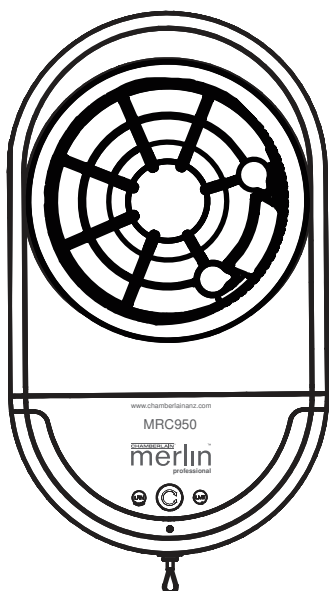


merlin[®]

www.merlingo.com



MRC950

Light Commercial Rolling 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



IMPORTANT

Chain reduction assemblies that may interfere with the safe and proper operation of the MRC950 must be removed.

All hand chains must be removed prior to fitting the MRC950.

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 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 door balanced. Do not let the door opener compensate for a binding or sticking 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 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 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 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 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 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.



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



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



The Protector System™ must be used for all installations where auto close is required.



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



Install the wireless wall button (or any additional wall control) **in a location where the 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 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 pass through the opening while the door is in motion.



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



Disconnect electric power, including Evercharge™ battery back up unit from the door opener before making repairs or removing covers.



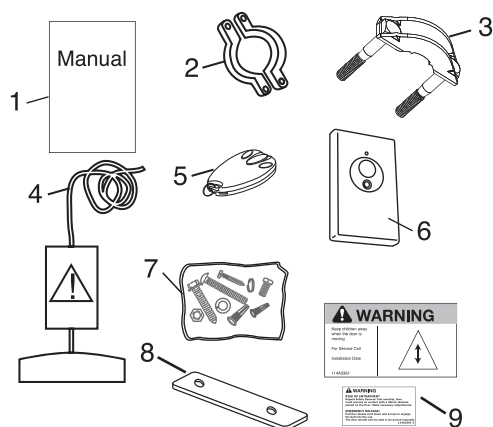
KEEP THESE INSTRUCTIONS

CONTENTS	PAGE
SAFETY INSTRUCTIONS	1
CARTON INVENTORY	2
TOOLS REQUIRED	2
DOOR REQUIREMENTS	2
PREPARE & TEST THE DOOR ..	3-4
INSTALLATION	4-5
CONNECT ELECTRIC POWER ..	5
ADJUSTMENT	6-7
INSTALL THE PROTECTOR SYSTEM	8

WIRELESS PROGRAMMING ..	9-10
SPECIAL FEATURES	11
SPARE PARTS	12
ACCESSORIES & WIRING	13
DIAGNOSTIC CHART	14
TROUBLESHOOTING	15
MAINTAINING YOUR OPENER ..	16
CARE OF YOUR OPENER	16
OPERATION OF YOUR OPENER	16
SPECIFICATION	16
WARRANTY	17

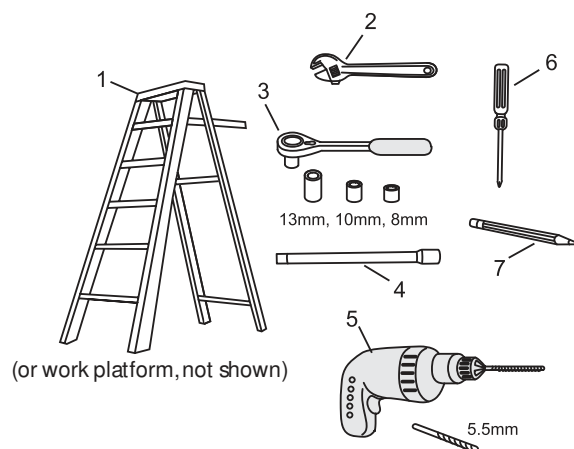
1 CARTON INVENTORY

1. Instruction manual (this document)
2. Stop collar
3. Clamp bracket
4. Release handle, cord and risk of entrapment card
5. Transmitters (2)
6. Wireless wall button
7. Hardware bag
8. Clamp plate
9. Warning label and risk of entrapment label



2 TOOLS REQUIRED

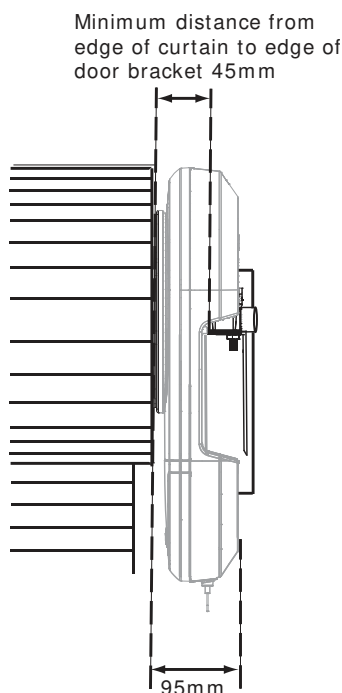
1. Ladder or work platform (not shown)
2. Adjustable wrench for U-bolts already installed on the door
3. 8mm socket, 10mm socket and 13mm extended socket and socket wrench
4. 300mm socket extension (for minimum side-room installations)
5. Drill and 5.5mm drill bit
6. Philips-head screwdriver
7. Marker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



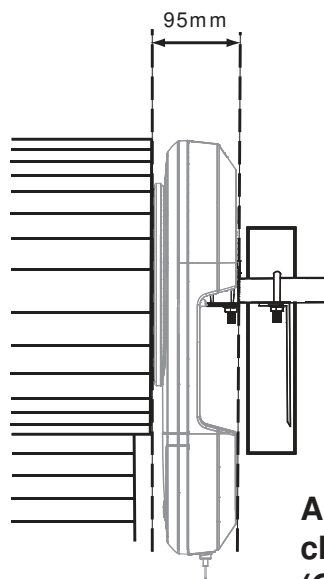
3 DOOR REQUIREMENTS

The maximum allowable door height is 5.5m (light commercial door) with a maximum curtain area of 25m² (door height in metres multiplied by the width in metres). The door must be of continuous corrugated sheet construction, spring balanced & of a mass not exceeding 250kg. Door axle diameter must not exceed 35mm.

