

NOTE: The terminal block is weather protected by a rubber grommet.
When using external wiring, the cable holes can be punched through with a small screwdriver. These holes should be sealed with silicon sealant in order to maintain the weather proof rating.

2. DN Button: used to drive door DOWN.

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

4. P Button: used to "PROGRAM" the DOOR LIMITS.

5. S Button: used to "SAVE" the "REMOTE CONTROLS".

6. Key Lock: used to lock the engage/disengage mechanisim for commercial applications.

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

**8. Courtesy Light:** turns on during operation and automatically turns off after 3 minutes.
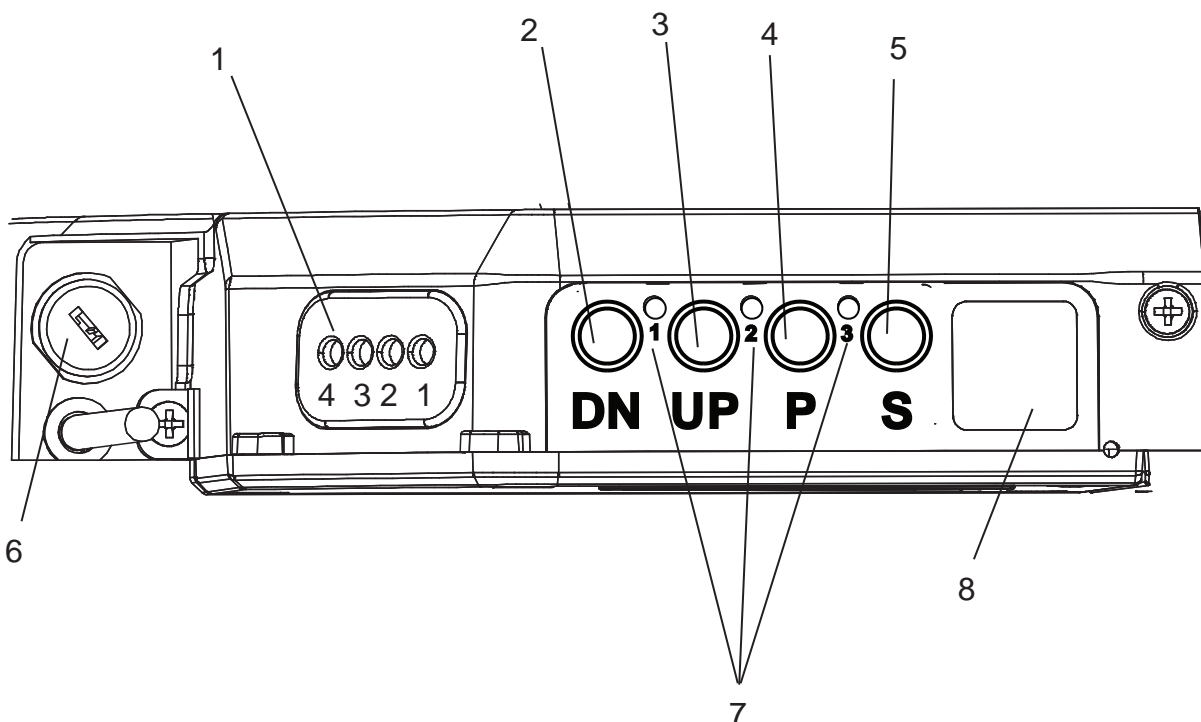
8 THE RELEASE HANDLE & CORD

⚠️ **DO NOT DISENGAGE THE OPENER TO MANUAL OPERATION WITH CHILDREN , PERSONS OR OTHER OBJECTS INCLUDING MOTOR VEHICLES WITHIN THE DOORWAY : (The door is under significant tension and if the door has developed a fault or incorrect tension, it may be unsafe and may fall rapidly.)**

The manual release mechanism enables the door to be manually operated during power outages or in an emergency.

The RED Manual Release cord is preassembled to the opener. When the opener is installed the handle should be no higher then 1.8 metres from the floor. The cord may need to be extended.

Rope

Manual release warning label

Release handle

Overhand knot
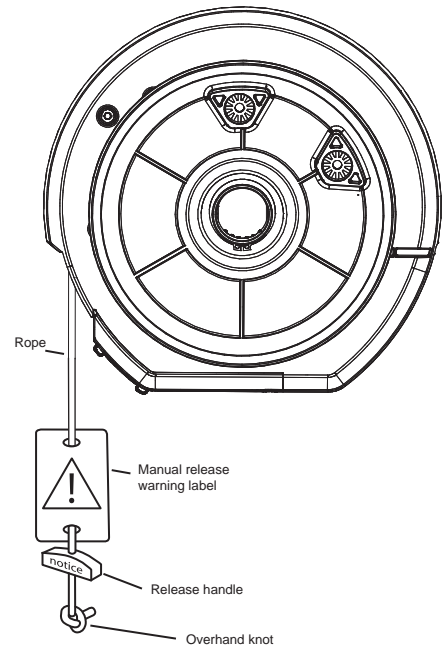
9 KEY LOCKABLE RELEASE

⚠️ **The use of the Key Lockable Release is for use in Commercial Applications ONLY, and not to be used when installed in a residential Application (refer safety standard AS/NZS 60335.2.95). An alternative exit path from the building MUST BE AVAILABLE when using the Key Lockable Feature**

Insert key into Release Handle

Lock or unlock as required

8 mm allen key (not provided)

• Turn OFF the opener mains power (so the door cannot be activated).
• Insert the key into the Maual Release handle and Lock   or Unlock as required (an 8 mm allen key can be used to extend the handle if needed).

• Keep the key in a safe place.

• Two keys are provided, if a replacement is needed, refer to a locksmith.
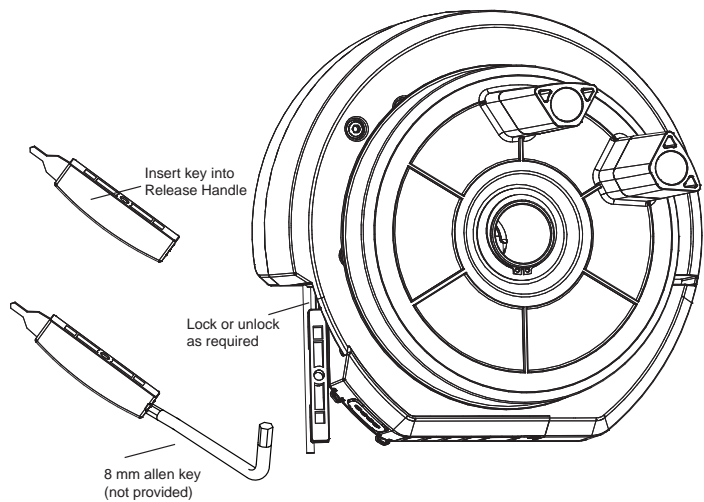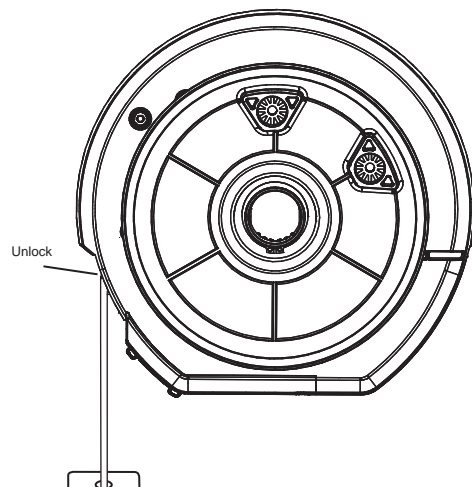
10 OPERATING THE MANUAL RELEASE

NOTE: Ensure the Key Lockable Release is not locked.

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

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

Unlock

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

11 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.

