

# Adjustment

## 5 Test the Safety Reversal System

### WARNING

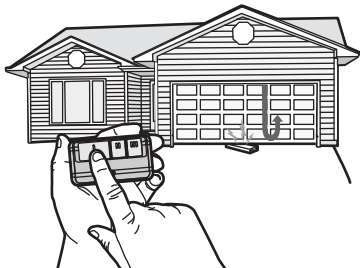
Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- 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 1-1/2" high (3.8 cm) high object (or 2x4 laid flat) on the floor.

- 1 With the door fully open, place a 1-1/2 inch (3.8 cm) board (or a 2x4 laid flat) on the floor, centered under the garage door.



- 2 Press the remote control push button to close the door. The door **MUST** reverse when it makes contact with the board.



If the door stops but does not reverse:

1. Repeat Program the Travel (see Adjustment Step 1);
2. Repeat the Safety Reversal test.

If the test continues to fail, call a trained door systems technician.

## 6 Test the Protector System®

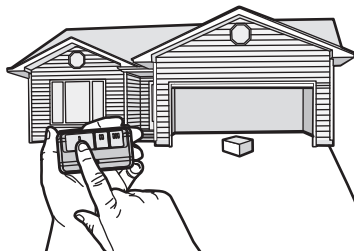
### WARNING

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

- 1 Open the door. Place an obstruction in the path of the door.



- 2 Press the remote control push button to close the door. The door will not move more than an inch (2.5 cm).



The garage door opener will not close from a remote control if the LED in either safety reversing sensor is off (alerting you to the fact that the sensor is misaligned or obstructed).

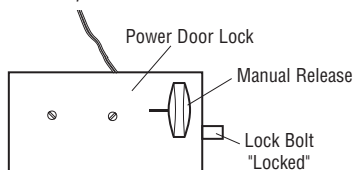
If the garage door opener closes the door when the safety reversing sensor is obstructed (and the sensors are no more than 6 inches [15 cm] above the floor), call for a trained door systems technician.

## Adjustment (continued)

### 7 Test the Power Door Lock

1. With the door fully closed, check to ensure that the power lock bolt is visible protruding through the track.
2. Press the button on the remote control to open the garage door. The power door lock should retract before the door begins to move.
3. Press the button on the remote control to close the garage door. When the door reaches the fully closed position, the power door lock should automatically activate to secure the door.

**NOTE:** The power door lock can be manually released by sliding the manual release handle to the open position. However, if the power door lock does not function, contact Chamberlain for a replacement.



### WARNING

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

- If possible, use emergency release handle to disengage door 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.

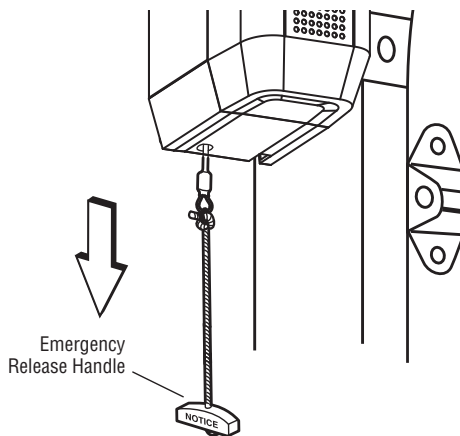
### 8 Test the Emergency Release

#### OPEN THE DOOR MANUALLY:

1. Close the garage door. Slide the manual release handle on power door lock to open before proceeding.
2. Pull down on the emergency release handle until you hear a click.
3. Lift the door manually.

#### RECONNECT THE DOOR TO THE GARAGE DOOR OPENER:

1. Pull down on the emergency release handle until you hear a click. The door will reconnect on the next UP or DOWN operation.



## IMPORTANT SAFETY INSTRUCTIONS



### To reduce the risk of SEVERE INJURY or DEATH:

1. Read and follow all warnings and instructions.
2. ALWAYS keep remote controls out of reach of children. NEVER permit children to operate or play with garage door control push buttons or remote controls.
3. ONLY activate garage door when it can be seen clearly, it is properly adjusted, and there are no obstructions to door travel.
4. ALWAYS keep garage door in sight and away from people and objects until completely closed. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
5. NO ONE SHOULD GO UNDER A STOPPED, PARTIALLY OPENED DOOR.
6. If possible, use emergency release handle to disengage trolley ONLY when garage door is CLOSED. Use caution when using this release with the door open. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly and increasing the risk of SEVERE INJURY or DEATH.
7. NEVER use emergency release handle unless garage doorway is clear of persons and obstructions.
8. NEVER use emergency release handle to pull garage door open or closed. If rope knot becomes untied, you could fall.
9. After ANY adjustments are made, the safety reversal system MUST be tested.
10. Safety reversal system MUST be tested every month. Garage door MUST reverse on contact with 1-1/2" high (3.8 cm) object (or a 2x4 laid flat) on the floor. Failure to adjust the garage door opener properly increases the risk of SEVERE INJURY or DEATH.
11. ALWAYS KEEP GARAGE DOOR PROPERLY BALANCED. An improperly balanced door may NOT reverse when required and could result in SEVERE INJURY or DEATH.
12. ALL repairs to cables, spring assemblies and other hardware, ALL of which are under EXTREME tension, MUST be made by a trained door systems technician.
13. ALWAYS disconnect electric power to garage door opener BEFORE making ANY repairs or removing covers.
14. This garage door opener system is equipped with an unattended operation feature. The door could move unexpectedly. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
15. **SAVE THESE INSTRUCTIONS.**

# Operation

## Using Your Garage Door Opener

### FEATURES

Your garage door opener is equipped with features to provide you with greater control over your garage door operation.

#### Alert2Close

The Alert2Close feature provides a visual and an audible alert that an unattended door is closing.

#### TIMER-TO-CLOSE (TTC)

The TTC feature automatically closes the door after a specified time period that can be adjusted using a TTC enabled door control (Models 881LMW or 880LMW). Prior to and during the door closing the garage door opener lights will blink and the garage door opener will beep. myQ Remote LED Light must be installed to use TTC or myQ to control the door.

#### myQ

myQ allows you to control your garage door opener from your mobile device or computer from anywhere. myQ technology uses a 900Mhz signal to provide two way communication between the garage door opener and myQ enabled accessories.

