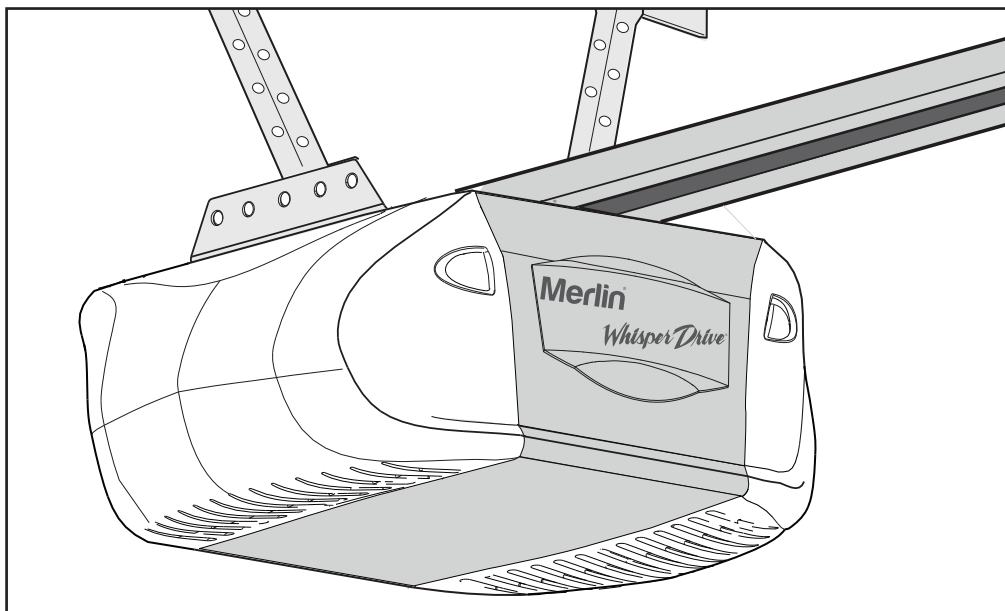


# Merlin®



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## MT3850EVO

*Whisper Drive®*  
with Security<sup>+</sup> 2.0

### Sectional Garage Door Opener

## INSTALLATION AND OPERATING INSTRUCTIONS

**Owner's Copy: Keep these Instructions for Future Reference.**

Please read this manual and the enclosed safety materials carefully!  
Periodic checks of the opener are required to ensure safe operation.





# START BY READING THESE IMPORTANT SAFETY INSTRUCTIONS

## WARNING

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

### KEEP THESE INSTRUCTIONS



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, safety goggles 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.**



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



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or 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 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.**



**Wall controls must be installed in a location where the garage door is visible, at a height of at least 1.5 m, out of the reach of children and away from moving parts. 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. Keep remote controls away from children.**



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 and battery to the garage door opener before making repairs or removing covers.**

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

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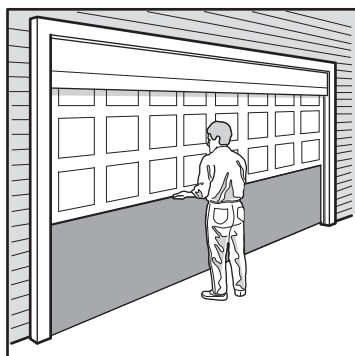
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## Preparing your garage door

Before you begin:

- Disable locks.
- Remove any ropes connected to garage door.
- **Complete the following test** to make sure your garage door is balanced and is not sticking or binding:
  1. Lift the door about halfway as shown. Release the door. If balanced, it should stay in place, supported entirely by its springs.
  2. Raise and lower the door to see if there is any binding or sticking (20 Kgf is the absolute maximum allowable to raise or lower the door in any position).

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



Max. door mass  
130 kg  
(spring balanced).

Max. door curtain  
16.5 m<sup>2</sup>

**Sectional Door**

## ! WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

- **ALWAYS** call a qualified door technician if garage door binds, sticks, or is out of balance. An unbalanced garage door may not reverse when required.
- **NEVER** try to loosen, move or adjust garage door, door springs, cables, pulleys, brackets or their hardware, **ALL** of which are under **EXTREME** tension.
- Disable **ALL** locks and remove **ALL** ropes connected to garage door **BEFORE** installing and operating the garage door opener to avoid entanglement.

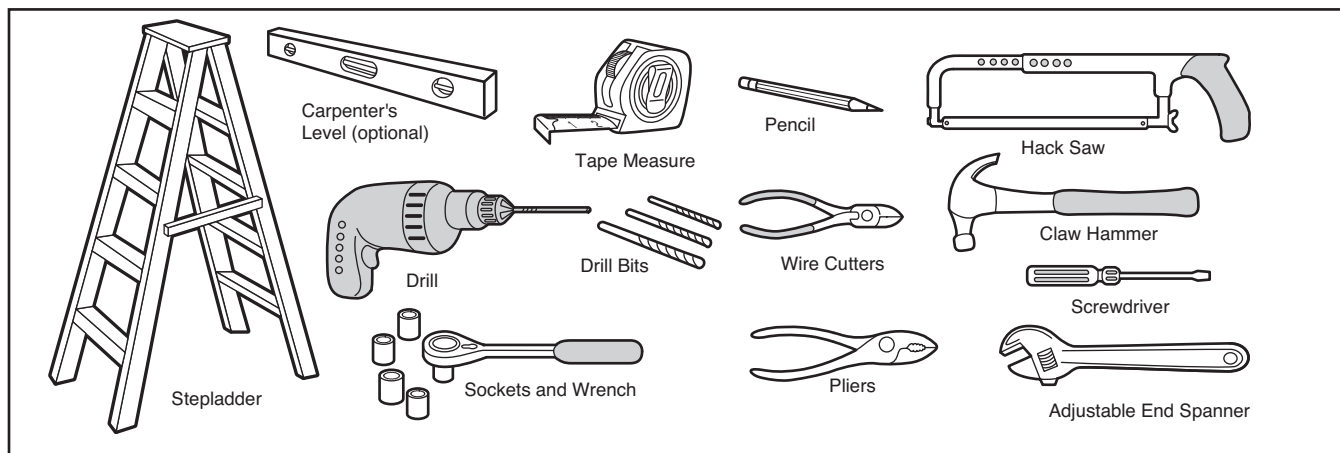
## CAUTION

To prevent damage to the garage door and opener:

- **ALWAYS** disable locks **BEFORE** installing and operating the opener.
- **ONLY** operate the garage door opener at 230 - 240 V, 50 Hz or battery power to avoid malfunction and damage.

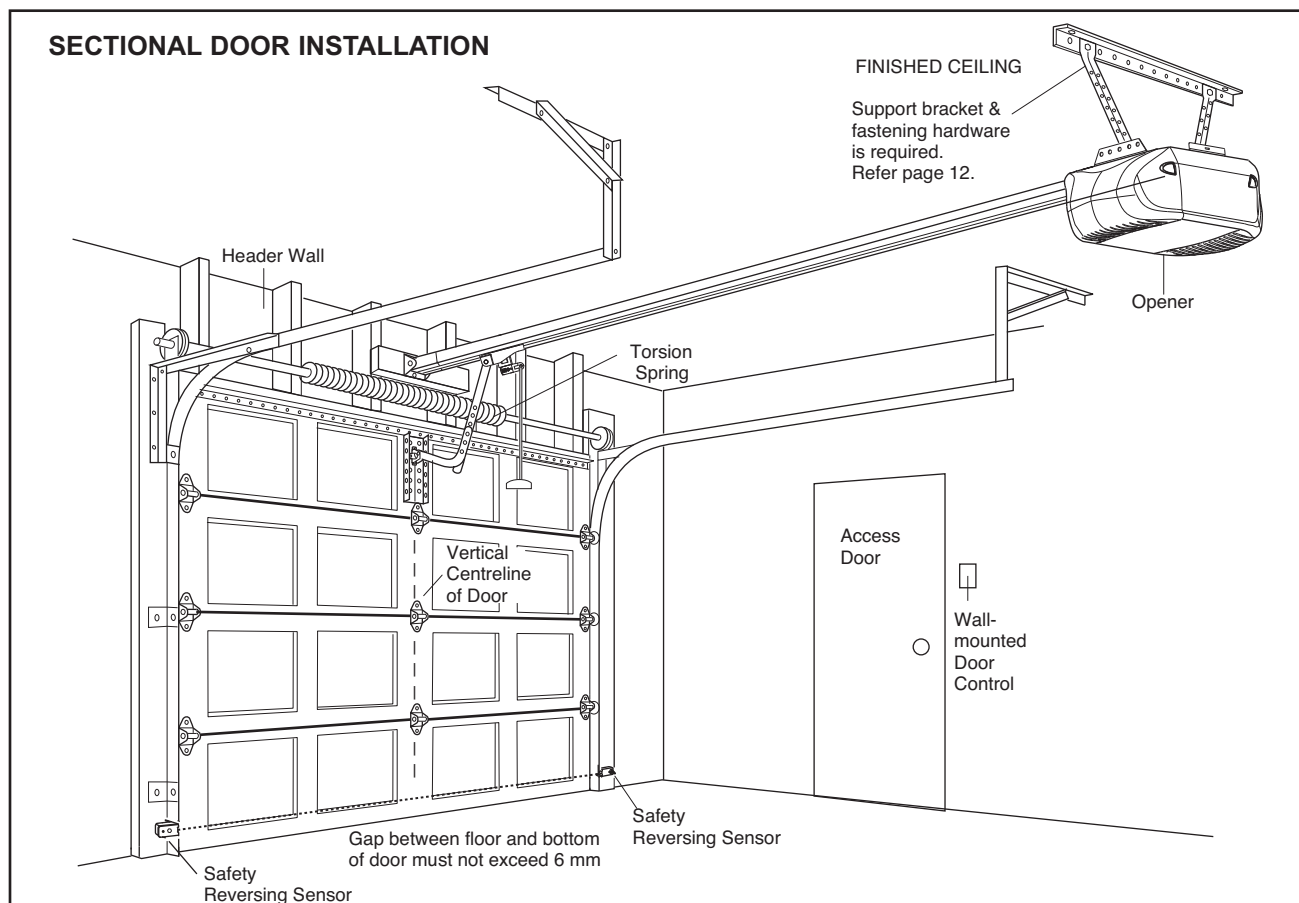
## Tools needed

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



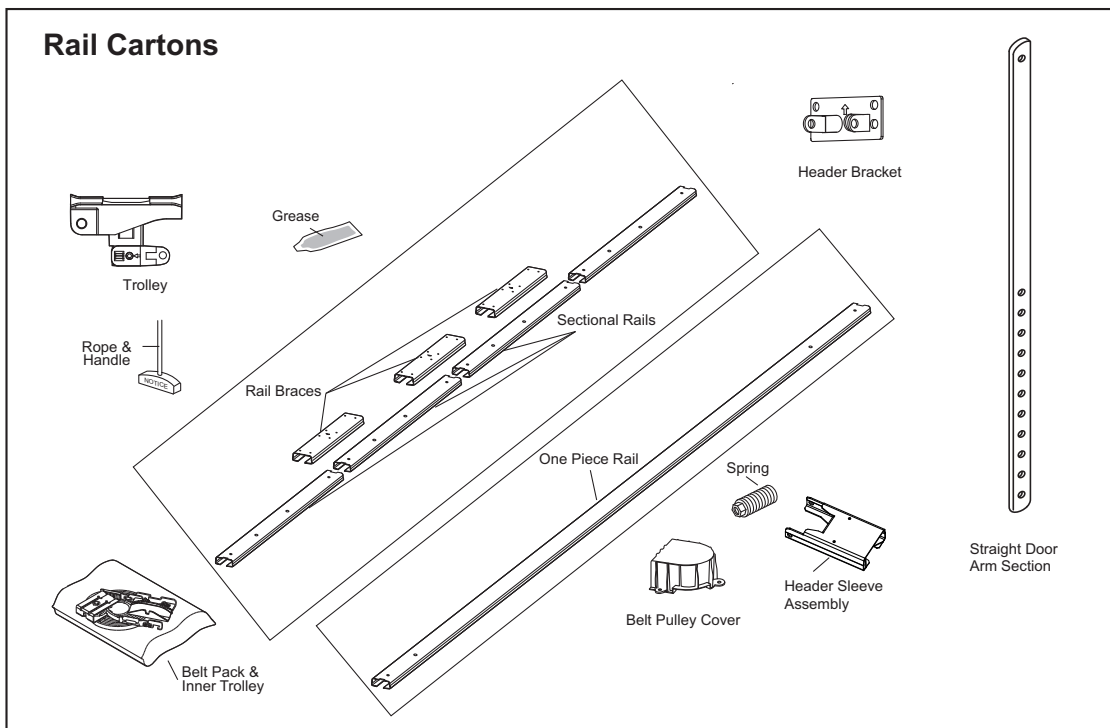
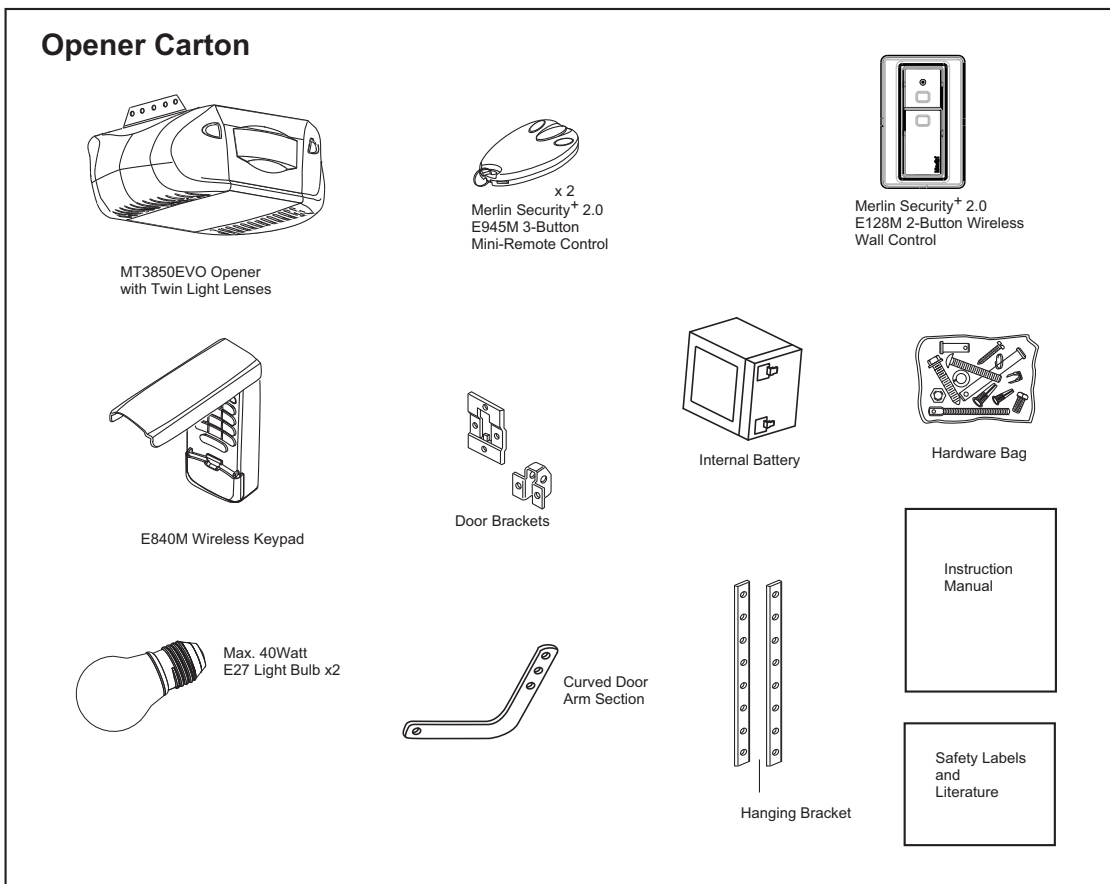
## Planning