**Preferred clamping method
(Direct to Wall Bracket)**



**Alternate clamping method
(Onto Axle only)**

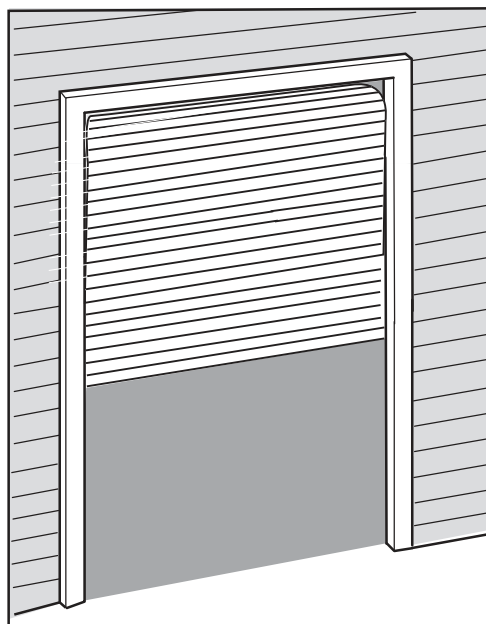


Ensure that there is at least 45mm from the edge of the curtain to the edge of the bracket. If the roller door drum is on the edge of the curtain or is a smaller diameter, additional clearance may be required. Different drum and bracket types may result in the minimum side room clearance not being possible, drum extensions or adaptors may be required. Ensure there is a power point near the opener.

4 TESTING THE DOOR

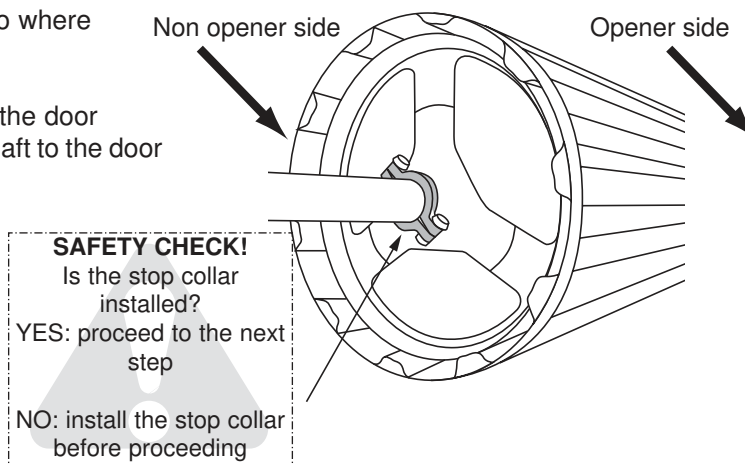
Complete the following test to ensure your door is well balanced, and not sticking or binding:

- Disable all locks and remove any ropes connected to the 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 (20kgF 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, sticks or requires excessive force to move, call a qualified door technician before installing the opener.



5 INSTALLING THE STOP COLLAR

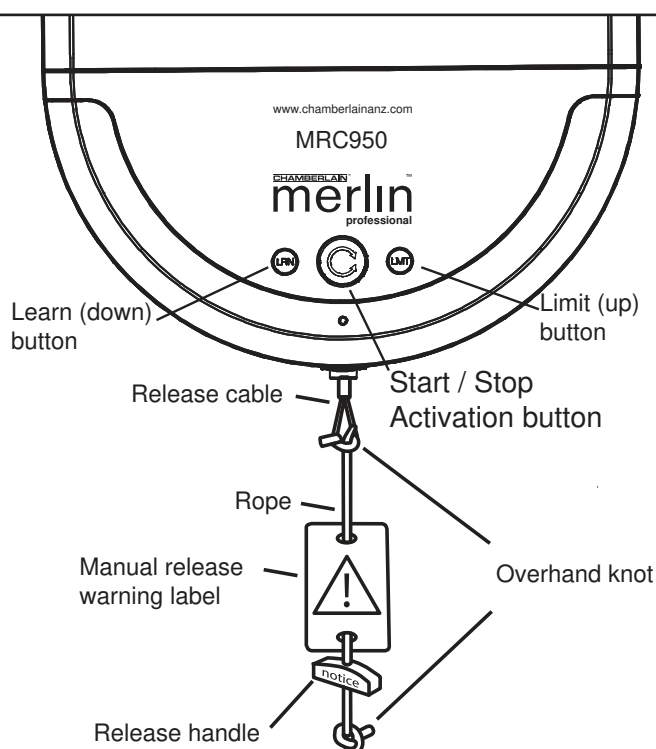
- Install the stop collar on the opposite end to where the opener is to be installed.
- Fit the stop collar hard against the boss of the door drum. Ensure the U-bolt holding the door shaft to the door bracket is tightly secured.



6 THE RELEASE HANDLE & CORD

- Thread one end of the rope through the hole in the top of the red release handle so that "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 the manual release cable.
- Adjust rope length so the handle (when installed) will be no higher than 1.8m above the floor. Secure with an overhand knot.

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 13).



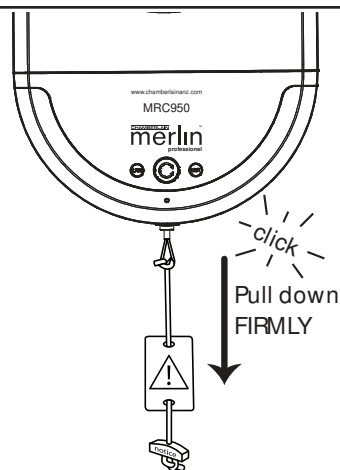
7 OPERATING THE MANUAL RELEASE

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).