The garage door opener has an internal gateway that allows the garage door opener to communicate directly with a home Wi-Fi network and access your myQ account.

### THE PROTECTOR SYSTEM (SAFETY REVERSING SENSORS)

When properly connected and aligned, the safety reversing sensors will detect an obstruction in the path of the infrared beam. If an obstruction breaks the infrared beam while the door is closing, the door will stop and reverse to full open position. If the door is fully open, and the safety reversing sensors are not installed, or are misaligned, the door will not close from a remote control. However, you can close the door if you hold the button on the door control or keyless entry until the door is fully closed. The safety reversing sensors do not affect the opening cycle. For more information see page 22.

#### LIGHTS

The garage door opener light will turn on when the opener is initially plugged in; power is restored after interruption, or when the garage door opener is activated. The light will turn off automatically after 4-1/2 minutes.

### USING YOUR GARAGE DOOR OPENER

The garage door opener can be activated through a wall-mounted door control, remote control, wireless keyless entry or myQ accessory. When the door is closed and the garage door opener is activated the door will open. If the door makes contact with an obstruction or is interrupted while opening the door will stop, opener beeps and lights blink 5 times. When the door is in any position other than closed and the garage door opener is activated, the door will close. If the garage door opener makes contact with an obstruction while closing, the door will reverse. However, you can close the door if you hold the button on the door control or wireless keypad until the door is fully closed. The safety reversing sensors do not affect the opening cycle. The safety reversing sensor must be connected and aligned correctly before the garage door opener will move in the down direction.

#### BATTERY BACKUP

The battery backup system allows access in and out of your garage, even when the power is out. When the garage door opener is operating on battery power, the garage door opener will run slower, the light will not function, the Battery Status LED will glow solid orange, and a beep will sound approximately every 2 seconds.

### MEMORY CAPACITY

SECURITY+ 2.0 ACCESSORIES	MEMORY CAPACITY
Remote Controls	Up to 40
Door Controls	Up to 2 Smart Control Panels or 4 of any other Security+ 2.0 door controls
Keyless Entries	Up to 4
myQ Accessories	Up to 16

# Operation

## Connect With Your Smartphone

The Wi-Fi Garage Door Opener is compatible with up to 16 myQ enabled accessories. Up to 10 devices can be paired to the Wi-Fi garage door opener's internal gateway. These devices can be controlled with the myQ app. These devices include any combination of myQ garage door openers, Wi-Fi garage door openers, myQ light controls, myQ gate operators or myQ commercial door operators. A LiftMaster Internet Gateway (828LM) can be added if you need to control more than 10 devices using the myQ app. Up to 6 devices can be paired to garage door opener itself (controlled by garage door opener through 900MHz). These devices include any combination of myQ light controls or a garage door and gate monitor.

### You will need:

- Wi-Fi enabled smartphone, tablet or laptop
- Broadband Internet Connection
- Wi-Fi signal in the garage (**2.4 Ghz, 802.11b/g/n required**), see page 3
- Password for your home network (router's main account, not guest network)
- myQ serial number located on the garage door opener

### SYNCHRONIZE THE DOOR CONTROL

To synchronize the door control to the garage door opener, press the push bar until the garage door opener activates (it may take up to 3 presses). The garage door opener must run through a complete cycle before it will activate Wi-Fi programming.

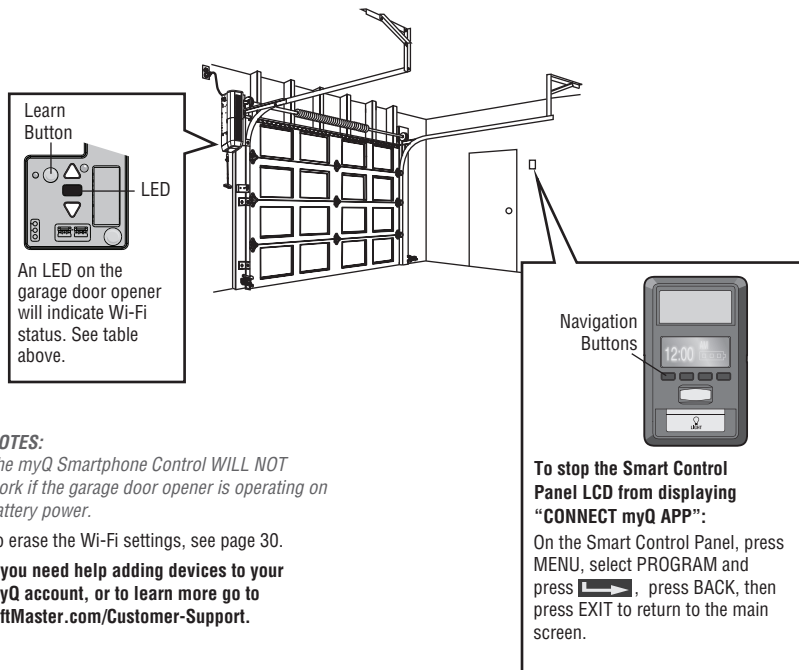
### DOWNLOAD THE myQ APP TO SET UP AN ACCOUNT AND CONNECT

Open and close your door, get alerts and set schedules from anywhere. Connected smart garage door openers also receive software updates to ensure the opener has the latest operational features.

1. Download the myQ App.
2. Set up an account and connect.

**For more information on connecting your garage door opener, visit [LiftMaster.com/Customer-Support](http://LiftMaster.com/Customer-Support).**

Wi-Fi Status	
LED	Definition
Blue	<b>Off</b> - Wi-Fi is not turned on. <b>Blinking</b> - Garage door opener is in Wi-Fi learn mode. <b>Solid</b> - Mobile device connected to the garage door opener.
Blue and Green	<b>Blinking</b> - Attempting to connect to router.
Green	<b>Blinking</b> - Attempting to connect to the Internet server. <b>Solid</b> - Wi-Fi has been set up and garage door opener is connected to the Internet.



### NOTES:

The myQ Smartphone Control WILL NOT work if the garage door opener is operating on battery power.

To erase the Wi-Fi settings, see page 30.

