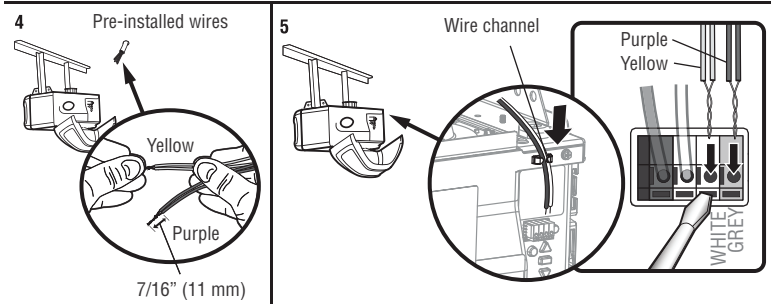
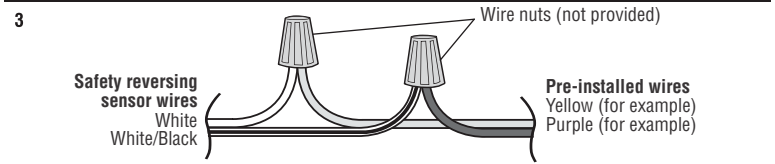
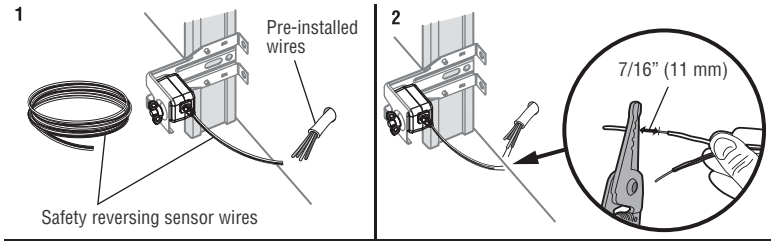


# Installation

## STEP 14 Wire the Safety Reversing Sensors (continued)

### OPTION A - PRE-WIRED INSTALLATION

1. Cut the sensor wires, making sure there is enough wire to reach the pre-installed wires from the wall.
2. Separate the sensor wires and strip insulation from each end. Choose two of the pre-installed wires and strip insulation from each end. Choose the same color pre-installed wires for each sensor.
3. Connect the pre-installed wires to the sensor wires with wire nuts making sure the colors correspond for each sensor.
4. At the garage door opener, strip the end of the wires previously connected to the sensors. Twist the like-colored wires together.
5. Using a screwdriver, push in the terminal tabs, and insert the wire color connected to the sensor's white wire into the white terminal. Insert the other wire color connected to the sensor's white/black wire into the grey terminal.



# Installation

## STEP 15 Connect Power

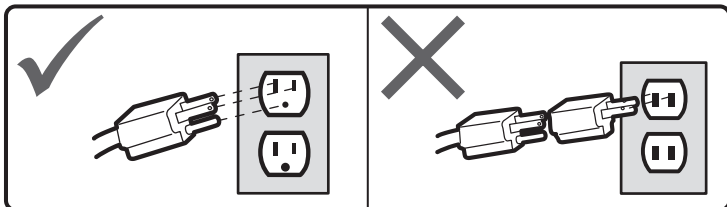
### **WARNING**

To prevent possible **SERIOUS INJURY** or **DEATH** from electrocution or fire:

- Be sure power is **NOT** connected to the opener, and disconnect power to circuit **BEFORE** removing cover to establish permanent wiring connection.
- Garage door installation and wiring **MUST** be in compliance with **ALL** local electrical and building codes.
- **NEVER** use an extension cord, 2-wire adapter, or change plug in **ANY** way to make it fit outlet. Be sure the opener is grounded.

**To avoid installation difficulties, do not run the opener at this time.**

To reduce the risk of electric shock, your garage door opener has a grounding type plug with a third grounding pin. This plug will only fit into a grounding type outlet. If the plug doesn't fit into the outlet you have, contact a qualified electrician to install the proper outlet.



**THERE ARE TWO OPTIONS FOR CONNECTING POWER:**

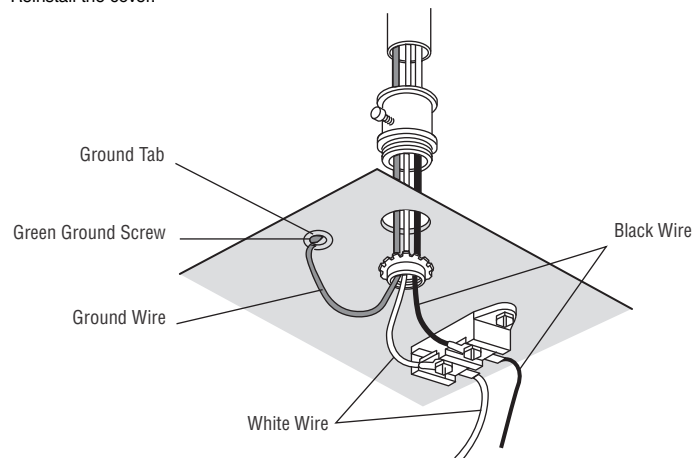
#### **OPTION A - TYPICAL WIRING**

1. Plug in the garage door opener into a grounded outlet.
2. **DO NOT** run garage door opener at this time.

#### **OPTION B - PERMANENT WIRING**

**If permanent wiring is required by your local code, refer to the following procedure. To make a permanent connection through the 7/8-inch hole in the top of the motor unit (according to local code):**

1. Remove the motor unit cover screws and set the cover aside.
2. Remove the attached 3-prong cord.
3. Connect the black (line) wire to the screw on the brass terminal; the white (neutral) wire to the screw on the silver terminal; and the ground wire to the green ground screw. The opener must be grounded.
4. Reinstall the cover.