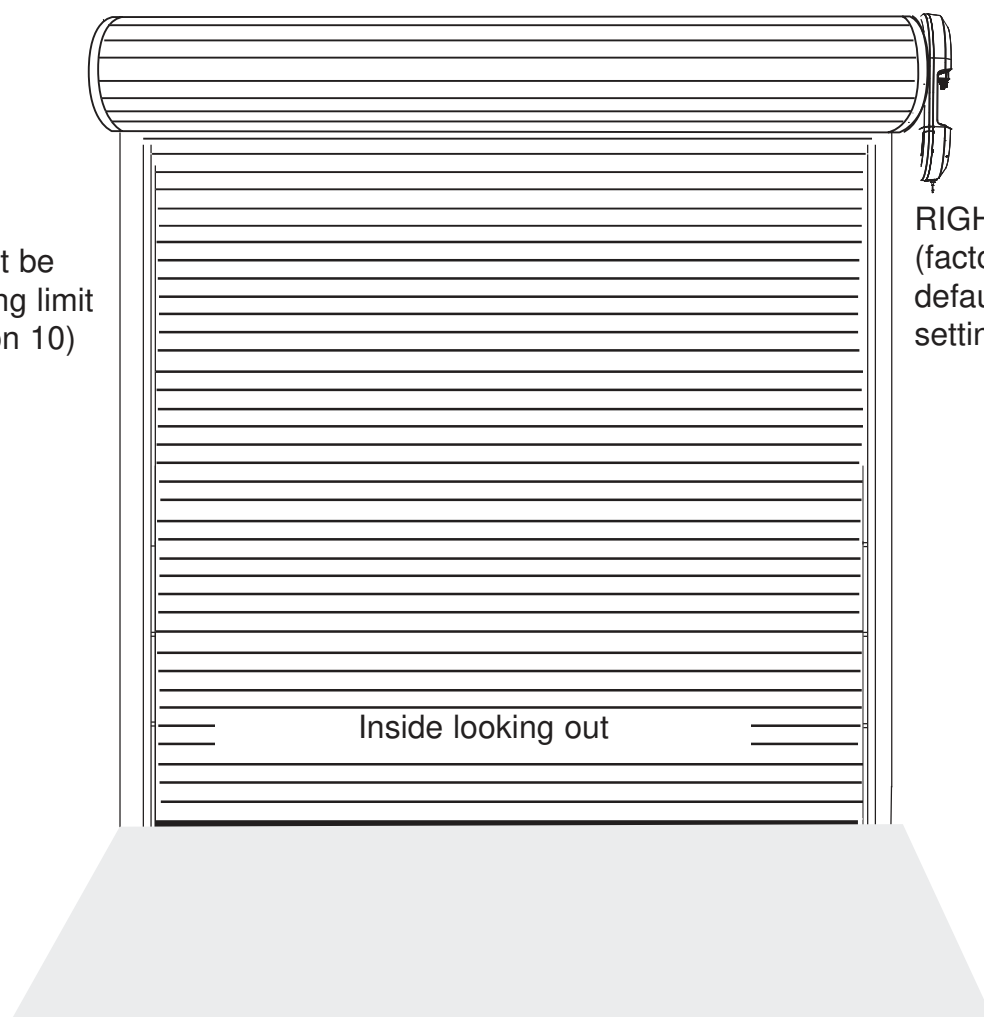
Disable all locks and remove any ropes connected to the door.

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.

8 LEFT / RIGHT HAND INSTALLATION

LEFT
(handing must be
changed during limit
setting, section 10)

RIGHT
(factory
default
setting)



9 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 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 7).
- 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.

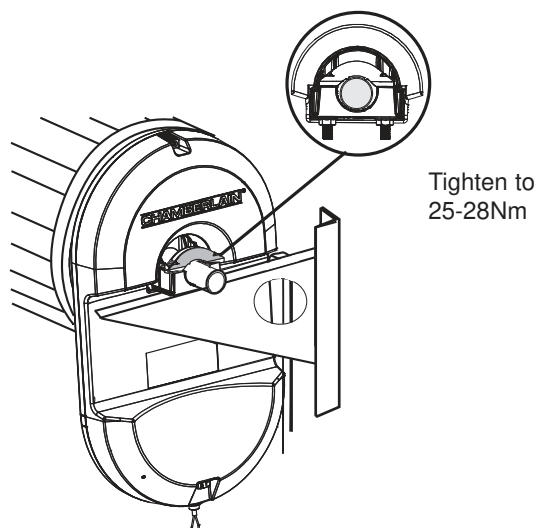
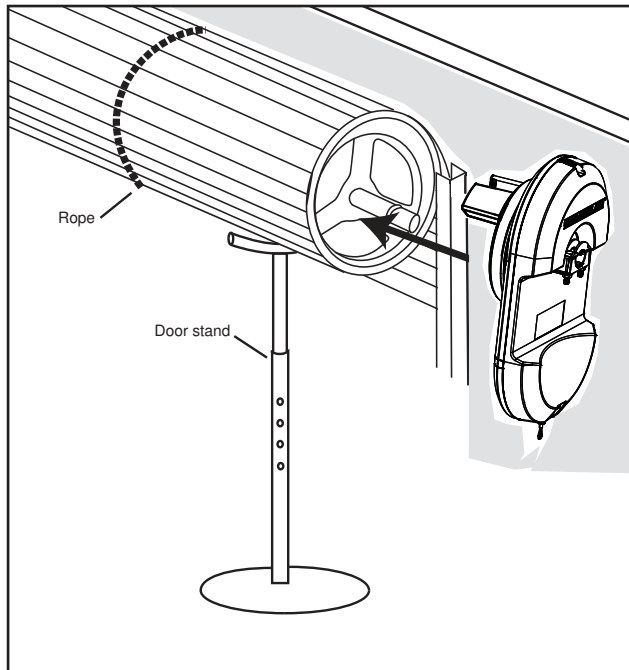
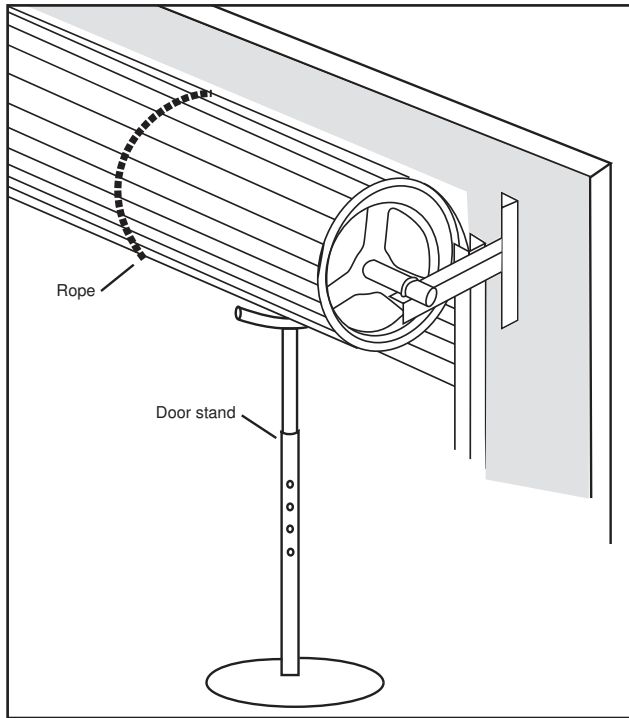
Install the opener:

- 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. If the door bracket needs to be relocated due to opener width, refer section 3 (preferred clamping method).
- Clamp the opener on the door axle and door bracket in the marked position using the clamp assembly supplied (tighten to 25 – 28Nm).
- If side room exceeds 95mm clamp using the alternate clamping method to the door axle as illustrated in section 3.
- 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 (refer section 6).