**If you need help adding devices to your myQ account, or to learn more go to [LiftMaster.com/Customer-Support](http://LiftMaster.com/Customer-Support).**

### To stop the Smart Control Panel LCD from displaying "CONNECT myQ APP":

On the Smart Control Panel, press MENU, select PROGRAM and press **→**, press BACK, then press EXIT to return to the main screen.

# Operation

## Using the Door Control

### SYNCHRONIZE THE DOOR CONTROL

To synchronize the door control to the garage door opener, press the push bar until the garage door opener activates (it may take up to 3 presses). Test the door control by pressing the push bar, each press of the push bar will activate the garage door opener.

*Up to 2 Smart Control Panels or 4 of any other Security+ 2.0 door controls can be connected to the garage door opener.*

#### PUSH BAR

Press the push bar to open or close the door.

#### NAVIGATION BUTTONS

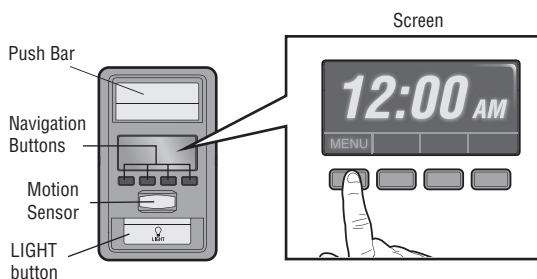
Use the navigation buttons to make selections and program features.

#### LIGHT BUTTON

Press the LIGHT button to turn the garage door opener lights on or off. When the lights are turned on they will stay on until the LIGHT button is pressed again, or until the garage door opener is activated. Once the garage door opener is activated the lights will turn off after the specified period of time (the factory setting is 4-1/2 minutes). The LIGHT button will not control the lights when the door is in motion.

#### SCREEN

The screen will display the time and temperature until the menu button is pressed, and then it will display the menu options. If there is a problem with the garage door opener the screen will display the Diagnostic Code. Refer to the Troubleshooting section.



The following features are accessible through the screen using the navigation buttons:

#### LEARN A DEVICE

Any compatible remote controls, wireless keyless entry, Wi-Fi garage door openers, or myQ accessories can be programmed to the garage door opener by accessing the menu and using the navigation buttons.

#### LOCK

The LOCK feature is designed to prevent activation of the garage door opener from remote controls while still allowing activation from the door control and keyless entry. This feature is useful for added peace of mind when the home is empty (i.e. vacation).

#### TIMER-TO-CLOSE (TTC)

DO NOT enable TTC if operating a one-piece door. TTC is to be used ONLY with sectional doors. Factory default is set to off. TTC can be set to automatically close your garage door from the fully open position after a specified period of time (1, 5, 10 minute intervals or a custom setting up to 99 minutes). The garage door opener will beep and the lights will blink before closing the door. The screen on the door control can display the status of the TTC. TTC WILL NOT work if the garage door opener is operating by battery power or if the safety reversing sensors are misaligned. This feature is NOT intended to be the primary method of closing the door. **A keyless entry should be installed in the event of an accidental lock out when using this feature.** myQ Remote LED Light must be installed to use TTC or myQ to control the door.

*NOTE: Before enabling the TTC for the first time, or if you experience a power outage, cycle the garage door opener open and closed to allow the TTC to set.*

#### AUTOMATIC LIGHT

##### Motion Sensor

Factory default is set to on. This feature automatically turns on the garage door opener lights when motion is sensed. The lights will come on for the set period of time, then shut off. If using the garage door opener light as a work light disable the motion sensor, otherwise the light will turn off automatically if you are beyond the range of the sensor.

#### MAINTENANCE ALERT (MAS)

This feature assists the homeowner in ensuring the garage door opener system stays in good working condition. When the garage door opener needs to be serviced (approximately 4500 garage door opener cycles) the command (yellow) and service (red) LEDs will begin to alternately blink back and forth. The factory setting for the MAS feature is off and can be activated at time of installation. Contact your installing dealer for service.

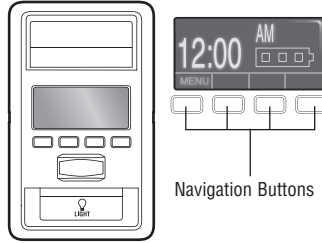
# Operation

## SETUP

The features on the door control can be programmed through a series of menus on the screen and the navigation buttons. Refer to the descriptions below.

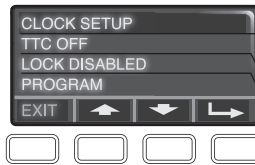
## SCREEN

The main screen displays the time, temperature, and current battery charge (if applicable)



## FEATURES

Press the navigation button below "MENU" to view the Features menu.



Set the time, choose 12 or 24 hour clock and show/hide clock.

For sectional doors ONLY. Set the Timer-to-Close feature off/on and set the time interval before door closes. **NOTE: DO NOT enable TTC if operating a one-piece door. TTC is to be used ONLY with sectional doors.**

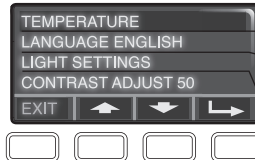
Enable/disable lock.

Set up Wi-Fi\*, add remote controls, myQ devices, an extra remote button to control your garage door opener lights, or a keyless entry.

\* The garage door opener must run through a complete cycle before it will activate Wi-Fi programming. For help related to Wi-Fi, visit [WiFiHelp.LiftMaster.com](http://WiFiHelp.LiftMaster.com).

## SETTINGS

Press the navigation button below the down arrow till you see TEMPERATURE to view the Settings menu.



Display the temperature in Fahrenheit or Celsius and show/hide the temperature.

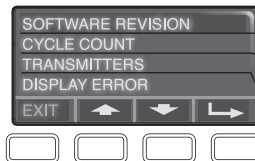
Select a language.

Set duration for garage door opener light to stay on after operation, selectable range of 1-1/2 to 4-1/2 minutes. Turn the Motion sensor off/on, and turn the entry light feature off/on.

Adjust the contrast of the screen.

## SERVICE

Press and hold the LIGHT button, then press the second navigation button to view the Service menu.



Displays software version information.

Turn the Maintenance Alert (MAS) on/off.

Displays the number of remote controls, myQ devices, door controls and keyless entries currently programmed to operate the garage door opener.