Identify the type and height of your garage door. Survey your garage area to see if any of the conditions below apply to your installation. Additional materials may be required. You may find it helpful to refer back to this page and the accompanying illustration as you proceed with the installation of your opener.



## Carton Inventory

Your garage door opener and rail are packed in two separate cartons. The Whisper Drive MT3850EVO Opener Carton contains the opener, it's fitting hardware and accessories. The Rail Carton contains the rail and it's hardware as illustrated below. If anything is missing, carefully check the packing material. Parts may be stuck in the foam.



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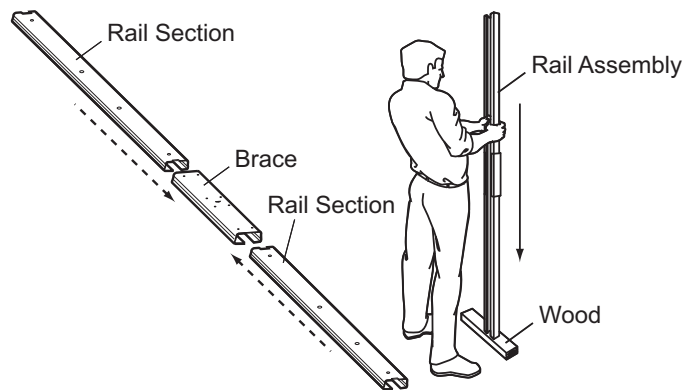
## ASSEMBLY STEP 1

### Assemble the Sectional Rail (if used)

#### If using 1-Piece Rail Proceed to Step 5

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

- Place rail pieces on flat surface for assembly (all four sections are interchangeable).
- Slide rail brace onto rail section.
- Connect rail by sliding rail brace onto next rail section.
- Tap rail assembly on piece of wood until rail sections are flush (repeat with remaining rail sections until rail assembly is complete).

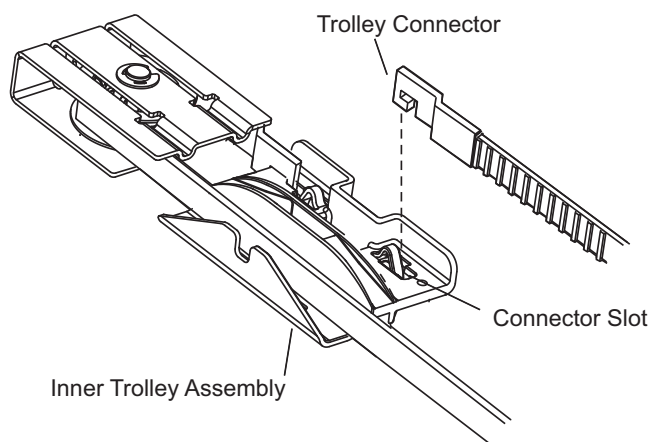


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## ASSEMBLY STEP 2

### Install the Belt

- Remove belt from carton and lay it out on the floor, (be careful not to allow the belt to twist).
- Hook the trolley connector into the connector slot on the inner trolley assembly.

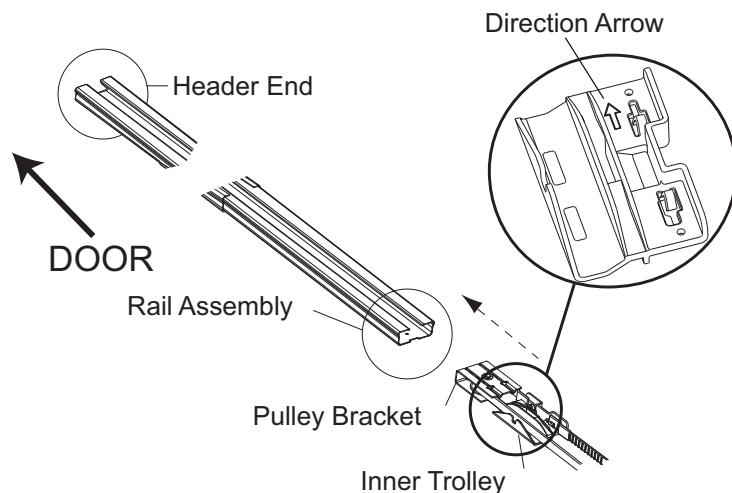


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## ASSEMBLY STEP 3

### Insert the Belt into the Rail

- Slide pulley bracket and inner trolley into back (**opener end**) of rail assembly, ensuring the pulley bracket is inserted as shown with arrow pointing toward front (**header end**) of the rail assembly.
- Push Pulley Bracket through to the Header End of the rail.

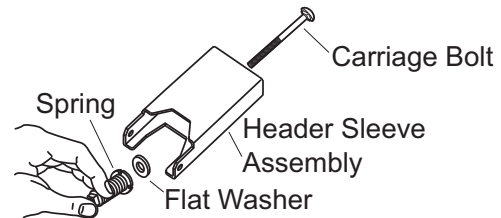
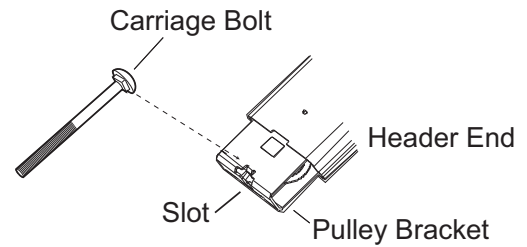


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## ASSEMBLY STEP 4

### Assemble the Header Sleeve

- Insert carriage bolt head into the Pulley Bracket slot and retain by pushing the pulley bracket back into the rail.
- Install the carriage bolt thread through the header sleeve assembly.
- Install the flat washer and spring assembly onto the carriage bolt, do not completely tighten onto thread.
- Slide header sleeve assembly onto front (**header end**) of rail.

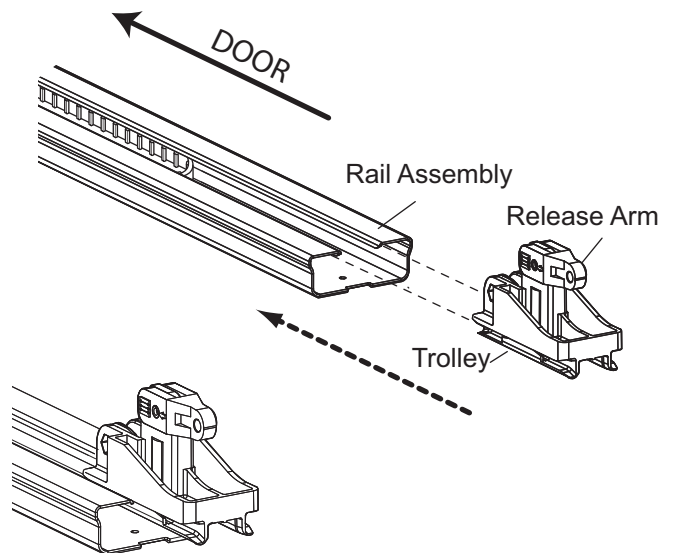


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## ASSEMBLY STEP 5

### Attach the Trolley to the Rail Assembly

- Slide outer trolley into the back (**opener end**) of the rail assembly. Be sure the end with the trolley release arm is heading in direction of opener. Slide outer trolley down rail until it engages with inner trolley.
- Move the engaged trolley assembly to the midpoint of the rail, then turn the rail assembly or one-piece rail over ready to fasten to opener.

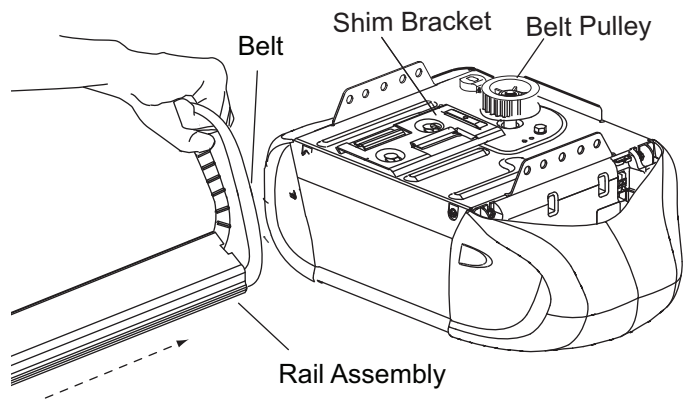


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## ASSEMBLY STEP 6

### Attach the Rail to the Opener

- Holding belt out of the way.
- Slide the rail assembly onto shim bracket until rail assembly is securely fastened to the opener.
- Wrap the belt around the belt pulley ensuring the belt engages the teeth of the belt pulley.





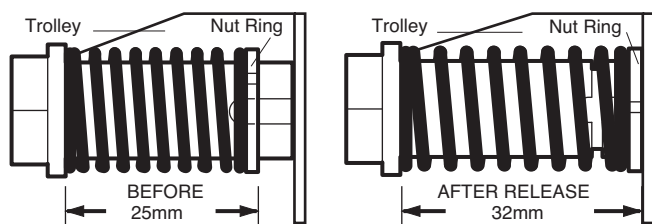
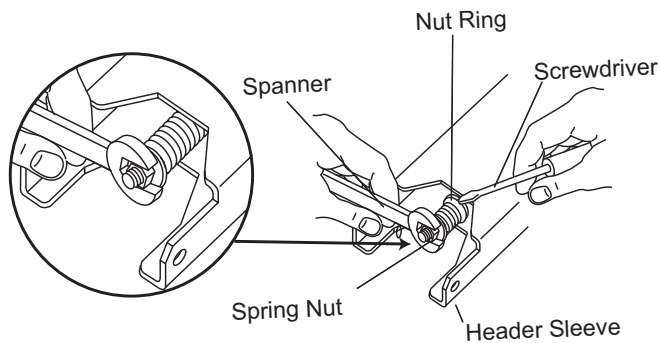
## ASSEMBLY STEP 7

### Set Belt Tension

- Thread spring nut onto the carriage bolt until finger tight. Insert a screwdriver tip into one of the slots of the nut ring and brace it firmly against the header sleeve.
- Place a spanner on the square end of the spring nut, slightly rotate nut about 1/4 turn clockwise until nut ring is released against header sleeve.

This sets spring for optimum belt tension. Belt may slip off pulley if belt is too loose. If belt does slip, re-tighten spring nut by turning nut clockwise a half turn.

