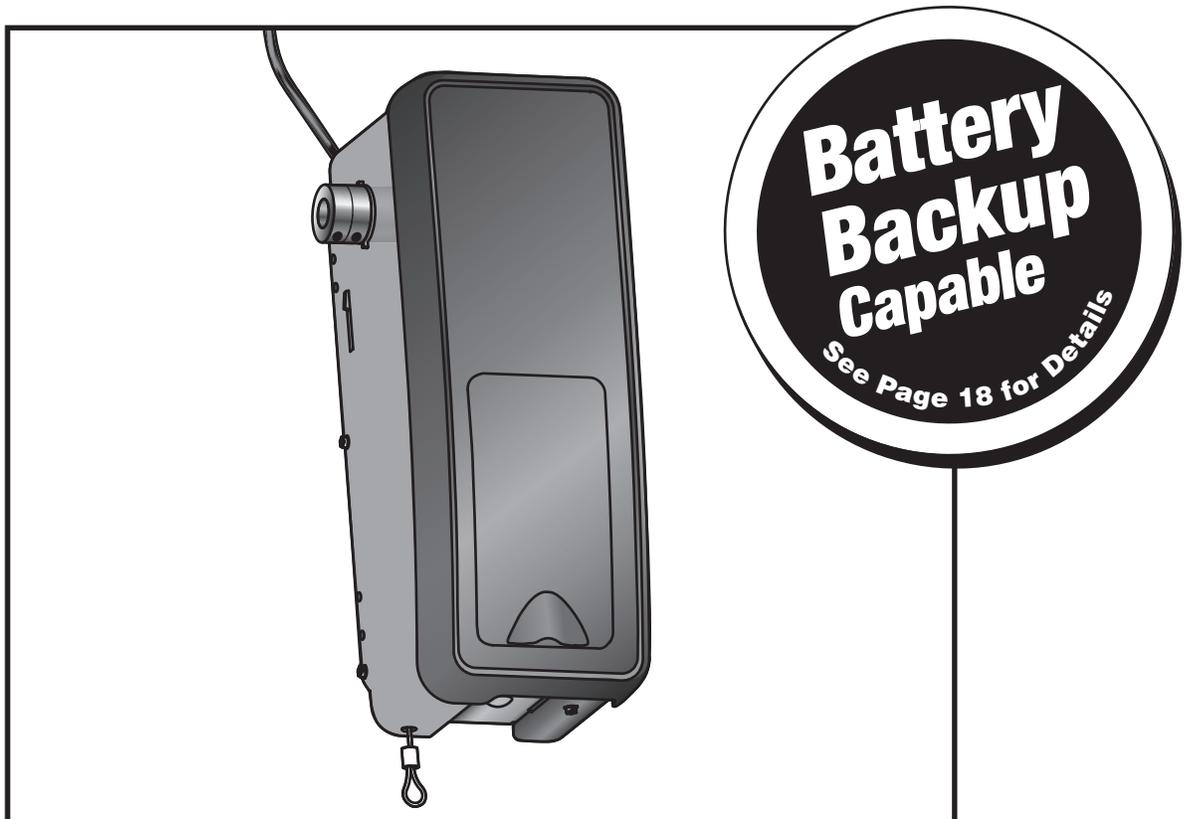




## Model 8500 GARAGE DOOR OPENER

For Residential and Light Duty Commercial Use  
Install On Sectional Doors With Torsion Assemblies Only



This product is intended for installation only by trained garage door technicians. This product may require adjustments to door springs and or track configurations. This product is not intended for use on low headroom tracks or garage doors utilizing extension springs.

- Please read this manual and the enclosed safety materials carefully!
- Fasten the manual near the garage door after installation.
- The door **WILL NOT CLOSE** unless the Protector System® and cable tension monitor are connected and properly aligned.
- Periodic checks of the garage door opener are required to ensure safe operation.
- The model number label is located behind the hinged door of your opener.
- **DO NOT** exceed 10 complete cycles of door operation per hour.
- This garage door opener is **ONLY** compatible with MyQ™ and Security+ 2.0™ accessories.

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## Introduction

### Safety Symbol and Signal Word Review

This garage door opener has been designed and tested to offer safe service provided it is installed, operated, maintained and tested in strict accordance with the instructions and warnings contained in this manual.

When you see these Safety Symbols and Signal Words on the following pages, they will alert you to the possibility of **serious injury or death** if you do not comply with the warnings that accompany them. The hazard may come from something mechanical or from electric shock. Read the warnings carefully.

When you see this Signal Word on the following pages, it will alert you to the possibility of damage to your garage door and/or the garage door opener if you do not comply with the cautionary statements that accompany it. Read them carefully.



**WARNING**

**Mechanical**



**WARNING**

**Electrical**



**CAUTION**

# Introduction

## Planning

Survey your garage area to see if any of the conditions below apply to your installation. Depending on your requirements, additional materials may be required.

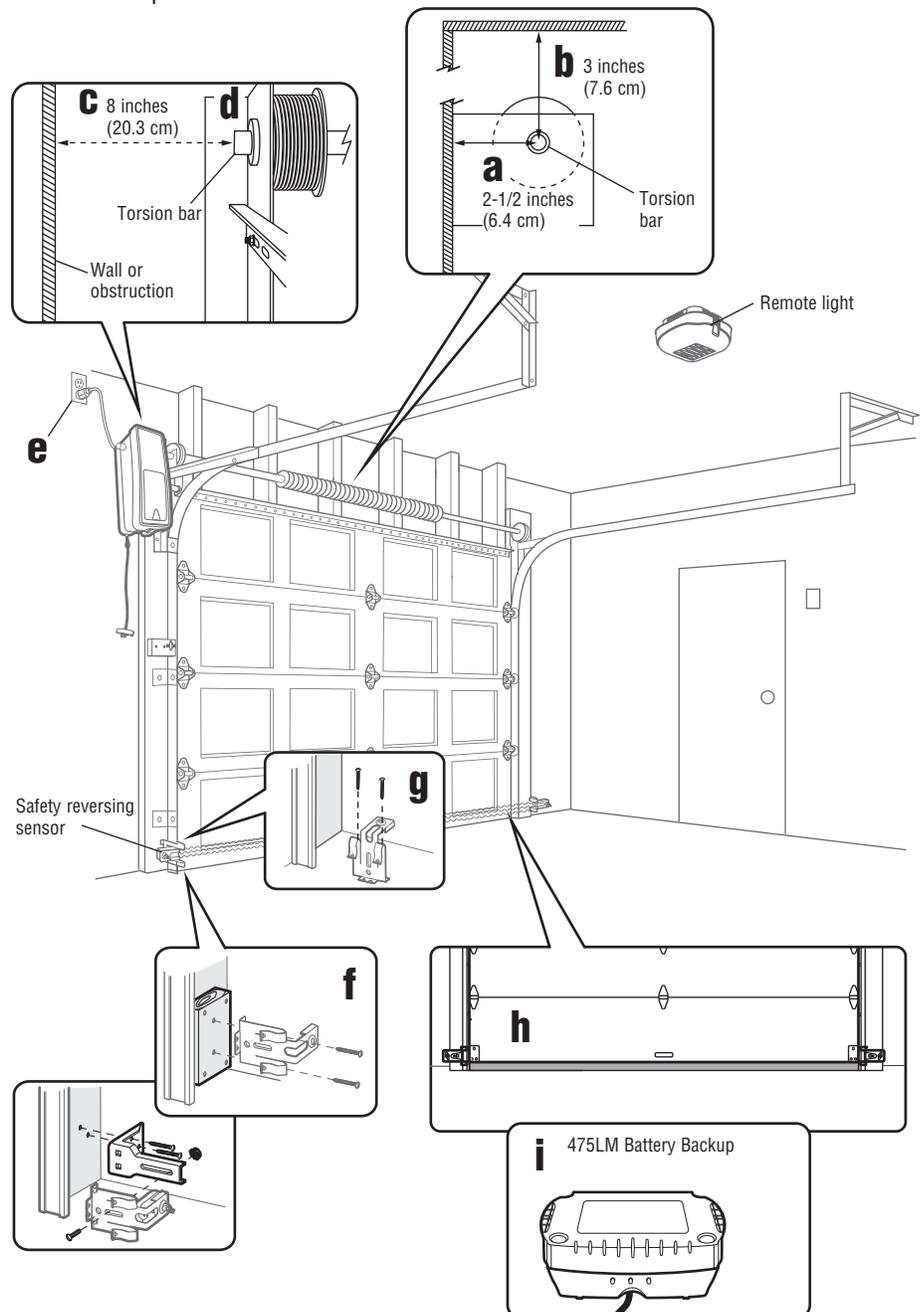
### THIS GARAGE DOOR OPENER IS COMPATIBLE WITH:

- Doors that use a torsion bar and springs. The torsion bar must be 1 inch (2.5 cm) diameter.
- 4-6 inch (10-15 cm) drums, not to be used on tapered drums over 6 inches (15 cm).
- High lift (up to 54 inches (137.2 cm) high) and standard lift sectional doors up to 14 feet (4.2 m) high.
- Doors up to 18 feet (5.4 m) wide.
- Doors up to 180 sq. ft. (16.7 sq. m).