Displays any errors that have occurred.

To program a remote control or keyless entry to the garage door opener using the door control, see page 29.

# Programming

## 893MAX Remote Control

Your remote control has been programmed at the factory to operate with your garage door opener. If the remote does not work or you would like to program additional devices, follow the programming steps below.

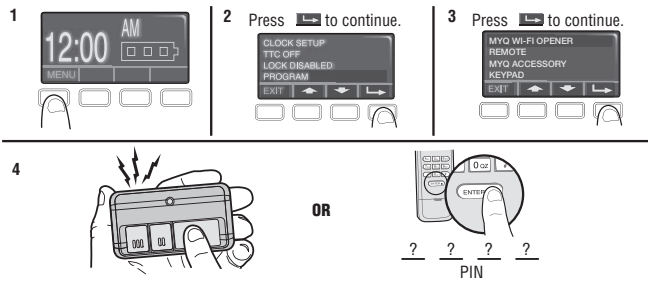
Up to 40 Security+ 2.0 remote controls can be programmed to the garage door opener. Older LiftMaster remote controls are NOT compatible, see page 38 for compatible accessories. Programming can be done through the door control or the learn button on the garage door opener. To program additional accessories refer to the instructions provided with the accessory or visit LiftMaster.com. If your vehicle is equipped with a Homelink, you may require an external adapter depending on the make, model, and year of your vehicle. Visit [www.homelink.com](http://www.homelink.com) for additional information.

### TO ADD, REPROGRAM, OR CHANGE A 893MAX REMOTE CONTROL/877LM KEYLESS ENTRY PIN USING THE DOOR CONTROL

1. Press the navigation button below "MENU" to view the Features menu.
2. Use the navigation buttons to scroll to "PROGRAM".
3. Select "REMOTE" or "KEYPAD" to program from the program menu.
4. **Remote Control:** Press the button on the remote control that you wish to operate your garage door.

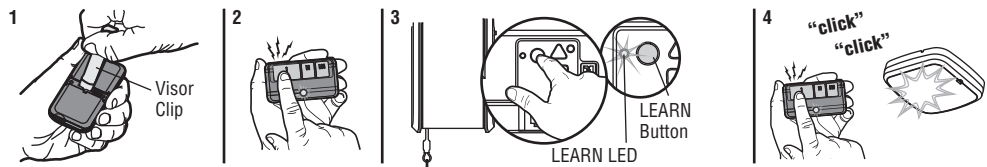
**Keyless Entry:** Enter a 4-digit personal identification number (PIN) of your choice on the keyless entry keypad. Then press the ENTER button.

The garage door opener lights will blink (or two clicks will be heard) when the code has been programmed. Repeat the steps above for programming additional remote controls or keyless entry devices. If programming is unsuccessful, program the remote using the learn button.



### PROGRAM A 893MAX REMOTE CONTROL USING THE LEARN BUTTON ON THE GARAGE DOOR OPENER

1. Press and hold the program button on the remote control until the LED on the front of the remote control turns on.
2. Press and release the remote control button you wish to use and then press any other button to exit programming.
3. Press and release the Learn button on the garage door opener. The Learn LED will light. Within 30 seconds...
4. Press the remote control button programmed in step 2 until the garage door opener light blinks or two clicks are heard.



To program other types of remote controls or keyless entries see the instructions included with the device or visit [LiftMaster.com/Customer-Support](http://LiftMaster.com/Customer-Support).



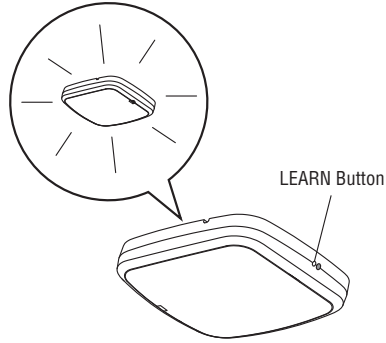
# Programming

## Program the myQ Remote LED Light

Your garage door opener remote light has already been programmed at the factory to operate with your opener. Any additional or replacement remote lights will need to be programmed.

### PROGRAM A DOOR OPENER TO THE myQ REMOTE LED LIGHT

1. Press the LEARN button on the light until the green LED comes ON.
2. Press the LEARN button on the door opener. **OR** On the Smart Control Panel® go to Menu > Program > myQ Accessory.
3. The code has been programmed when the remote light blinks once.

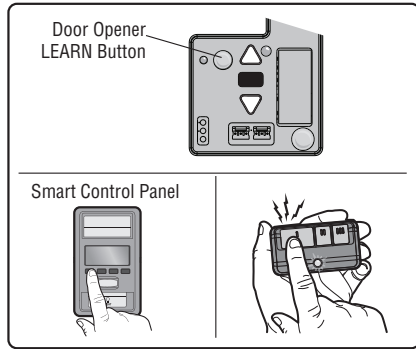


### ADD THE myQ REMOTE LED LIGHT TO myQ ACCOUNT

1. Press the LEARN button on the light until the green LED comes ON.
2. Login to the myQ app and add the myQ Remote LED Light.

### TO ERASE ALL PROGRAMMING FROM THE myQ REMOTE LED LIGHT

1. Press and hold the LEARN button until the LED turns off (6-10 seconds). All programming is now erased.



## To Erase the Memory

### ERASE ALL REMOTE CONTROLS AND KEYLESS ENTRIES

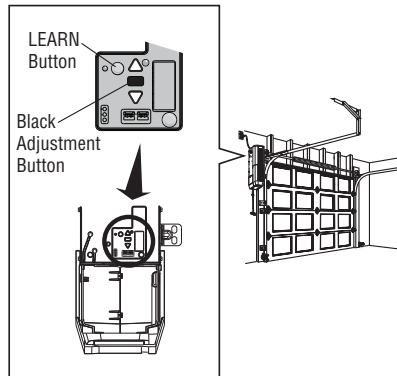
1. Press and hold the LEARN button on garage door opener until the learn LED goes out (approximately 6 seconds). All remote control and keyless entry codes are now erased. Reprogram any accessory you wish to use.

### ERASE ALL DEVICES (Including myQ enabled accessories)

1. Press and hold the LEARN button on garage door opener until the learn LED goes out (approximately 6 seconds).
2. Immediately press and hold the LEARN button again until the learn LED goes out. All codes are now erased. Reprogram any accessory you wish to use.