Free curtain   Ballooning   Add fasteners here

Door closed   Door can be lifted   Door secure
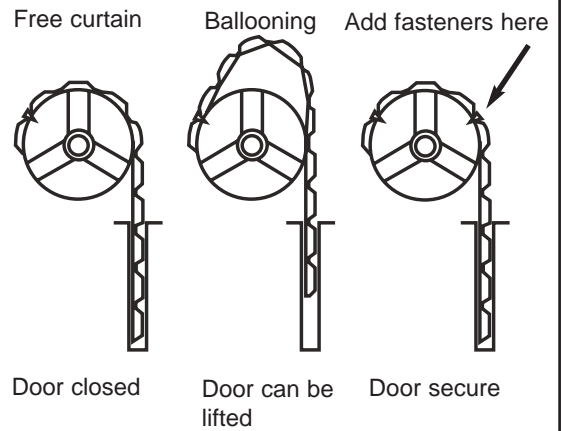
12 LEFT / RIGHT HAND INSTALLATION

LEFT
(handing must be changed during limit setting)

RIGHT
(factory default setting)

Inside garage looking out

8
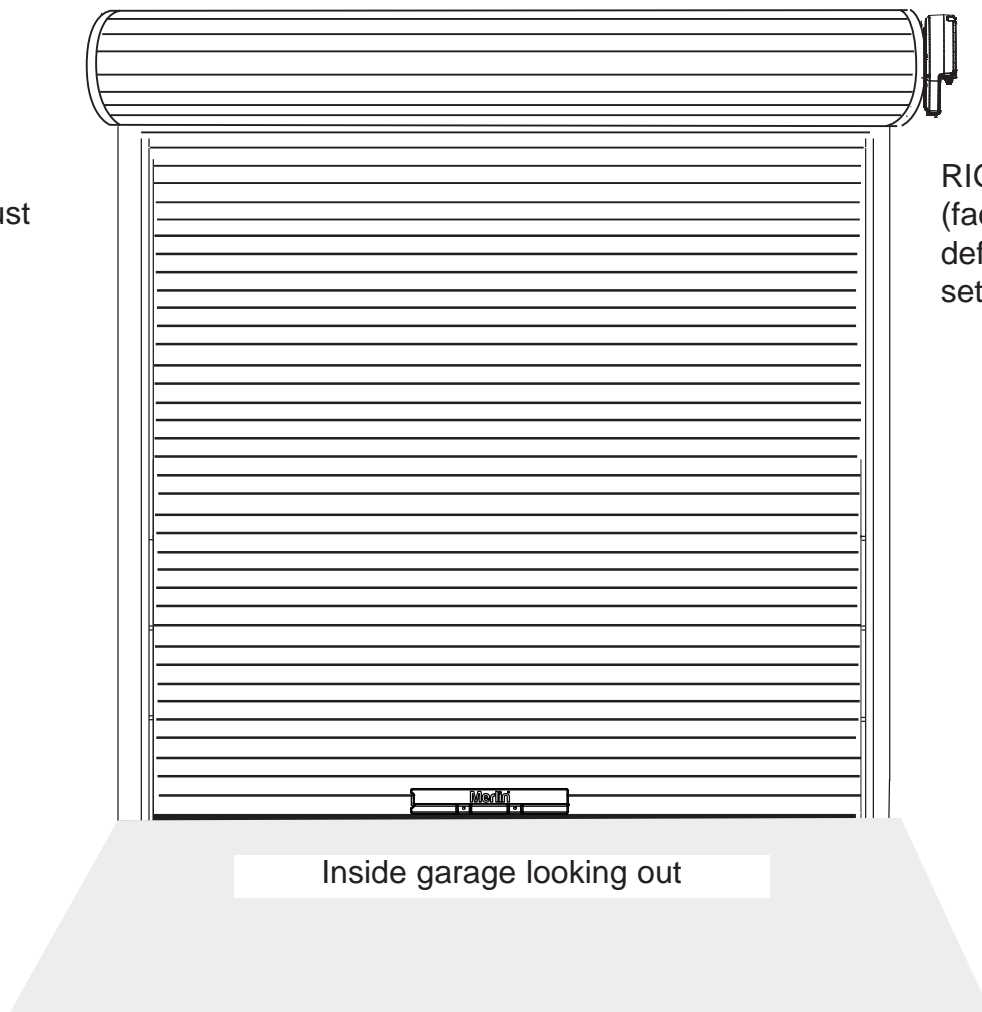
13 INSTALLATION PROCEDURE

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

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

Preparation:

• Place the opener in manual release mode.
• 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 shaft on the right hand door bracket (for reassembly purposes).
• While the door is supported, remove the right hand axle U-Bolt and door mounting bracket from the wall.

Install the opener:

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

⚡ **Connect the power:**

• Position the power cable away from the door curtain and any moving parts.
• Plug the opener into a nearby power point and turn ON.
• The opener Light will turn ON.

Rope

Door stand

Rope

Door stand

Tighten to 25-28 Nm
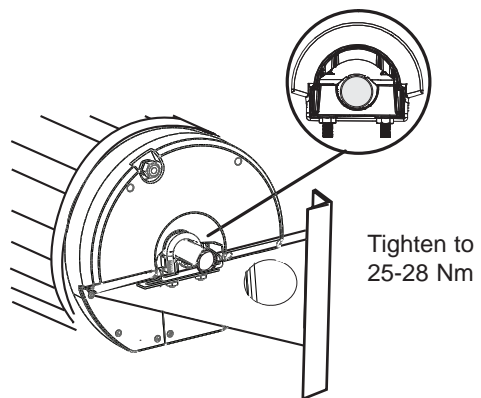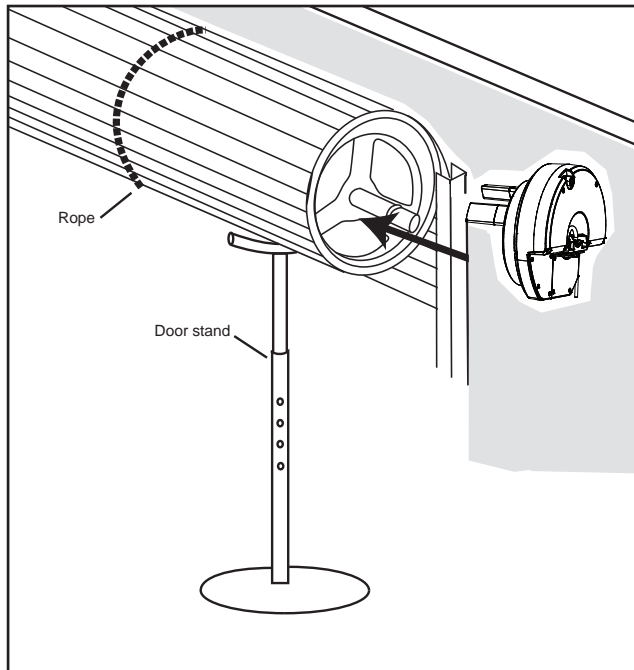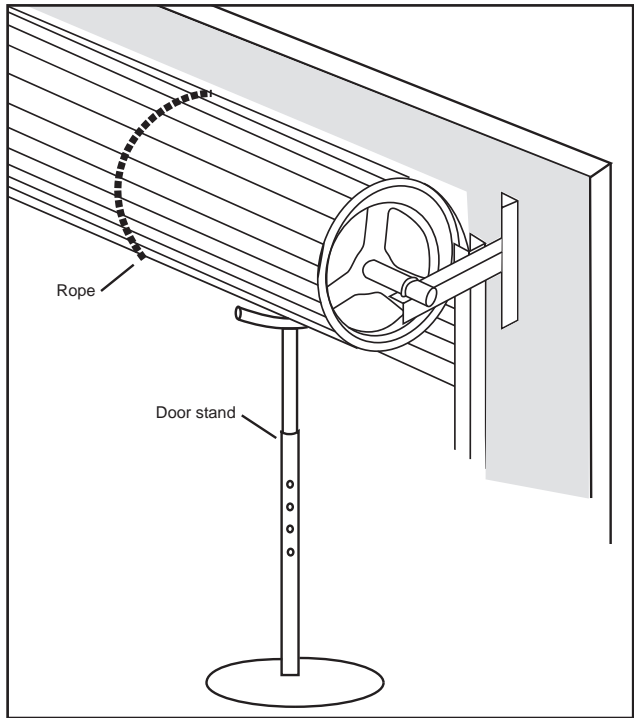
14 SETTING THE LIMITS FOR RIGHT OR LEFT HAND OPERATION AND FORCE

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

Program Buttons: the Control Panel diagram in section 7 identifies the Control Buttons and LED layout.
Audible Beep: An audible "BEEP" also features with each button press. This feature can be turned OFF.
Courtesy light: during the programming sequence, the courtesy light will flash at half strength.
NOTE: The WeatherDrive MR550EVO opener is factory configured for right hand installation.