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 courtesy LEDs should turn ON.
- The opener must now be programmed for:-
- DOOR TRAVEL LIMITS (Section 10)
- RIGHT OR LEFT HAND OPERATION (Section 10)
- FORCE SETTING (Section 11)



10 SETTING THE LIMITS & RIGHT OR LEFT OPERATION

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

NOTE: The MRC950 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 right or left hand operation:

- Ensure the door is positioned approximately halfway or at least 2m from the open position, the opener is engaged, and the power is turned on.
- Press and hold the LMT (Limit) button until the orange indicator LED starts flashing, and then release. Either right or left courtesy LEDs will light up.
- For right hand installations, the right side bank of LEDs must light up, and for left hand installations, the left hand bank must light up.
- If the incorrect bank of LEDs is illuminated, simply press both LRN and LMT buttons simultaneously until opposite bank lights up.

Setting the open limit:

- Press and hold the LMT (Limit) button, until the door reaches the desired open position, and then release. You can adjust the door by using the LRN (down) button and LMT (up) button to adjust as necessary. Make sure there is enough room for your vehicle to pass under.

Setting the bottom limit:

- Press and release the ACTIVATION button, this sets the UP limit, and begins closing the door. IMMEDIATELY press and hold the LRN (Learn) button until the door reaches the desired closed position. If the door closes too hard against the floor, use the LMT (up) and LRN (down) button to adjust.
- Press and release the ACTIVATION button, this sets the DOWN position and begins opening the door to the fully open position.

Test the door:

- Close and open the door 2 or 3 times using the ACTIVATION button to confirm the limit settings.
- If the door does not complete the test cycle proceed to section 11 to set the force.
- Leave the door in the up position.

NOTE: The force must now be set in order to complete your installation (refer section 11).

LMT Press and hold until **FLASHING LED**

Right bank will light up

(IF REQUIRED) To change press and hold until correct bank lights up

LRN & LMT

Left bank will light up for Left hand installation

LMT Drive door UP to desired height

If required: Use LRN (DOWN)

Activate door

Immediately the door starts to close

LRN Press and hold to drive door down to closed

If required: Use LMT (UP) to adjust

Activate door to open

Orange LED ON & Courtesy LEDs on Dim

Close the door to test limits

Motor will make a click & FULL BRIGHT courtesy LEDs will turn on

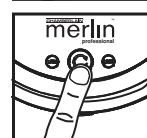
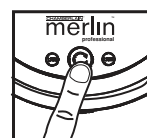
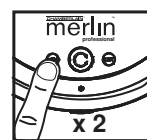
11 SETTING THE FORCE

The force, as measured on the closing edge of the door, should not exceed 600N (60kgf). If the closing force is measured to more than 600N, a safety reversing edge or similar device must be used.

- Press the LRN button twice to place the opener into force adjustment mode. The indicator LED will flash quickly.
- Press the ACTIVATION button on the front of the opener. The door will travel to the DOWN limit. Press the ACTIVATION button again, the door will travel to the UP limit. The indicator LED will stop flashing when the force has been learned.

NOTE: The courtesy LEDs will go out after 2.5 min.

- The door must travel through a complete cycle, UP and DOWN, in order for the force to be set properly. If the opener cannot open and close your door fully, inspect your door to ensure that it is balanced properly and is not sticking or binding.



LRN Press twice

FLASHING orange LED

Activate

Wait: Door closed

Activate

Wait: Door open

Orange LED will go out

Note: Courtesy LEDs will go out after 2.5 minutes

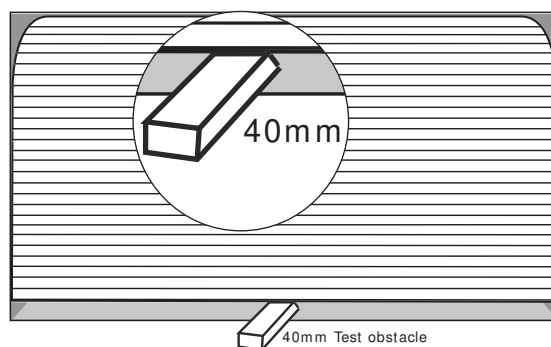
12 TESTING THE SAFETY REVERSE SYSTEM



The safety reverse system test is important. The 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 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 sections 10 and 11).

Repeat test of the safety reverse system.



13 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 1.8m from the floor.

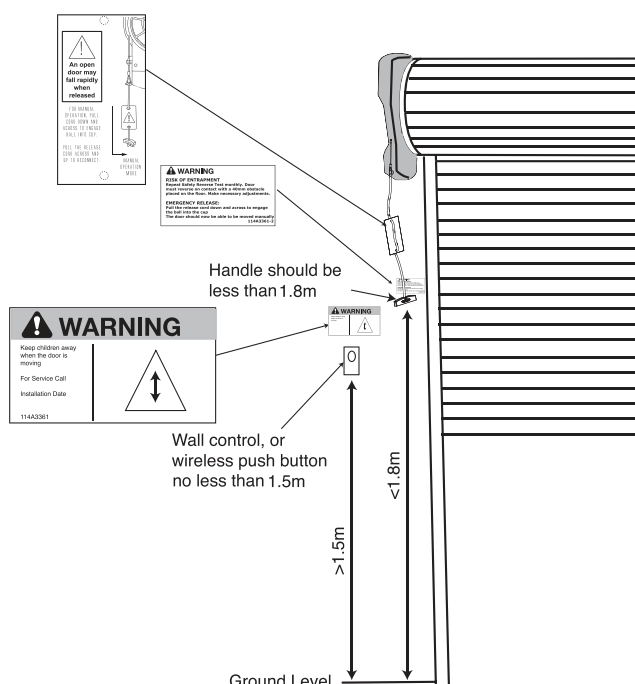
If required, use an eye bolt or hook (not included) to guide the release handle rope.

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 6.

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



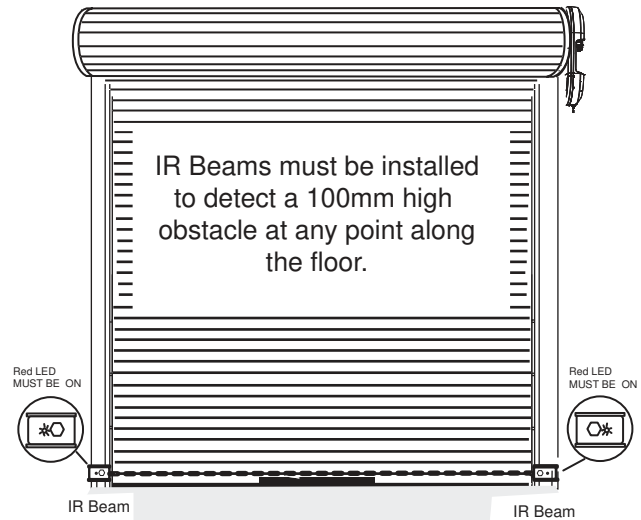
STANDARD INSTALLATION COMPLETE

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

NOTE: This accessory must be used for all installations where timer-to-close is enabled.