### ERASE THE WI-FI NETWORK FROM THE GARAGE DOOR OPENER

1. Press and hold the black adjustment button on the garage door opener until 3 beeps are heard (Approximately 6 seconds).



### ERASE A myQ ACCOUNT

Go to [myLiftMaster.com/Customer-Support](http://myLiftMaster.com/Customer-Support) to delete your myQ account.

# Programming

## HomeLink®

**In the rare case the HomeLink system does not program with the Security+ 2.0 Garage door opener, install a repeater kit. Refer to HomeLink instructions below.**

HomeLink is the in-vehicle system. The image used is for reference only and your product may look different.

### WHEN TO INSTALL A HOMELINK REPEATER KIT

All 2006 and Older vehicles – A repeater kit is required and must be purchased by the homeowner.

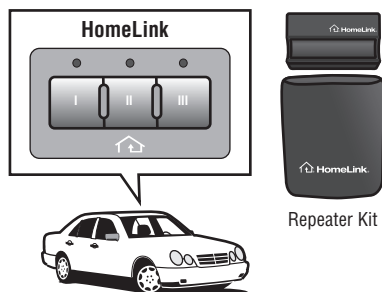
All 2007 and Newer vehicles – Program the HomeLink according to the vehicle instructions. If after ONE attempt to program the HomeLink to the garage door opener and you are unsuccessful, install a repeater.

### HOW TO ORDER

Order the HomeLink repeater kit from an installer or call 1-800-355-3515. To program the HomeLink repeater kit, refer to the instructions provided in the kit or visit: <http://www.homelink.com/program>.

### ADJUSTMENT QUICK FACTS

- Only one repeater kit is required per home.
- Use different HomeLink buttons in vehicle if programming multiple cars, button 1 first car, button 2 second car... etc.
- HomeLink remote is NOT a garage door opener.
- If you are using the HomeLink repeater with a garage door opener that has a battery backup system, ensure your original garage door opener remote control is programmed to the garage door opener and place it in your glove box for use in the event of a power outage.
- The remote included in this repeater kit MUST be kept for future programming (new vehicle, new garage door opener etc).



# Maintenance

## Care of Your Garage Door Opener

### MAINTENANCE SCHEDULE

#### EVERY MONTH

- Manually operate door. If it is unbalanced or binding, call a trained door systems technician.
- Check to be sure door opens and closes fully. Adjust limits if necessary (see Adjustment Step 1).
- Repeat the safety reversal test. Make any necessary adjustments (see Adjustment Step 2).

#### EVERY YEAR

- Oil door rollers, bearings and hinges. The garage door opener does not require additional lubrication. Do not grease the door tracks.

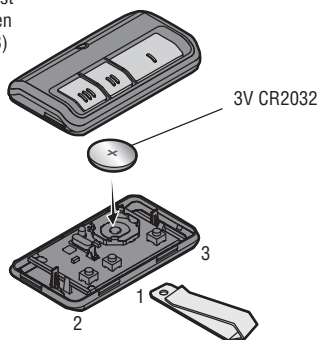
### myQ Remote LED Light

- Unplug the light before cleaning.
- Use a lightly dampened cloth for cleaning.
- DO NOT use liquid cleaners on the light lens.

### THE REMOTE CONTROL BATTERY

The LED(s) on your remote control will stop blinking when the battery is low and needs to be replaced. To replace battery, open the case as shown. Insert battery positive side up (+). Replace the battery with only 3V CR2032 coin cell batteries. Dispose of old battery properly.

Pry open the case first in the middle (1), then at each side (2 and 3) with the visor clip.



## **!** WARNING

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

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

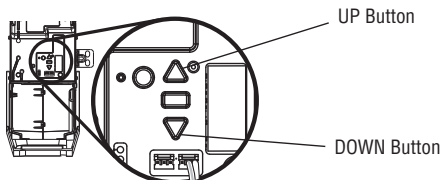
To reduce risk of fire, explosion or chemical burn:

- Replace **ONLY** with 3V CR2032 coin batteries.
- **DO NOT** recharge, disassemble, heat above 212° F (100° C) or incinerate.

# Troubleshooting

## Diagnostic Chart

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



DIAGNOSTIC CODE		SYMPTOM	SOLUTION
Up Arrow Blink(s)	Down Arrow Blink(s)		
1	1	The garage door opener will not close.	Safety sensors are not installed, connected or wires may be cut. Inspect sensor wires for a disconnected or cut wire.
1	2	The garage door opener will not close.	There is a short or reversed wire for the safety sensors. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect door control wires at all staple points and connection points and replace wire or correct as needed.
1	4	The garage door opener will not close, and the lights blink.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	Door moves 6-8" (15-20 cm) stops or reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Check wiring connections at travel module and at the logic board. Replace travel module if necessary.
		No movement, only a single click.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace logic board if necessary.
		Opener hums for 1-2 seconds no movement.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace motor if necessary.
1	6	Door coast after it has come to a complete stop.	Program travel to coasting position or have door balanced by a trained technician.
2	1-5	No movement or sound.	Replace logic board.
3	1	The garage door opener moves slightly, then stops	Activate the garage door opener again. If problem persists, replace logic board.
3	3	The battery status LED is constantly blinking green.	Battery backup charging circuit error, replace logic board.
3	5	The garage door will not close. Door reverses during close travel direction only.	<ul style="list-style-type: none"> <li>• Check that the CTM Learn is appropriate to the installation.</li> <li>• Check for possible door obstructions and remove.</li> <li>• Replace defective CTMs with good CTMs to clear the error code (see optional CTM accessory).</li> </ul>
4	1-4	Door is moving, stops or reverses. Opener beeps and lights blink.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel.
4	5	Opener runs approximately 6-8" (15-20 cm), stops and reverses.	Communication error to travel module. Check travel module connections, replace module if necessary.
4	6	The garage door opener will not close, and the lights blink.	Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensor's path while closing.
5	5	The door will not close when using Timer-to-Close or myQ Smartphone Control	myQ Remote LED Light must be installed to use TTC or myQ to control the door. Plug in the myQ Remote LED Light and make sure it is programmed to the garage door opener.