**NOTE:** Inspect the torsion bar while the door is raised and lowered. It is important that there is no noticeable movement up and down or left and right. If the movement is not corrected, the life of the garage door opener will be greatly reduced.

Review or inspect proposed installation area. The garage door opener can be installed on the left or right side of door. Select the side that meets the requirements listed below.

- Must have minimum of 2-1/2 inches (6.4 cm) between the garage wall and the center of the torsion bar.
- Must have minimum of 3 inches (7.6 cm) between the ceiling and the center of torsion bar.
- Must have minimum of 8 inches (20.3 cm) between the side garage wall (or obstruction) and the end of torsion bar.
- The torsion bar must extend at least 1-5 inches (2.5-12 cm) past the bearing plate. This may vary depending on your installation requirements.
- An electric outlet is required within 6 feet (1.8 m) of the installation area. If outlet does not exist, contact a qualified electrician.
- Depending upon garage construction, extension brackets or wood blocks may be needed to install safety reversing sensors.
- Alternate floor mounting of the safety reversing sensors will require hardware (not provided).
- Any gap between the floor and the bottom of the door must not exceed 1/4 inch (6 mm), otherwise the safety reversal system may not work properly.
- A model 475LM Battery Backup is strongly recommended if there is no access door to the garage, as this garage door opener cannot be used in conjunction with an external emergency release mechanism.



# Introduction

## Preparing Your Garage Door

### BEFORE YOU BEGIN:

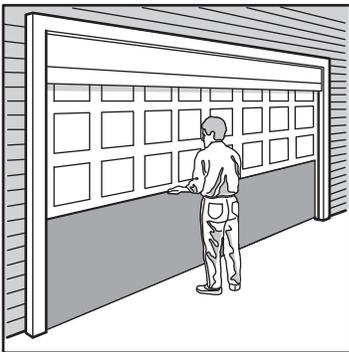
- Disable locks.
- Remove any ropes connected to the garage door.

**Complete the following test** to make sure the garage door is balanced and is not sticking or binding:

1. Lift the door halfway up. Release the door. If balanced, it should stay in place, supported entirely by its springs.
2. Raise and lower the door to check for binding or sticking.

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

3. Verify equal cable tension on each side of door. Cable tension should remain equal during the entire travel of the door.



Sectional Door

## ⚠ WARNING

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

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

## CAUTION

To prevent damage to garage door and opener:

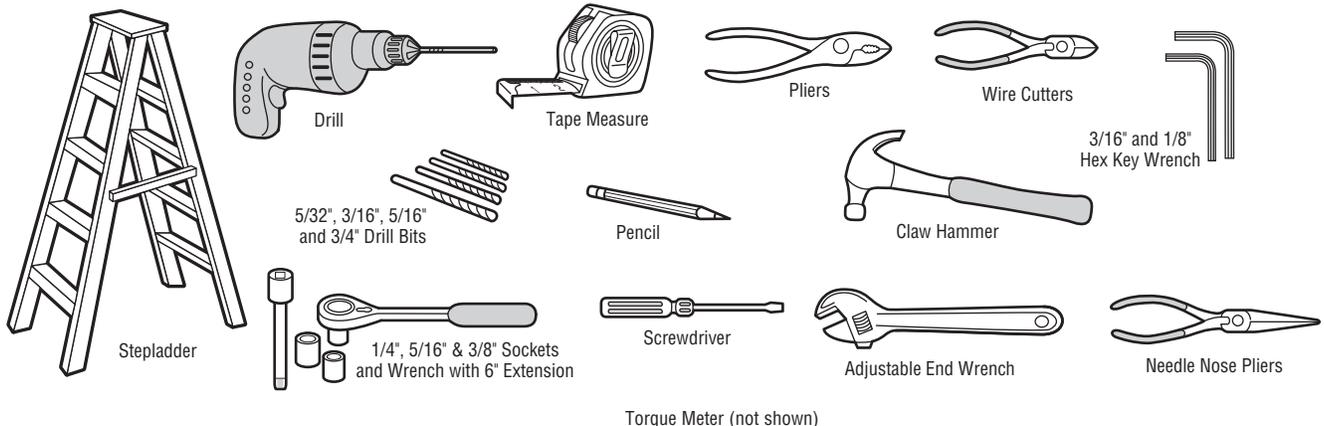
- **ALWAYS** disable locks **BEFORE** installing and operating the opener.
- **ONLY** operate garage door opener at 120 V, 60 Hz to avoid malfunction and damage.
- **DO NOT** exceed 10 complete cycles of door operation per hour.

### Specifications

Volts . . . . .	120 Vac - 60 Hz, <b>ONLY</b>
Current . . . . .	1.0 AMP
Rated Load . . . . .	.325 in. lb/sec 10 Cycles per Hour

## Tools Needed

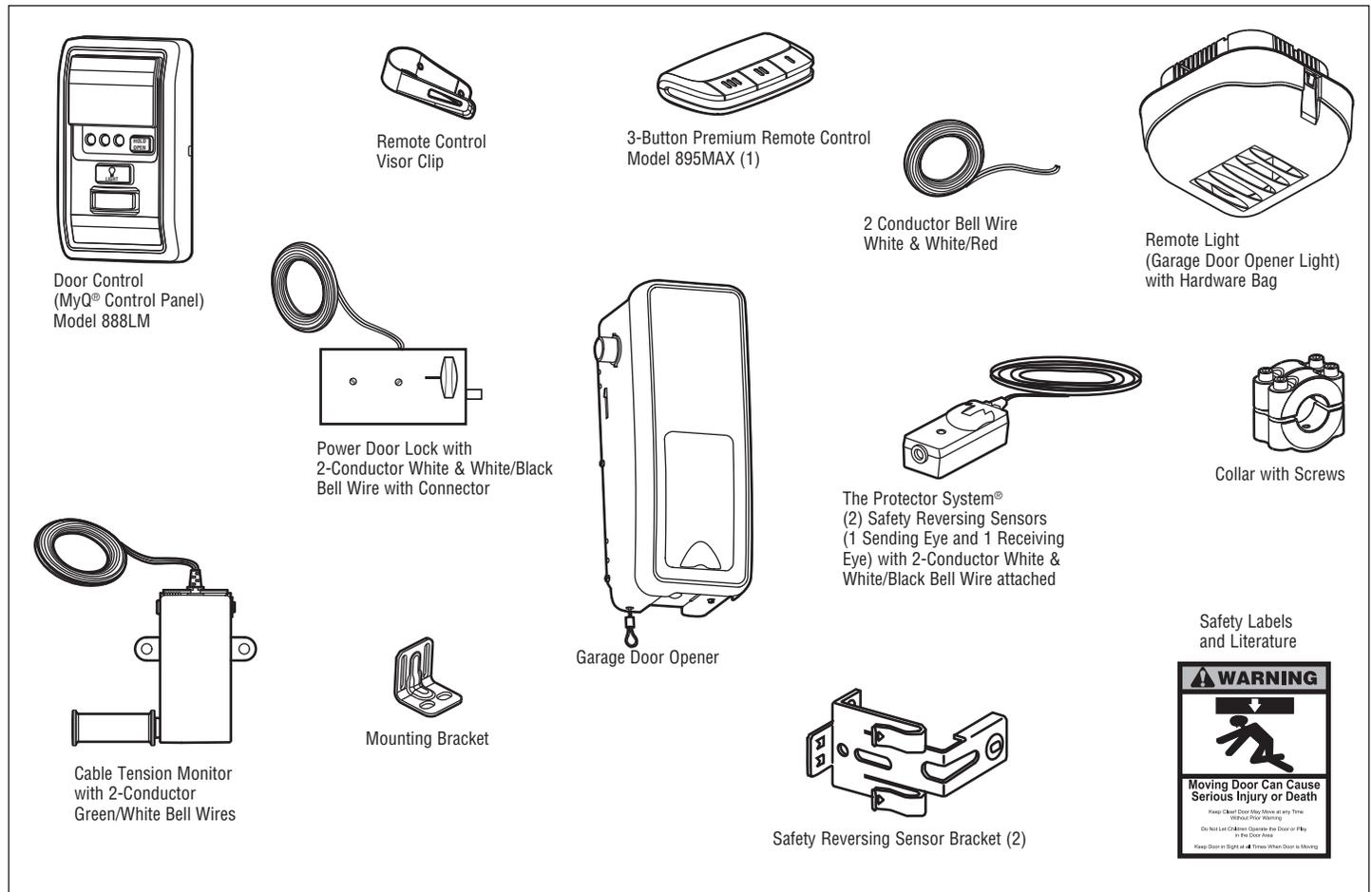
During assembly, installation and adjustment of the garage door opener, instructions will call for hand tools as illustrated below.