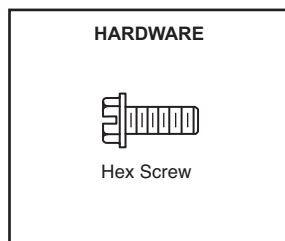
**Do NOT over-tighten belt.**



## ASSEMBLY STEP 8

### Attach the Belt Pulley Cover

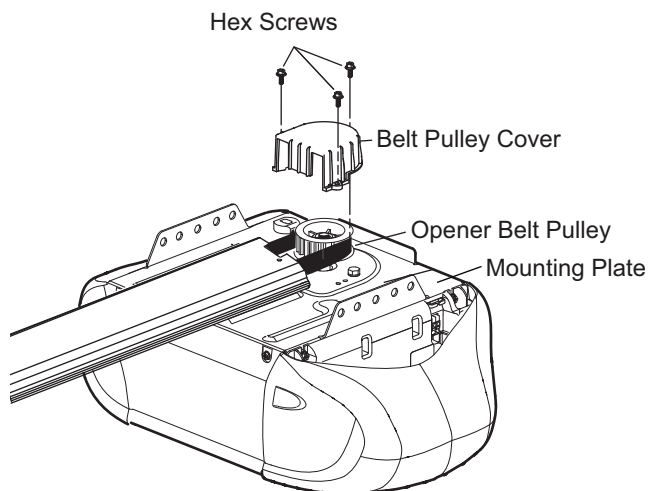
- Grease the Belt and Pulley liberally with the grease provided in the hardware bag.
- Position the belt pulley cover over the opener belt pulley so the three holes in the cover align with the three holes in the mounting plate. Attach with hex screws provided.



### ⚠ WARNING

To avoid possible **SERIOUS INJURY** to fingers from moving garage door opener:

- ALWAYS keep hands clear of belt pulley while operating opener.
- Securely attach belt pulley cover **BEFORE** operating.



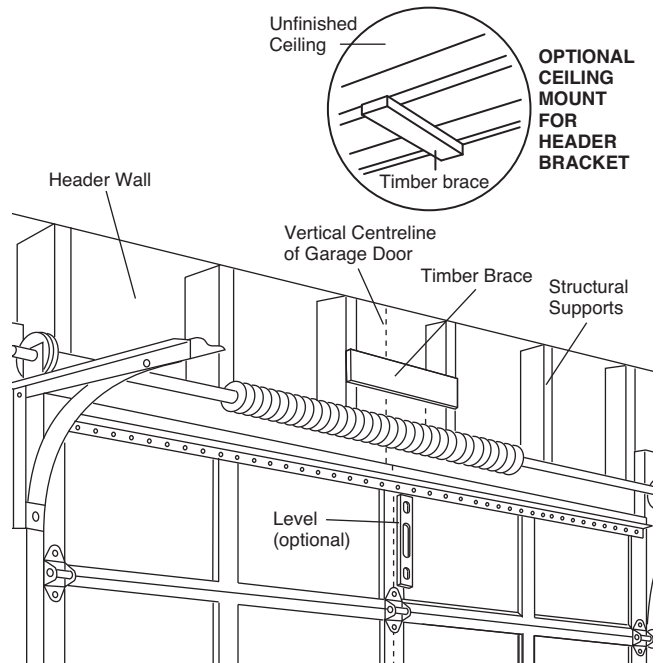
## INSTALLATION STEP 1

### Determine the Header Bracket Location

#### **⚠ WARNING**

To prevent possible **SERIOUS INJURY** or **DEATH**:

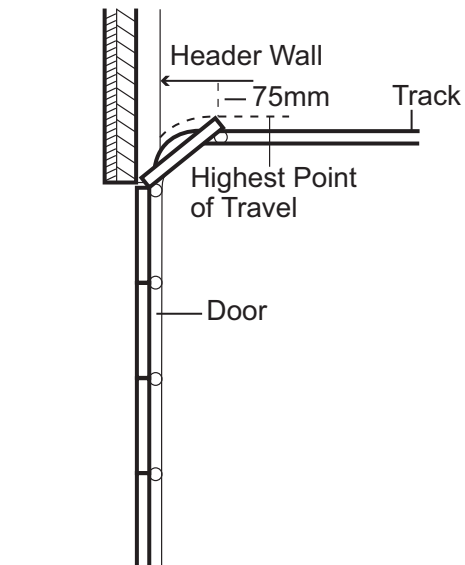
- Header bracket **MUST** be **RIGIDLY** fastened to structural support on header wall or ceiling, otherwise garage door might not reverse when required. **DO NOT** install header bracket over plasterboard wall.
- Concrete anchors **MUST** be used if mounting header bracket to masonry.
- **NEVER** try to loosen, move or adjust garage door, springs, cables, pulleys, brackets, or their hardware, **ALL** of which are under **EXTREME** tension.
- **ALWAYS** call a qualified door technician if garage door binds, sticks, or is out of balance. An unbalanced garage door might not reverse when required.



1. Close the door and mark the inside vertical centreline of the garage door.
2. Extend the line onto the header wall above the door.
3. Open your door to the highest point of travel as shown. Draw an intersecting horizontal line on the header wall above the high point 50 mm to 75 mm above the high point.

This height will provide travel clearance for the top edge of the door.

**NOTE:** If the available height above the highest point of your door is less than recommended, use the maximum height possible (as long as the door does not contact the rail), or refer to page 9 for ceiling installation.



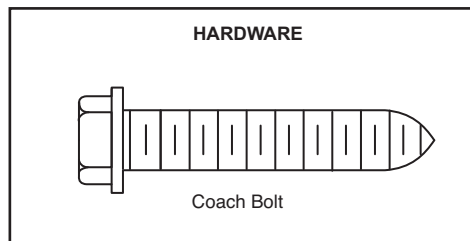
Sectional door with curved track

## INSTALLATION STEP 2

### Install the Header Bracket

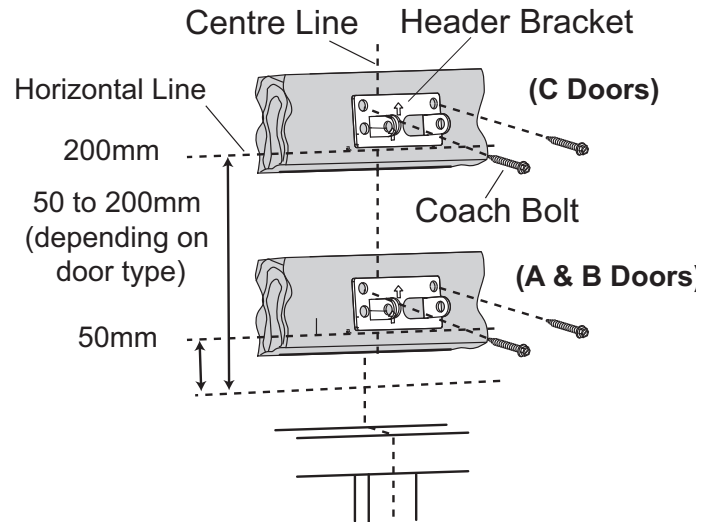
**NOTE:** Refer to vertical centre and horizontal lines created in Step 1 for proper placement of header bracket.

**Wall mount:** Centre the header bracket on the vertical centre line with the bottom edge of the header bracket on the horizontal line (with the arrow pointing toward the ceiling). Mark all of the header bracket holes. Then drill 4.5 mm pilot holes and fasten the header bracket with coach bolts.

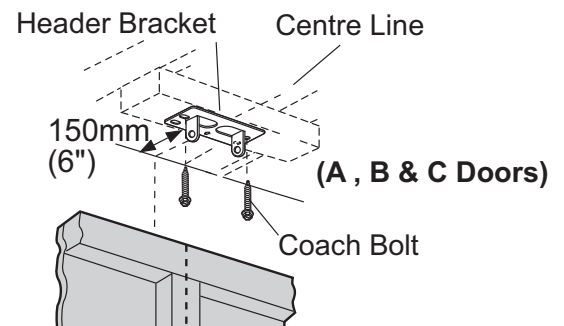


**Ceiling mount:** Extend vertical centre line onto the ceiling. Centre the header bracket on the vertical mark no more than 150 mm (6") from the wall. Make sure the arrow is pointing toward the opener. Mark all of the header bracket holes, then drill 4.5 mm pilot holes and fasten the header bracket with coach bolts. For concrete ceiling mount, use concrete anchors provided.

### Wall Mount



### Ceiling Mount



## INSTALLATION STEP 3

### Attach the Rail to the Header Bracket

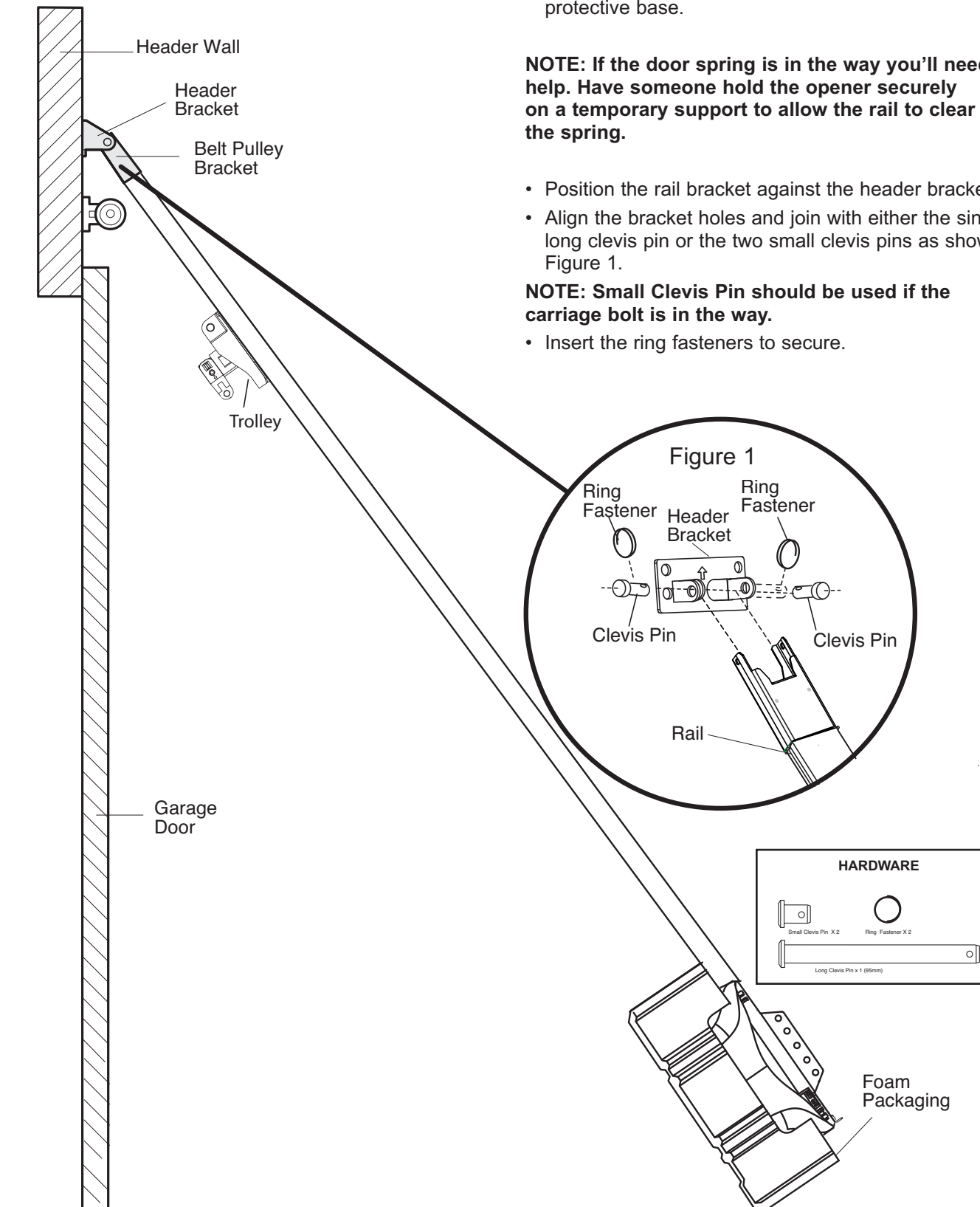
- Position the opener on the garage floor below the header bracket. Use foam packing material as a protective base.

**NOTE:** If the door spring is in the way you'll need help. Have someone hold the opener securely on a temporary support to allow the rail to clear the spring.

- Position the rail bracket against the header bracket.
- Align the bracket holes and join with either the single long clevis pin or the two small clevis pins as shown Figure 1.

**NOTE:** Small Clevis Pin should be used if the carriage bolt is in the way.

- Insert the ring fasteners to secure.