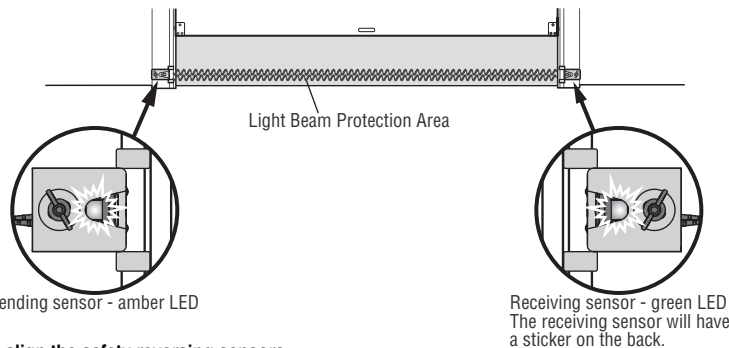


# Installation

## STEP 16 Align the Safety Reversing Sensors

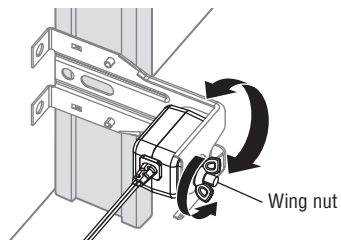
**IMPORTANT:** The safety reversing sensors **MUST** be connected and aligned correctly before the garage door opener will move in the down direction.

When the garage door opener has power, check the safety reversing sensors. If the sensors are aligned and wired correctly, both LEDs will glow steadily.



**To align the safety reversing sensors:**

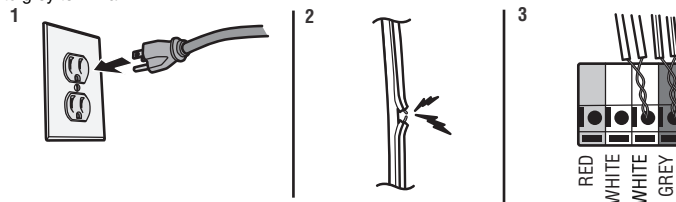
1. Loosen the wing nuts.
2. Adjust the sensors up or down until both LEDs glow steady indicating alignment.
3. Tighten the wing nut to secure the sensor.



## SAFETY SENSOR TROUBLESHOOTING

If either of the sensor LEDs are off, there is no power to the sensor:

1. Check that you have power to the garage door opener.
2. Check the sensor wire is not shorted or broken.
3. Check that the sensors are wired correctly; white wires to white terminal and white/black wires to grey terminal.



If the green receiving sensor LED is blinking, the sensors are obstructed or misaligned:

1. Check for obstructions in the sensor light beam.
2. Align the sensors.
3. If the receiving sensor (green LED) faces direct sunlight, switch the receiving sensor with the sending sensor and repeat STEP 12 Install the Protector System® page 27 to assure proper operation.

## STEP 17 Ensure the Door Control is Wired Correctly

If the door control has been installed and wired correctly, the command LED on the control panel will blink or the LED behind the push button will blink if installed correctly.

# Adjustments

## Introduction

### **WARNING**

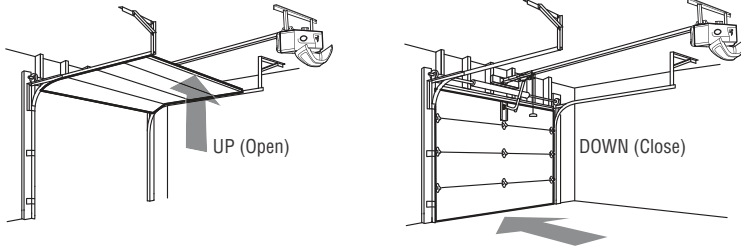
Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

### **CAUTION**

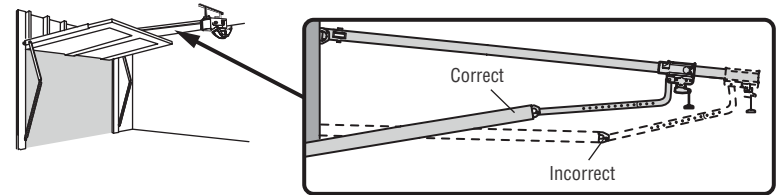
To prevent damage to vehicles, be sure fully open door provides adequate clearance.

Your garage door opener is designed with electronic controls to make setup and adjustments easy.



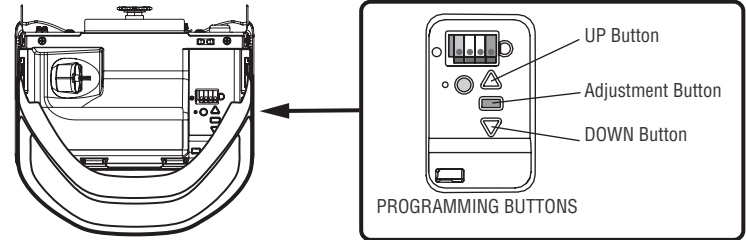
## ONE-PIECE DOORS ONLY

When setting the UP travel for a one-piece door ensure that the door does not slant backwards when fully open (UP). If the door is slanted backwards this will cause unnecessary bucking and/or jerking when the door is opening or closing.



## PROGRAMMING BUTTONS

The programming buttons are located on the left side panel of the garage door opener and are used to program the travel. While programming, the UP and DOWN buttons can be used to move the door as needed.



# Adjustments

## 1 Program the Travel

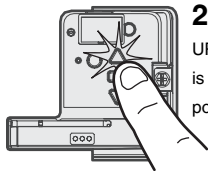
### **WARNING**

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

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

Note: While programming, the UP and DOWN buttons can be used to move the door as needed.

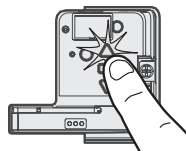
**1** Press and hold the Adjustment Button until the UP Button begins to flash and/or a beep is heard. The Safety Reversing Sensors will be disconnected during the Program the Travel process.



**2** Press and hold the UP Button until the door is in the desired UP position.



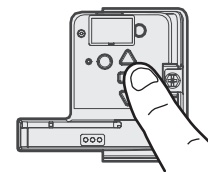
**3** Once the door is in the desired UP position press and release the Adjustment Button. The garage door opener lights will flash twice and the DOWN Button will begin to flash.