# Introduction

## Carton Inventory

Accessories included with the garage door opener will vary depending on the model purchased. If anything is missing, carefully check the packing material.



## Hardware

Hex Screw #14-10x1-7/8" (4)

Screw #6x1-1/4" (2)

Machine Screw #6x1" (2)

Carriage Bolt 1/4"-20x1/2" (2)

Wing Nut 1/4"-20 (2)

Pan Head Screw 1/4"-20x1/2" (2)

Hex Head Screw #8x1" (2)

Self Tapping Screw #10-32 (2)

Drywall Anchor (2)

Wall Anchor (Screw-In) (2)

Handle

Rope

Insulated Staples

Lock Template

# Assembly

## 1 Attach the Collar to the Garage Door Opener

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

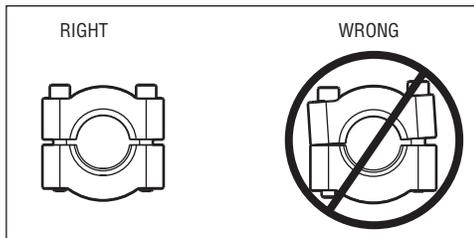
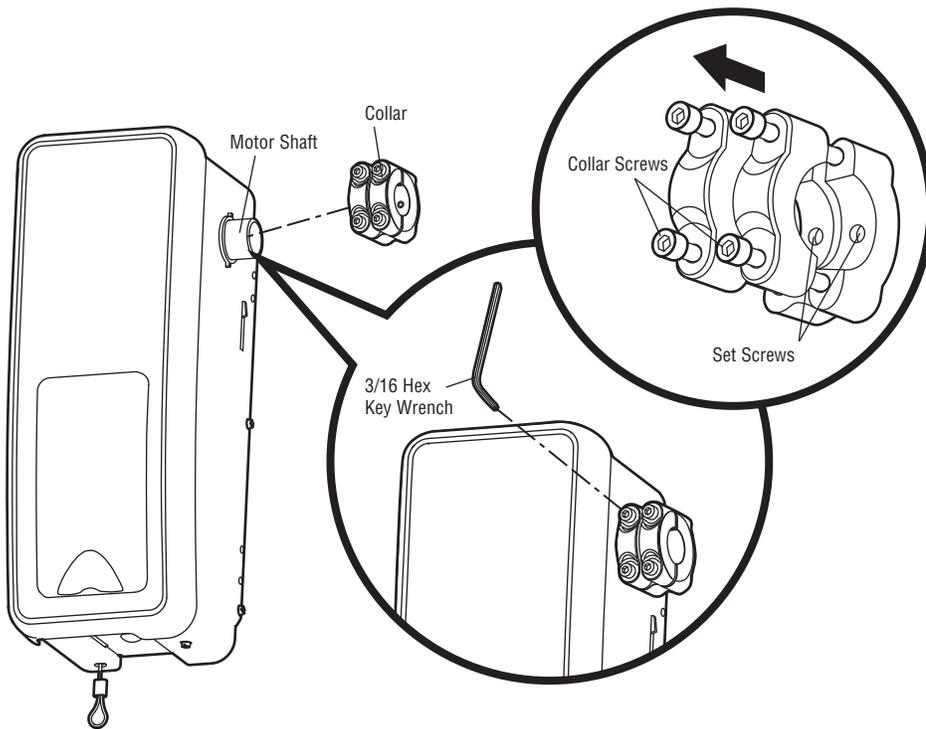
The garage door opener can be installed on either side of the door (see PLANNING section page 3). The illustrations shown are for installation on the left side.

1. Loosen the collar screws.
2. Attach collar to the garage door opener motor shaft. The side of the collar with the larger hole should be placed on the motor shaft. Ensure that the collar is seated all the way on motor shaft until stop is reached.
3. Position the collar so the screws are facing out and are accessible when attached to the torsion bar.
4. Tighten the screws on both sides of the collar equally to secure collar to the motor shaft (to 12-14 ft./lbs. of torque).

**NOTE:** Do not tighten set screws until indicated.

**⚠ WARNING**

To prevent possible **SERIOUS INJURY** or **DEATH**, the collar **MUST** be properly tightened. The door may **NOT** reverse correctly or limits may be lost due to collar slip.



# Assembly

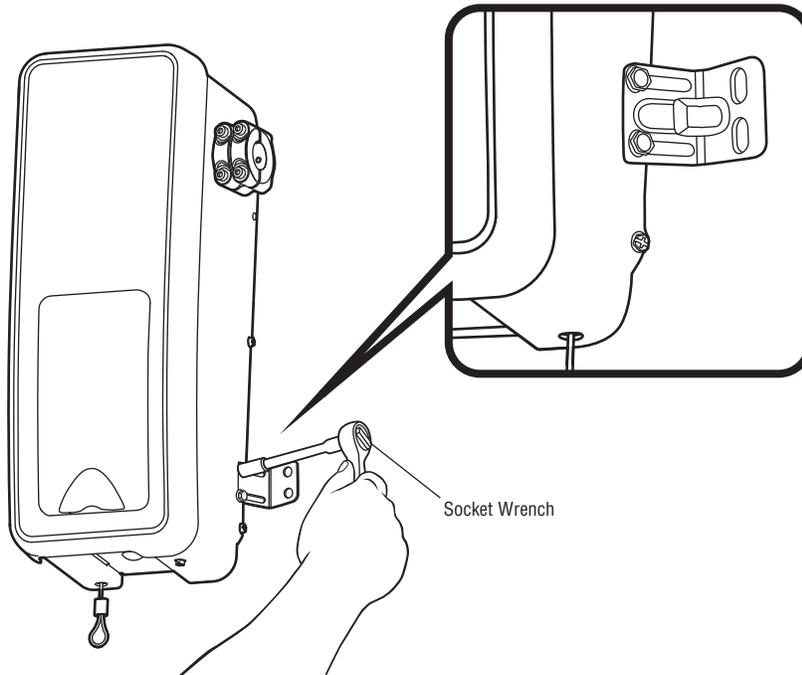
## 2 Attach Mounting Bracket to Garage Door Opener

1. Loosely attach slotted side of mounting bracket to the same side of the garage door opener as the collar, using self-threading screws provided.

**NOTE:** Do not tighten screws until instructed.

### HARDWARE

Screw  
#10-32 (2)



# Installation

## IMPORTANT INSTALLATION INSTRUCTIONS

### **WARNING**

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

1. READ AND FOLLOW ALL INSTALLATION WARNINGS AND INSTRUCTIONS.
2. Install door operator ONLY on properly balanced and lubricated door. An improperly balanced door may NOT reverse when required and could result in SEVERE INJURY or DEATH.
3. ALL repairs to cables, spring assemblies and other hardware MUST be made by a trained door systems technician BEFORE installing garage door opener.
4. Disable ALL locks and remove ALL ropes connected to door BEFORE installing garage door opener to avoid entanglement.
5. Mount the emergency release within reach, but at least 6 feet (1.83 m) above the floor and avoiding contact with vehicles to avoid accidental release.
6. NEVER connect door operator to power source until instructed to do so.
7. NEVER wear watches, rings or loose clothing while installing or servicing the garage door opener. They could be caught in door or operator mechanisms.
8. Install wall-mounted door control:
  - within sight of the door.
  - out of reach of children at minimum height of 5 feet (1.5 m).
  - away from ALL moving parts of the door.
9. Install the Entrapment Warning Placard next to the door control in a prominent location.
10. Place manual release/safety reverse test label in plain view on inside of door.
11. Upon completion of installation, test safety reversal system.

