

# Merlin Fault Codes for Pre EVO and EVO products.



N.B. This is general information only.  
The codes listed may not be active in all products

Please refer to the product manual for specific error codes.

# Merlin Fault Codes

Merlin

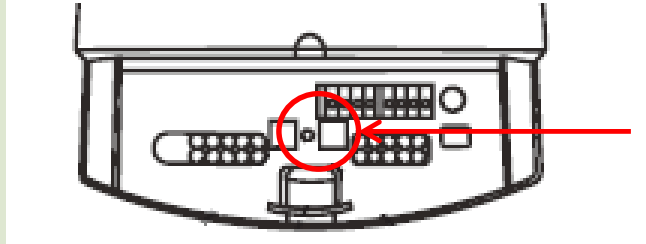
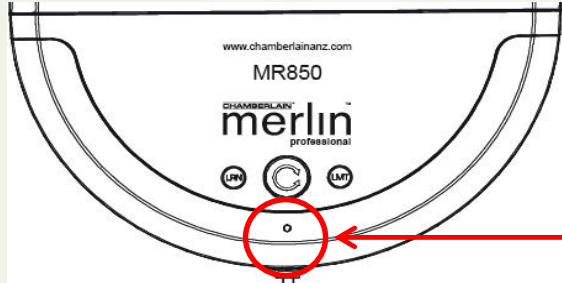
All Merlin Garage Door openers will display error codes should an error be detected.

The fault codes will be displayed on the control panel of the opener.

Each opener control panel differs.


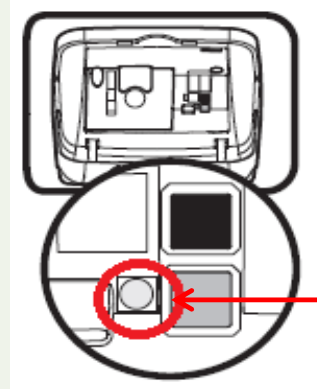
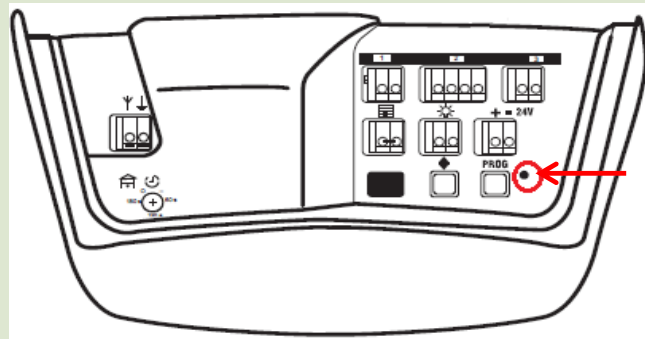
Refer to the following tables for model specific Diagnostic LED locations and fault descriptions.

For Pre-EVO models the fault code will be displayed on the orange LED located near the LEARN and PROGRAM buttons.

Model Number	Location of Diagnostic LED	
MR600/MR800/ MR60 RollerAce	Remove the light cover to access the control panel	 <p>Diagnostic LED</p>
MR650/MR850/MRC950	Centre of the courtesy light	 <p>Diagnostic LED</p>

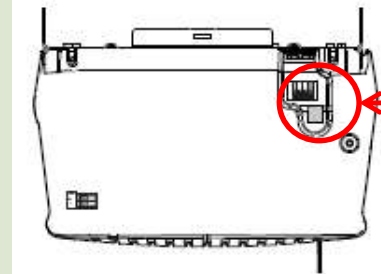
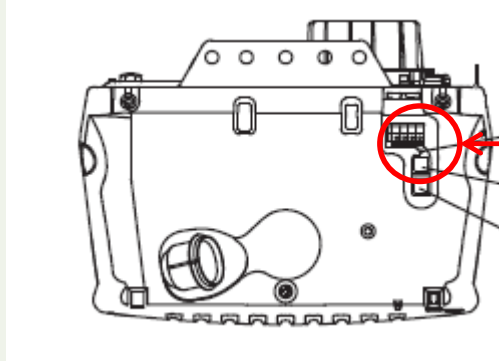
# Merlin Fault Codes