## INSTALLATION STEP 4

### Position the Opener

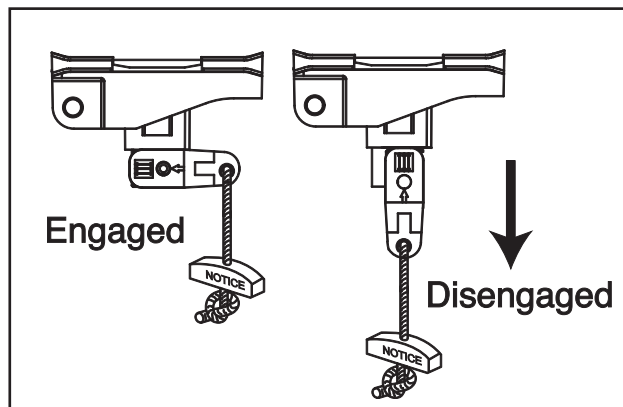
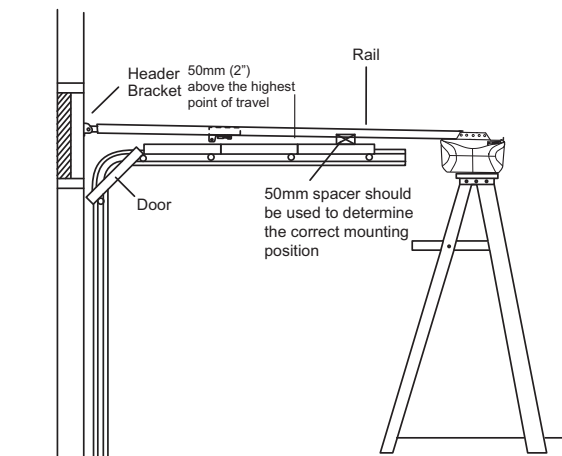
You will need a 50 mm piece of timber or similar spacer to gauge the distance between door and rail.

1. Raise the opener onto the support.
2. Open the door completely and place a 50 mm spacer between the door and the rail (as shown).
3. If the top section or panel hits the trolley when you raise the door, pull down on the trolley arm to disengage the opener. Leave the trolley in this position until opener is fastened in place.

**NOTE:** Timber spacers should be left in place until completion of Installation Step 5.

## CAUTION

To prevent scratching or marking the garage door, rest garage door opener rail on piece of wood placed on top section of door.



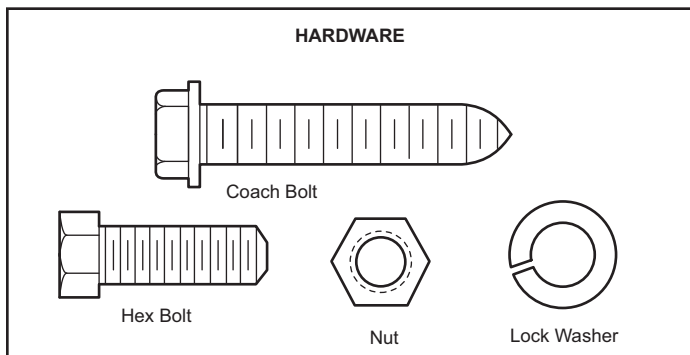
## INSTALLATION STEP 5

### Hang the Opener

Three representative installations are shown. Yours may be different. Hanging brackets should be angled (Figure 1) to provide rigid support. On finished ceilings (Figure 2 and Figure 3), attach a sturdy metal bracket to structural supports before installing the opener. This bracket and fastening hardware are not provided.

1. Remove foam packaging. Measure the distance from each side of the opener to the structural support.
2. Cut both pieces of the hanging bracket to required lengths.
3. Drill 4.5 mm pilot holes in the structural supports.
4. Attach one end of each bracket to a support with 8 mm coach bolts.
5. Fasten the opener to the hanging brackets with 8 mm hex bolts, spring washers and nuts.
6. Check to make sure the rail is centred over the door (or in line with the header bracket if the bracket is not centred above the door).
7. Remove timber spacer. Operate the door manually. If the door hits the rail, raise the header bracket.
8. Grease the inside of the rail surface where the trolley slides with rail grease (provided).

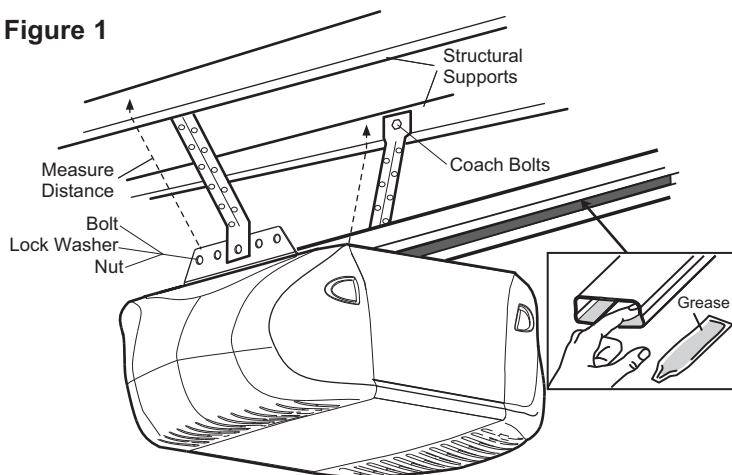
**NOTE: DO NOT connect power to opener at this time.**



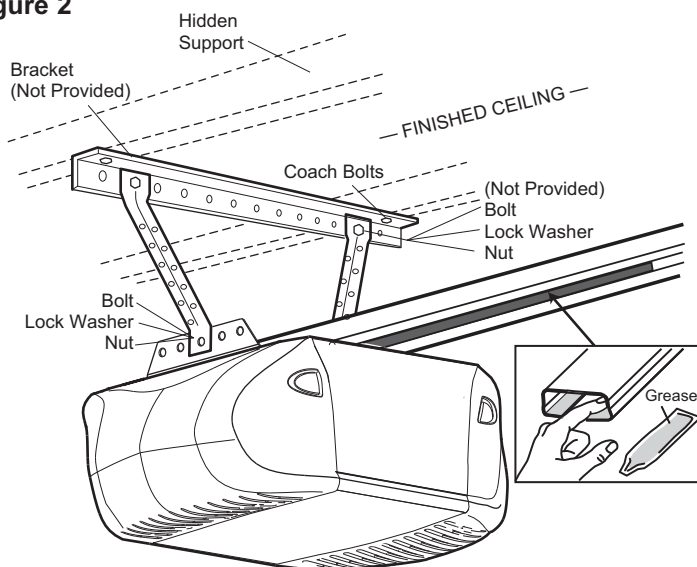
## ⚠ WARNING

To avoid possible **SERIOUS INJURY** from a falling garage door opener, fasten it **SECURELY** to structural supports of the garage. Concrete anchors **MUST** be used if installing **ANY** brackets into masonry.

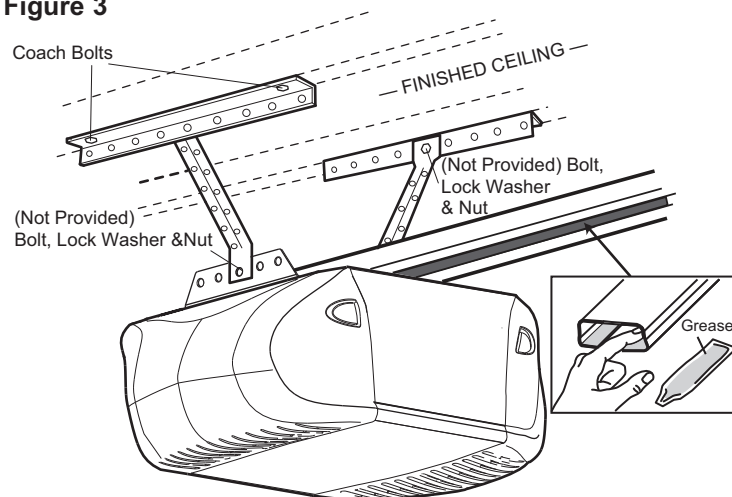
**Figure 1**



**Figure 2**



**Figure 3**



## INSTALLATION STEP 6

### Fasten the Door Bracket

1. Centre the door bracket on the previously marked vertical centreline used for the header bracket installation.

**NOTE: Door bracket must be installed with open end up as illustrated below. If the bracket plate is used observe the "TOP" indicator on the plate.**

2. Position the top edge of the bracket 150-250 mm below the top edge of the door, OR directly below any structural support across the top of the door.
3. Mark, drill holes and install as follows, depending on your doors construction:

***Metal or lightweight doors using a vertical angle iron brace between the door panel support and the door bracket:***

- Drill 4.5 mm fastening holes. Secure the door bracket using the two self-threading screws (Figure 2A).
- Alternately, use two 8 mm bolts, spring washers and nuts (not provided) (Figure 2B).

***Metal, insulated or lightweight factory reinforced doors:***

- Drill 4.5 mm fastening holes. Secure the door bracket using the self-threading screws (Figure 3).

***Wood Doors:***

- Use top and bottom or side to side door bracket holes. Drill 8 mm holes through the door and secure bracket with 8 mm carriage bolts, spring washers and nuts (not provided) (Figure 4).

**NOTE: The self-threading screws are not intended for use on wood doors.**

## CAUTION

Fiberglass, aluminum or lightweight steel garage doors **WILL REQUIRE** reinforcement (not provided) **BEFORE** installation of door bracket. Contact your door manufacturer for reinforcement kit.

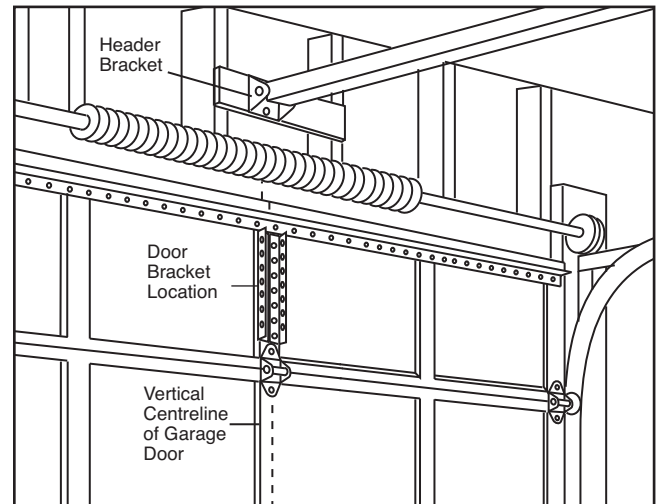


Figure 1

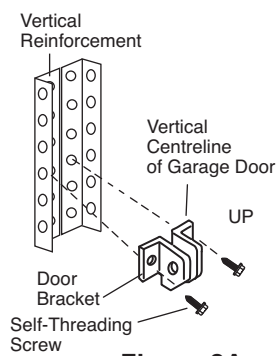


Figure 2A

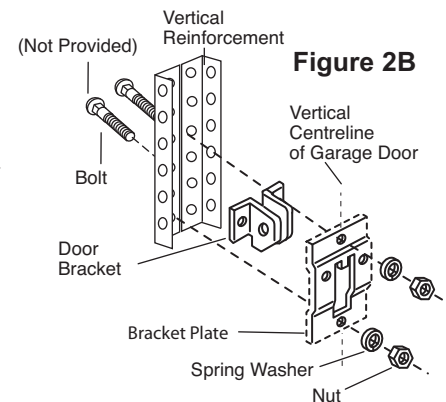


Figure 2B

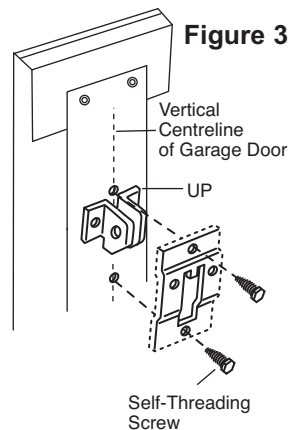


Figure 3

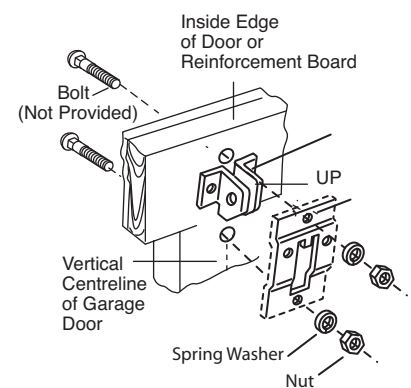
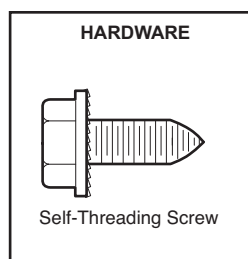


Figure 4



## INSTALLATION STEP 7

### Connect Door Arm to Trolley

Make sure garage door is fully closed. Pull the emergency release handle to disconnect the outer trolley from the inner trolley. Slide the outer trolley back (away from the door) about 200 mm (Figures 1, 2 and 3).

**Figure 1:**

- Fasten straight door arm section to outer trolley with the clevis pin. Secure the connection with a ring fastener.
- Fasten curved section to the door bracket in the same way, using the clevis pin.