# Installation

## 1 Position and Mount the Garage Door Opener

**NOTE:** For additional mounting options refer to the accessories page.

1. Close the garage door completely.
2. Slide the garage door opener onto the end of the torsion bar. If the torsion bar is too long or damaged, you may need to cut the torsion bar. Ensure the collar does not touch the bearing plate.
3. Use a level to position and vertically align the garage door opener. Verify the mounting bracket is located on a solid surface such as wood, concrete or door/flag bracket.
4. When the garage door opener is properly aligned, mark the mounting bracket holes. If necessary, tighten collar screws on the torsion bar to hold garage door opener in place while marking holes.

**NOTE:** The garage door opener does not have to be flush to wall.

5. Remove the garage door opener from torsion bar. Drill 3/16 inch pilot holes at the marked locations. Drill through steel plate if necessary.
6. Slide the garage door opener back onto the torsion bar until pilot holes align with bracket. Securely tighten collar screws to the torsion bar to 12-14 ft./lbs. of torque (Figure 1).
7. Securely tighten both set screws (Figure 1).  
**NOTE:** You may need to manually raise the door slightly in order to reach the set screws.
8. Secure the mounting bracket to the wall and to the garage door opener. Use the 14-10x1-7/8 inch screws to secure the mounting bracket to the wall.
9. Secure the antenna wire with a staple to prevent antenna from being entangled in a door roller.

**⚠ WARNING**

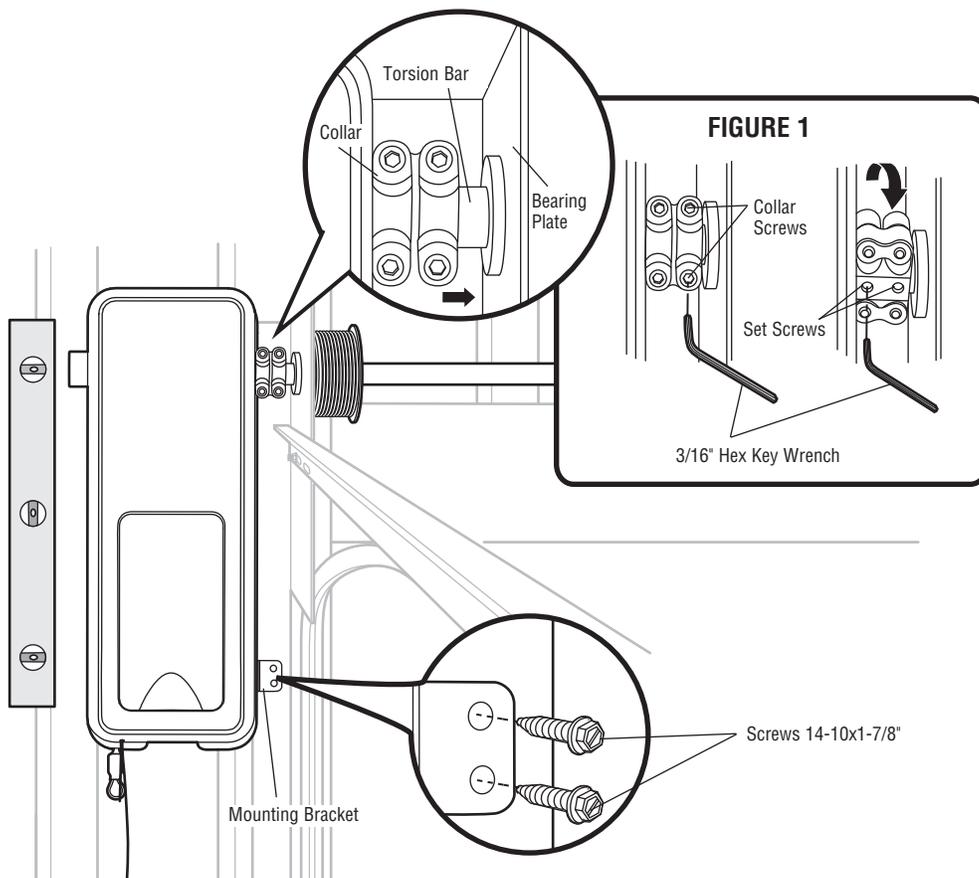
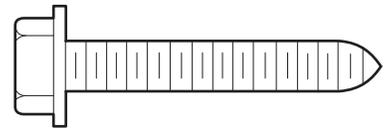
To prevent possible **SERIOUS INJURY** or **DEATH**:

- Concrete anchors **MUST** be used if mounting bracket into masonry.
- **NEVER** try to loosen, move or adjust garage door, springs, cables, pulleys, brackets or their hardware, **ALL** of which are under **EXTREME** tension.
- **ALWAYS** call a trained door systems technician if garage door binds, sticks or is out of balance. An unbalanced garage door might **NOT** reverse when required.
- Operator **MUST** be mounted at a right angle to the torsion bar to avoid premature wear on the collar.

### HARDWARE

14-10x1-7/8" Hex Screws (2)

Insulated Staples  
(Not shown)

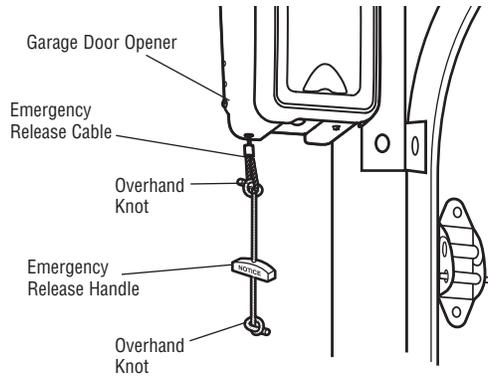


# Installation

## 2 Attach the Emergency Release Rope and Handle

1. Thread one end of the rope through the hole in the top of the red handle so "NOTICE" reads right side up as shown. Secure with an overhand knot at least 1 inch (2.5 cm) from the end of the rope to prevent slipping.
2. Thread the other end of the rope through the loop in the emergency release cable. Adjust rope length so the handle is no higher than 6 feet (1.83 m) above the floor. Secure with an overhand knot.

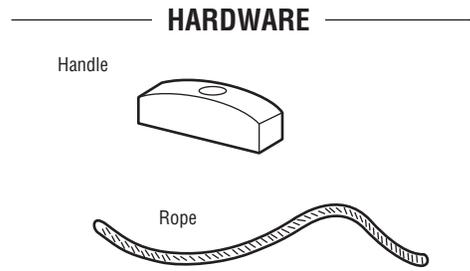
**NOTE:** If it is necessary to cut the rope, heat seal the cut end with a match or lighter to prevent unraveling.



**⚠ WARNING**

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

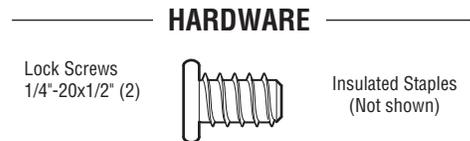
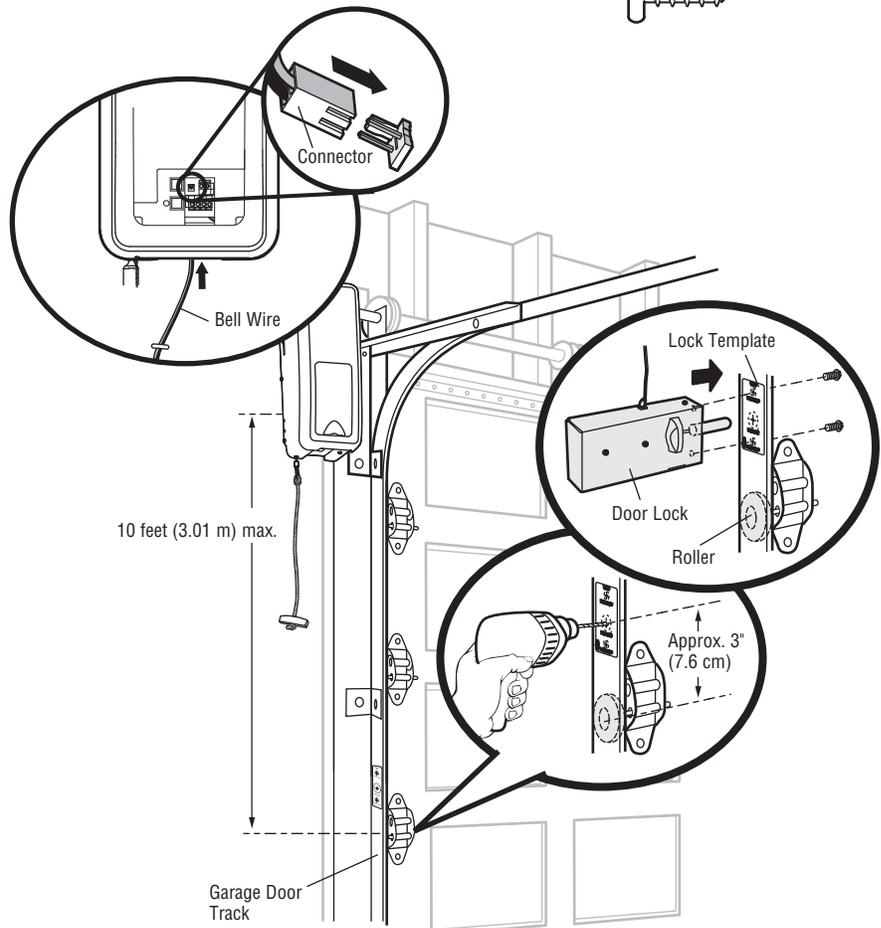
- If possible, use emergency release handle to disengage door **ONLY** when garage door is **CLOSED**. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly.
- **NEVER** use emergency release handle unless garage doorway is clear of persons and obstructions.