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 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 applications where young children may be present.**



SAFETY FIRST!



Whilst Chamberlain have engineered safety features into your door opener, we urge you to consider fitting IR Beams to your new 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.

Setting Timer-To-Close (optional)

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



Timer-To-Close is NOT recommended for applications where young children may be present.

The timer-to-close feature will automatically close the door after the preset time. The time can be adjusted up to 180 seconds using the trim pot located on the control board. timer-to-close can be disabled by adjusting the trim pot to 0s.

Installing and adjusting:

- Turn the opener 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.
- Ensure the trim pot on the opener is set to 0s.
- 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).

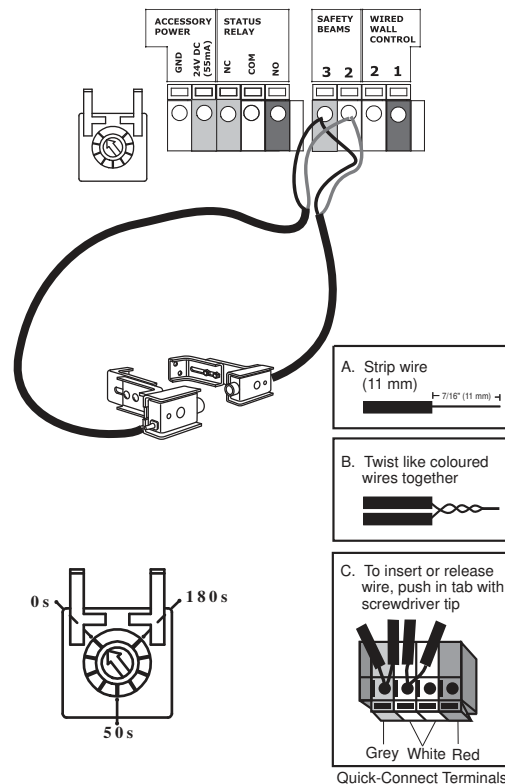


Do not adjust the trim pot whilst the door is in the open position.



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.



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

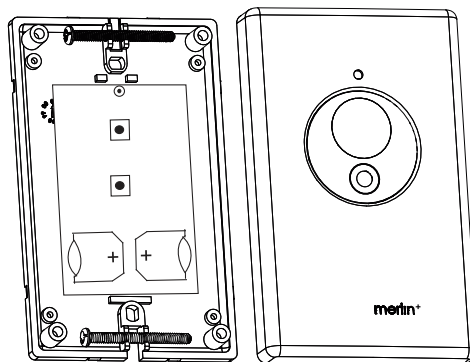
15 INSTALLING YOUR CM128 WIRELESS WALL BUTTON



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.

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 section 16.

16 WIRELESS PROGRAMING (OPTIONAL ACCESSORIES)

NOTE: Transmitter(s) and wall button supplied with your opener are factory programmed.



Activate the opener only when the door is in full view, free of obstruction and properly adjusted. No one should enter or leave whilst 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.



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: If adding an installed wall control (CM128) you will need a second person to press and hold the desired button. If not installed, program the wall button into the opener before mounting.

ADDING transmitters using the LRN "LEARN" button

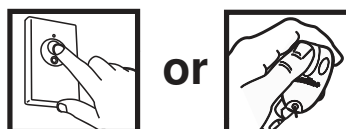
- Press and hold down the button you wish to program to the opener.
- The orange LED will flash to indicate it is receiving signal from the transmitter.
- Press and release the "LRN" button.
- The courtesy LEDs will flash once.
- Ensure the door is clear of obstruction, then test the transmitter.

Deleting ALL transmitter codes

NOTE: This deletes all transmitters and codes

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

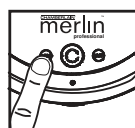
TO ADD Transmitters / Wireless wall button



Press and hold down the desired Button.



LED will FLASH



Press LRN



Release LRN button when Courtesy LEDs flashes once



TO DELETE ALL REMOTES



Press LRN for 9 seconds



LED on WILL TURN ON

After 9 seconds all remotes are deleted and LED will go out.

17 KEYLESS DEVICE PROGRAMMING (OPTIONAL ACCESSORIES)



Activate the opener only when the door is in full view, free of obstruction and properly adjusted. No one should enter or leave whilst 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.

Wireless Keypad C840

Using the “LRN” Button:

1. Press and release the “LRN” button (1) on the opener, the orange LED will light.
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 LEDs flash once (3), the code is learned.

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.

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 LEDs flash once.

Wireless fingerprint access system C379

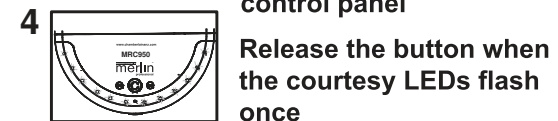
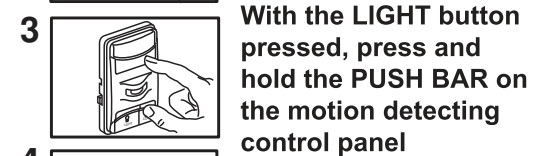
Full instructions are available with this accessory. Once you have enrolled your user into the C379 you can program the unit into your opener.