Merlin

Model Number	Location of Diagnostic LED	
MJ3800R/MJ3800 Jackshaft	Under the front panel cover next to the Orange Learn Button	 <p>Diagnostic LED</p>
MT60/MT60P	Unclip the light cover at the front of the unit to access the control panel	 <p>Diagnostic LED</p>
MT600/MT800/MT1000	On the rear of the unit	 <p>Diagnostic LED</p>

# Merlin Fault Codes

Merlin

Model Number	Location of Diagnostic LED	
MT5580	On the rear of the unit	 <p>Diagnostic LED</p>
MT3850WL	Unclip the light cover at the side of the unit to access the control panel	 <p>Diagnostic LED</p>

# Merlin Fault Codes Pre EVO

Fault Code Pre-EVO	Problem	Action required	How to clear
1	<ul style="list-style-type: none"> <li>Protector System IR's open, misaligned or obstructed for more than 4 seconds.</li> <li>Protector System wires broken.</li> </ul>	<ul style="list-style-type: none"> <li>Check the Protector System for alignment or an obstruction.</li> <li>Check the cables for any breaks or damage.</li> <li>Remove the Protector System. Power down the unit for 5 seconds, then power on for 5 seconds. Repeat this process three times. Re install the Protector System IR's and test.</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once obstruction is clear or Protector System is realigned. (may take up to 16 seconds).</li> </ul>
2	<ul style="list-style-type: none"> <li>Protector System has been connected incorrectly.</li> <li>Reverse polarity or a short has been detected.</li> </ul>	<ul style="list-style-type: none"> <li>Check polarity of the installed Protector System.</li> <li>Check for incorrect accessories wired into the IR terminals.</li> <li>Check for a short between the IR terminals.</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once obstruction is clear or Protector System is realigned. (may take up to 16 seconds).</li> </ul>
3	<ul style="list-style-type: none"> <li>Command Input Shorted to ground for more than four seconds.</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the Door Control or Wired Push Button for a short or damaged cables.</li> <li>Disconnect Door Control or Wired Push Button and check.</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the short has been removed. (may take up to 16 seconds).</li> </ul>
4	<ul style="list-style-type: none"> <li>Protector System Intermittent (Slightly misaligned).</li> </ul>	<ul style="list-style-type: none"> <li>Check the indicator LED's on the Protector System.</li> <li>Realign the Protector System and verify the brackets do not move when the door is operated</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the issue has been resolved. (may take up to 16 seconds).</li> </ul>
5	<ul style="list-style-type: none"> <li>No RPM detected within the first second of travel.</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for mechanical locks or obstructions preventing the door from moving.</li> <li>Check the motor for a fault (e.g open circuit).</li> <li>Check the PCB for motor output fault or APE/RPM sensor input fault.</li> <li>If the door moves 150-200mm before stopping. Check the APE or RPM sensor.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Error will clear once the PCB detects RPM within the first second of motor travel.</li> </ul>