## 3 Install Power Door Lock

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

1. The power door lock must be mounted within 10 feet (3.01 m) of garage door opener with approximately a 3 inch (7.6 cm) distance between the center of a door roller and the hole for the power door lock bolt. If possible, mount on same side as garage door opener. The second roller from the bottom is ideal for most installations.
2. Ensure rail surface is clean and attach lock template to track.
3. Drill holes as marked on the template.
4. Fasten power door lock to the outside of the garage door track with hardware provided.
5. Run bell wire up wall to garage door opener. Use insulated staples to secure wire in several places. Insert wire through the bottom of the garage door opener.
6. Plug the connector into the garage door opener.



# Installation

## 4 Attach the Cable Tension Monitor (Required)

**NOTE:** The cable tension monitor is shipped for left side installation. It is recommended that the cable tension monitor be installed on the same side of the door as the garage door opener. For right side installation, remove the snap-ring holding the roller in place and reassemble it on the opposite side of the cable tension monitor.

1. Position the cable tension monitor as close to the drum as possible. Make sure cable tension monitor is located over a wood support member and the roller is free from any obstructions.

**NOTE:** There must be no obstructions in the installation area that prevent the cable tension monitor or the cable itself from closing completely when slack is detected.

2. Mark and drill 3/16 inch pilot holes for screws (pilot holes are not required for anchors).

**NOTE:** If the cable tension monitor cannot be mounted into wood with the lag screws provided, it can be mounted into 1/2 inch or greater drywall using the wall anchors (2) and the #8 hex screws (2) provided in the hardware bag.

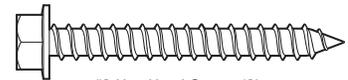
3. Attach the cable tension monitor to the wall using the hardware provided. Make sure that the roller is on top of the cable.
4. Run bell wire to garage door opener. Use insulated staples to secure wire.
5. Connect bell wire to the green quick-connect terminals on the garage door opener (polarity is not important).

**NOTE:** Cable must have tension through entire door travel. Make sure there is no slack in cable on opposite side of garage door during normal operation. If slack occurs during door travel, adjust cables as required.

**The cable tension monitor MUST be connected and properly installed before the garage door opener will move in the down direction.**

**The cable tension monitor detects ANY slack that may occur in the cables and will reverse the door, eliminating service calls.**

### HARDWARE

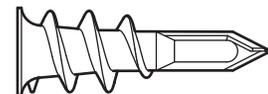


#8 Hex Head Screw (2)

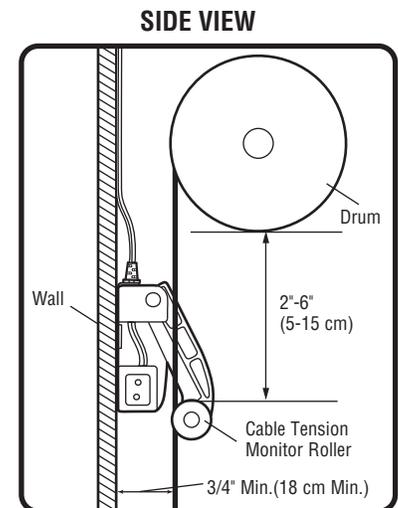
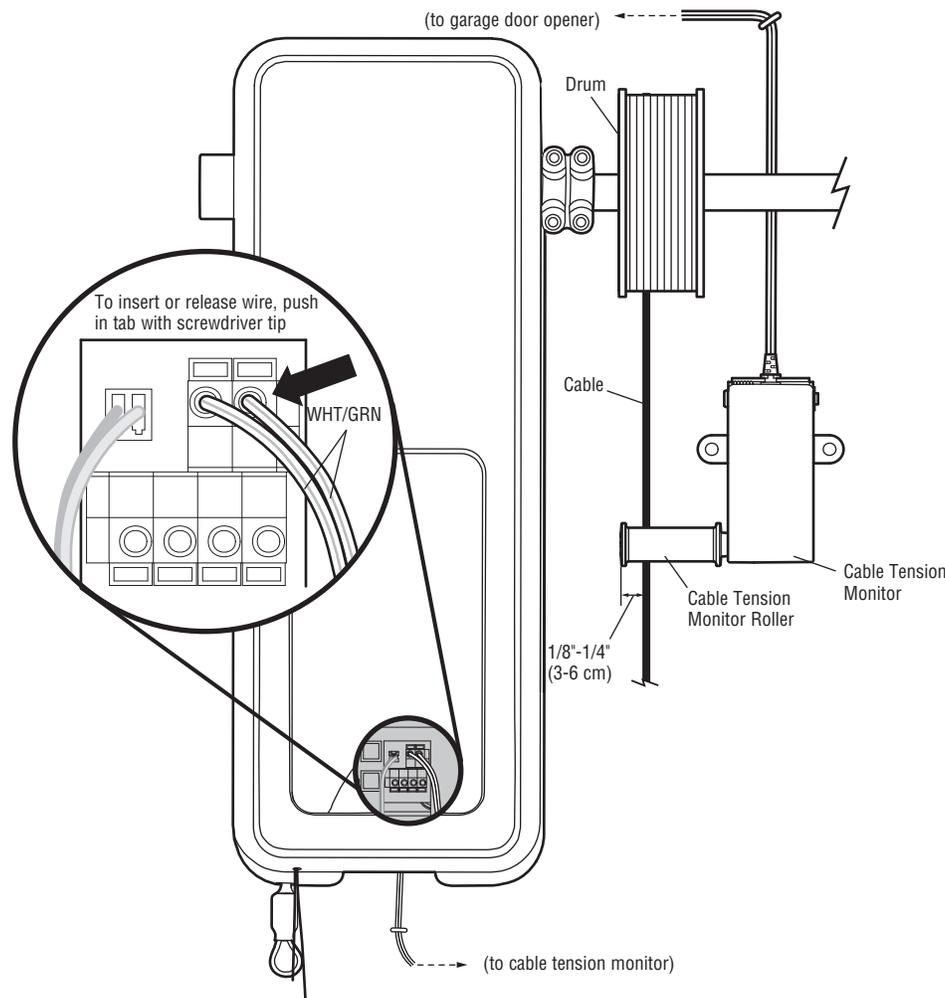


Screw #6 (2)

Insulated Staples  
(Not shown)



Wall Anchor (2)



# Installation

## 5 Install the Door Control (MyQ® Control Panel)

Install the door control within sight of the door at a minimum height of 5 feet (1.5 m) where small children cannot reach, and away from the moving parts of the door.

For gang box installations it is not necessary to drill holes or install the drywall anchors. Use the existing holes in the gang box.

**NOTE:** Due to power consumption this door control (Model 888LM) cannot be used in conjunction with another wired door control connected to your garage door opener. If an additional door control is needed, the wireless door control model 885LM can be programmed to the door control (Model 888LM).

1. Strip 7/16" (11 mm) of insulation from one end of the wire and separate the wires.
2. Connect wires to the door control. Make sure the polarity is correct.
  - Red wire to the RED terminal.
  - White wire to the WHT terminal.
3. Mark the location of the bottom mounting hole and drill a 5/32" (4 mm) hole.
4. Install the bottom screw, allowing 1/8" (3 mm) to protrude from the wall.
5. Position the bottom hole of the door control over the screw and slide down into place.
6. Lift the push bar up and mark the top hole.
7. Remove the door control from the wall and drill a 5/32" (4 mm) hole for the top screw.
8. Position the bottom hole of the door control over the screw and slide down into place. Attach the top screw.
9. Run the white and red/white wire from the door control to the garage door opener. Attach the wire to the wall and ceiling with the staples (not applicable for gang box or pre-wired installations). Do not pierce the wire with the staple as this may cause a short or an open circuit.
10. Strip 7/16" (11 mm) of insulation from the end of the wire near the garage door opener. Connect bell wire to the quick-connect terminals on the garage door opener: white to white and white/red to red.
11. Fasten the warning placard to the wall next to the door control.