**4** Press and hold the DOWN Button until the door is in the desired DOWN position.



**5** Once the door is in the desired DOWN position press and release the Adjustment Button. The garage door opener lights will flash twice. Program the Travel is now complete. If the garage door opener lights flash 5 times, then programming has timed out and the Travel Limits have not been set. Please restart the Program the Travel process.



## 2 Automatic Force Set Up

Once both the up and down positions have been manually set, the Safety Reversing Sensors will reconnect and become operational. Then, the opener will enter a force-sensing operation by automatically moving the door to open and close. The garage door opener will sound an audible and visual alert before automatically opening and closing the door. The garage door opener will beep three times, confirming that the Automatic Force Setup completed successfully. Adjustment is complete.

If you hear one long beep after the door attempts to move, then the Automatic Force Set Up has not completed successfully. Please start over at step 1 of Program the Travel.



# Adjustments

## 3 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" (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** 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.



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.

## 4 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.

# Battery Backup

## STEP 1 Install the Battery

MODEL C2212T

### WARNING

To reduce the risk of FIRE or INJURY to persons:

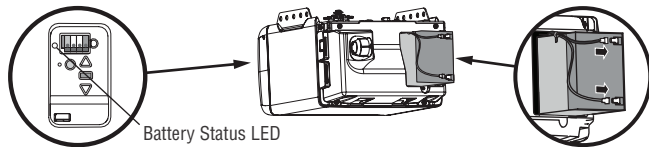
- Disconnect ALL electric and battery power BEFORE performing ANY service or maintenance.
- Use ONLY Chamberlain part # G4228 for replacement battery.
- DO NOT dispose of battery in fire. Battery may explode. Check with local codes for disposal instructions.

### CAUTION

ALWAYS wear protective gloves and eye protection when changing the battery or working around the battery compartment.

The 12V battery backup allows access in and out of your garage, even when the power is out. The battery does not have to be fully charged to operate the garage door opener. When the garage door opener is operating on battery power, it may run slower and the following features are disabled:

- Garage door opener lights
- myQ® App control and monitoring
- Unattended close including Timer-to-Close



1. Unplug the garage door opener.
2. Open the light lens of the garage door opener. Use a Phillips head screwdriver to remove the battery cover on the garage door opener.
3. Partially insert the battery into the battery compartment with the terminals facing out.
4. Connect red (+) and black (-) wires from the garage door opener to the corresponding terminals on the battery.
5. Replace the battery cover.
6. Plug in the garage door opener.
7. Wait for the green Battery Status LED to start flashing before proceeding to test the battery.

## Test the Battery

Depending on the power level, the battery may need to charge before performing the test. The garage door opener must be unplugged to test the battery.

1. Open and close the door using the remote control or door control. While the motor is on, the battery status LED will either glow solid orange indicating opener is operating on battery power or will flash indicating low battery power. **NOTE:** The garage door opener may run slower if the battery is not fully charged.
2. Plug in the garage door opener. Verify the battery status LED is flashing green, indicating the battery is charging.

## Charge the Battery

The battery charges when the garage door opener is plugged into a 120Vac electrical outlet that has power and requires 24 hours to fully charge. A fully charged battery supplies 12Vdc to the garage door opener for up to 24 hours of normal operation during an electrical power outage. After the electrical power has been restored, the battery will recharge within 24 hours. The battery will last approximately 1 to 2 years with normal usage. Instructions for replacement are provided with the battery. To obtain maximum battery life and prevent damage, disconnect the battery when the garage door opener is unplugged for an extended period of time, such as a summer or winter home.

## Battery Status

**Green battery status LED: All systems are normal.**

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

**Orange battery status LED: The garage door opener has lost power and is in battery backup mode.**

- Solid orange LED while the motor is on, indicates the garage door opener is operating on battery power.
- A flashing orange LED while the motor is on, indicates the battery is low.
- The opener beeps every 2 seconds while operating on battery power.

**Red battery status LED: The battery needs to be replaced.**

- A solid red LED indicates the battery will no longer hold a charge. Go to [chamberlain.com](http://chamberlain.com) to purchase a replacement battery to allow your system to operate during a power outage.

# myQ® App Control

## Connect With Your Smartphone\*

### 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 5
- Password for your home network (router's main account, not guest network)
- myQ® serial number located on the garage door opener

### 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.

The garage door opener must run through a complete cycle before it will activate Wi-Fi® programming.

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

If you already have the myQ® App installed:

1. Check that your mobile device has the latest software.
2. Download the latest version of the myQ® App.



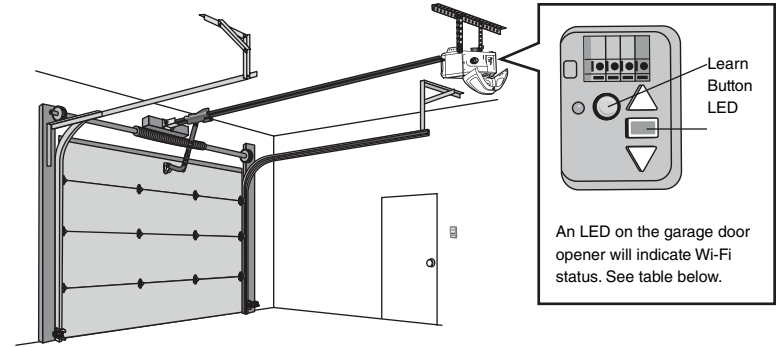
For more information on connecting your garage door opener, visit [support.chamberlaingroup.com](http://support.chamberlaingroup.com).

### NOTES:

To erase the Wi-Fi® settings from the opener, see page 39.

Google Play and the Google Play logo are trademarks of Google LLC.  
App Store and the Apple and App Store logos are trademarks of Apple Inc.

\*Smartphone control is not available on models C2102 and D2101.