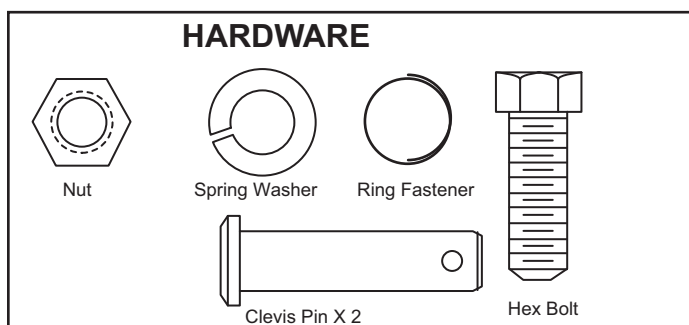
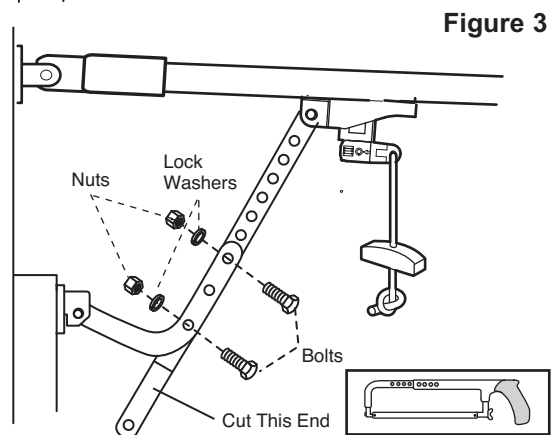
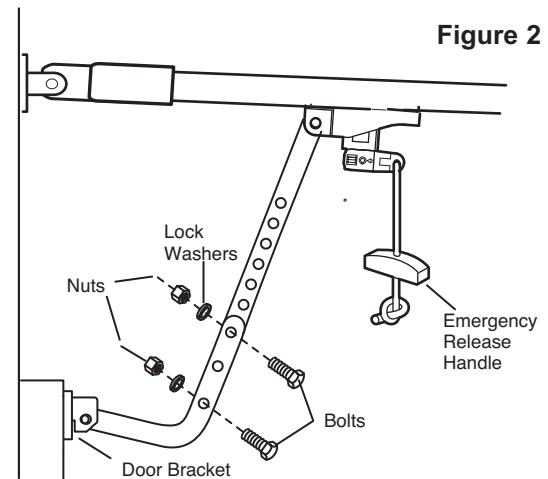
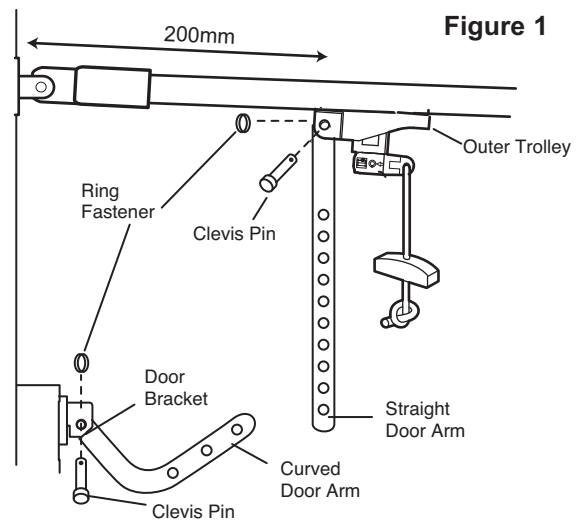
**Figure 2:**

- Bring arm sections together. Find two pairs of holes that line up and join sections. Select holes as far apart as possible to increase door arm rigidity.

**Figure 3:**

- If holes in curved arm are above holes in straight arm, disconnect straight arm. Cut about 150 mm from the solid end. Re-connect to trolley with cut end down as shown.
- Bring arm sections together.
- Find two pairs of holes that line up and join with bolts, spring washers and nuts.

Pull the emergency release handle toward the opener at a 45° angle so that the trolley release arm is horizontal.





## INSTALLATION STEP 8

### Install the Lights

- Press the release tabs on each side of lens. Gently rotate lens back and downward until the lens hinge is in the fully open position. Do not remove the lens.
- Install a 40 watt maximum light bulb in each socket. Light bulb size should be E27, standard 'GLS' base only. The lights will turn ON and remain lit for approximately 2-1/2 minutes when power is connected. Then the lights will turn OFF.
- Reverse the procedure to close the lens.

**NOTE: Lights do not turn on in battery mode.**

- Use E27 standard 40 watt bulbs for replacement as shown.



## INSTALLATION STEP 9 Attach the Emergency Release Rope and Handle

- Thread one end of the rope through the hole in the top of the red handle so "NOTICE" reads right side up as shown. Secure with an overhand knot at least 25 mm from the end of the rope to prevent slipping.
- Thread the other end of the rope through the hole in the release arm of the outer trolley.
- Adjust rope length so the handle is no more than 1.8m above the floor. Ensure that the rope and handle clear the tops of all vehicles to avoid entanglement. Secure with an overhand knot.

**NOTE: If it is necessary to cut the rope, heat seal the cut end to prevent unraveling.**

- To release the trolley, pull down on the red handle. Do not use the handle to open or close the door.

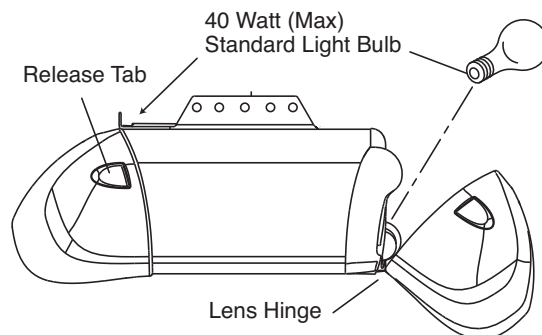
## CAUTION

To prevent possible OVERHEATING of the endpanel or light socket:

- DO NOT use short neck or specialty light bulbs.

To prevent damage to the opener:

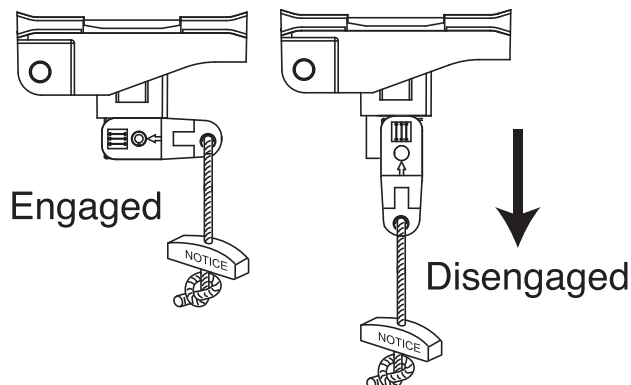
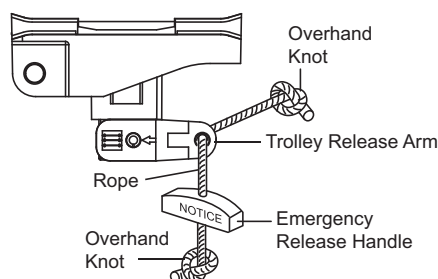
- DO NOT use bulbs larger than 40 W.
- ONLY use E27 size bulbs.
- DO NOT USE CFL (Compact Fluorescent Lamps) or Reflective Lamps as they may cause damage to the lens cover. If unsure call the Chamberlain customer service.



## WARNING

To prevent possible SERIOUS INJURY or DEATH from a falling garage door:

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



## INSTALLATION STEP 10

### Install the Battery Backup

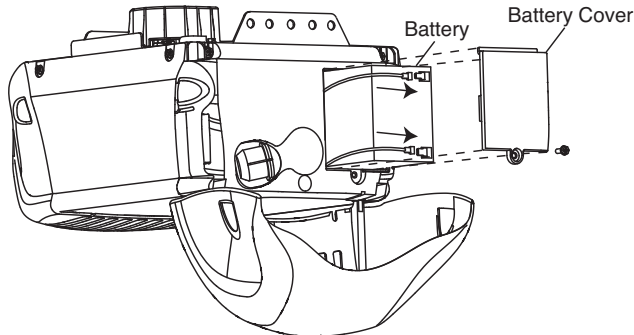
- Make sure the opener is unplugged.
- Open the lens cover at the power cord end.
- Using a Phillips-head screwdriver, remove the battery cover on the opener.
- Partially insert battery into the opener with the **terminals facing out**.
- Connect red (+) and black (-) wires from the opener to corresponding terminals on battery.
- Replace battery and lens covers.
- **CONNECT THE OPENER TO MAINS POWER.**

**NOTE:** Opener will operate without battery installed, when mains power is connected.

### WARNING

To reduce the risk of FIRE or INJURY to persons:

- Do NOT wear rings, watches or metal bracelets whilst handling the battery.
- Disconnect ALL electric and battery power BEFORE performing ANY service or maintenance.
- Use only Chamberlain part # 041A6357-2 for replacement battery.
- Do NOT dispose of battery by burning. Battery may explode. Check with local authority for disposal instructions.



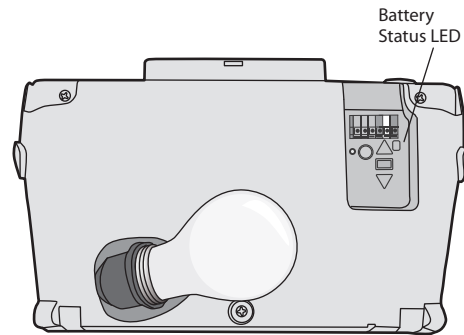
### Battery Backup

#### OPERATING INSTRUCTIONS

##### 1. Test the installed battery with the opener after the limits and force have been set.

To test the battery, disconnect the opener power cord from the electrical outlet.

- A solid orange LED indicates the opener is operating on battery power.
- A flashing orange LED with beep indicates the opener is operating on battery power and that the battery charge is low.
- To test the battery is functioning properly, open and close the garage door.
- Re-connect the opener power cord into the electrical outlet.
- Verify that the green LED is flashing on the Battery status LED (indicates that the battery is now charging).
- Test completed.



**NOTE:** LED is most visible with opener light off.

**GREEN LED:** All systems are normal.

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

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

#### **ORANGE LED:**

*The opener has lost mains power and is operating on battery power.*

- A solid LED with beep, sounding approximately every 2 seconds, indicates the opener is activating the door and is operating off the battery.
- A flashing LED with beep, sounding every 30 seconds, indicates battery is low.
- Once the power is restored the battery will recharge. This is indicated by a flashing green LED.

#### **RED LED:**

- If a red LED remains on when the power is restored, and is accompanied by a beep sounding every 30 seconds, replace the battery and allow 48hrs for it to fully charge. If the RED LED remains on after this time contact a qualified door technician.

#### Charging the battery.

- Battery will take 24 to 48 hours to fully charge.

A fully charged battery supplies 12 V DC to the opener for one to two days of normal operation during an electrical power outage. If the battery voltage drops too low, the battery will disconnect and the opener will no longer operate under battery power.

After the electrical power has been restored, the battery will recharge within 48 hours. Under normal usage batteries will last 3 to 5 years.

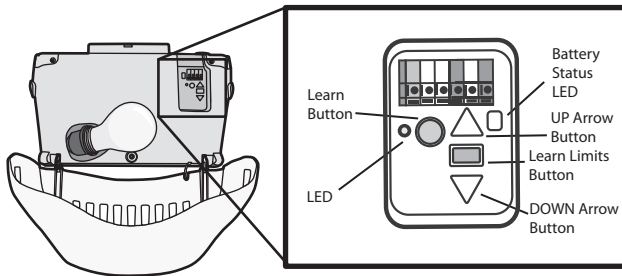
**To obtain maximum battery life and prevent damage, disconnect the battery when opener is unplugged for an extended period of time.**

**NOTE:** Door operation may be limited until battery is fully charged. The opener's lights will not turn on during battery mode.

## ADJUSTMENT STEP 1

### Program the Travel Limits and Force Settings

Figure 1



**NOTE:** Travel limits regulate the points at which the door will stop when moving up or down. Follow the steps below to set the limits.

**To program the travel limits:**

1. Press and hold the Learn Limits Button until a beep is heard and the UP Arrow Button and indicator light begin to flash (figure 2).
2. Press and hold the UP Arrow Button until the door is in the desired UP position (figure 3).

**NOTE:** The UP and DOWN Arrow Buttons can be used to move the door up and down as needed.

3. Once the door is in the desired UP position press and release the Learn Limits Button. The DOWN Arrow Button will begin to flash (figure 4).
4. Press and hold the DOWN Arrow Button until the door is in the desired DOWN position (figure 5).

**NOTE:** The UP and DOWN Arrow Buttons can be used to move the door up and down as needed.

5. Once the door is in the desired DOWN position press and release the Learn Limits Button. The UP Arrow Button will begin to flash (figure 2).
6. Press and release the UP Arrow Button to test the UP limit. When the door travels to the programmed UP limit, the DOWN Arrow Button will begin to flash.
7. Press and release the DOWN Arrow Button to test the DOWN limit. The door will travel to the programmed DOWN limit.

The Travel Limits and Force Setting has now been set.

**TIPS :** Repeated operation of the garage door opener during adjustments may cause the motor to overheat. Wait 15 minutes and try again.

If anything interferes with the door's upward travel it will stop. If anything interferes with the door's downward travel, it will reverse.

## ⚠ WARNING

Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing door.

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- **NEVER** use force adjustments to compensate for a binding or sticking garage door.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 40 mm high object laid flat on floor.

## CAUTION

To prevent damage to vehicles, be sure fully open door provides adequate clearance.