Using the “LRN” Button:

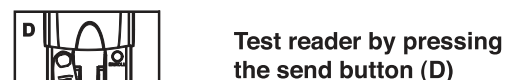
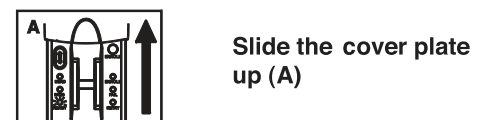
1. Press and release the LRN button on the opener, the orange LED will light.
2. Within 30 seconds, slide the cover of the C379 up as illustrated (A). Swipe your finger on the reader head at a steady speed (B) until the yellow led turns on (C).
3. When the courtesy LEDs flash it has learned the code.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



 LED will light

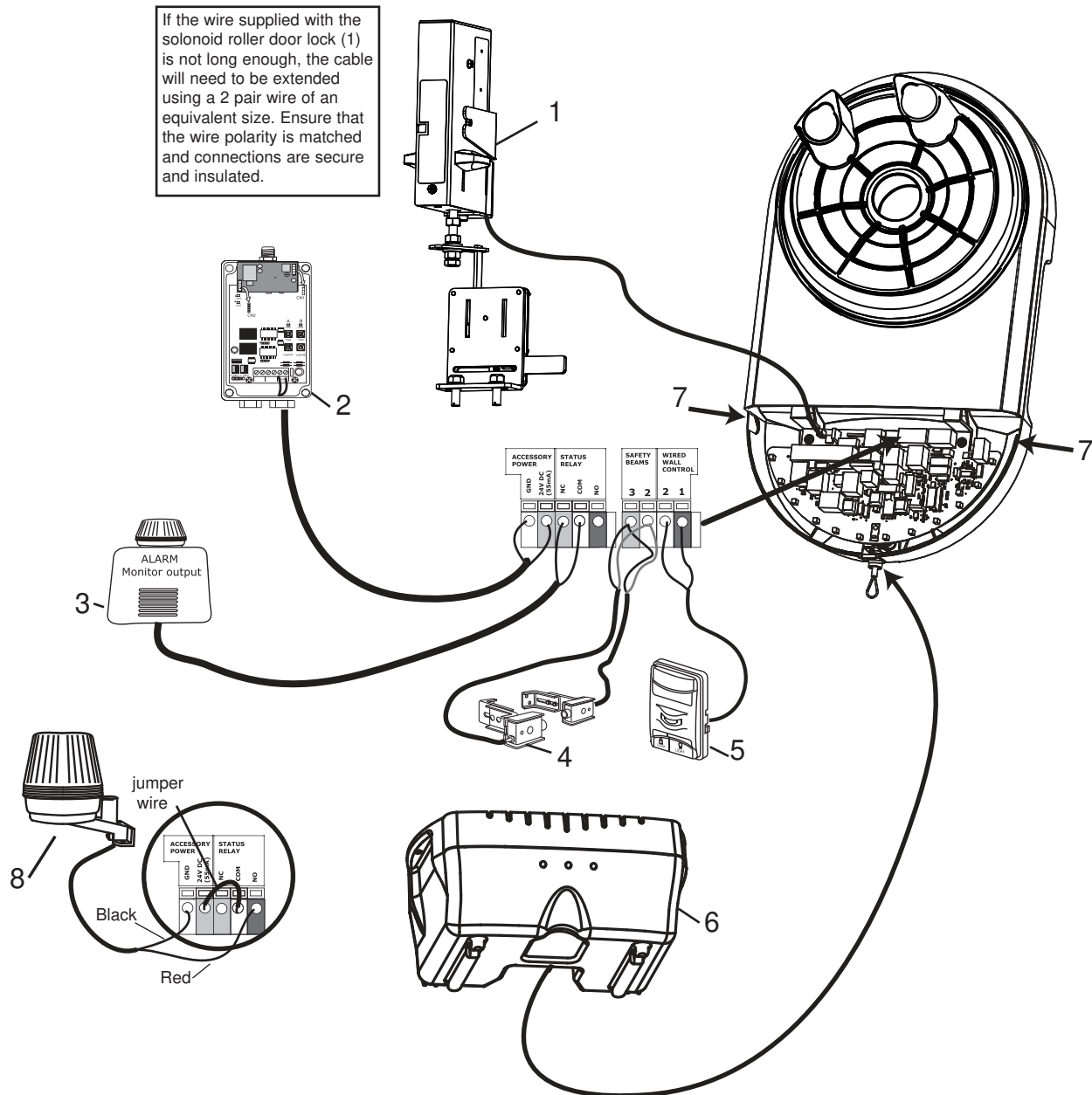


 LED will light



18 SPECIAL FEATURES (OPTIONAL ACCESSORIES)

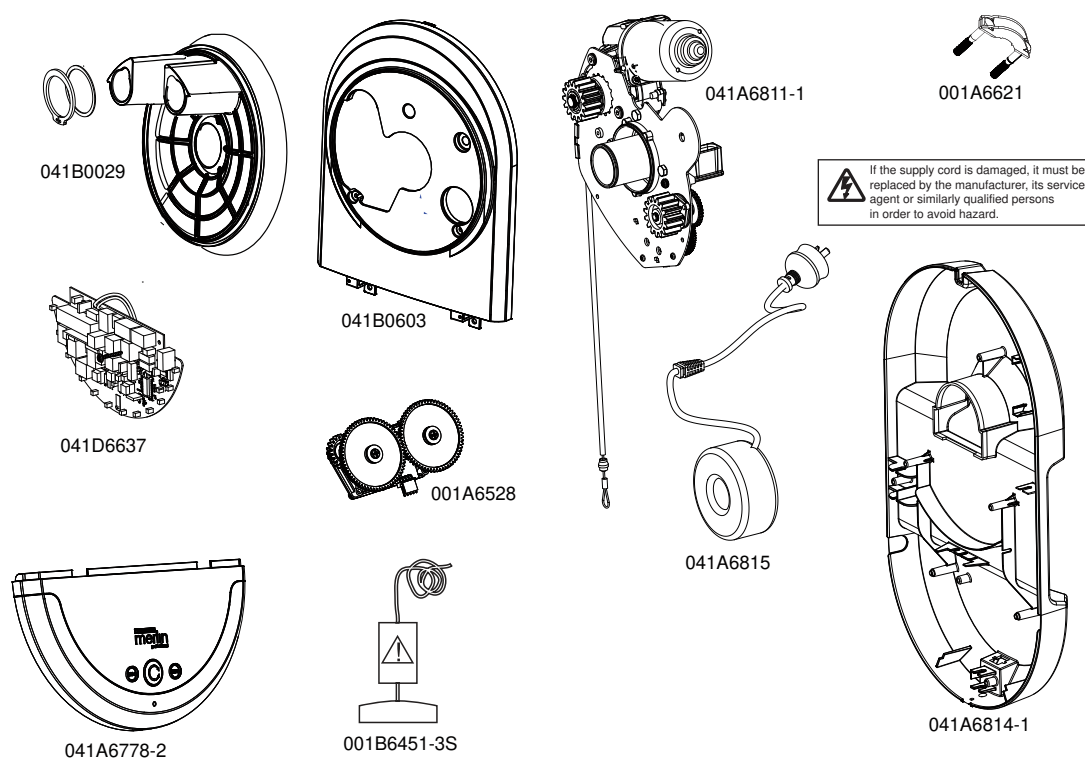
1. Solenoid roller door lock (SRDLK01)
2. 24VDC power output for external devices
3. Voltage free door monitoring output
4. The Protector System™ IR Beams - C77
5. Motion detecting control panel - C98
6. Standby Power Unit (battery backup CM475)
7. Tear out cable entries (Ø16mm)
8. Flashing light FLA24-2ANZ (door not closed indicator only)



MOUNTING THE EVERCHARGE STANDBY POWER UNIT (SPU) (OPTIONAL ACCESSORY 6)

- The SPU can be mounted to either the ceiling or a wall within .9 m (3') of the opener.
- Position the SPU as desired to a structural support (ceiling joist or wall stud).
- Attach the SPU to the support using the mounting holes on either side of the SPU.
- Secure the SPU using the 1-1/2" lag screws (2) provided with the SPU unit.
- Connect the SPU cord into the connector on the bottom of the opener.
- Follow all instructions included with the CM475 unit to test for proper operation and testing of the SPU.