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.



## IMPORTANT SAFETY INSTRUCTIONS

### **WARNING**

### 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 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" (3.8 cm) high 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 (see page 3). 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 operator system is equipped with an unattended operation feature. The door could move unexpectedly. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
15. DO NOT install on a one-piece door if using devices or features providing unattended close. Unattended devices and features are to be used ONLY with sectional doors.

## 16. SAVE THESE INSTRUCTIONS.

### 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® App.

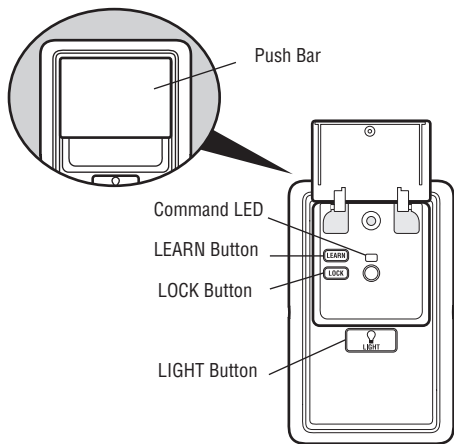
When the door is closed and the garage door opener is activated the door will open. If the door makes contact with an obstruction while opening, the door will stop, opener beeps and lights flash 5 times. When the door is in any position other than closed and the garage door opener is activated, the door will close. If the garage door makes contact with an obstruction while closing, the door will reverse, opener beeps and lights flash 5 times. 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. The safety reversing sensor must be connected and aligned correctly before the garage door opener will move in the down direction.

The garage door opener lights will turn on when the opener is initially plugged in, the opener is activated, or power is restored after interruption. The garage door opener lights automatically turn off after a set length of time. To adjust the light settings, see *Using your Door Control*.

# Operation

## Using your Door Control MULTI-FUNCTION CONTROL PANEL



**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.

**PUSH BAR:** Press the push bar to open or close the door.

**LEARN BUTTON:** Use to program compatible remote controls, wireless keyless entries and myQ® devices to the garage door opener.

**LOCK:** Prevents remote controls from working, while still allowing activation from the door control and keyless entry. (Factory setting is OFF.)

Turn ON:

Press and hold the LOCK button for 2 seconds. The command LED will flash as long as the lock feature is on.

Turn OFF:

Press and hold the LOCK button for 2 seconds. The command LED will stop flashing and normal operation will resume.

**LIGHT BUTTON:** Turns the garage door opener lights on or off when pressed. Lights stay on for 4-1/2 minutes (factory setting). The LIGHT button will not control the lights when the door is in motion.

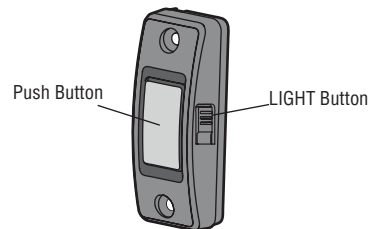
To change the amount of time the lights stay on:

Press and hold the LOCK button (approximately 10 seconds) until the garage door opener lights flash. The time interval is indicated by the number of times the garage door opener lights flash:

- 1 flash is 1-1/2 minutes
- 2 flashes is 2-1/2 minutes
- 3 flashes is 3-1/2 minutes
- 4 flashes is 4-1/2 minutes

To cycle through the time intervals repeat the step above. If the push bar LED is continuously blinking, the LOCK feature needs to be turned off.

## PUSH BUTTON DOOR CONTROL



**SYNCHRONIZE THE DOOR CONTROL:** To synchronize the door control to the garage door opener, press the push button until the garage door opener activates (it may take up to 3 presses).

**PUSH 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.

# Operation

## Remote Control and Keyless Entry

### PRE-PROGRAMMED REMOTE CONTROL INCLUDED, NO NEED TO PROGRAM THE REMOTE.

To add or reprogram a remote control, follow the instructions below. Older Chamberlain remote controls are NOT compatible.

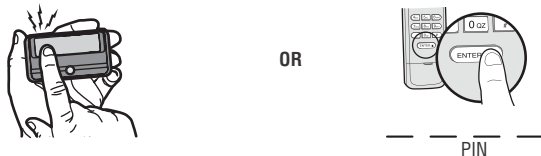
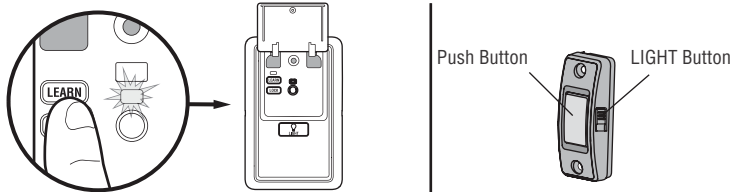
### PROGRAM USING THE MULTI-FUNCTION CONTROL PANEL

1. Press the LEARN button on the door control to enter programming mode. The command LED will flash once.
2. Press the LEARN button again, the command LED will flash once again.
3. **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.

### PROGRAM USING THE PUSH BUTTON DOOR CONTROL

1. Press and hold the light button and the push button until the push button LED begins to blink.
2. **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.

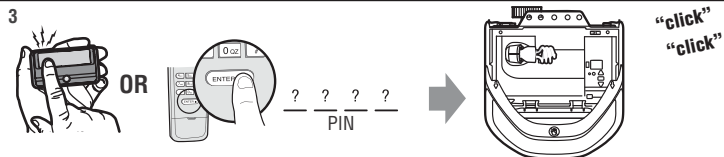
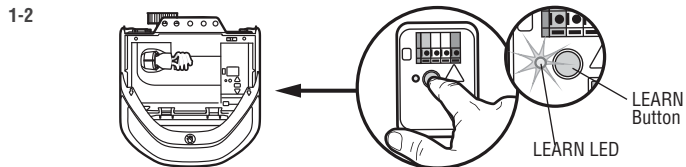


The garage door opener lights will flash (or two clicks will be heard) when the code has been programmed. Repeat the steps for programming additional remote controls or keyless entry devices. If programming is unsuccessful, follow the steps to program using the garage door opener LEARN button.