# Merlin Fault Codes Pre EVO

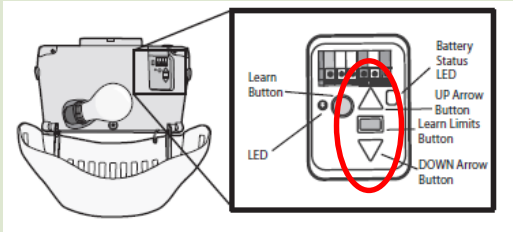
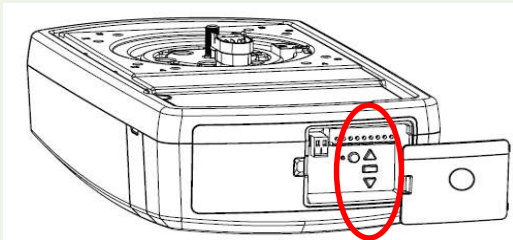
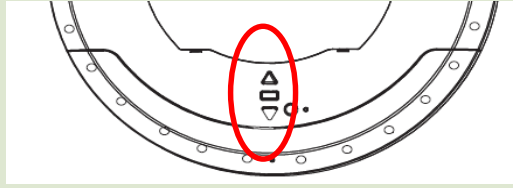
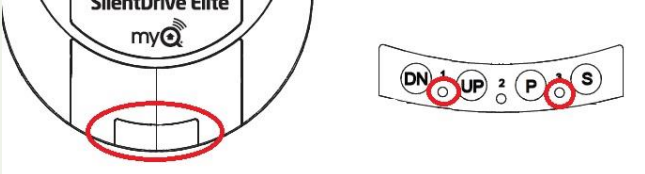
Fault Code Pre-EVO	Problem	Action required	How to clear
6	<ul style="list-style-type: none"> <li>RPM Pulse detected while at the up limit.</li> <li>Relay welded</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
6 MR1000	<ul style="list-style-type: none"> <li>Possible limit switch error on start up.</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> <li>Check the limits.</li> <li>Check the cables for damage.</li> <li>Check the PCB.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
7	<ul style="list-style-type: none"> <li>VOLTAGE SENSE greater than HIGH RAIL.</li> <li>Over current.</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> <li>Possible PCB fault.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
8	Not used		
9	<ul style="list-style-type: none"> <li>No Pass Point detected during travel.</li> </ul>	<ul style="list-style-type: none"> <li>Check the PCB for motor output fault or APE/RPM sensor input fault.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Error will clear once the PCB detects RPM within the first second of motor travel.</li> </ul>
9 MJ3800	<ul style="list-style-type: none"> <li>Cable Tension Monitor activated</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions</li> <li>Check the Cable Tension monitor has been installed as per the manual and is engaged correctly.</li> <li>Check the Cable Tension monitor has been wired correctly to the terminals</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the issue has been resolved. (may take up to 16 seconds)</li> </ul>

# Merlin Fault Codes Pre EVO

Fault Code Pre-EVO	Problem	Action required	How to clear
10	<ul style="list-style-type: none"> <li>Force reversal in the <b>UP</b> direction. (No current detected)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Reset forces</li> </ul>
10 MT5580	<ul style="list-style-type: none"> <li>Program memory CRC failure</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
11	<ul style="list-style-type: none"> <li>Force Reversal in the <b>DOWN</b> direction. (Max Force Detected)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
12	<ul style="list-style-type: none"> <li>Force Reversal in the <b>DOWN</b> direction (Adapt Force Detect)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
13	<ul style="list-style-type: none"> <li>Force Reversal in the <b>UP</b> direction</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
15	<ul style="list-style-type: none"> <li>Program memory CRC failure</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>

# Merlin Fault Codes

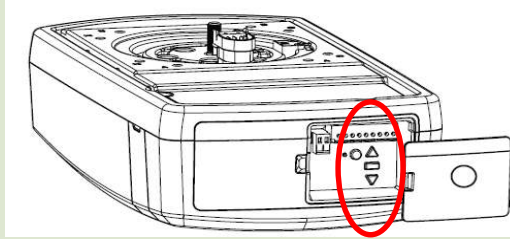
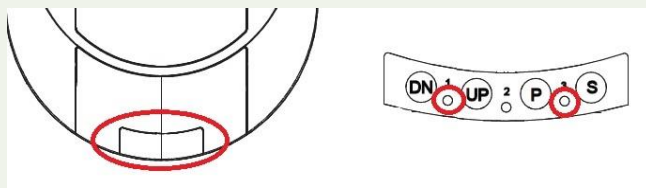
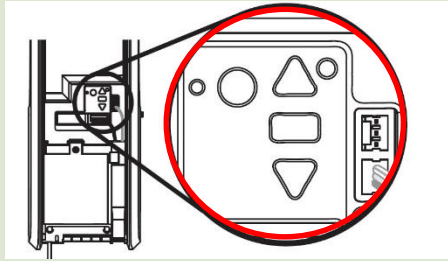
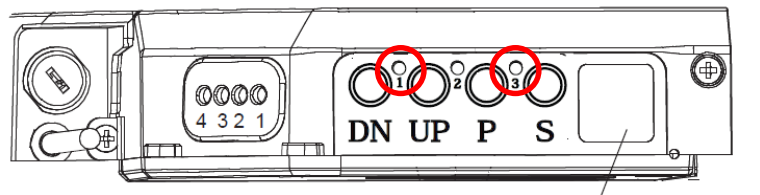
For EVO models, the fault code will be displayed using the UP and DOWN arrows on the control panel. Refer to the following tables for model specific Diagnostic LED locations and fault descriptions.