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

Setting the Right or Left Hand Operation:

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

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

Setting the Door Limits:
4. Press and hold the "UP" button until the door reaches the desired OPEN position (You can toggle between the UP and DN buttons to move the door to the correct position. Make sure there is enough room for your vehicle to pass under)
5. Press and release the black "P" program button to accept this setting.
6. Press and hold the "DN" button until the door reaches the desired CLOSED position (You can toggle between the UP and DN buttons to move the door to the correct position.)
7. Press and release the black "P" program button to accept this setting. (LED 2 should flash to indicate you are now in Force Learn mode) (continue)
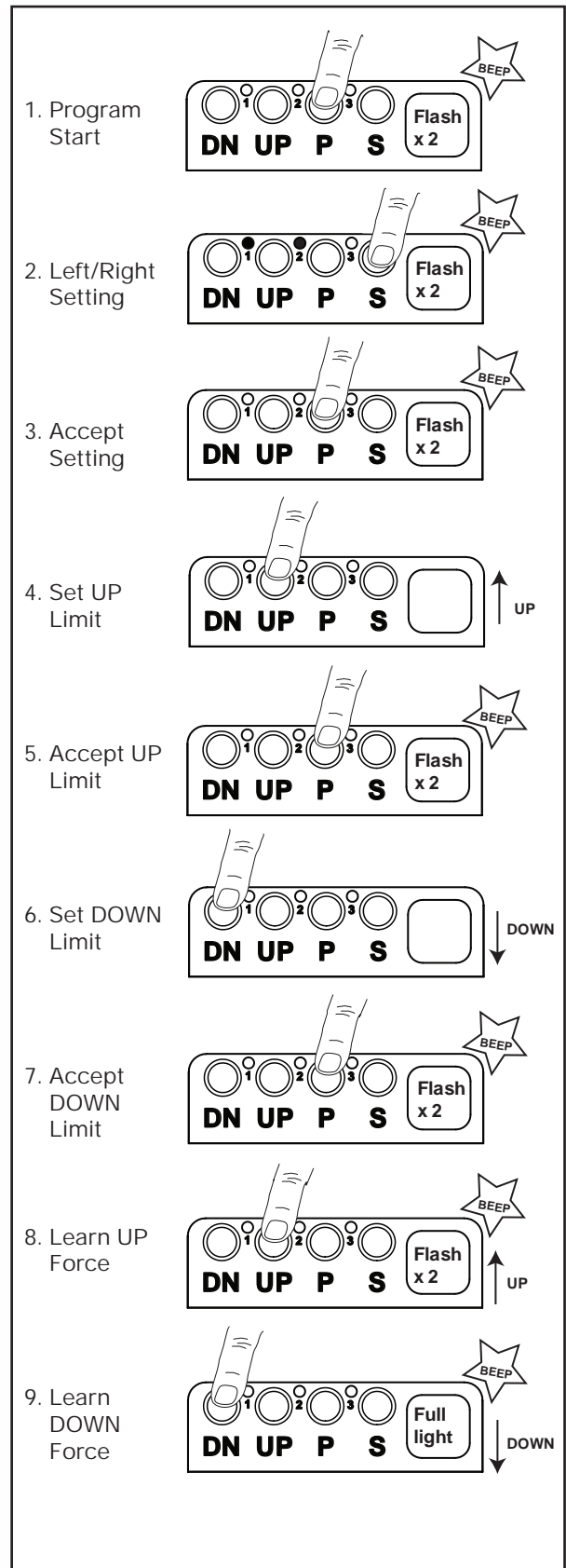
Setting the Force Automatically:
8. Press and release the "UP" button. The door will travel to the OPEN position with LED 2 flashing.
9. Press and release the "DN" button. The door will travel to the CLOSED position with LED 1 flashing. When fully closed, LED 1 will stop flashing and the courtesy light will change to full power.
(This process is now complete)

Setting the Force manually: (Only perform if Limits are already set)
• Start with the door fully CLOSED.
• Press the "S" button twice to enter into force learn mode. The Courtesy light will go to half strength, and Led 2 will flash quickly.
• Press and release the "UP" button. The door will travel to the OPEN position, then LED 1 will flash quickly.
• Press and release the "DN" button. The door will travel to the CLOSED position, then LED 1 will stop and the courtesy light will change to full power. **(This process is now complete)**

1. Program Start — DN UP P S — Flash x 2 — BEEP
2. Left/Right Setting — DN UP P S — Flash x 2 — BEEP
3. Accept Setting — DN UP P S — Flash x 2 — BEEP
4. Set UP Limit — DN UP P S — UP
5. Accept UP Limit — DN UP P S — Flash x 2 — BEEP
6. Set DOWN Limit — DN UP P S — DOWN
7. Accept DOWN Limit — DN UP P S — Flash x 2 — BEEP
8. Learn UP Force — DN UP P S — Flash x 2 — UP — BEEP
9. Learn DOWN Force — DN UP P S — Full light — DOWN — BEEP

15 TESTING THE SAFETY REVERSE SYSTEM

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

Operate the door in the down direction. The door must reverse upon contact with the obstacle. If the door stops on the obstacle, remove obstacle and repeat limit and force setting (refer section 12).

Repeat test of the safety reverse system.

40 mm

40 mm Test obstacle

CHOOSE SAFETY
CHOOSE MERLIN
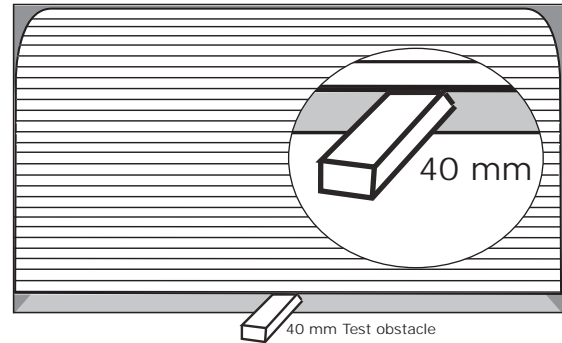
16 FIXING WARNING LABELS

Once you have completed your installation and successfully carried out the safety reverse system test (outlined above), install the warning labels provided with your opener as shown.
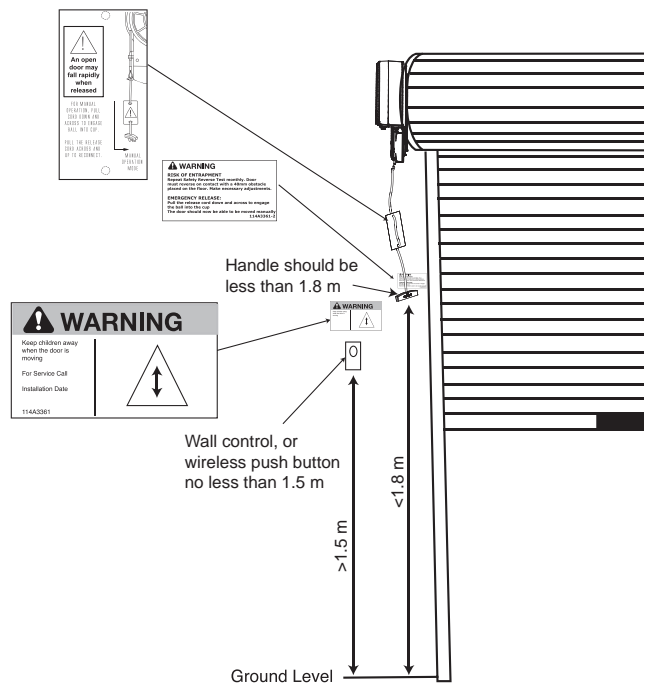
The **risk of entrapment label** must be installed adjacent to the release handle at a height of less than 1.8 m from the floor.