### PROGRAM USING THE GARAGE DOOR OPENER LEARN BUTTON

1. Locate the LEARN Button.
2. Press and immediately release the LEARN button. The LEARN LED will glow steady for 30 seconds. Within 30 seconds...
3. **Remote Control:** Press and hold the button on the remote control that you wish to use. **Keyless Entry:** Enter a 4-digit personal identification number (PIN) of your choice on the keyless entry keypad. Then press and hold the ENTER button.

Release the button when the garage door opener lights blink or two clicks are heard.



## HomeLink®

If your vehicle is equipped with HomeLink®, a Compatibility Bridge™ (not included) may be necessary for certain vehicles. Visit [bridge.chamberlain.com](http://bridge.chamberlain.com) to find out if a Bridge is needed.

# Operation

## Erase the Memory

### ERASE ALL REMOTE CONTROLS AND KEYLESS ENTRIES

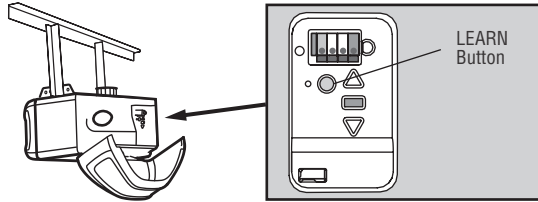
1. Press and hold the LEARN button on garage door opener until the learn LED goes out (approximately 6 seconds). All remote control and keyless entry codes are now erased. Reprogram any accessory you wish to use.

### 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 CONNECTION FROM GARAGE DOOR OPENER TO HOME WI-FI® NETWORK

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



## To Open the Door Manually

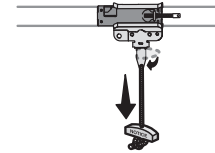
### **WARNING**

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. If rope knot becomes untied, you could fall.

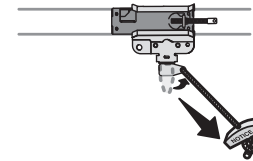
### DISCONNECT THE TROLLEY

1. The door should be fully closed if possible.
2. Pull down on the emergency release handle so the trolley release arm snaps to the vertical position. The door can now be raised and lowered as often as necessary.



### TO RE-CONNECT THE TROLLEY

1. Pull the emergency release handle toward the garage door opener so the trolley release arm snaps to the horizontal position. The trolley will reconnect on the next UP or DOWN operation, either manually or by using the door control or remote control.



# Maintenance

## 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 if necessary, see page 33.
- Test the safety reversal system. Adjust if necessary, see page 35.

### EVERY YEAR

- Oil door rollers, bearings and hinges. The garage door opener does not require additional lubrication. Do not grease the door tracks.
- Test the battery backup and consider replacing the battery to ensure the garage door opener will operate during an electrical power outage, see page 36 to test the battery backup.

## The Remote Control Battery



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

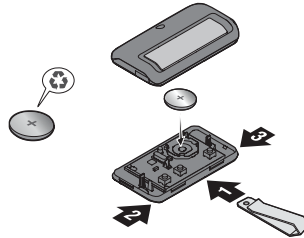
- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.

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.

The 3V CR2032 Lithium battery should produce power for up to 3 years. If the battery is low, the remote control's LED will not flash when the button is pressed.

To replace battery, pry open the case first in the middle (1), then at each side (2 and 3) with the visor clip. Replace the batteries with only 3V CR2032 coin cell batteries. Insert battery positive side up. Dispose of old batteries properly.



**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.

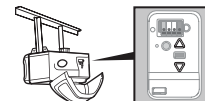
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and Industry Canada ICES standard. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, 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.

# Troubleshooting

## Diagnostic Chart

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



DIAGNOSTIC CODE		SYMPTOM	SOLUTION
			
Flashes	Flashes		
1	1	The garage door opener will not close.	Safety reversing 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 reversing sensors. Inspect safety sensor wire at all staple and connection points, 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 and connection points, replace wire or correct as needed.
1	4	The garage door opener will not close.	Safety reversing sensors are misaligned or were momentarily obstructed. Realign both sensors until both LEDs are glowing steady. Make sure nothing is hanging or mounted on the door that would interrupt the sensor's 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 coasts after it has come to a complete stop.	Program travel to coasting position or have door balanced by a trained door systems technician.
2	1-5	No movement, or sound.	Replace logic board.
3	2	Unable to set the travel or retain position.	Check travel module for proper assembly, replace if necessary.
3	3	The battery status LED is constantly flashing green.	Battery backup charging circuit error, replace the logic board.
4	1-4	Door is moving, stops or reverses. Opener beeps and lights flash.	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, see Program the Travel page 31.
4	5	Opener runs approximately 6-8" (15-20 cm), stops and reverses.	Communication error to travel module. Check travel module connections, replace travel module if necessary.
4	6	The garage door opener will not close.	Safety reversing 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.

# Troubleshooting

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## Additional Troubleshooting

### **My garage door opener beeps and flashes its lights before door closes:**

- Garage door opener has been activated through a device or feature such as Timer-to-Close or garage door monitor.

### **My garage door opener stops, reverses, beeps and flashes its lights:**

- Check for binding or obstructions anywhere along the track to garage floor.

### **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.

### **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.

- Check for binding or obstructions anywhere along the track to garage floor.
- 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.
  - If the receiving sensor (green LED) faces direct sunlight, switch the receiving sensor with the sending sensor so the receiving sensor is not in direct sunlight.

### **Wi-Fi® troubleshooting**

The garage door opener will NOT enter Wi-Fi® learn mode:

- After the initial installation of the garage door opener, the garage door opener must complete a full cycle (open and closed) before the Wi-Fi® learn mode can be activated.
- If there has been a recent power outage, the garage door opener must complete a full cycle before the Wi-Fi® learn mode can be activated.