Model Number	Location of Diagnostic LED	
MT3850EVO WhisperDrive	Unclip the light cover at the side of the unit to access the control panel	
MT100EVO Tiltmaster MT60EVO PowerAce MT120EVO Cyclone Pro MT110MYQ	On the rear of the unit, behind cover	
MR650EVO QuietDrive MR850EVO SilentDrive MRC950EVO OverDrive	Front panel of the unit	
MR655EVO QuietDrive Pro MR855EVO SilentDrive Pro MR865MYQ SilentDrive Elite MYQ	Front panel of the unit, behind cover	



# Merlin Fault Codes

Merlin

Model Number	Location of Diagnostic LED	
MS65MYQ Commander Essential MS105MYQ Commander Elite MS125MYQ Commander Extreme	On the rear of the unit, behind cover	
MR655MYQ SilentDrive Essential MR855MYQ SilentDrive Elite	Front panel of the unit, behind cover	
MJ3800MYQ	Front of unit, behind main cover	
MR550EVO WeatherDrive	Underside of the unit  This unit uses LED 1 and LED 3 instead of the UP and DOWN arrows	
MT50EVO EntryLift	No fault codes available on this unit	

# Merlin Fault Codes EVO

Fault Code EVO	Problem	Action required	How to clear
1 - 1	<ul style="list-style-type: none"> <li>Protector System IR's open, misaligned or obstructed for more than 4 seconds.</li> <li>Protector System wires broken.</li> <li>Reverse polarity detected</li> </ul>	<ul style="list-style-type: none"> <li>Check the Protector System for alignment or an obstruction.</li> <li>Check the cables for any breaks or damage</li> <li>Check polarity of the installed Protector System</li> <li>Remove the Protector System. Power down the unit for 5 seconds, then power on for 5 seconds. Repeat this process three times.</li> </ul> <p>Re install the Protector System IR's and test.</p>	<ul style="list-style-type: none"> <li>Auto reset once obstruction is clear or Protector System is realigned. (may take up to 16 seconds)</li> </ul>
1 - 2	<ul style="list-style-type: none"> <li>Protector System has been connected incorrectly.</li> <li>Reverse polarity or a short has been detected.</li> </ul>	<ul style="list-style-type: none"> <li>Check polarity of the installed Protector System</li> <li>Check for incorrect accessories wired into the IR terminals</li> <li>Check for a short between the IR terminals</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once obstruction is clear or Protector System is realigned. (may take up to 16 seconds)</li> </ul>
1 - 3	<ul style="list-style-type: none"> <li>Command Input Shorted to ground for more than four seconds (Serial command Terminal)</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the Door Control or Wired Push Button for a short or damaged cables.</li> <li>Disconnect Door Control or Wired Push Button and check</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the short has been removed. (may take up to 16 seconds)</li> </ul>
1 - 4	<ul style="list-style-type: none"> <li>Protector System Intermittent (Slightly misaligned)</li> </ul>	<ul style="list-style-type: none"> <li>Check the indicator LED's on the Protector System.</li> <li>Realign the Protector System and verify the brackets do not move when the door is operated</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the issue has been resolved. (may take up to 16 seconds)</li> </ul>
1 - 5	<ul style="list-style-type: none"> <li>No RPM detected within the first second of travel</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for mechanical locks or obstructions preventing the door from moving</li> <li>Check the motor for a fault (e.g open circuit)</li> <li>Check the PCB for motor output fault or APE/RPM sensor input fault.</li> <li>If the door moves 150-200mm before stopping. Check the APE or RPM sensor</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Error will clear once the PCB detects RPM within the first second of motor travel.</li> </ul>