# Troubleshooting

## Additional Troubleshooting

### **The garage door opener doesn't operate from either the door control or the remote control:**

- Does the garage door opener have electric power? Plug a lamp into the outlet. If it doesn't light, check the fuse box or the circuit breaker. (Some outlets are controlled by a wall switch.)
- Have you disabled all door locks? Review installation instruction warnings on page 8.
- Are the wiring connections correct? Review Installation Step 5.
- Is there a build-up of ice or snow under the door? The door may be frozen to the ground. Remove any restriction.
- The garage door spring may be broken. Have it replaced (see page 3 for reference).

### **The door opener operates from the single button control station, but not from a remote control:**

- Reprogram the remote control and replace the battery if necessary. Repeat with all remote controls.

### **The door opens and closes by itself:**

- Be sure that all remote control push buttons are off.
- Remove the bell wire from the single button control station terminals and operate from the remote only. If this solves the problem, the single button control station is faulty, or there is an intermittent short in the wire. Replace the control station.
- Erase the memory and reprogram all remote controls (refer to the instructions provided with the remote control or visit [LiftMaster.com/Customer-Support](http://LiftMaster.com/Customer-Support)).

### **The door appears to twitch or move up slightly after closing:**

- This is part of normal and safe operation of the garage door opener.

### **My remote control will not activate the garage 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.

### **The remote control has short range:**

- Change the location of the remote control in your car.
- Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.

### **The door stops or reverses to open limit and the opener beeps and lights flash 5 times:**

- Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or call a trained door system technician to repair the door.

### **The door doesn't open completely:**

- Check power door lock.

### **The door opens but won't close:**

- The safety reversing sensor must be connected and aligned correctly before the door opener will move in the down direction. If you are able to close the door using constant pressure, verify the safety reversing sensors are properly installed, aligned and free of any obstructions (see page 13).

### **The door reverses for no apparent reason:**

- Clear any ice or snow from the garage floor area where the door closes.
- Review Adjustment Step 1.

Repeat safety reverse test after adjustments.

### **My door will not close:**

- The safety reversing sensor must be connected and aligned correctly before the garage door opener will move in the down direction.
  - Verify the safety reversing sensors are properly installed, aligned and free of any obstructions.

### **The garage door opener strains to operate door:**

- The door may be out of balance or the springs may be broken. Close the door and use the emergency release handle to disconnect the door. Open and close the door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, disconnect the garage door opener and call a trained door systems technician.

### **The garage door opener motor hums briefly, then won't work:**

- The garage door springs may be broken. See above.
- If the problem occurs on the first operation of the garage door opener, door may be locked. Disable the power door lock.

### **The garage door opener won't operate due to power failure:**

- Manually open the power door lock.
- Use the emergency release handle to disconnect the door. The door can be opened and closed manually. When power is restored, pull manual release a second time.
- When in Battery Backup mode, the opener should be able to operate up to 20 times.
- Disable any door locks. Use the emergency release handle to disconnect the door. The door can be opened and closed manually. When power is restored, pull manual release a second time.
- When in battery backup mode, battery power will last for 30 hours or up to 20 cycles over a 24 hour period.

# Troubleshooting

## Additional Troubleshooting (Continued)

### Door loses limits:

- Collar not tightened securely. Tighten collar and reprogram limits (see Adjustment Step 3).

### The garage door opener moves when the door is in operation:

- Some minor movement is normal for this product. If it is excessive the collar will wear prematurely.
- Check to make sure the torsion bar is not moving left/right excessively.
- Check to make sure the torsion bar is not visibly moving up and down as it rotates.
- Check that the opener is mounted at a right angle to the jackshaft. If not, move the position of the mounting bracket.

### Automatic door lock connector will not fit the door opener plug:

Older model 24V door locks are incompatible. Use automatic door lock model 841LM, see Accessories page

### Automatic garage door lock does not activate when garage door opens or closes:

In battery backup mode, the automatic garage door lock will unlock when the garage door is opened, and will remain disabled until power is restored.

### The door opener is beeping:

- Indicates unattended closure. The opener has been activated by the myQ App or the Garage and Gate Monitor.
- A solid orange LED with beep, sounding approximately every 2 seconds, indicates the door opener is operating on battery power.
- A blinking orange LED with beep, sounding every 30 seconds, indicates the battery is low.
- A solid red LED with beep, sounding every 30 seconds, indicates the 12V battery will no longer hold a charge and needs to be replaced.

### The garage door is beeping and the red LED is blinking:

The battery charge is low or the battery is dead.

- Replace the battery.

### myQ Smartphone Control, wireless myQ devices, and Timer-To-Close will not work:

- When in Battery Backup mode, myQ Smartphone Control, wireless myQ devices and Timer-To-Close will be disabled.
- myQ Remote LED Light must be installed to enable use of Timer-to-Close or myQ Smartphone Control of the door. Plug in the myQ Remote LED Light and make sure it is programmed to the garage door opener. It may take up to 5 minutes to enable Timer-to-Close and myQ Smartphone Control.

### Door travels faster or slower than expected:

- Verify your drum setting is appropriate via the steps shown on page 19 in the manual.

### Door speed varies over travel:

- Verify your drum setting is appropriate via the steps shown on page 19 in the manual.

### Cable unspooling upon obstruction near top limit

- If cable unspools, please contact a Professional Door Dealer for service.

### The door hits the floor and reverses for no reason

- Verify collar screw install and set screw tightens.

### The garage door opener motor hums briefly, then won't work

- Verify collar screw install and set screw tightens.