Figure 2

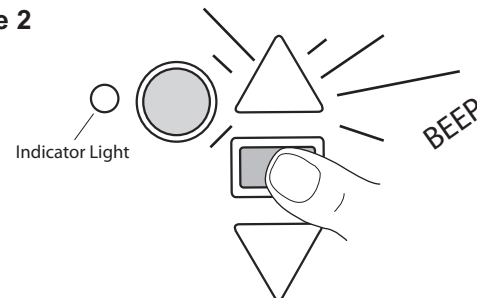


Figure 3

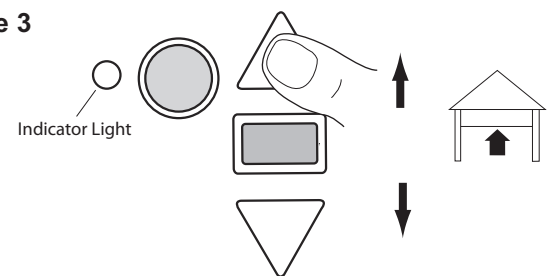


Figure 4

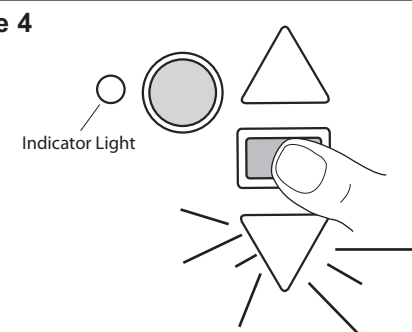
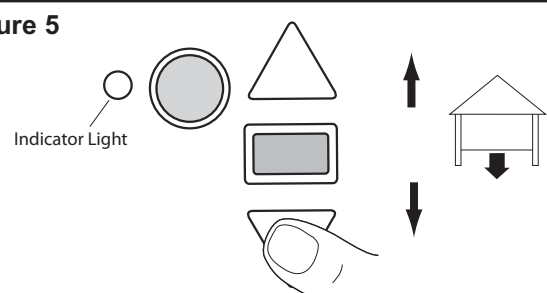


Figure 5



## ADJUSTMENT STEP 2

### Test the Safety Reversal System

#### TEST

- With the door fully open, place a 40 mm high object laid flat on the floor, centred under the garage door.
- Operate the door in the down direction. The door **must** reverse on striking the obstacle.

#### ADJUST

- If the door stops on the obstacle, it is not travelling far enough in the down direction. Complete Adjustment Step 1, Programming the Limits and Forces to increase travel distance in the down direction.

**NOTE:** Make sure the limit adjustments do not force the door arm beyond a vertical position. Refer Figure 3, page 14.

- Repeat the test.
- When the door reverses on the 40 mm high object laid flat, remove the obstacle and run the opener through 3 or 4 complete travel cycles to test adjustment.
- If the opener continues to fail the Safety Reverse Test, call for a qualified door technician.

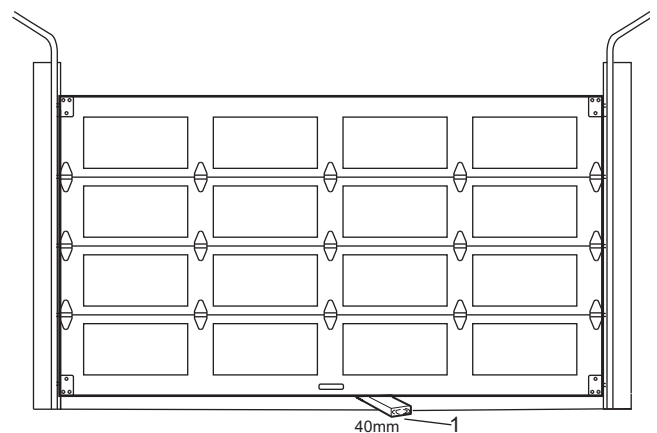
#### IMPORTANT SAFETY CHECK:

Test the Safety Reverse System once a month and after:

- Each adjustment of door arm length, limits, or force controls.
- Any repair to or adjustment of the garage door (including springs and hardware).
- Any repair or changes to the garage floor.
- Any repair or adjustment of the opener.

## ⚠ WARNING

- Safety reversal system **MUST** be tested every month.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 40 mm obstacle on the floor.



## INSTALLING YOUR WIRELESS E138M WIRELESS WALL BUTTON

### ⚠ WARNING

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

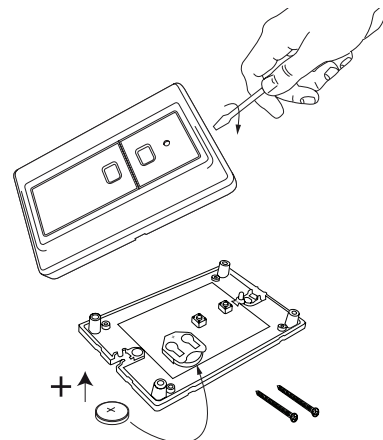
#### To install:

- Carefully pry open the E138M 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 next section.

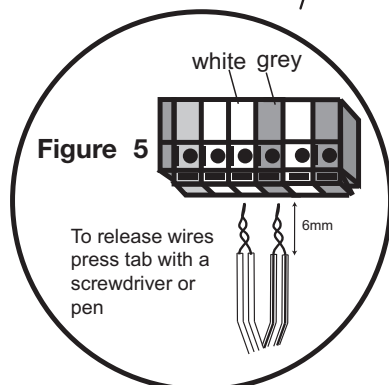
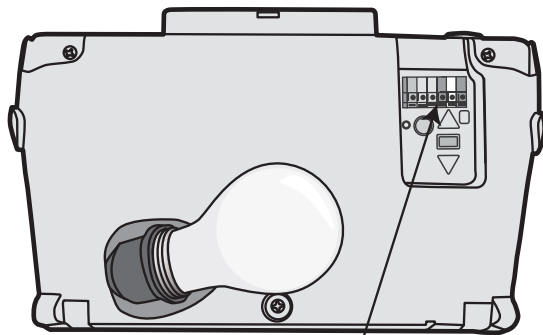


## INSTALL THE PROTECTOR SYSTEM™ (OPTIONAL)

**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).

Figures 1, 2 and 3 show recommended assembly of bracket(s) and "C" wrap based on the *wall* installation of the sensors on each side of the door shown above, or on the *door tracks* themselves. Figure 4 shows variations which may fit your installation requirements better. **Make sure the wraps and brackets are aligned so the sensors will face each other across the door.**

- Connect each assembly to a slotted bracket, using the hardware shown. **Note alignment of brackets for left and right sides of the door.** Finger tighten the lock nuts.
- Use bracket mounting holes as a template to locate and drill two (4.8 mm) diameter pilot holes on both sides of the door so that the beam mounting height is no greater than 100 mm above the floor.
- Attach bracket assemblies with carriage bolts as shown.
- Adjust right and left side bracket assemblies to the same distance out from mounting surface. Make sure all door hardware obstructions are cleared. Tighten the lock nuts.
- Centre each sensor unit in a "C" wrap with lenses pointing toward each other across the door.
- Secure sensors with the hardware provided. Finger tighten the wing nut on the receiving eye to allow for final adjustment. Securely tighten the sending eye wing nut.
- Run wires from both sensors to the opener and connect the two white only wires to the white terminal and the black/white wires to the grey terminal on your opener (refer figure 5).



## ⚠ WARNING

To protect small children, install The Protector System™ no higher than 100 mm above the floor.

Disconnect power to the garage door opener before installing The Protector System™.

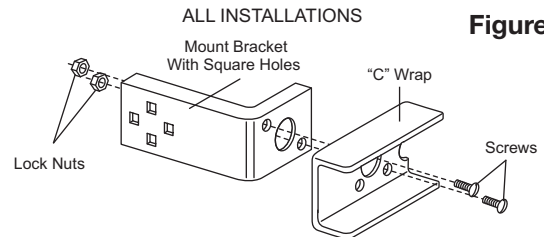


Figure 1

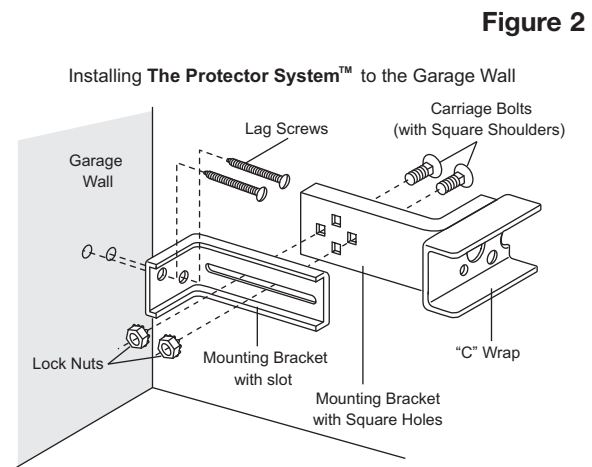


Figure 2

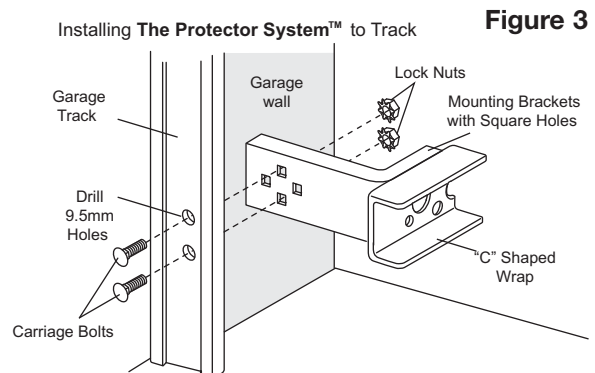


Figure 3

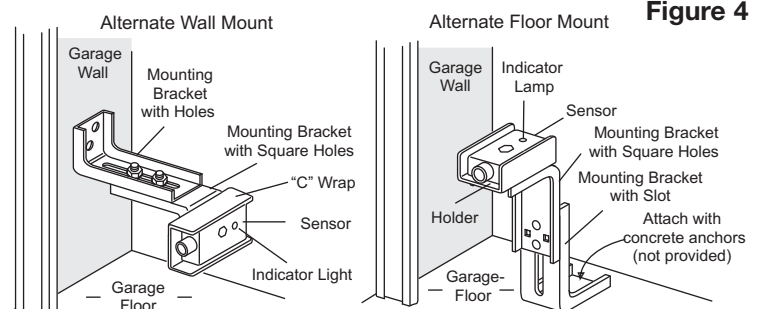


Figure 4



## ENABLING THE PROTECTOR SYSTEM: (Factory default – IR beams are not enabled.)

On this model, the Protector System **MUST** be enabled using the following process, in order for the IR Beams to operate correctly. With the IR beams **INSTALLED**.

- TURN OFF the mains power and ensure the battery power is also disconnected.
- PRESS and HOLD both the UP and DOWN arrow buttons.
- TURN ON the mains power to the operator.
- HOLD both arrows until there is a **SHORT** audible beep. (the courtesy lamp flashes 5 times).
- Reconnect battery power.

The Protector System is now activated. Checks IRs operate correctly.

## DISABLING THE PROTECTOR SYSTEM:

If the Protector System is no longer required, it is necessary to deactivate the opener so that normal operation can occur. With the IR beams **REMOVED**.

- TURN OFF the mains power and ensure the battery power is also disconnected.
- PRESS and HOLD both the UP and DOWN arrow buttons.
- TURN ON the mains power to the operator.
- HOLD both arrows until there is a **LONG** audible beep. (the courtesy lamp flashes 5 times).
- Reconnect battery power.

The Protector System is now deactivated. The door should operate normally.

## TIMER-TO-CLOSE FEATURE (TTC)

### **WARNING**

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

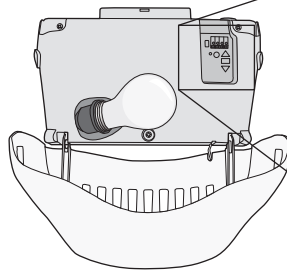
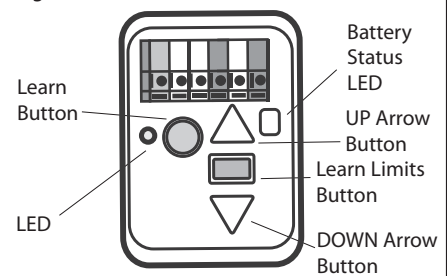


Figure 1



**NOTE: Requires The Protector System™ (IR Beams) installed and initialised for 2 minutes**

The **Timer-to-close feature** allows the door to automatically close after a specified time period that can be adjusted using the door control buttons (figure 1). Prior to the door closing, the 'Alert-2-close' feature activates audible (garage door opener beeps) and visual alerts (garage door opener lights flash) for 8 seconds before the door begins to close.

If the door encounters an obstruction while closing, the opener will make a second attempt to close the door. If an obstruction occurs on the second attempt, the garage door opener will open, stop and **WILL NOT** close until the obstruction has been cleared, and the opener has been operated again.

### Enabling TTC using the buttons in Opener

Door must be in the closed position to commence the setup procedure.

With the door closed press and hold DOWN arrow button for 3 seconds to enter setup mode, when activated LED indicator will flash. Press the Yellow learn button to toggle the 4 available modes shown below. The small LED indicator will flash the number of times according to time delay set. Press Black rectangle button (learn limits button) to set and exit.