# Merlin Fault Codes EVO

Fault Code EVO	Problem	Action required	How to clear
1 - 6	<ul style="list-style-type: none"> <li>RPM pulses detected after the motor was turned off forcing <b>UP</b> travel</li> <li>Relay welded</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
2 - 1	<ul style="list-style-type: none"> <li>Program memory CRC failure</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
2 - 2	<ul style="list-style-type: none"> <li>Voltage test failure</li> <li>Excessive Supply voltage detected</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
2 - 3	<ul style="list-style-type: none"> <li>Battery Suicide failure</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
2 - 4	<ul style="list-style-type: none"> <li>Radio Receiver Failure</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Error will reset once the transceiver is initialised</li> </ul>
2 - 5	<ul style="list-style-type: none"> <li>PCB Failure</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
2 - 6	<ul style="list-style-type: none"> <li>Unable to set travel limit down direction. Passpoint has not been recognised during programming</li> </ul>	<ul style="list-style-type: none"> <li>Check the passpoint module has been activated by the chain/belt position tab during the door travel.</li> </ul>	<ul style="list-style-type: none"> <li>Reset limits.</li> </ul>
3 - 2	<ul style="list-style-type: none"> <li>No limits set</li> </ul>	<ul style="list-style-type: none"> <li>Unit in 'hunt mode'</li> <li>Set limits</li> </ul>	Set limits

# Merlin Fault Codes EVO

Fault Code EVO	Problem	Action required	How to clear
3 - 3	<ul style="list-style-type: none"> <li>Over voltage</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
4 - 1	<ul style="list-style-type: none"> <li>Force Reversal in the <b>DOWN</b> direction. (Max Force Detected)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
4 - 2	<ul style="list-style-type: none"> <li>Force Reversal in the <b>UP</b> direction. (Max Force Detected)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
4 - 3	<ul style="list-style-type: none"> <li>Force Reversal in the <b>DOWN</b> direction. (Motor Stall or no RPM)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
4 - 4	<ul style="list-style-type: none"> <li>Force Reversal in the <b>UP</b> direction. (Motor Stall or no RPM)</li> </ul>	<ul style="list-style-type: none"> <li>Check the door for obstructions and free movement.</li> <li>Lubricate the door hinges and mechanism.</li> <li>Check the push arm length/geometry.</li> <li>Reset forces.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> <li>Operate the door to the down limit position will reset the error</li> <li>Reset forces</li> </ul>
4 - 5	Unrecognised passpoint board	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>

# Merlin Fault Codes EVO

Fault Code EVO	Problem	Action required	How to clear
4 - 6	<ul style="list-style-type: none"> <li>Protector System IR's temporarily obstructed or misaligned</li> </ul>	<ul style="list-style-type: none"> <li>Check the indicator LED's on the Protector System.</li> <li>Realign the Protector System and verify the brackets do not move when the door is operated</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the issue has been resolved. (may take up to 16 seconds)</li> </ul>
5 - 1	<ul style="list-style-type: none"> <li>Command Input Shorted to ground for more than four seconds (Dry Contact command Terminal)</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the Door Control or Wired Push Button for a short or damaged cables.</li> <li>Disconnect Door Control or Wired Push Button and check</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the short has been removed. (may take up to 16 seconds)</li> </ul>
5 - 2	<ul style="list-style-type: none"> <li>Door Contact "Wicket Door is open or active</li> <li>Unit has entered Overheat Protection mode</li> </ul>	<ul style="list-style-type: none"> <li>Wicket Door interlock is open. Error clears once the door starts moving</li> <li>The unit has overheated. Error will clear when the temperature is below 100°C</li> </ul>	<ul style="list-style-type: none"> <li>Auto reset once the issue has been resolved. (may take up to 16 seconds)</li> </ul>
5 - 3	<ul style="list-style-type: none"> <li>Flasher connector is shorted (overload)</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
5 - 4	<ul style="list-style-type: none"> <li>24V terminal power output is shorted (overload)</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
5 - 5	<ul style="list-style-type: none"> <li>Low Internal Voltage</li> <li>IC failure</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>
6-1	<ul style="list-style-type: none"> <li>Radio memory has reached maximum capacity</li> </ul>	<ul style="list-style-type: none"> <li>Turn power off and remove any BBU.</li> <li>Restore power and test.</li> </ul>	<ul style="list-style-type: none"> <li>Power down and power on to reset.</li> </ul>



# Merlin Fault Codes EVO

Merlin®

[illegible]

# Merlin Fault Codes EVO

Merlin®

[illegible]