See page 37 to activate Wi-Fi LEARN mode.

If your black adjustment button is not solid green go to [support.chamberlaingroup.com](http://support.chamberlaingroup.com).

### **My vehicle's Homelink® is not programming to my garage door opener:**

Compatibility Bridge (not included) may be necessary for certain vehicles. Visit [bridge.chamberlain.com](http://bridge.chamberlain.com) to find out if a Bridge is needed.

### **My neighbor's remote control opens my garage door:**

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

### **Safety sensor LED lights are not lit:**

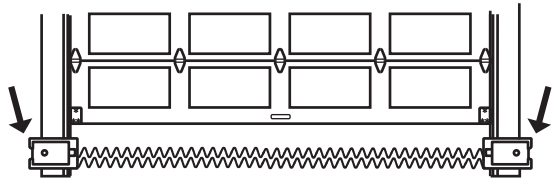
If the sensor LEDs do not glow steadily when the opener is activated, see SAFETY SENSOR TROUBLESHOOTING page 32.

# Warranty

## Contact Information

### STOP!

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



Visit us online at:

[support.chamberlaingroup.com](http://support.chamberlaingroup.com)

## CHAMBERLAIN® LIMITED WARRANTY

The Chamberlain Group LLC® (“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				
Model	Parts	Motor	Accessories	Battery Backup
C2212T	1 year	6 years	1 year	1 year
C2405	1 year	10 years	1 year	-
C2102	1 year	6 years	1 year	-
C2202	1 year	6 years	1 year	-
D2101	1 year	6 years	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, visit [chamberlain.com](http://chamberlain.com), before dismantling this product. You will be advised of disassembly and shipping. 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 guide 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 guide.

## 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.



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 transmitters and remote controls out of reach of children.

Do not let children play with or use transmitters or other remote control devices.



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.

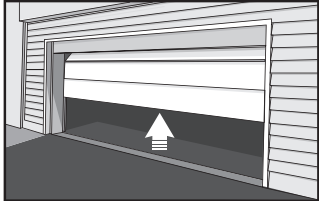


**WARNING – SPRINGS ARE UNDER HIGH TENSION. ONLY QUALIFIED INDIVIDUALS SHOULD ADJUST THEM.**



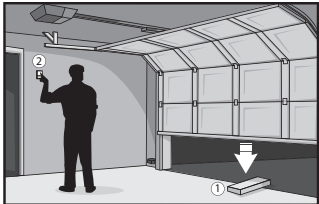
## Visually check the door and installation:

- 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 photo eye 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:

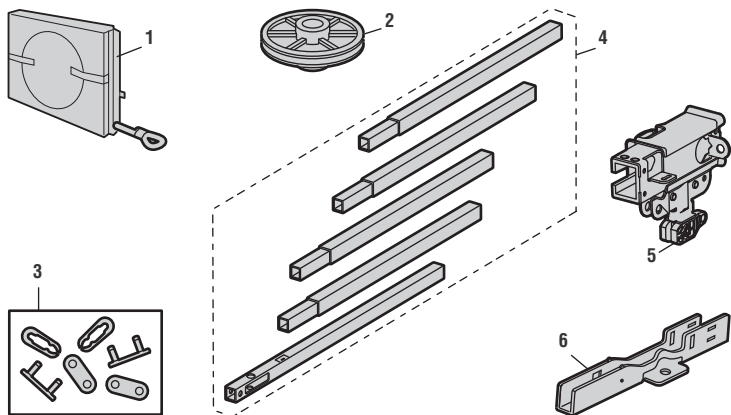
- Reconnect the opener to the door using the manual disconnect and open the door.
- Place a 2x4 board flat in the path of the door (1) and try to close it (2). The door should stop when it comes in contact with the 2x4 and then reverse direction.
- Block the photoelectric sensor by waving an object in 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.



# Repair Parts

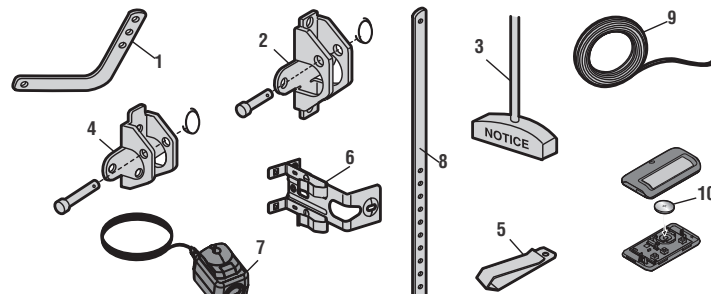
## Rail Assembly Parts

Description	Part Number
1 Chain and cable	041A5807
2 Pulley	K144C0056
3 Master link	004A1008
4 Rail	041A5665
5 Trolley assembly: clevis pin (1) and ring (1)	041C5141-1
6 "U" bracket	041D0598-1
<b>Not shown</b>	
Wear pads	041A7276
Hardware bag	041A7920-1