NOTICE: This device complies with part 15 of the FCC rules and Innovation, Science and Economic Development Canada license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

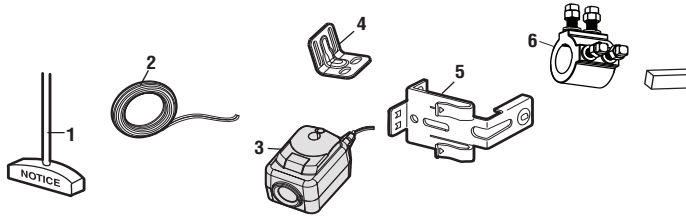
This device must be installed to ensure a minimum 20 cm (8 in.) distance is maintained between users/bystanders and device.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and Industry Canada ICES standard. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

# Repair Parts

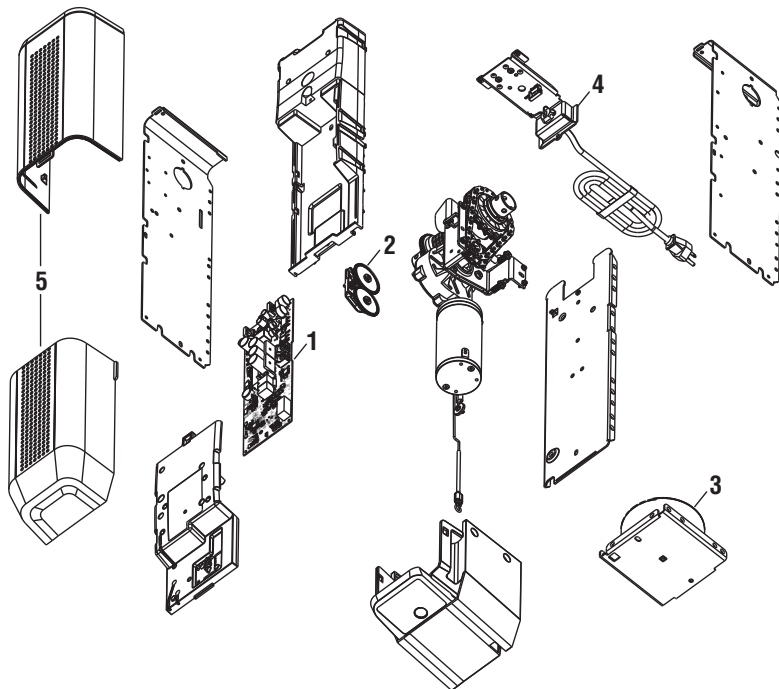
## Installation Parts



KEY NO.	PART NO.	DESCRIPTION	KEY NO.	PART NO.	DESCRIPTION
1	041A4582	Emergency release rope and handle assembly	4	041C0902	Mounting bracket
2	041B4494-1	2-Conductor bell wire - white and white/red	5	041-0155-000	Safety reversing sensor brackets (2)
3	041-0136	Safety Reversing Sensor kit (receiving and sending sensors) with 2-conductor bell wire attached	6	041-0400	Collar with hardware and key
				114-XXXX-000	User's Guide
				114-XXXX-000	Quick Start Guide

# Repair Parts

## Garage Door Opener Assembly Parts



KEY NO.	PART NO.	DESCRIPTION	KEY NO.	PART NO.	DESCRIPTION
1	041DJ003MC	Logic board	4	041-0403	Power cord
2	041B8861	Travel module with wire harness	5	041-0407-000	Cover
3	041-0401	Transformer			<b>NOT SHOWN</b>
				041-0408-000	Battery door and logic board door

## Contact Information

### STOP!

This garage door opener WILL NOT work until the safety reversing sensors are properly installed and aligned.

Address repair parts order to:

**LiftMaster**  
**6020 S. Country Club Rd.**  
**Tucson, AZ 85706**

For installation and service information, visit us online at:

**LiftMaster.com/Customer-Support**

*Before calling, please have the model number of the garage door opener. If you are calling about a troubleshooting issue, it is recommended that you have access to your garage door opener while calling. If you are ordering a repair part please have the following information: part number, part name, and model number.*



# Accessories

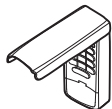
## MAX ACCESSORIES

Compatible with LiftMaster garage door openers manufactured since 1993.

### 878MAX

#### Wireless Keyless Entry:

For use outside of the home to enable access to the garage using a 4-digit PIN.



### 374UT

#### Mini Universal Remote Control:

The Mini Universal Remote Control can be programmed to activate up to two products, such as a garage door opener, myQ light controls, gate operator, or commercial door operator.



### 893MAX

#### 3-Button MAX Remote Control:

Includes visor clip.



## myQ ACCESSORIES

### 827LM

#### myQ Remote LED Light:

Wireless light that can program to the door opener or a remote control.



## STANDARD ACCESSORIES

### 885LM

#### Security+ 2.0 Wireless Door Control:

Push bar, light feature and auxiliary button. Includes battery.



### 891LM

#### Single Button Security+ 2.0 Remote Control:

Includes visor clip.



### 893LM

#### 3-Button Security+ 2.0 Remote Control:

Includes visor clip.



### 877LM

#### Wireless Keyless Entry:

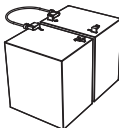
For use outside of the home to enable access to the garage using a 4-digit PIN.



### 485LM

#### Battery Backup:

Provides backup power to the door opener. The battery has enough power for 30 hours of standby power or up to 20 cycles over a 24 hour period.



### 041A5281-1

#### Extension Brackets:

(Optional) For safety reversing sensor installation onto the wall or floor.



### 480LM

#### Alternate Mounting Kit:

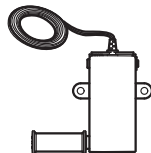
This kit allows model 8500WMC to be mounted below the torsion bar in the case where the torsion bar is not round or the normal mounting area is obstructed.



### 041A6104

#### Cable Tension Monitor:

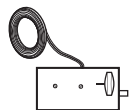
Cable tension monitor with 33 foot (10 m) cord.



### 841LM

#### Automatic Door Lock:

The automatic door lock is used to prevent the door from being manually opened once the door is fully closed.



# Warranty

## LIFTMASTER LIMITED WARRANTY

LiftMaster ("Seller") warrants to the first retail purchaser of this product, for the residence in which this product is originally installed, that it is free from defects in materials and/or workmanship for a specific period of time as defined below (the "Warranty Period"). The warranty period commences from the date of purchase.

WARRANTY PERIOD			
Parts	Motor	Accessories	Battery Backup
5 years	Lifetime	1 year	1 year

The proper operation of this product is dependent on your compliance with the instructions regarding installation, operation, and maintenance and testing. Failure to comply strictly with those instructions will void this limited warranty in its entirety.