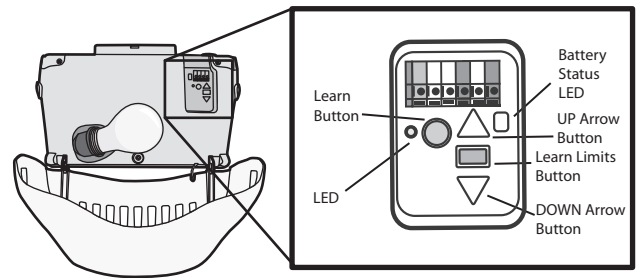
OFF = 1 long flash
1 min = 1 short flash
5 min = 2 short flashes
10 min = 3 short flashes

# WIRELESS PROGRAMMING

## To Add or Reprogram a Hand-held Remote Control

### ⚠ WARNING

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.

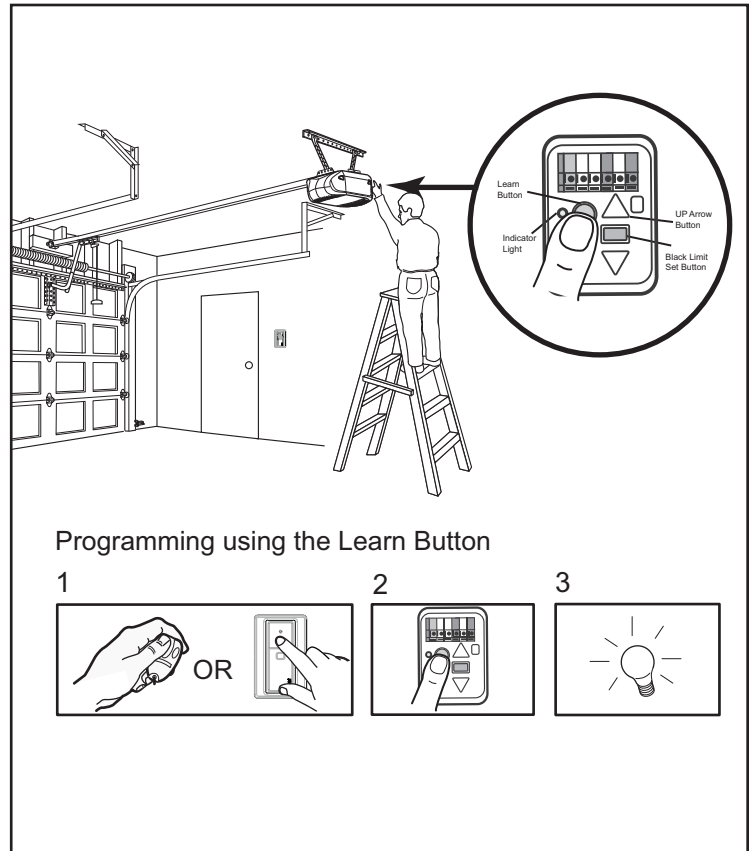


**NOTE:** The remote controls supplied with your opener are pre-programmed to your opener in the factory. If you purchase additional remote controls, you will need to program them into your opener using the steps below.

**NOTE:** If adding an installed wall control (E138M) 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.

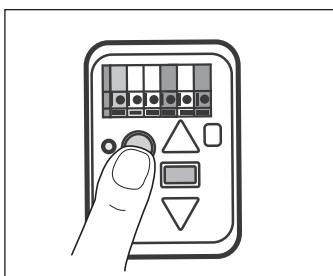
### Using the Learn Button:

1. Press and hold the button (Fig 1) that you wish to operate your garage door. The Orange indicator light on the opener will flash continuously.
2. Press and release the "learn" button on the opener.
3. The opener lights flash when it has learned the code. If light bulbs are not installed, one click will be heard.
4. Ensure there are no obstructions in the path of the door, then press the remote control button to test the door.



### To Erase All Codes From Opener Memory

To deactivate any unwanted remote, first erase all codes: Press and hold the "learn" button on the opener until the learn indicator light goes out (approximately 6 seconds). All previous codes are now erased. Reprogram each remote or keyless entry device you wish to use.



### 3-Button Remotes

If provided with your garage door opener, the large button is factory programmed to operate it. Additional buttons on any 3-button remote or mini-remote can be programmed to operate other Merlin Professional garage door openers or gate openers.

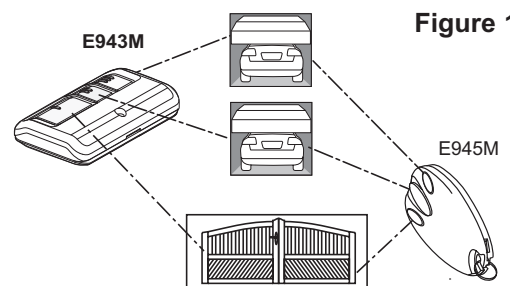


Figure 1

## WIRELESS PROGRAMMING

### KEYLESS DEVICE PROGRAMMING

#### **! WARNING**

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.

### Wireless Keypad E840M

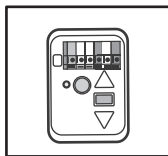
#### To set the keyless entry PIN:

1. Locate the Yellow Learn button on the garage door opener.
2. Press and release the Yellow Learn button on the garage door opener.
3. Enter a 4-digit personal identification number (PIN) of your choice.
4. Press and release the ENTER button. Check to see if the bulb blinks. If not, slowly press and release the ENTER button until the light bulb blinks.

#### To change an existing keyless entry PIN:

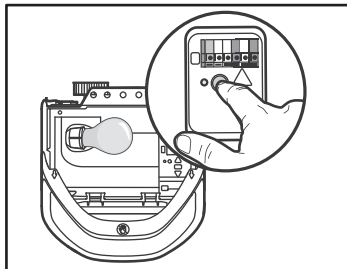
1. Enter the existing programmed PIN that you want to change.
2. Press and hold the # button until the light bulb blinks twice.
3. Enter the new 4-digit PIN of your choice, then press the ENTER button. The light bulb will blink once.
4. To test, enter the new PIN, then press the ENTER button. The garage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

1



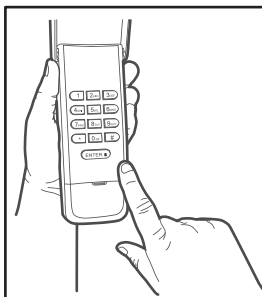
Locate the yellow learn button

2



Press and release the yellow learn button

3



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

4



Press and release the enter button  
Light bulb blinks



## TROUBLE SHOOTING

### **1. Opener doesn't operate from either door control or remote:**

- Does the opener have electric or battery power? Plug lamp into outlet. If it doesn't light, check the fuse box or the circuit breaker. (Some outlets are controlled by a wall switch.)
- Have you disengaged all door locks? Review installation instruction warnings on page 1.
- Is there a build-up of ice or snow under door? The door may be frozen to ground. Remove any obstruction.
- The garage door spring may be broken. Have it replaced.
- Check battery LED for status, refer page 16.

### **2. Door operates from door control but not from remote:**

- Replace batteries in the remote if necessary.
- If you have two or more remotes and only one operates, review Program Your Opener, Remote and Keyless Entry pages 21 and 22.
- Is the Locked mode displayed on the LCD? The opener is in lock mode. Push and hold the Lock button for 2 seconds.

### **3. Remote has short range:**

- Check the battery in the remote is fully charged.
- Change the location of the remote control on the car.
- A metal garage door, foil-backed insulation or metal siding will reduce the transmission range.

### **4. Door reverses for no apparent reason and opener light flashes 10 times after reversing:**

Check The Protector System™ (if you have installed this accessory). If the light is flashing, correct alignment.

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

Make sure remote push button is not stuck "on".

### **6. Door stops but doesn't close completely:**

Repeat Setting the Limits, refer page 17.

Repeat safety reverse test after any adjustment of door arm length, close force or down limit.

### **7. Door opens but won't close:**

- Check The Protector System™ (if you have installed this accessory). If the light on the Beams are flashing, correct the alignment.
- If opener light does not flash and it is a new installation, repeat Setting the Limit and Force page 17.

Repeat the safety reverse test after the adjustment is complete.

### **8. Opener lights do not turn on:**

Unit may be operating on battery power.

- Check battery status LED, refer page 16.
- Replace light bulb (230 V/40 W maximum).

### **9. Opener strains:**

Door may be unbalanced or springs are broken. Close door and use manual release rope and handle to disconnect trolley. Open and close door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, call for professional garage door service to correct the problem.

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

- Garage door springs are broken. SEE ABOVE.
- If problem occurs on first operation of opener, door is locked. Disable door lock.

Repeat safety reverse test after adjustment is complete.

### **11. Opener won't activate due to power failure:**

- Check battery backup system on page 16.
- Pull manual release rope and handle down to disconnect trolley. Door can be opened and closed manually. When the power is restored, pull the manual release handle down and toward opener. The next time the opener is activated, the trolley will re-connect.
- The Outside Quick Release accessory (if fitted) disconnects the trolley from outside the garage in case of power failure.

# DIAGNOSTIC CHART

Your garage door opener is programmed for self-diagnostic capabilities. The UP and DOWN arrows on the garage door opener flash the diagnostic codes.

DIAGNOSTIC CODE	UP ARROW	DOWN ARROW	SYMPTOM	POSSIBLE CAUSE	POSSIBLE RESOLUTION
1-1	1 FLASH	1 FLASH	The garage door opener will not close and the lights will flash	The Protector System™ is not installed, connected, or wires may be cut	Check the Protector System™ is installed and aligned correctly, both LEDs are ON with no obstruction between the beams.
1-2	1 FLASH	2 FLASHES	The garage door opener will not close and the lights will flash	The Protector System™ wire shorted or reversed	Check the Protector System™ is installed and aligned correctly, both LEDs are ON with no obstruction between the beams.
1-3	1 FLASH	3 FLASHES	Wall mounted door control will not function	The wires for the door control are shorted or the door control is faulty	Check the door control wiring is correct
1-4	1 FLASH	4 FLASHES	The garage door opener will not close the door and the lights flash	Misaligned or obstructed Protector System™	Check the Protector System™ is installed and aligned correctly, both LEDs are ON with no obstruction between the beams.
1-5	1 FLASH	5 FLASHES	The garage door opener clicks but no movement  The opener runs approximately 150-200 mm and stops and/or reverses	Internal fault  Communication error to travel module	Contact service centre  Contact service centre

DIAGNOSTIC CODE	UP ARROW	DOWN ARROW	SYMPTOM	POSSIBLE CAUSE	POSSIBLE RESOLUTION
3-3	3 FLASHES	3 FLASHES	The garage door opener fails to operate and the battery LED is constantly flashing green	Battery LED flashing green, charging circuit stops and starts to drain causing battery charging status	Recharge Battery, contact service centre
4-1	4 FLASHES	1 FLASH	Door is closing, stops and reverses	Obstruction, binding or sticking door	Remove obstruction, service door.
4-2	4 FLASHES	2 FLASHES	The door stops while opening for no apparent reason	Obstruction, binding or sticking door	Remove obstruction, service door.
4-3	4 FLASHES	3 FLASHES	The door reverses for no apparent reason or after touching the floor	Obstruction, binding or sticking door	Reset limits & force, service door.
4-4	4 FLASHES	4 FLASHES	The door reverses for no apparent reason or after touching the floor	Obstruction, binding or sticking door	Reset limits & force, service door.
4-5	4 FLASHES	5 FLASHES	The opener runs approximately 150-200 mm and stops and/or reverses	Communication error to travel module	Reset limits & force, contact service centre
4-6	4 FLASHES	6 FLASHES	The door reverses for no apparent reason while travelling down	The Protector System™ was temporarily obstructed or misaligned	Remove obstruction, or realign the Protector System™

These are additional troubleshooting issues that will not show up in the diagnostic codes:

**My garage door opener beeps every 30 seconds:**

Refer to *Battery Status LED* section.

**My remote control will not activate the door:**

- \* Verify the Lock feature is not activated on the door control.
- \* Reprogram the remote control.
- \* If the remote control will still not activate the door check the diagnostic codes to ensure the garage door opener is working properly.
- \* Ensure the antenna wire is hanging down from the garage door opener.

**My garage door opener light(s) will not turn off when the door is open:**

The garage door opener is equipped with a feature that turns the light on when the Protector System™ has been obstructed or when the motion sensor on the door control detects movement in the garage. These features can be disabled using the door control, refer to the *Door Control* section.

**My neighbour's remote control opens my garage door:**

Erase the memory from your garage door opener and reprogram the remote control(s).

## USING YOUR GARAGE DOOR OPENER

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

- **Open control panel:** Up and Down Buttons.
- **The Outside Keyswitch or Keyless Entry System** (if you have installed either of these accessories).
- **The Remote Control Transmitter.** Hold the push button down until the door starts to move.

**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 handle down. To reconnect the door, pull the release handle down and toward the opener.