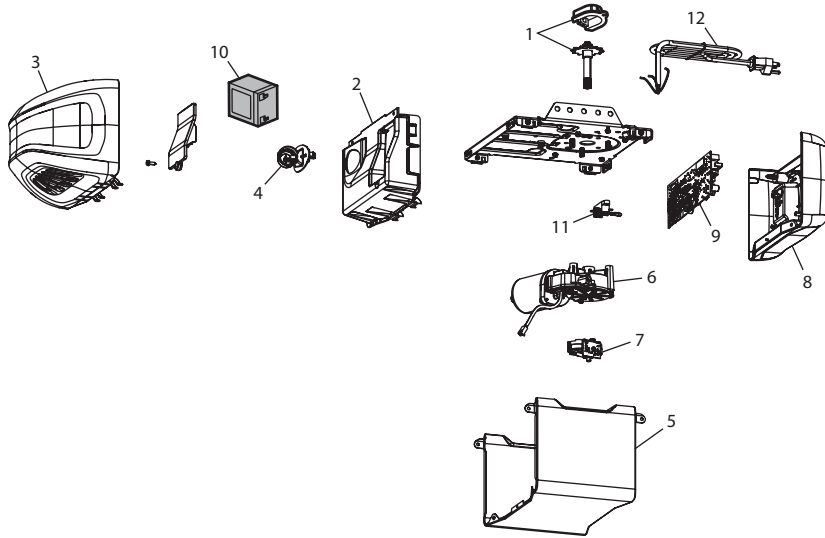
## Installation Parts

Description	Part Number
1 Curved door arm	041B0035B
2 Door bracket with clevis pin and fastener	041A5047
3 Emergency release rope and handle	041A2828
4 Header bracket with clevis pin and fastener	041A5047-2
5 Remote control visor clip	K029B0137
6 Safety sensor bracket	041-0155-000
7 Safety sensor kit: receiving and sending sensors with 2-conductor wire	041-0136-000
8 Straight door arm	4178B0034B
9 White and red/white wire	041B4494-1
10 3V CR2032 lithium battery	K010A0020
<b>Not shown</b>	
Installation Manual	114-5744-010



# Repair Parts

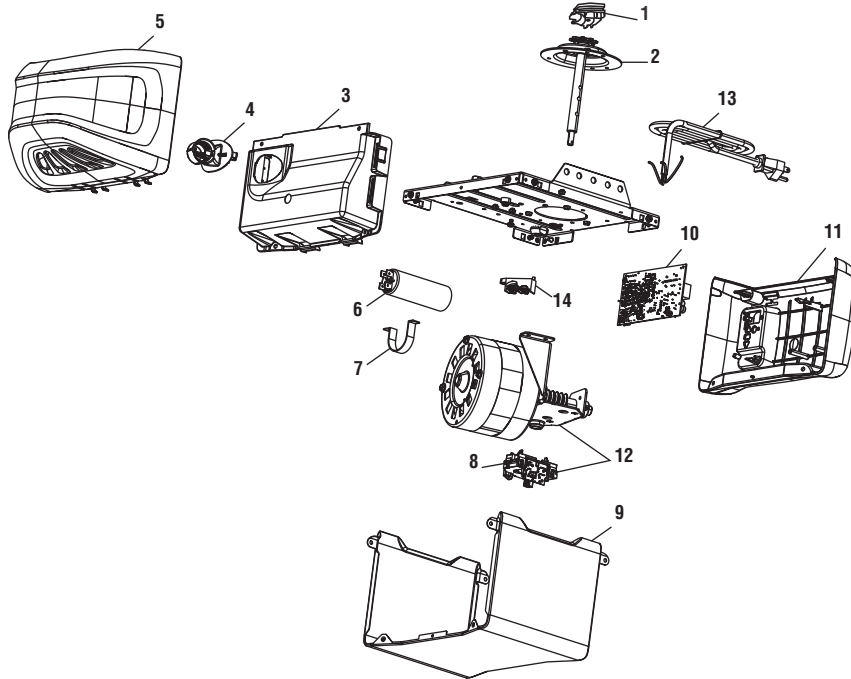
## Garage Door Opener Parts - Model C2212T



	Description	Part Number
1	Sprocket and sprocket cover	041B5348-2
2	Front end panel	041A7618
3	Light lens	041-0144
4	Light socket	041C0279
5	Cover	041-0229-000
6	Motor with travel module	041D8006-1
7	Travel module	041D8071-4
8	End panel for receiver logic board	041D0233-3
9	Logic board	050DCTBMC
10	12V Battery	G4228
11	Terminal block	041A3150
12	Line cord	041B4245
	<b>Not shown</b>	
	Wire harness	041D9069
	Transformer	041D0277-1

# Repair Parts

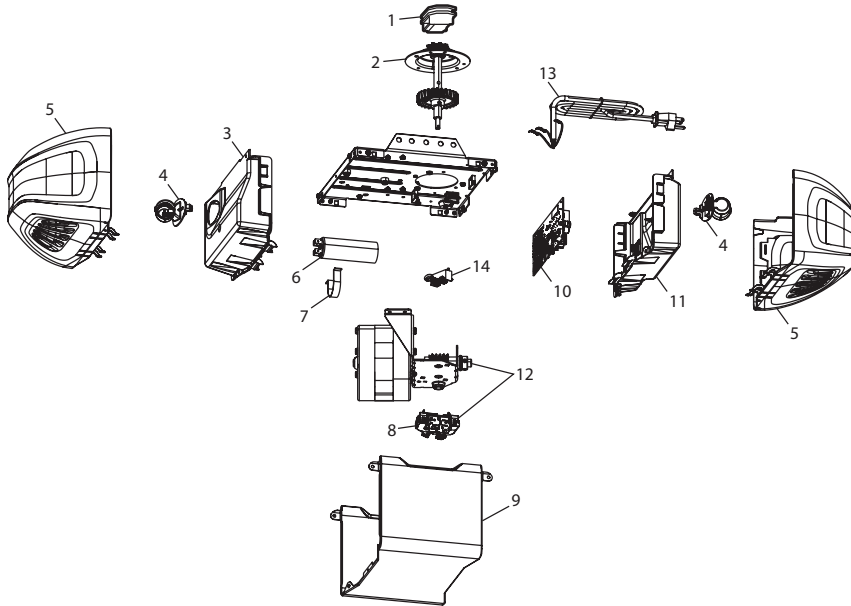
## Garage Door Opener Parts - C2102



Description	Part Number
1 Chain spreader	041A5615
2 Gear and sprocket	041C4220A
3 End panel with light socket	041A7760
4 Light socket	041C0279
5 Light lens	041-0144
6 Capacitor	030B0532-1
7 Capacitor bracket	K012A0373
8 Travel module	041D7742-7
9 Cover	041-0228-000
10 Receiver logic board	045ACTMC
11 Logic board end panel	041DB374
12 Motor with travel module	041D7440
13 Line cord	041B4245-1
14 Terminal block	041A3150
<b>Not shown</b>	
Wire harness	041A7945