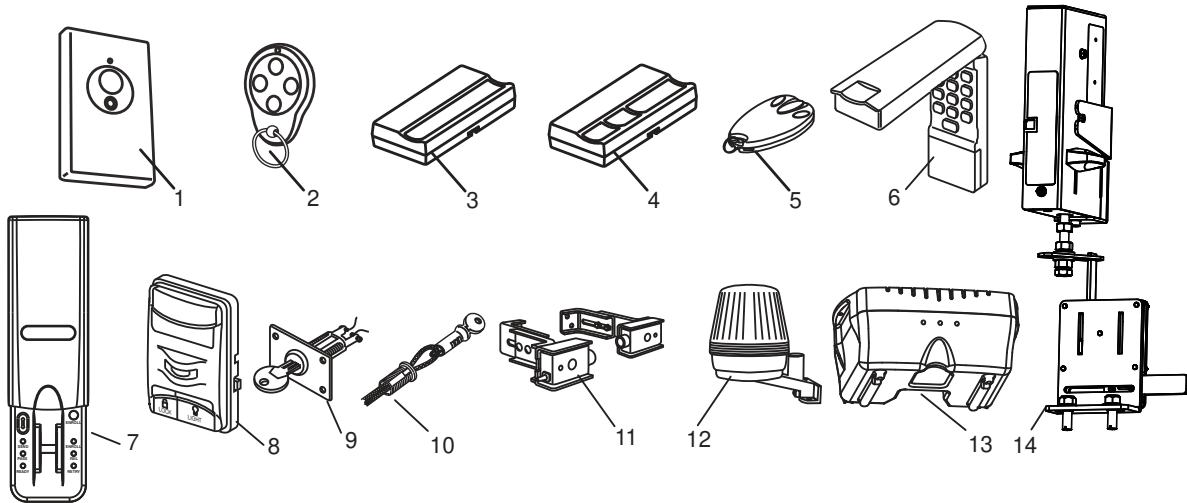
19 SPARE PARTS



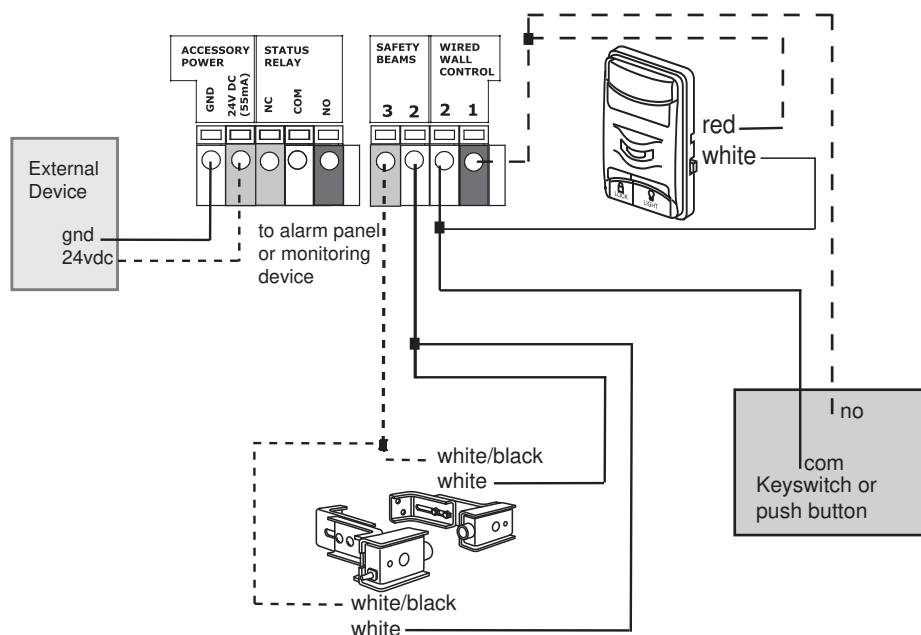
041A6811-1	Mount plate sub assembly (including motor)
041B0029	Sungear kit - Aluminium
041B0603	Front upper housing
041A6814-1	Base housing
041D6637	Service logic board
041A6778-2	Removable cover sub assembly
041A6815	230V 105VA transformer
001A6621	Clamp & bolt assembly
001B6451-3S	Handle & pull rope assembly
001A6528	Absolute Position Encoder (APE)

20 ACCESSORIES

1. Model CM128 2 Channel wireless wall button
2. Model CM844 4 Channel transmitter
3. Model C940 1 Channel transmitter
4. Model C943 3 Channel transmitter
5. Model C945 3 Channel mini transmitter
6. Model C840 Keyless entry system
7. Model C379 Wireless finger print access system
8. Model C98 Motion detecting control panel
9. Model 760 Outside keyswitch
10. Model CM1702 Outside quick release
11. Model C77 The Protector System™ (IR Beams)
12. Model FLA24-2ANZ Flashing light kit
13. Model C475 Standby Power Unit (battery backup)
14. Model SRDLK01 Solenoid roller door lock