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

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

Ensure the manual release instruction card is attached to the rope as detailed in section 8.

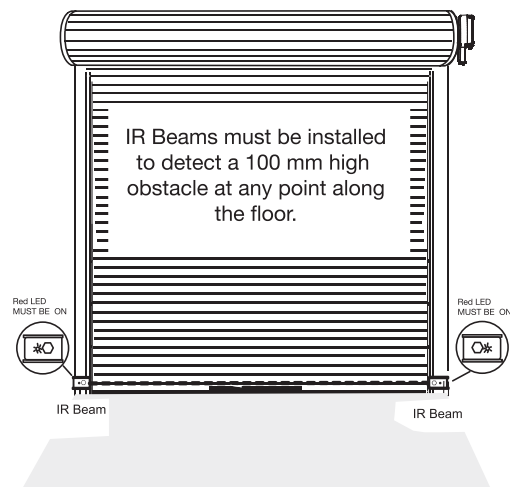Read the safety instructions (page 3) for further details concerning safety.

Handle should be less than 1.8 m

⚠️ WARNING
Keep children away when the door is moving
For Service Call
Installation Date
114A3361

Wall control, or wireless push button no less than 1.5 m

>1.5 m

<1.8 m

Ground Level

STANDARD INSTALLATION COMPLETE

17 INSTALL THE PROTECTOR SYSTEM™ (IR BEAMS) OPTIONAL ACCESSORY

NOTE: This accessory must be used for all installations where the closing force as measured on the bottom of the door is over 400 N (40 kgf).

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.***

IR Beams must be installed to detect a 100 mm high obstacle at any point along the floor.

Red LED MUST BE ON

Red LED MUST BE ON

IR Beam

IR Beam

ENABLING THE PROTECTOR SYSTEM:
• Connect the IR Beam wiring to the opener and turn ON. (The Protector System will automatically enable once they are connected and will now operate in a FAIL SAFE mode.)

DISENABLING THE PROTECTOR SYSTEM:
If the Protector System is installed and needs to be removed the opener will need to be reprogrammed.
Perform the power ON/OFF sequence as follows.
• Remove the IR wires from the opener.
• Turn the mains power OFF for 5 seconds.
• Turn the power ON for 5 seconds.
• Turn the power OFF for 5 seconds.
• Turn the power ON and check the opener operates OK without the 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 assist in preventing serious injury or property damage. For your own peace of mind and the safety of others please install this inexpensive safety device.

CHOOSE SAFETY CHOOSE MERLIN

Timer to close feature (TTC)

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

TIMER TO CLOSE feature: (TCC) 10 to 180 seconds.
NOTE: IR beams must be installed before TTC will operate.

The Timer to Close feature allows the door to automatically close after a specified time period. During the OPEN door waiting period, the courtesy light will flash continuously.
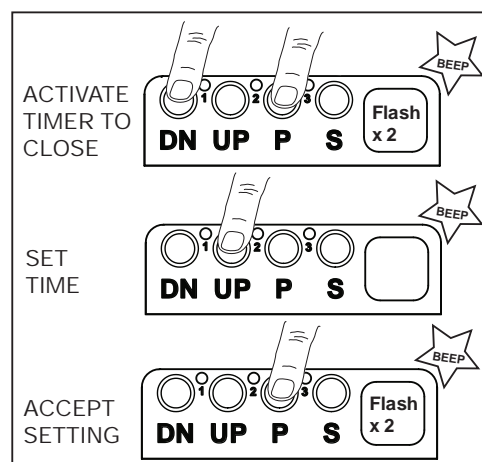If the door encounters an obstruction while closing, the opener will return to the OPEN position and the waiting period will begin again.

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

To Deactivate the Timer to Close.
• Start with the door fully CLOSED.
• Press and Hold both "P" and "DN" buttons for 3 seconds. When the Courtesy light flashes "TWICE", release both buttons.
• Press and release the "P" button to accept this setting.

ACTIVATE TIMER TO CLOSE

BEEP

Flash x 2

DN   UP   P   S

SET TIME

BEEP

DN   UP   P   S

ACCEPT SETTING

BEEP

Flash x 2

DN   UP   P   S

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

## 18 INSTALLING YOUR E138M WIRELESS WALL BUTTON

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

To install:

• Carefully pry open the E128M and locate the two screws for mounting.
• Attach to the wall using the two screws and wall anchors provided if mounting to a plaster wall. If using a recessed wall box do not use anchors.

NOTE: Do not overtighten screws.

NOTE: The wall control supplied with your opener should be pre-programmed by the factory. If adding a new wall control, program into the opener before mounting the unit as detailed in the "Wireless Programming" section.
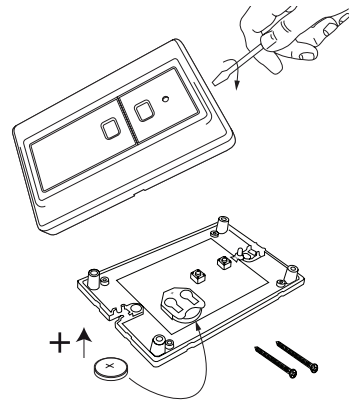
19 TRAVEL SPEED (OPTIONAL)

There are two travel speeds available for this opener.
(Regular and Slow speed)

The WeatherDrive MR550EVO has been factory set for regular speed.

Setting the SLOW SPEED:

• Start with the door fully OPEN.
• Press and Hold both "UP" and "DN" buttons for 3 seconds.
• The Courtesy light will flash "ONCE". Release both buttons.

To return to REGULAR SPEED:

• Start with the door fully OPEN.
• Press and Hold both "UP" and "DN" buttons for 3 seconds.
• The Courtesy light will flash "TWICE". Release both Buttons.

SLOW SPEED | DN UP P S | Flash x 1 | BEEP

REGULAR SPEED | DN UP P S | Flash x 2 | BEEP

13
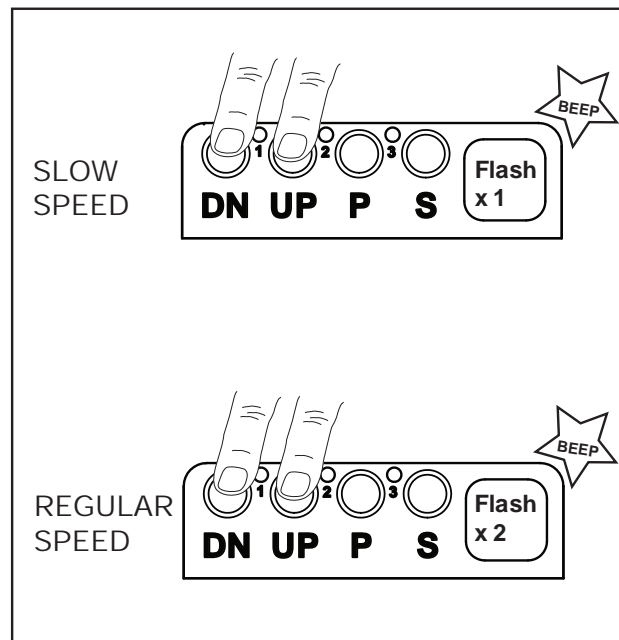
20 STANDBY MODE (OPTIONAL)

The WeatherDrive MR550EVO has been factory set for Low Standby mode (sub 1 watt usage).

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

To Activate NORMAL STANDBY mode.
• Turn the mains power OFF.
• Press and Hold both "UP" and "DN" buttons.
• Turn ON mains power while both buttons are
  still pressed.
• Courtesy light comes ON, and after 5
  seconds another 10 flashes. Release both
  buttons.

To Activate LOW STANDBY mode.
• Turn the mains power OFF.
• Press and Hold both "UP" and "DN" buttons.
• Turn ON mains power while both buttons are
  still pressed.
• Courtesy light comes ON, and after 5
  seconds another 1 flash. Release both
  buttons.