**NOTE:** DO NOT connect the power and operate the garage door opener at this time. The door will travel to the full open position but will not return to the close position until the sensor beams are connected and properly aligned. See page 13.

### WARNING

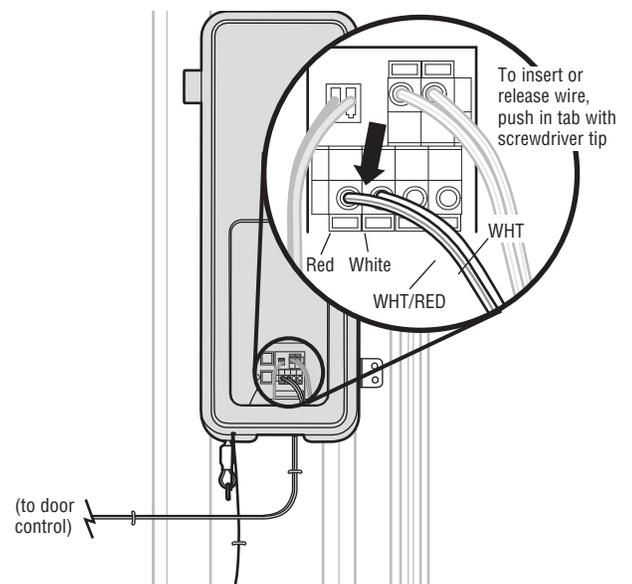
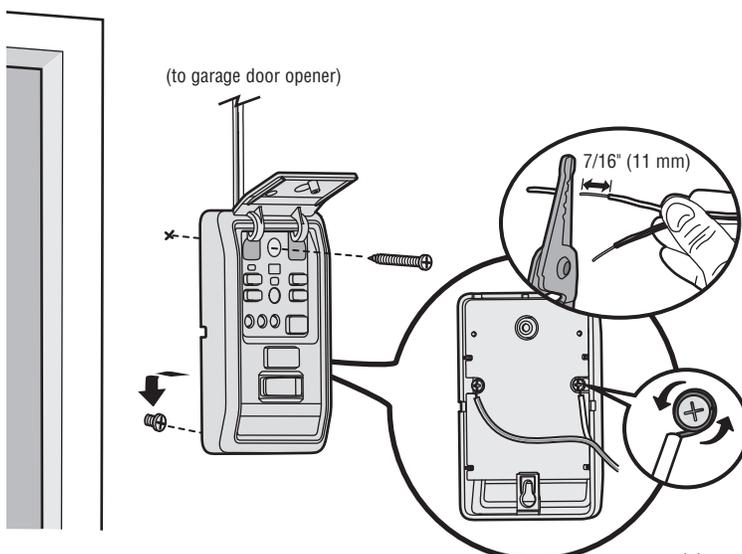
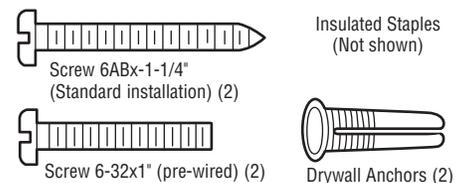
To prevent possible SERIOUS INJURY or DEATH from electrocution:

- Be sure power is NOT connected BEFORE installing door control.
- Connect ONLY to 7-28 VOLT low voltage wires.

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

- Install door control within sight of garage door, out of reach of children at a minimum height of 5 feet (1.5 m), and away from ALL moving parts of door.
- NEVER permit children to operate or play with door control push buttons or remote control transmitters.
- Activate door ONLY when it can be seen clearly, is properly adjusted, and there are no obstructions to door travel.
- ALWAYS keep garage door in sight until completely closed. NEVER permit anyone to cross path of closing garage door.

### HARDWARE



# Installation

## IMPORTANT INSTALLATION INSTRUCTIONS

### WARNING

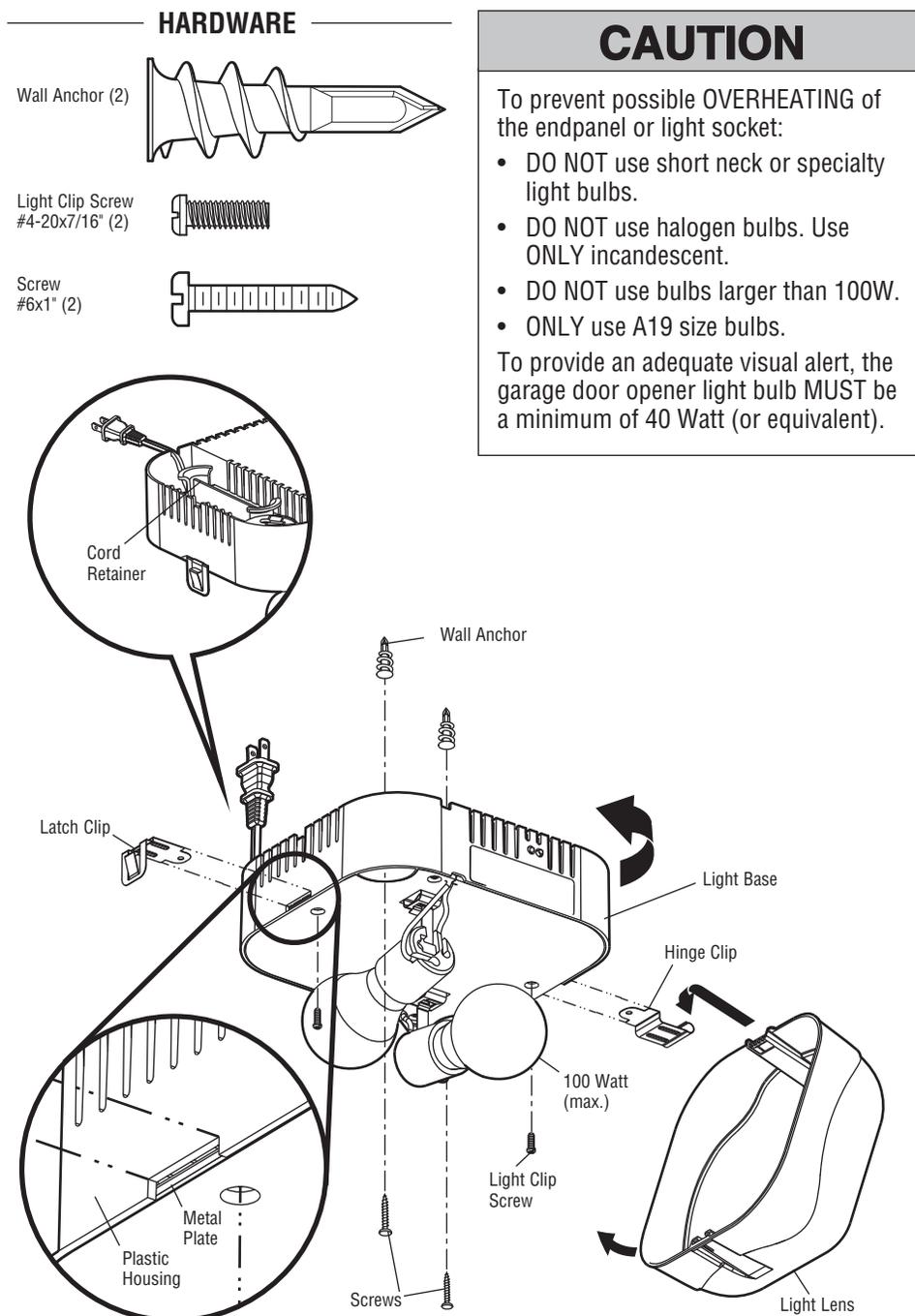
### To reduce the risk of SEVERE INJURY or DEATH:

1. This portable luminaire has a polarized plug (one blade is wider than the other) as a feature to reduce the risk of electric shock.
2. This plug will fit in a polarized outlet ONLY one way.
3. If the plug does not fit fully in the outlet, reverse the plug.
4. If it still does not fit, contact a qualified electrician.
5. NEVER use with an extension cord unless plug can be fully inserted.
6. DO NOT alter the plug.
7. Light is intended for ceiling mount and indoor applications ONLY.