21 TYPICAL WIRING DIAGRAM MRC950



DIAGNOSTIC CHART

1 FLASH IR Beams wire open (broken or disconnected). OR 2 FLASHES IR Beams wire shorted or black/white wire reversed.	<ul style="list-style-type: none"> ● Symptom: One or both of the indicator lights on the IR Beams are not on steadily. <ul style="list-style-type: none"> • 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 each of 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, replace the IR Beams.
3 FLASHES Door control or wire shorted.	<ul style="list-style-type: none"> ● Symptom: LED is not lit on door control. <ul style="list-style-type: none"> • 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.
4 FLASHES IR Beams slightly misaligned (dim or flashing LED).	<ul style="list-style-type: none"> ● Symptom: Sending indicator light glows steadily, receiving indicator light is dim or flashing. <ul style="list-style-type: none"> • Realign receiving eye sensor, clean lens and secure brackets.
5 FLASHES Possible RPM sensor failure. Unplug to reset.	<ul style="list-style-type: none"> ● Symptom: The RPM Sensor = Short travel 150-200mm (6-8"). <ul style="list-style-type: none"> • 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 APE (Absolute Positioning Encoder) may need to be replaced, for details contact your Chamberlain Merlin Professional Dealer.
6 FLASHES Possible APE error on start up.	<ul style="list-style-type: none"> ● Symptom: Door will not open or close <ul style="list-style-type: none"> • Turn the power off and remove the Standby Power Unit (SPU) if installed. • Turn power back on and plug the SPU back in. If opener fails to operate correctly after resetting, contact your Chamberlain Merlin Professional Dealer
7 FLASHES Over current	<ul style="list-style-type: none"> ● Symptom: Door fails to open all the way <ul style="list-style-type: none"> • Turn the power off and remove the SPU if installed. • Turn power back on and plug the SPU back in if installed. If opener fails to operate correctly after resetting contact your Chamberlain Merlin Professional Dealer.
10 to 15 FLASHES System Failure	<ul style="list-style-type: none"> ● Symptom: Opener will not open or close the door <ul style="list-style-type: none"> • Contact your Chamberlain Merlin Professional Dealer. • Report the number of flashes as the fault reference.

TROUBLESHOOTING

1. The opener will not operate from either the 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 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 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 15). 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 siding.

5. The 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 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. The door reverses for no apparent reason and opener lights blink 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 will not close or reverses while closing:

- Is something obstructing the door? Pull the manual release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
- Clear any ice or snow from the floor area where the door closes.

- Repeat the limit and force setting in section 10 & 11. 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 7).
- The 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 (refer section 7).
- If a Standby Power Unit is connected, the opener should be able to operate up to 20 times without power.

12. Setting the limits manually:

- a. Check that the opener is handed correct (refer sections 8 and 10).
 - b. Press and hold the LMT button until the orange indicator light starts flashing slowly then release.
 - c. Press the LMT button to move the door UP or the LRN button to move the door DOWN until the door reaches the desired UP limit. Ensuring there is enough clearance for your vehicle.
 - d. Press the ACTIVATION button. This sets the UP limit and begins closing the door. Immediately press either the LRN or the LMT button. The door will stop. Adjust the desired DOWN limit using the LMT and the LRN buttons. Check to be sure the door is fully closed without applying excessive pressure to the door curtain. Press the ACTIVATION button. This sets the DOWN limit and begins opening the door. NOTE: If neither the LMT or the LRN button is pressed, the door will reverse off the floor and the DOWN travel limit will be set automatically.
 - e. Open and close the door with the ACTIVATION button, transmitter or wall control 2 or 3 times.
- If the door does not stop in the desired UP limit or reverses before the door stops at the DOWN limit, proceed to Setting the Force (refer section 11).
 - If the door still does not stop at the desired limits is something obstructing the door? Disengage the opener. Open and close the door manually. If it is unbalanced or binding, call a trained door systems technician.
 - If the door stops at both the desired UP and DOWN limits, proceed to Setting the Force.

OPERATION OF YOUR OPENER

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

- **The ACTIVATION button**
Press the button until door starts to move.
- **The wall control, outside keyswitch or keyless entry system** (if you have installed any of these accessories).
- **The Transmitter or Wireless Wall Control (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.

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 applications where young children may be present.



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.

Opening the door manually:

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:

- when opener is initially plugged in;
 - when the power is 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 10 & 11.

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:

- Manually operate door. If it is unbalanced or binding, call for professional door service.
- Check to be sure door opens and closes fully. Set limits and/or force if necessary.
- Every 6 months retension the opener clamp bolts, refer to Section 9.

SPECIFICATIONS MRC950

Input Voltage:	230-240VAC, 50Hz, 110W
Rated Load:	40Nm
Max.Pull Force:	1300N @ 300mm
Idle Current:	less than 25mA @ 230VAC
Drive:	24volt DC gearmotor permanent lubrication
Max. Drum Rotations:	4 1/2
Memory Registers:	64
Operating Frequency:	433.92MHz

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

CHAMBERLAIN LIMITED WARRANTY

Merlin Professional MRC950

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.

We also provide the following statement as required by the Australian Consumer Law: In Australia, in addition to your rights under this Chamberlain Limited Warranty, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Chamberlain's warranty

Chamberlain warrants to the original purchaser of the following Merlin® Roller Door Openers:

Merlin® MRC950 Roller Door Opener (Unit) that all parts of the Unit, other than remote controlled transmitters and accessories, globes and batteries, are free from defects in materials and workmanship for a period of 24 months or 5,000 cycles (opening & closing of the garage door) whichever comes first, from the date of purchase when installed in a residential premise with a residential specified garage door that is designed for the sole purpose of domestic domicile or a light commercial premise fitted with a continuous sheet roller door.

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

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

It is a condition of this Chamberlain Limited Warranty that the Unit is sold, installed and serviced by a Professional Dealer appointed 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 warranty that the garage door is operable by hand and opens and closes with no more than a maximum of 20kgs of lifting weight. Chamberlain recommends that the garage door is serviced by a garage door technician every 12 months. This garage door service fee will be at the consumer's expense.

NB: The Australian Garage Door Association directs attention to consumers to maintain your garage door in good running order it is important your door is serviced by a professional garage door technician every 12 months or earlier as conditions may require.

During the applicable Chamberlain Limited Warranty period, if you are concerned that the Unit may be defective, for prompt on-site service 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 Australian Consumer Law with respect to major failures, Chamberlain or its Professional Dealer will provide you with:

1. repairs to the Unit or
2. 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

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 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 tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal domestic use;
- 4 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;
- 5 problems caused by electrical faults or replacement of batteries or light bulbs;
- 6 water or moisture ingress that causes corrosion or electrical malfunction;
- 7 corrosion caused by sea air if located near a waterway, beach etc; or
- 8 sungear extension poles are used.

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 Consumer Law.

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

We request that 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. 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

Australia

Phone toll free 1800 638 234
Fax toll free 1800 888 121
Chamberlain Australia Pty. Ltd.
PO BOX 1446
Lane Cove NSW 1595

New Zealand

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

Email: customerservice@chamberlainnz.com
Website: www.merlingo.com