NORMAL STANDBY

BEEP

DN   UP   P   S | Flash x 10

LOW STANDBY

BEEP

DN   UP   P   S | Flash x 1
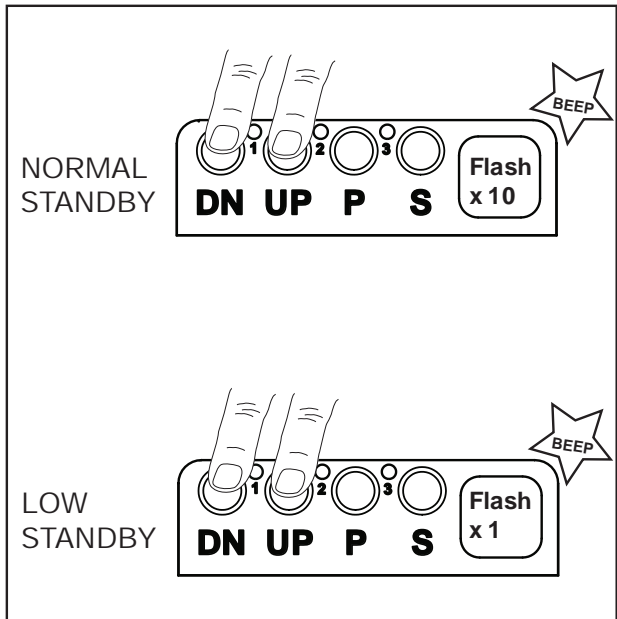
21 AUDIBLE BEEP (OPTIONAL)

The WeatherDrive MR550EVO has been factory set for Audible "BEEP".

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

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

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

AUDIBLE BEEP

BEEP

DN   UP   P   S | Flash x 2
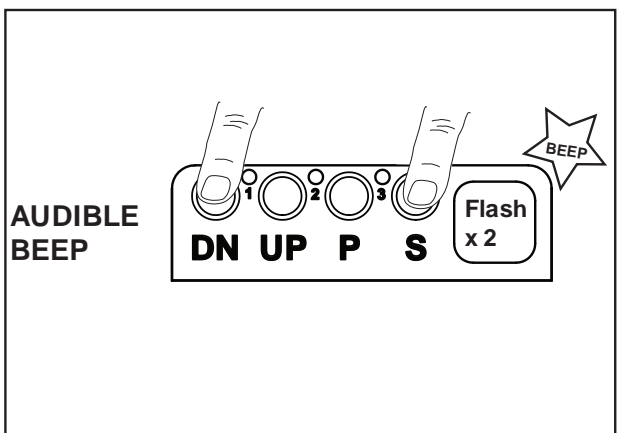
## 22 *CONTROL PANEL E-LOCK (OPTIONAL)*

The WeatherDrive MR550EVO has been factory set with the Control Panel buttons UNLOCKED.
After all the Installation and programming processes are complete, the Control Panel buttons can be locked, and all the coded transmitters will remain active.

To Lock the Control Panel:
• Start with the door fully OPEN.
• Press and Hold both "S" and "UP" buttons for 3 seconds, while pressing a previously coded transmitter.
• The Courtesy light will flash "TWICE". Release all the buttons.

The control panel is now LOCKED, and pressing any button will only allow the courtesy light to turn ON. Transmitters remain active.

To turn the Control panel back ON, simple repeat the above process using any previously coded transmitter.

E-LOCK

BEEP

Flash
x 2

DN UP P S

or
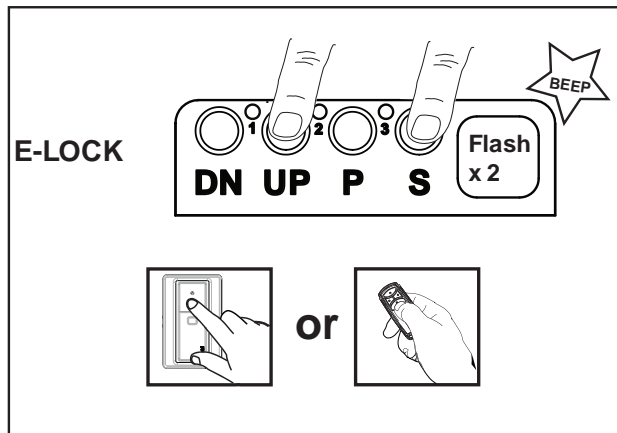
23 *PARTIAL OPENING FEATURE (PET)*

This is an adjustable, second stop position suitable for ventilation, pedestrian or pet access, programmed to the Remote Control.

**NOTE: Wireless Wall buttons will not operate this feature.**

To Activate this feature:
1. Start with the door fully **CLOSED** (figure 1). Drive the opener UP and stop at the position required for **PET** access.

2. Enter PET activation mode by pressing the **P** and **UP** buttons together for 3 seconds (figure 2). Release when the Courtesy light flashes once.

3. Press the Remote Control button that you have allocated for this feature (figure 3). Do not use the button already allocated for normal operation. The Courtesy light will flash once when the code is accepted.

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

To Deactivate this feature:

1. Start with the door fully **CLOSED.**

2. Enter PET Activation mode by pressing the **P** and **UP** buttons together for 3 seconds (figure 2). The Courtesy light will flash twice, indicating that deactivation has occurred.

fig.1

Door Fully Closed

BEEP

Flash
x 1

DN UP P S

fig.2

BEEP

Flash
x 2

DN UP P S

fig.3
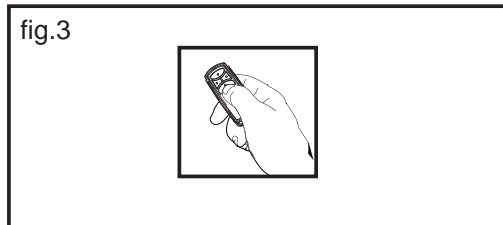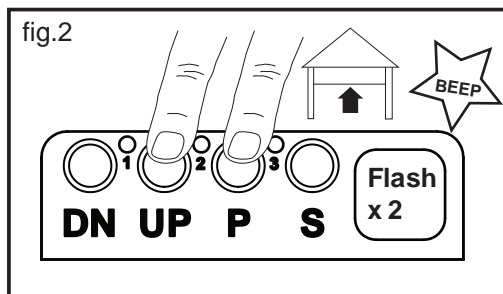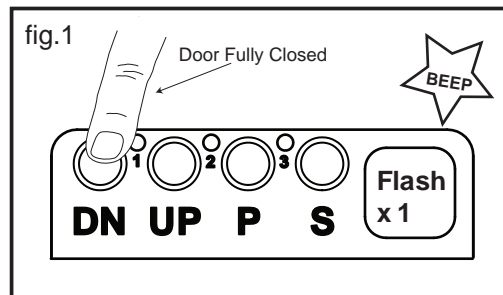
24 WIRELESS PROGRAMMING (OPTIONAL ACCESSORIES)

⚠️ *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.*

NOTE: The transmitter(s) supplied with your opener are preprogrammed by the factory.

If you purchase additional transmitters, the garage door opener must be programmed to accept the new remote code.

Program the Receiver to Match Additional Transmitter Codes:

Using the "S" SAVE Button

1. Press and Hold the button on the hand-held remote or wall button that you wish to use (1).
2. Press and release the "S" button on the opener (2).
3. Release the remote button when the courtesy light flashes 3 times. It has learnt the code. If you release the remote control push button before the opener light flashes, the opener has not learnt the code.