## 6 Install Remote Light

The remote light (garage door opener light) is designed to plug directly into a standard 120V outlet. Select an appropriate location on the ceiling to mount the light within 6 feet (1.8 m) of an electrical outlet so that the cord and light are away from moving parts.

1. Install the hinge and latch clips. Clips slide in between the metal plate and the plastic housing on each side of the light base.
2. Install screws into the ceiling leaving 1/8 inch (3.1 mm) of the thread exposed.  
**NOTE:** If installing light on drywall and a ceiling joist cannot be located, use wall anchors provided. No pilot hole is required for wall anchors.
3. Determine the length of power cord needed to reach the nearest outlet. Wind any excess cord around cord retainer on the top side of the light base.
4. Install the light base by pushing onto the screws and turning the base clockwise to lock the light in place.
5. Install two Type A19 incandescent or compact fluorescent bulbs (100 watt maximum per bulb, 200 watts total).  
**NOTE:** Do not use LED bulbs as they may reduce the range or performance of your remote control(s).
6. Install the light lens by hooking one end of the lens over the hinge and pressing up on the other end to latch into place.
7. Plug in the light to outlet.  
**NOTE:** Light will not operate until the garage door opener is activated.



# Installation

## 7 Install the Protector System®

*The safety reversing sensor must be connected and aligned correctly before the garage door opener will move in the down direction. This is a required safety device and cannot be disabled.*

### IMPORTANT INFORMATION ABOUT THE SAFETY REVERSING SENSOR

When properly connected and aligned, the safety reversing sensor will detect an obstacle in the path of its electronic beam. The sending eye (with an amber indicator light) transmits an invisible light beam to the receiving eye (with a green indicator light). If an obstruction breaks the light beam while the door is closing, the door will stop and reverse to full open position, and the opener lights will flash 10 times.

The units must be installed inside the garage so that the sending and receiving eyes face each other across the door, no more than 6 inches (15 cm) above the floor. Either can be installed on the left or right of the door as long as the sun never shines directly into the receiving eye lens.

The mounting brackets are designed to clip onto the track of sectional garage doors without additional hardware.

If it is necessary to mount the units on the wall, the brackets must be securely fastened to a solid surface such as the wall framing. Extension brackets (see accessories) are available if needed. If installing in masonry construction, add a piece of wood at each location to avoid drilling extra holes in masonry if repositioning is necessary.

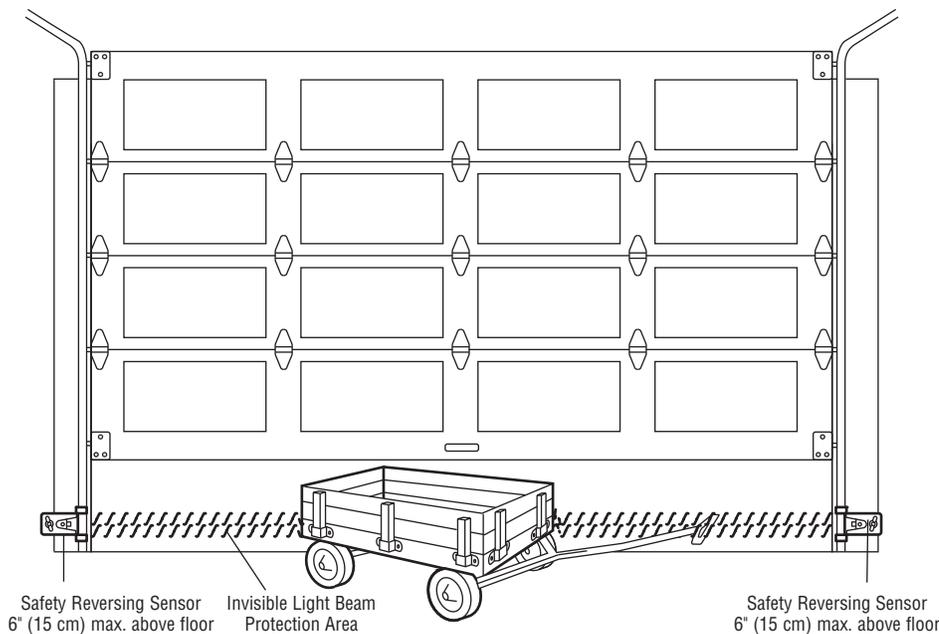
The invisible light beam path must be unobstructed. No part of the garage door (door tracks, springs, hinges, rollers or other hardware) may interrupt the beam while the door is closing.

### **⚠ WARNING**

Be sure power is NOT connected to the garage door opener BEFORE installing the safety reversing sensor.

To prevent SERIOUS INJURY or DEATH from a closing garage door:

- Correctly connect and align the safety reversing sensor. This required safety device MUST NOT be disabled.
- Install the safety reversing sensor so beam is NO HIGHER than 6" (15 cm) above garage floor.



**Facing the door from inside the garage.**

# Installation

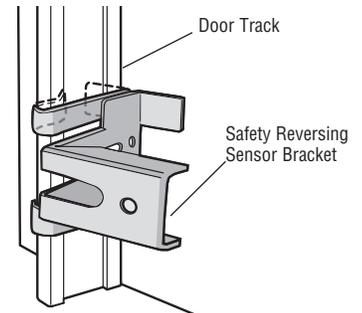
## INSTALLING THE BRACKETS

**Be sure power to the opener is disconnected.** Install and align the brackets so the safety reversing sensors will face each other across the garage door, with the beam no higher than 6" (15 cm) above the floor. Choose one of the following installations.

### OPTION A: Track Installation

1. Slip the curved arms over the rounded edge of each door track, with the curved arms facing the door. Snap into place against the side of the track. It should lie flush, with the lip hugging the back edge of the track, as shown.

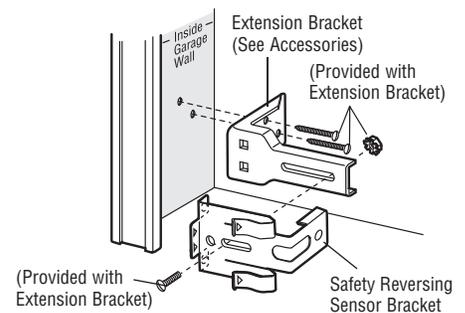
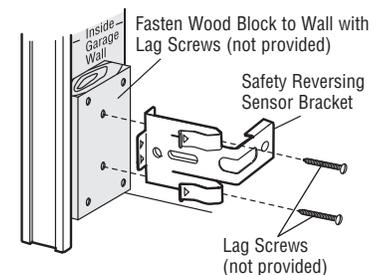
If your door track will not support the bracket securely, wall installation is recommended.



### OPTION B: Wall Installation

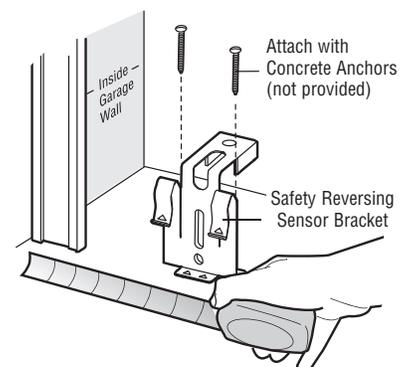
1. Place the bracket against the wall with curved arms facing the door. Be sure there is enough clearance for the sensor beam to be unobstructed.
2. If additional depth is needed, an extension bracket (see Accessories) or wood blocks can be used.
3. Use bracket mounting holes as a template to locate and drill (2) 3/16" diameter pilot holes on the wall at each side of the door, no higher than 6" (15 cm) above the floor.
4. Attach brackets to wall with lag screws (not provided).

If using extension brackets or wood blocks, adjust right and left assemblies to the same distance out from the mounting surface. Make sure all door hardware obstructions are cleared.



### OPTION C: Floor Installation

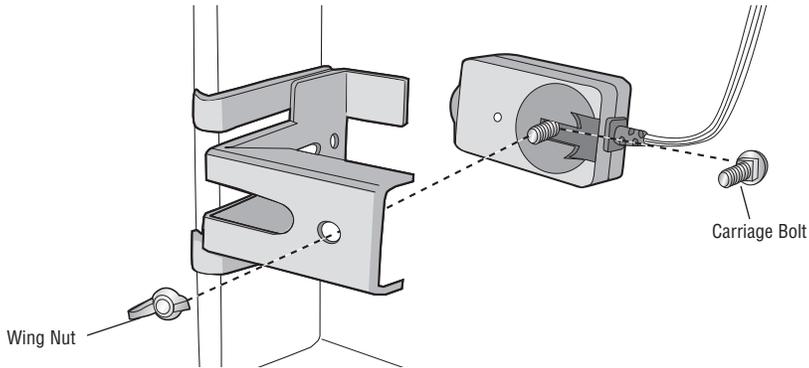
1. Use wood blocks or extension brackets (see Accessories) to elevate sensor brackets so the lenses will be no higher than 6" (15 cm) above the floor.
2. Carefully measure and place right and left assemblies at the same distance out from the wall. Be sure all door hardware obstructions are cleared.
3. Fasten to the floor with concrete anchors as shown.