If, during the limited warranty period, this product appears to contain a defect covered by this limited warranty, call 1-800-528-9131, toll free, before dismantling this product. You will be advised of disassembly and shipping instructions when you call. Then send the product or component, pre-paid and insured, as directed to our service center for warranty repair. Please include a brief description of the problem and a dated proof-of-purchase receipt with any product returned for warranty repair. Products returned to Seller for warranty repair, which upon receipt by Seller are confirmed to be defective and covered by this limited warranty, will be repaired or replaced (at Seller's sole option) at no cost to you and returned pre-paid. Defective parts will be repaired or replaced with new or factory rebuilt parts at Seller's sole option. [You are responsible for any costs incurred in removing and/or reinstalling the product or any component.]

**ALL IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE LIMITED WARRANTY PERIOD SET FORTH ABOVE FOR THE RELATED COMPONENT(S), AND NO IMPLIED WARRANTIES WILL EXIST OR APPLY AFTER SUCH PERIOD. Some States and Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. THIS LIMITED WARRANTY DOES NOT COVER NON-DEFECT DAMAGE, DAMAGE CAUSED BY IMPROPER INSTALLATION, OPERATION OR CARE (INCLUDING, BUT NOT LIMITED TO ABUSE, MISUSE, FAILURE TO PROVIDE REASONABLE AND NECESSARY MAINTENANCE, UNAUTHORIZED REPAIRS OR ANY ALTERATIONS TO THIS PRODUCT), LABOR CHARGES FOR REINSTALLING A REPAIRED OR REPLACED UNIT, REPLACEMENT OF CONSUMABLE ITEMS (E.G., BATTERIES IN REMOTE CONTROL TRANSMITTERS AND LIGHT BULBS), OR UNITS INSTALLED FOR NON-RESIDENTIAL USE. THIS LIMITED WARRANTY DOES NOT COVER ANY PROBLEMS WITH, OR RELATING TO, THE GARAGE DOOR OR GARAGE DOOR HARDWARE, INCLUDING BUT NOT LIMITED TO THE DOOR SPRINGS, DOOR ROLLERS, DOOR ALIGNMENT OR HINGES. THIS LIMITED WARRANTY ALSO DOES NOT COVER ANY PROBLEMS CAUSED BY INTERFERENCE. UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES ARISING IN CONNECTION WITH USE, OR INABILITY TO USE, THIS PRODUCT. IN NO EVENT SHALL SELLER'S LIABILITY FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR STRICT LIABILITY EXCEED THE COST OF THE PRODUCT COVERED HEREBY. NO PERSON IS AUTHORIZED TO ASSUME FOR US ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.**

Some states and provinces do not allow the exclusion or limitation of consequential, incidental or special damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province.

# Automatic Garage Door Opener Safety & Maintenance Guide

## Garage Door Opener Safety – An Automatic Decision

A garage door is the largest moving object in the home. An improperly adjusted garage door and opener can exert deadly force when the door closes – which could lead to entrapment of children or adults and subsequent injury or death.

Proper installation, operation, maintenance, and testing of the garage door and automatic opener are necessary to provide a safe, trouble-free system.

Careless operation or allowing children to play with or use garage door opener controls are also dangerous situations that can lead to tragic results. A few simple precautions can protect your family and friends from potential harm.

Please review the safety and maintenance tips in this brochure carefully and keep it for reference. Check the operation of your garage door and opener to ensure they function in a safe and trouble-free manner.

Be sure to read all Important Safety Information found in your garage door opener's manual as it provides more details and safety considerations than can be supplied with this brochure.

## Garage Door Openers are Not Toys

Discuss garage door and opener safety with your children. Explain the danger of being trapped under the door.



**Stay away from a moving door.**



**Keep transmitters and remote controls out of reach of children.** Do not let children play with or use transmitters or other remote control devices.



**The wall-mounted push button should be out of reach of children,** at least 5 feet from the nearest standing surface and away from all moving parts. Mount and use the button where you can clearly see the closing garage door.



**Keep the door in sight until it completely closes** when using the wall-mounted push button or transmitter.

# Routine Maintenance Can Prevent Tragedies

Make monthly inspection and testing of your garage door and opener system a part of your regular routine. Review your owner's manual for both the door and door opener. If you don't have the owner's manuals, contact the manufacturer(s) and request a copy for your specific model(s). Look for the opener model number on the back of the power unit.



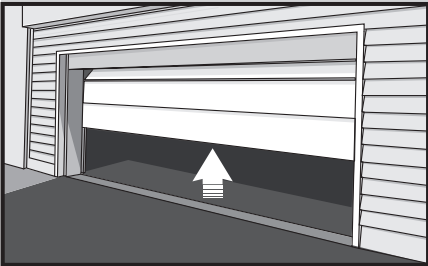
**WARNING – Springs are under high tension. Only qualified individuals should adjust them.**

## Visually check the door and installation:



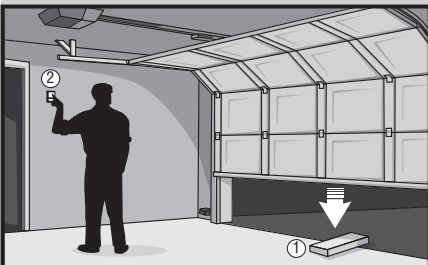
- Starting with the door in the closed position, use the manual disconnect on the opener to disconnect the door.
- Look for signs of wear or damage on hinges, rollers, springs, and door panels.
- These parts may require periodic lubrication. Check the owner's manual for suggested maintenance.
- If any signs of damage are evident, contact a trained door systems technician for assistance.
- Verify the photoeye height is no higher than 6" from the garage floor.

## Test the door for proper operation:



- Open and close the door manually using handles or suitable gripping points.
- The door should move freely and without difficulty.
- **The door should balance and stay partially open 3–4 feet above the floor.**
- If you detect any signs of improper operation, contact a trained door systems technician for assistance.

## Test the opener safety features:



- Reconnect the opener to the door using the manual disconnect and open the door.
- Place a 2x4 board flat in the path of the door (1) and try to close it (2). The door should stop when it comes in contact with the 2x4 and then reverse direction.
- Block the photoelectric sensor by waving an object in front of the sensor and attempt to close the door. The door should not close unless the wall-mounted push button is manually held during operation.
- If the opener does not perform as described, contact a trained door systems technician for assistance.