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

To Erase all Remote Control Codes
1. Press and Hold the "S" button on the opener until the courtesy light flashes twice, and continue holding for approx. 8 seconds, until the courtesy light flashes twice again.
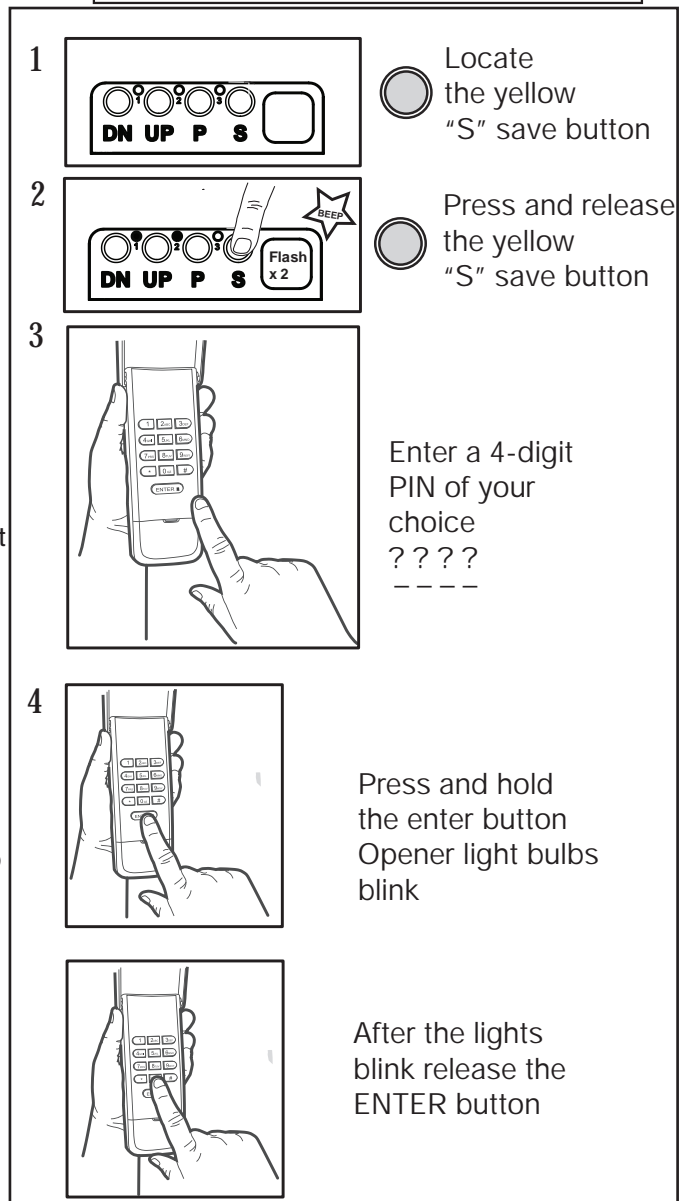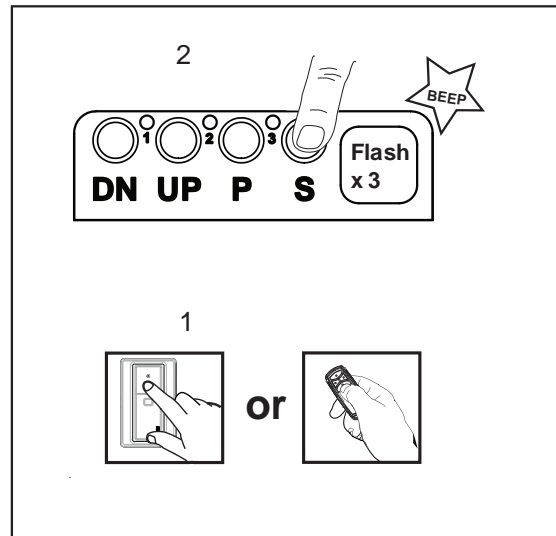2. Release the button, all codes are now erased.

Wireless Keypad E840

To set the keyless entry PIN:
1. Locate the "S" button on the garage door opener.
2. Press and release the "S" button. The courtesy light will flash twice.
3. Enter a 4-digit personal identification number (PIN) of your choice on the keypad.
4. Press and hold the ENTER button. Check to see if the courtesy light flashes. Release the ENTER button after the light flashes.

To change an existing keyless entry PIN:

1. Enter the existing programmed PIN that you want to change.
2. Press and hold the # button until the courtesy light flashes twice.
3. Enter the new 4-digit PIN of your choice, then press the ENTER button. The light will flash once.
4. To test, enter the new PIN, then press the ENTER button. The garage door opener will activate.

2

DN UP P S   Flash x 3   BEEP

1   or

1 DN UP P S   Locate the yellow "S" save button

2 DN UP P S   Flash x 2   BEEP   Press and release the yellow "S" save button

3   Enter a 4-digit PIN of your choice ? ? ? ? _ _ _ _

4   Press and hold the enter button Opener light bulbs blink

After the lights blink release the ENTER button

OPERATION OF YOUR OPENER

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

• **Opener Control Panel: UP & DOWN buttons**

• **Remote Control Transmitter:** hold the button down until the door starts to move.

• **The Outside keyswitch or keyless entry system** (optional accessories).

• **The Transmitter or Wireless Wall Control (E138M)**
Hold the push button down until the door starts to move.

When the opener is activated:

• 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.

Obstruction behaviour:

• If an obstruction is encountered while closing, the door will reverse.
• If an obstruction is encountered while opening, the door will reverse and stop.
• The 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.

Opening the door manually:

⚠️ ***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-engage the door, pull the release cord down firmly.

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

CARE OF YOUR OPENER

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

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

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

Transmitter: Additional transmitters can be purchased at any time. Refer to 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 (section 13).

• 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.

SPECIFICATIONS MR550EVO

Input Voltage:	230-240 VAC, 50 Hz, 120 W
Rated Load:	32 Nm
Max.Pull Force:	500 N @ ⊘300 mm
Max. door weight:	100 kg
Max lift under Spring Tension:	15 kg
Max. door area:	15.0 m^2
Standby Power:	<1 Watt
IP Rating:	IP34
Drive:	DC gearmotor permanent lubrication
Max. Drum Rotations:	5$^{1/2}$
Memory Registers:	64
Operating Frequency:	433.30/433.92/434.54 MHz
Operating Temperature:	55^{0}C to -25^{0}C

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

25 ACCESSORIES

1. Model E138M 2 Channel wireless wall button
2. Model E960M 4 Channel Premium transmitter
3. Model E950M 4 Channel transmitter
4. Model E940M 1 Channel transmitter
5. Model E943M 3 Channel transmitter
6. Model E945M 3 Channel mini transmitter