# Repair Parts

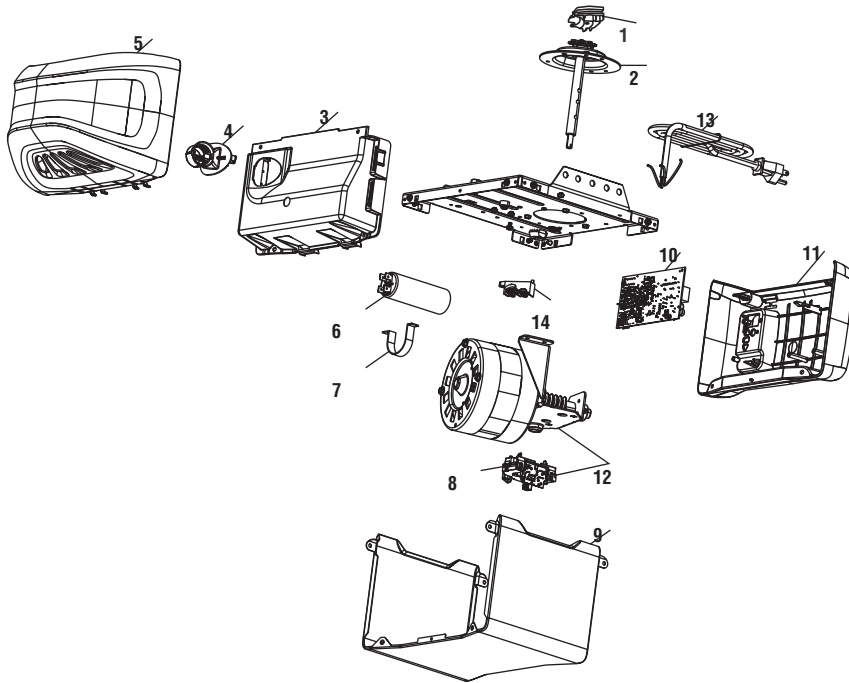
## Garage Door Opener Parts - Model C2405



	Description	Part Number
1	Chain spreader	041A5615
2	Gear and sprocket	041C4220A
3	End panel with light socket	041D0207
4	Light socket	041C0279
5	Light lens	041-0144
6	Capacitor	030B0532-1
7	Capacitor bracket	K012A0373
8	Travel module	041D7742-7
9	Cover	041-0229-000
10	Logic board	045ACTWFM C
11	End panel for receiver logic board with light socket	050ACTBMC
12	Motor with travel module	041D7440
13	Line cord	041B4245-1
14	Terminal block	041A3150
	<b>Not shown</b>	
	Wire harness	041A7945

# Repair Parts

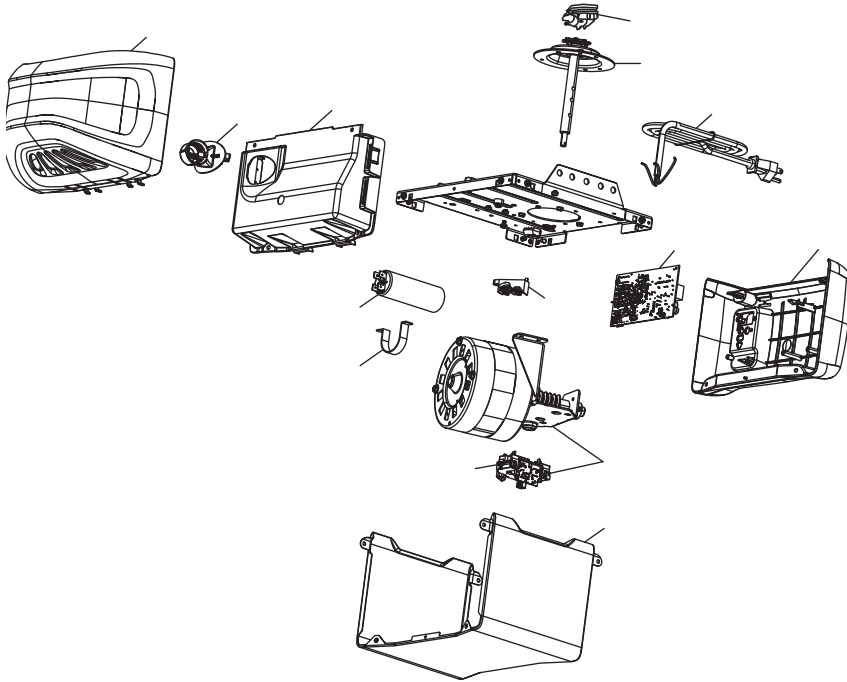
## Garage Door Opener Parts - Model C2202



Description	Part Number
1 Chain spreader	041A5615
2 Gear and sprocket	041C4220A
3 End panel with light socket	041D0207
4 Light socket	041C0279
5 Light lens	041-0144
6 Capacitor	030B0532-1
7 Capacitor bracket	K012A0373
8 Travel module	041D7742-7
9 Cover	041-0229-000
10 Logic Board	045ACTBMC
11 End panel for receiver logic board	041-0025-000
12 Motor with travel module	041D7440
13 Line cord	041B4245-1
14 Terminal block	041A3150
<b>Not shown</b>	
Wire harness	041A7946

# Repair Parts

## Garage Door Opener Parts - Model D2101



	Description	Part Number
1	Chain spreader	041A5615
2	Gear and sprocket	041C4220A
3	End panel with light socket	041A7760
4	Light socket	041C0279
5	Light lens	041-0144
6	Capacitor	030B0532-1
7	Capacitor bracket	K012A0373
8	Travel module	041D7742-7
9	Cover	041-0228-000
10	Logic board	050ACTBMC
11	End panel for receiver logic board with light socket	041D8214
12	Motor with travel module	041D7440
13	Line cord	041B4245-1
14	Terminal block	041A3150
	<b>Not shown</b>	
	Wire harness	041A7945