**Do not use the manual release handle to pull the door open or closed. When the Opener is Activated by Remote Control:**

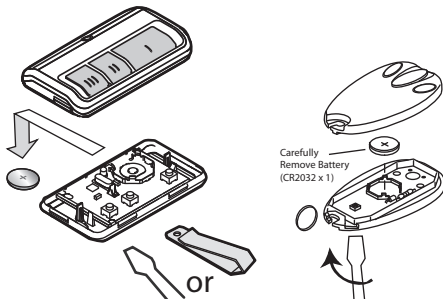
1. If open, the door will close. If closed, the door will open.
2. If closing, the door will stop.
3. If opening, the door will stop (allowing space for entry and exit of pets and for fresh air).
4. If the door has been stopped in a partially open or closed position, it will reverse direction.
5. If an obstruction is encountered while closing, the door will reverse.
6. If an obstruction is encountered while opening, the door will reverse and stop.
7. 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.

The opener lights will turn on under the following conditions: when the opener is initially plugged in; when power is restored after interruption; when the opener is activated or when the IR Beams are triggered with the door in the Open position. They will turn off automatically after 2-1/2 minutes or provide constant light when the Light feature on the LCD Motion Detecting Control is activated. Bulb size is E27. Bulb power is 40 watts maximum.

## ⚡ ⚠ WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.



### THE REMOTE CONTROL BATTERY

To replace battery, use a screwdriver blade to pry open the case as shown. Insert battery positive side up.

Dispose of old battery properly.

## SPECIFICATIONS

Input Voltage.....	230-240 VAC, 50 Hz
Max. Pull Force	800 N
Rated Load .....	8 Nm
Standby Power .	<1 W
Max. Door Mass	130 kg (spring balanced)
Max. Door Area	18.0 m <sup>2</sup>
<b>Motor</b>	
Type .....	DC gearmotor permanent lubrication
<b>Drive Mechanism</b>	
Drive .....	Belt with two-piece trolley on steel rail.
Length of Travel	Adjustable to 3 m
Travel Rate .....	127-178 mm per second
Lamp .....	On when door starts, off 2-1/2 minutes after stop.
Door Linkage ....	Adjustable door arm. Pull cord trolley release.
<b>Safety</b>	
Personal .....	Push button stop in <b>UP</b> and <b>DOWN</b> direction. Automatic safety reverse and stop in UP and reverse in DOWN direction.
Electronic .....	Automatic force adjustment
Electrical .....	Transformer overload protector and low voltage push button wiring.
Limit Device .....	Optical RPM/Passpoint detector.
Limit Adjustment	Electronic, Semi and Fully Automatic.
Start Circuit.....	Low voltage push button circuit.
<b>Dimensions</b>	
Length (Overall)	3.2 m for standard 2.3 m rail
Headroom Required	30 mm
Hanging Weight	14.5 kg
<b>Receiver</b>	
Memory Registers	64
Operating Frequency	433.30/433.92/434.54 MHz

**SPECIAL NOTE: Chamberlain strongly recommends that The Protector System™ (IR Beams) be installed on all garage door openers.**

## CARE OF YOUR OPENER

### MAINTENANCE SCHEDULE

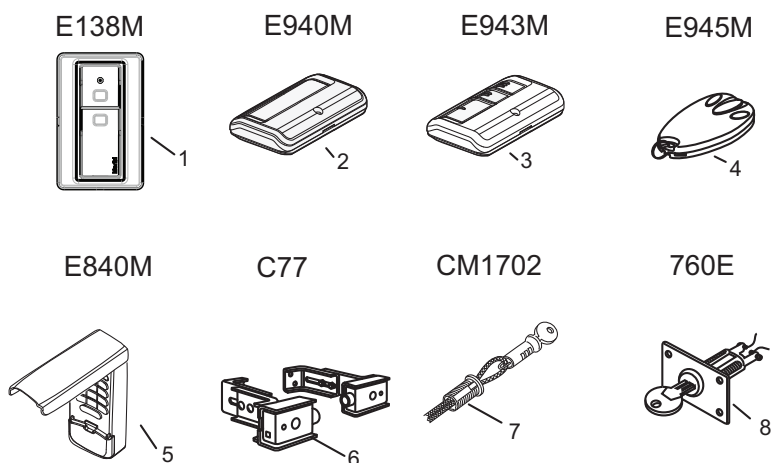
#### Once a Month

- Manually operate door. If it is unbalanced or binding, call a qualified door technician.
- Check to be sure door opens & closes fully. Adjust limits and/or force if necessary, refer page 18.
- Repeat the safety reverse test. Make any necessary adjustments..

#### Once a Year

- Lightly grease the belt, belt pulley and inside the rail assembly where the trolley slides.
- Internally the opener does not require additional lubrication.

## ACCESSORIES



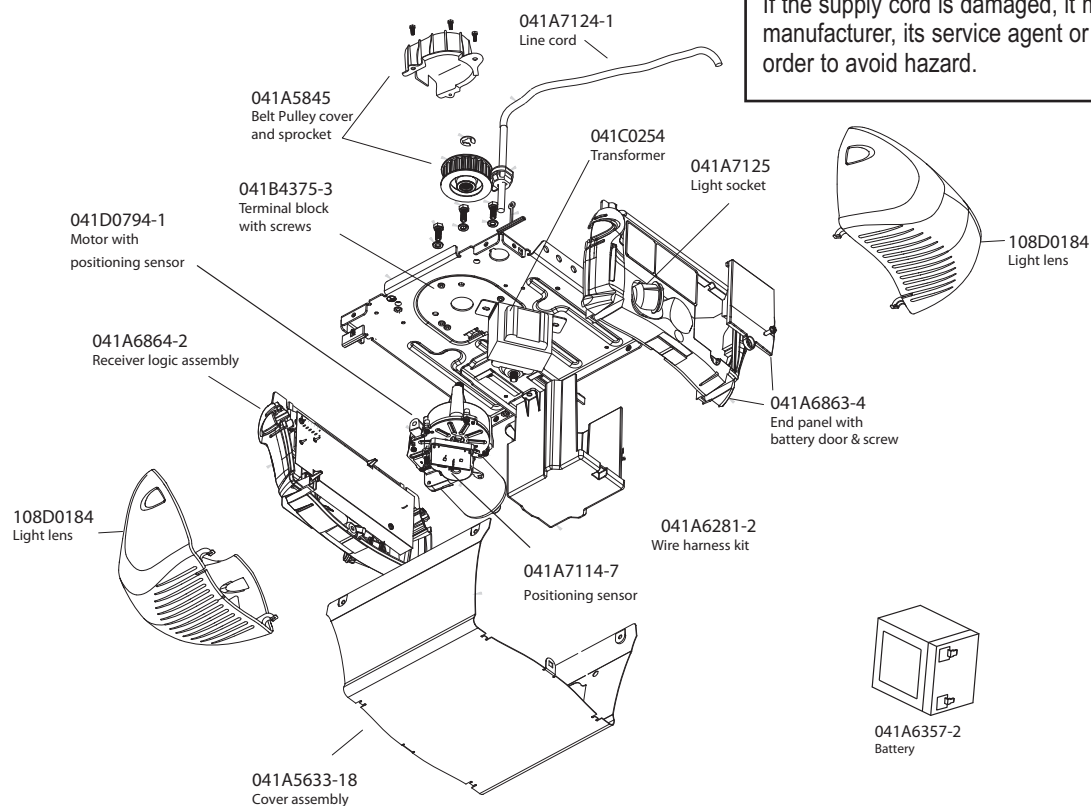
(1) Model E138M	Wireless Wall Button	(5) Model E840M	Keyless Entry System
(2) Model E940M	1 Channel visor remote control	(6) Model C77	The Protector System™
(3) Model E943M	3 Channel visor remote control	(7) Model CM1702	Quick Release Lock
(4) Model E945M	3 Channel mini remote control	(8) Model 760E	Outside Keyswitch

**NOTE:** Only genuine Merlin accessories are approved for use with this opener.  
Generic compatible accessories are **NOT** approved for use with this opener.

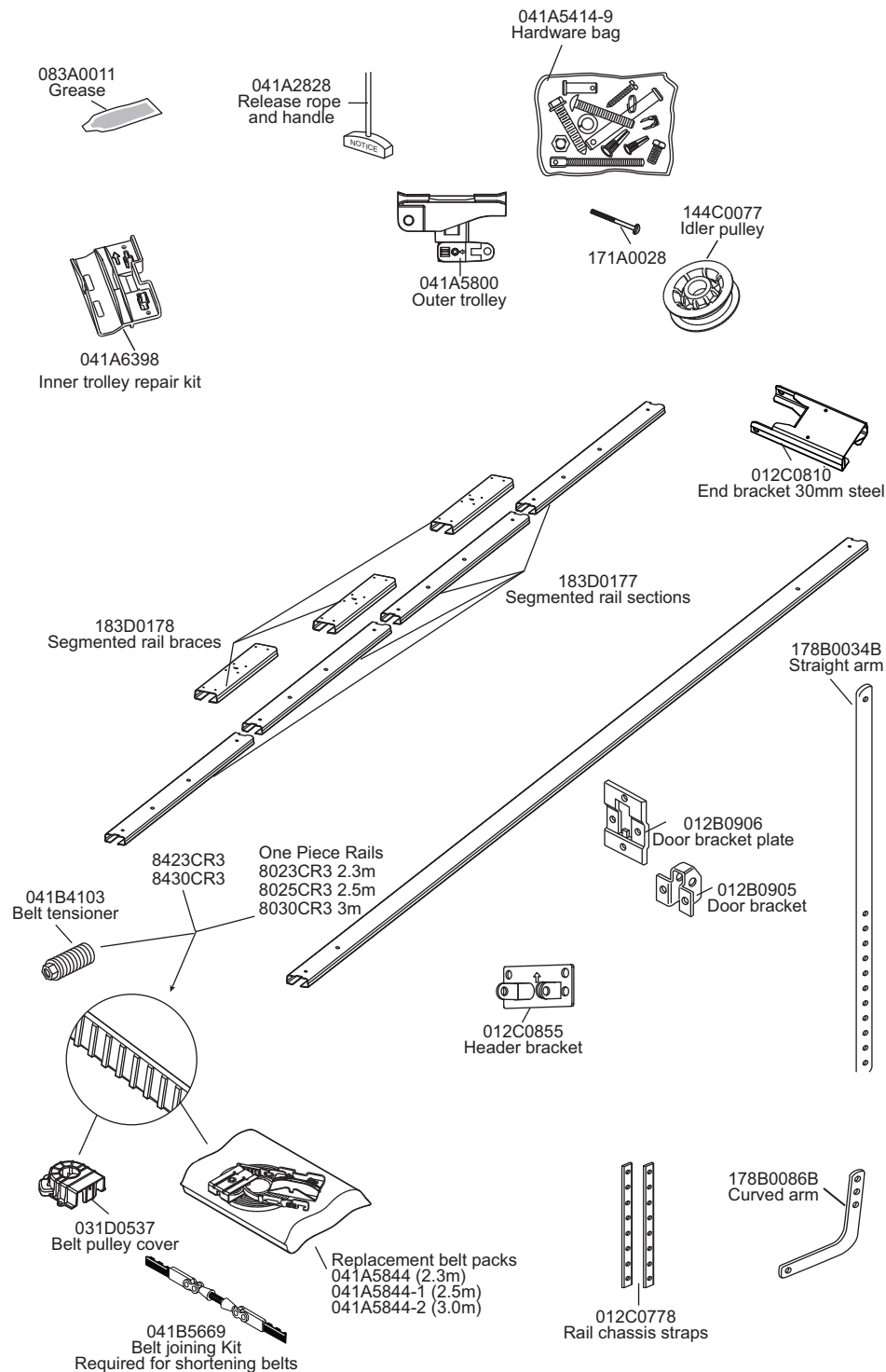
## OPENER ASSEMBLY PARTS - Information for Service Personnel

### **WARNING**

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.



# REPLACEMENT PARTS - Information for Service Personnel





## CHAMBERLAIN LIMITED WARRANTY

### Merlin® Professional WhisperDrive® MT3850EVO

#### Sectional 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 WhisperDrive MT3850EVO Sectional 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 84 months or 15,000 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 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.

##### 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 20 kgs of lifting weight;
- 2 the garage door and the Unit is professionally maintained and serviced by a Professional Dealer, at a minimum, during the third and fifth years of 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](http://www.gomerlin.com.au) or [www.gomerlin.co.nz](http://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 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, blown fuses, electrical surges, power surges or power strikes, fire, flood, rain, water, lightning or storms;
- 6 water or moisture ingress that causes corrosion or electrical malfunction;
- 7 corrosion caused by sea air if located near a waterway, beach etc;
- 8 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.
- 9 lack of proper maintenance, service or care of the door and Unit;
- 10 any unauthorised modification to the Unit; or
- 11 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

###### Australia

Phone toll free 1800 638 234

Fax toll free 1800 888 121

Email: [customerservice@chamberlainanz.com](mailto:customerservice@chamberlainanz.com)

Website: [gomerlin.com.au](http://gomerlin.com.au)

###### Chamberlain Australia Pty. Ltd.

Unit1, 75 Epping Road

North Ryde NSW 2113

(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

Website: [gomerlin.co.nz](http://gomerlin.co.nz)

Email: [customerservice@chamberlainanz.com](mailto:customerservice@chamberlainanz.com)

# Warranty Registration

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

[gomerlin.com.au/warranty](http://gomerlin.com.au/warranty)

or

[gomerlin.co.nz/warranty](http://gomerlin.co.nz/warranty)

**Merlin<sup>®</sup>**

the automatic choice