7. Model E840M Keyless entry system
8. Model 760 Outside keyswitch
9. Model CM1702 Outside quick release (steel fix)
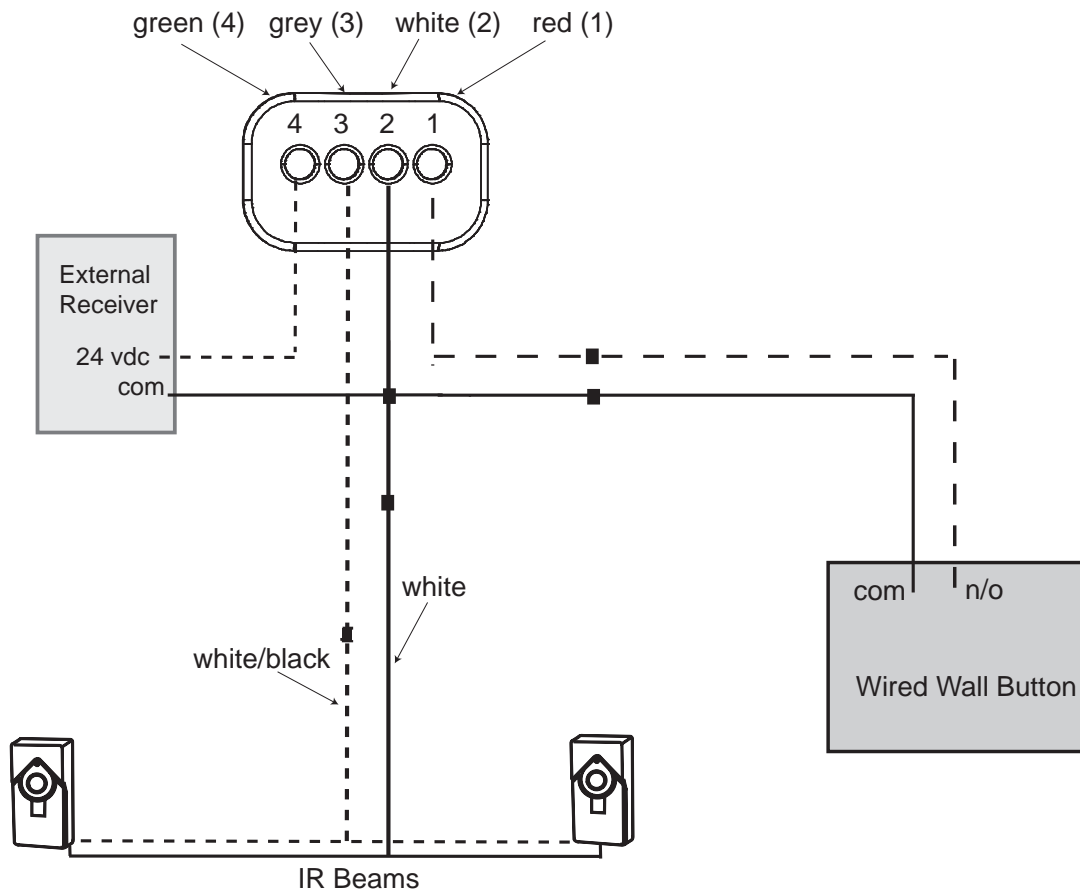10. Model DMK1 Outside quick release (brick fix)
11. Model 774ANZ The Protector System™ (IR Beams)
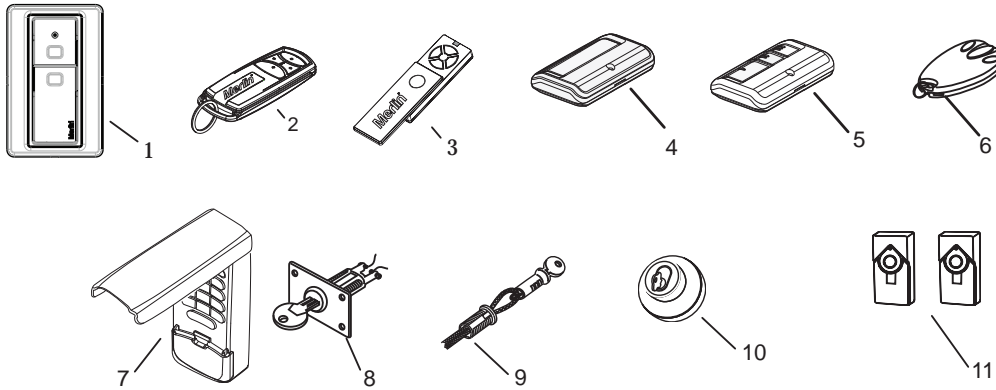
NOTE: Use of any Chamberlain Group accessories are approved to use with this opener. This includes genuine Merlin accessories. Generic compatible accessories are **NOT** approved for use with this opener.
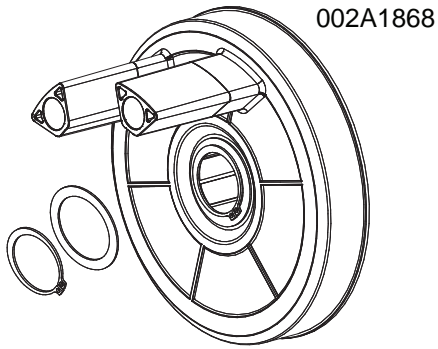
26 TYPICAL WIRING DIAGRAM WEATHERDRIVE MR550EVO
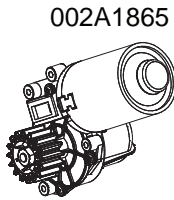### Information for Service Personnel

NOTE: The terminal block is weather protected by a rubber grommet.
When using external wiring, the cable holes can be punched through with a small screwdriver. These holes should be sealed with silicon sealant in order to maintain the weather proof rating.

green (4)   grey (3)   white (2)   red (1)

External Receiver

24 vdc
com

white

white/black

com   n/o

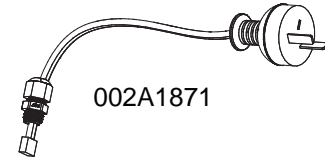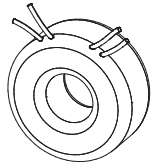Wired Wall Button

IR Beams

18

002A1868

002A1865

> If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.
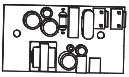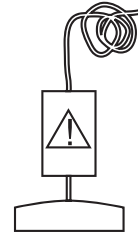
002A1871

002A1870

002A1867
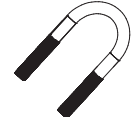
002A1869
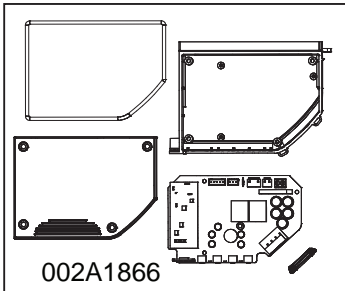
002A1874

002A1872

002A1864

002A1866

002A1873

002A1865	**Motor with gearbox & clutch**
002A1868	**Sungear kit**
002A1866	**PCB assembly**
002A1867	**Sub 1 Watt PCB module**
002A1869	**Transformer**
002A1874	**Clamp assembly**
002A1872	**Handle & pull rope assembly**
002A1864	**Absolute Position Encoder (APE)**
002A1873	**Weight Bar**
002A1871	**Power Cord**

TROUBLESHOOTING

1. The opener will not operate from either the UP/DOWN ACTIVATION button or the transmitters :
• Does the opener have electric power? Plug a lamp into the outlet. If it does not work, check the fuse box.
• Have you disabled all door locks? Review installation instruction warnings on page 3.
• 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 terminals:
• Are the wiring connections correct?

3. The door operates from the UP/DOWN ACTIVATION buttons but not from the wireless wall control or transmitter:
• Program the opener to match the transmitter code. Repeat with all transmitters.

4. The transmitter has short range:
• Change the location of the transmitter 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.

5. The garage door opens and closes by itself:
• Be sure that all transmitter push buttons are off.
• If the wired wall control terminals are 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 reverses and stops before opening completely:
• Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or repair the door.

7. Door reverses for no apparent reason and opener lights flashes 10 times:
・Check The Protector System™ (if you have installed this accessory). If the red light on the beam is flashing, the alignment is incorrect.

・The red light on the beams may not be on if the opener is in Standby mode. Activate the door to temporarily exit standby mode and check lights are on constantly. If the LEDs are flashing, realign the beams.

8. The door opens but will not close or reverses while closing (refer to point 7 as well):
• Is something obstructing the door? Pull the manual release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
• Clear any ice or snow from the garage floor area where the door closes.
• Repeat the limit and force setting. Repeat safety reverse test after adjustments.

9. 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 motor hums briefly, then will not 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 will not 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.

12. The LED Indicators on the control panel are flashing in sequence:
Check the diagnostic code on next page.

13. Replace batteries in remotes:

> ⚠ *To prevent SERIOUS INJURY OR DEATH:*
> *- NEVER allow small children near batteries.*
> *- If battery is swallowed, immediately notify doctor.*

To replace battery for optional E960M, 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. Observe polarity of battery!

Assemble again in reverse direction.
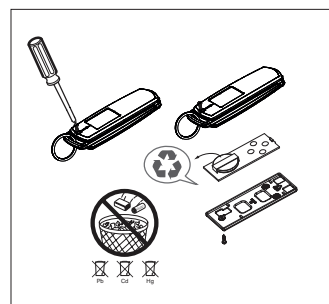
To replace battery for & optional remote control transmitters -E945M, E950M, E943M & E940M, use a screwdriver blade to pry open the case as shown. Insert battery positive side up.
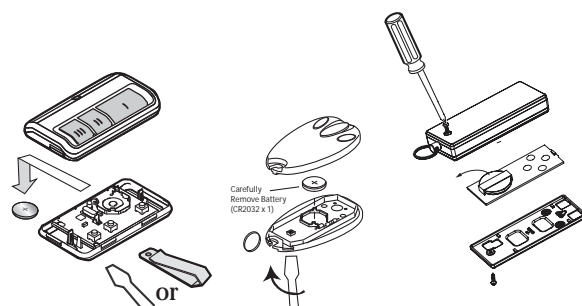
28 DIAGNOSTIC CHART

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

DIAGNOSTIC CODE		SYMPTOM	POSSIBLE RESOLUTION
LED 1	LED 3		
1	1	The garage door opener will not close and the courtesy light flashes.	Safety sensors are open circuit or wires may be cut. Inspect sensor wires for a disconnected or cut wire. Turn power off and reboot the opener.
1	2	The garage door opener will not close and the courtesy light flashes.	There is a short circuit wire for the safety sensors. Inspect safety sensor wire at all staple points and replace wire or correct as needed. Turn power off and reboot the opener.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	4	The garage door opener will not close and the courtesy light flashes.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	There is no door movement or motor accelerates before stopping suddenly.	No RPM pulses have been detected. Check the door manually for balance, binding or obstructions. Internally the possible cause may be the motor, logic board or RPM sensor. Try resetting door travel limits. Contact service centre.
2	1	Opener fails to operate.	Possible PCB memory failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	2	Opener fails to operate.	Possible PCB Voltage failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	4	Opener fails to operate using the remote controls	Possible receiver failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Recode the transmitters. Contact service centre.
4	1	Door is moving down, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).
4	2	Door is moving up, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).

CHAMBERLAIN LIMITED WARRANTY

Merlin® Professional WeatherDrive® MR550EVO
Roller Garage Door Opener

Chamberlain Australia Pty Limited / Chamberlain New Zealand Limited (**Chamberlain**), the manufacturer of Merlin® automatic garage door openers, is committed to manufacturing and supplying high quality goods. As part of this commitment, we seek to provide reliable service and support for our goods and are pleased to provide you, the original purchaser, with this Chamberlain Limited Warranty.

The benefits given to you under this Chamberlain Limited Warranty are in addition to any rights and remedies that you may have under Australian or New Zealand consumer protection laws. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, or New Zealand Consumer Guarantess Act 1993. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Chamberlain's warranty

What is covered

Chamberlain warrants to the original purchaser of the Merlin WeatherDrive MR550EVO Roller Door Opener (Unit) that all parts of the Unit, other than remote controlled transmitters, battery back up units and accessories, globes and batteries, are free from defects in materials and workmanship for a period of 36 months or 7,500 cycles (each opening & closing of the garage door equals 1 cycle) whichever comes first, from the date of purchase when installed by a Professional dealer appointed or authorised by Chamberlain in a residential premise with a residential specified garage door that is designed for the sole purpose of a single-family dwelling.

Chamberlain warrants that the remote controlled transmitters (E960M) included with the Unit are free from defects in materials and workmanship for a period of 24 months from the date of purchase and all other accessories included with the Unit are free from defects in materials and workmanship for a period of 12 months from the date of purchase.

What is not covered

Batteries and globes are not covered under the Chamberlain Limited Warranty.

Travel costs incurred by Chamberlain or the Professional Dealer in either travelling to or from areas outside a capital city metropolitan area. These costs will be at the purchaser's expense.

Additional access costs incurred by a Professional Dealer or Chamberlain in obtaining access where the Unit is not readily accessible. These cost will be at the purchaser's expense.

Warranty Conditions

It is a condition of this Chamberlain Limited Warranty that the Unit is sold, installed and serviced by a Professional Dealer appointed or authorised by Chamberlain. A Merlin branded garage door opener purchased over the internet and installed by a person other than a Professional Dealer will not be covered by this Chamberlain Limited Warranty.

It is also a condition of this Chamberlain Limited Warranty that for the operating life of the Unit:
1. the garage door is spring balanced, is operable by hand and opens and closes with no more than a maximum of 15 kgs of lifting weight;
2. the garage door and the Unit is professionally maintained and serviced by a Professional Dealer during the Chamberlain Limited Warranty period such that the spring balanced door operates according to manufacturer specifications. If your door binds, sticks, or is out of balance, then it must not be used until serviced by a trained door technician or Profesional Dealer. The garage door service fee will be at the purchaser's expense;
3. the warranty is registered by completing the online form at www.gomerlin.com.au or www.gomerlin.co.nz; and
4. you retain your sales docket or invoice as proof of purchase, and attach it to this manual to enable you to establish the date of purchase in the unlikely event of a warranty service being required.

Making a claim

During the applicable Chamberlain Limited Warranty period, if you are concerned that the Unit may be defective, call the Professional Dealer that sold/installed the opener, or our service centre on the toll free number below and a Chamberlain technician will diagnose the problem and arrange for this to be rectified.

Once the problem has been diagnosed, subject to your rights under the applicable Australian and New Zealand consumer protection laws with respect to major failures, Chamberlain or its Professional Dealer will provide you with either, repairs to the Unit or a replacement Unit. Repairs and replacement parts provided under this Chamberlain Limited Warranty are provided free of charge and are warranted for the remaining portion of the original warranty period.

This Chamberlain Limited Warranty provides benefits which are in addition to your other rights and remedies as a consumer.

Exclusions - what voids the warranty

If our service centre determines that a warranty claim has been made in respect of a failure or defect arising under or out of any exclusion detailed below such that the claim is not covered under this Chamberlain Limited Warranty, we may, subject to your other rights and remedies as a consumer, charge you a fee to repair, replace and/or return the Unit to you.

This Chamberlain Limited Warranty does not cover any failure of, or defect in, the Unit due to:
1. non-compliance with the instructions regarding specifications, installation, operation, maintenance and testing of the Unit or of any product with which the Unit is used;
2. any attempt by a person other than a Professional Dealer to repair, dismantle, reinstall or move the Unit to another location once it has been installed;
3. use of any copy, imitation or replica garage door remotes with your Merlin Unit;
4. tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal domestic use;
5. problems with, or relating to, the garage door or garage door hardware, including but not limited to the door springs, door rollers, door alignment or hinges;
6. problems caused by electrical faults or replacement of batteries or light bulbs, blown fuses, electrical surges, power surges or power strikes, fire, flood, rain, water, lightning or storms;
7. water or moisture ingress that causes corrosion or electrical malfunction;
8. corrosion caused by sea air if located near a waterway, beach etc;
9. fitment to a commercial door or in a commercial operating application, installation of a residential garage door opener in a commercial or industrial premises other than a single-family dwelling.
10. lack of proper maintenance, service or care of the door and Unit;
11. any unauthorised modification to the Unit; or
12. damage caused by insects, pests or other after sale damage caused by events or accidents outside Chamberlain's reasonable control and not arising under normal and standard operating conditions.

NB: A General Purpose Outlet (GPO) ie: power point must be supplied by the consumer as this electrical fitting does not form a part of the Unit (opener).

If this Chamberlain Limited Warranty does not apply, you may have rights available to you under the Australian and New Zealand consumer protection laws.

Liability – Australia only

Except as set out in the Australian Consumer Law (being Schedule 2 of the *Competition and Consumer Act 2010*) (as amended, consolidated or replaced):
1. all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that Chamberlain can lawfully exclude them; and
2. under no circumstances will Chamberlain be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit, other than those which were reasonably foreseeable as liable to result from the failure.

Liability – New Zealand only

Except as set out in the *Fair Trading Act 1986 and the Consumer Guarantees Act 1993* (as amended, consolidated or replaced):
1. all other guarantees, warranties and representations in relation to the Unit or its supply are excluded to the extent that Chamberlain can lawfully exclude them; and
2. under no circumstances will Chamberlain be liable for consequential, incidental or special damages arising in connection with the use, or inability to use, the Unit, other than those which were reasonably foreseeable as liable to result from the failure.

Note

Chamberlain reserves the right to change the design and specifications of the Unit without prior notification. Some features or accessories of the Unit may not be available in certain markets or areas. Please check with your distributor.

Chamberlain service centre contact details

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Email: customerservice@chamberlainanz.com

Warranty Registration

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

gomerlin.com.au/warranty
or
gomerlin.co.nz/warranty

Merlin ®

Powering Garage Doors