# Installation

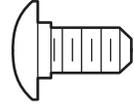
## MOUNTING THE SAFETY REVERSING SENSORS

1. Slide a 1/4"-20x1/2" carriage bolt head into the slot on each sensor.
2. Use wing nuts to fasten safety reversing sensors to brackets, with lenses pointing toward each other across the door. Be sure the lens is not obstructed by a bracket extension.
3. Finger tighten the wing nuts.



### HARDWARE

Carriage Bolt  
1/4"-20x1/2" (2)



Wing Nut  
1/4"-20 (2)

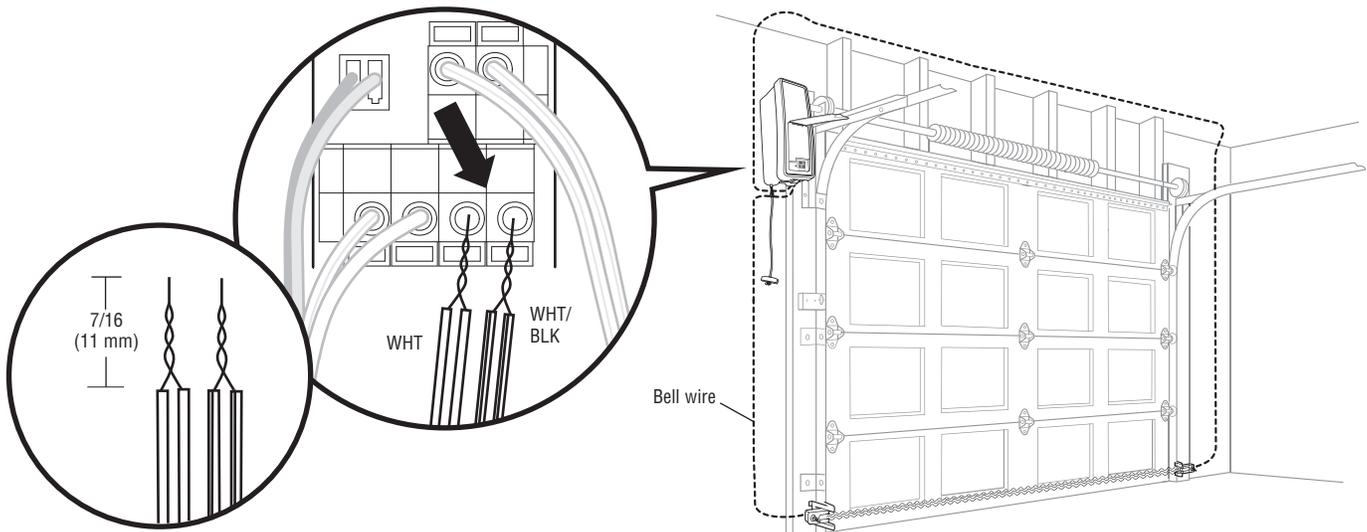


## WIRE THE SAFETY REVERSING SENSORS

1. Run the wire from both sensors to the garage door opener. Attach the wire to the wall and ceiling with the staples.
2. Strip 7/16 inch (11 mm) of insulation from each set of wires. Separate the wires. Twist the white wires together. Twist the white/black wires together.
3. Insert the white wires into the white terminal on the garage door opener. Insert the white/black wires into the grey terminal on the garage door opener. To insert or remove the wires from the terminal, push in the tab with a screwdriver tip.

### HARDWARE

Insulated Staples  
(Not shown)



# Installation

## 8 Connect Power

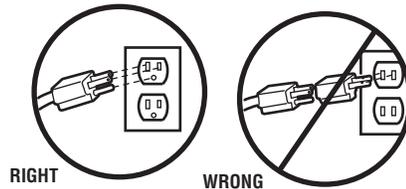
To avoid installation difficulties, do not run the garage door opener at this time.

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.



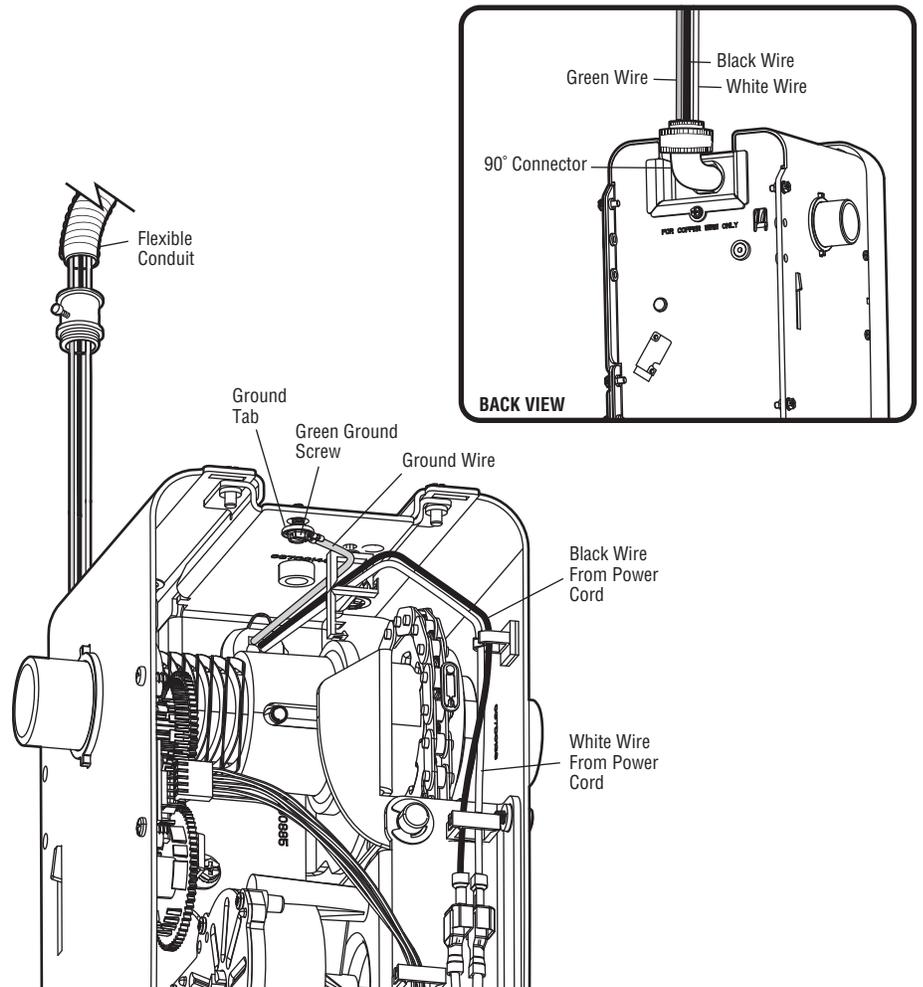
**IMPORTANT NOTE:** The model 580LM Alternate Power Supply may be installed if an outlet is not located near the garage door opener. MyQ® light controls will continue to work however all other MyQ® devices and TTC WILL NOT work if using the Model 580LM Alternate Power Supply. If you would like to use these features, contact an electrician to install an outlet near to the garage door opener.

### OPTION B: PERMANENT WIRING CONNECTION

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 back of the garage door opener (according to local code):

1. Be sure power is NOT connected to the opener, and disconnect power to circuit.
2. Remove the garage door opener from the torsion bar, remove cover screws and set the cover aside.
3. Remove the attached green ground terminal.
4. Cut black and white wires and strip away 1/2 inch (1.3 cm) of insulation, 3 inch (7.6 cm) before spade terminals.
5. Remove the power cord from the garage door opener.
6. Install a 90° conduit or flex cable adapter to the 7/8 inch hole. Reinstall garage door opener to torsion bar.
7. Run wires through conduit, cut to proper length and strip insulation.
8. Attach with wire nuts provided.
9. Properly secure wire under plastic ties so that wire does not come in contact with moving parts.
10. Reinstall the cover.



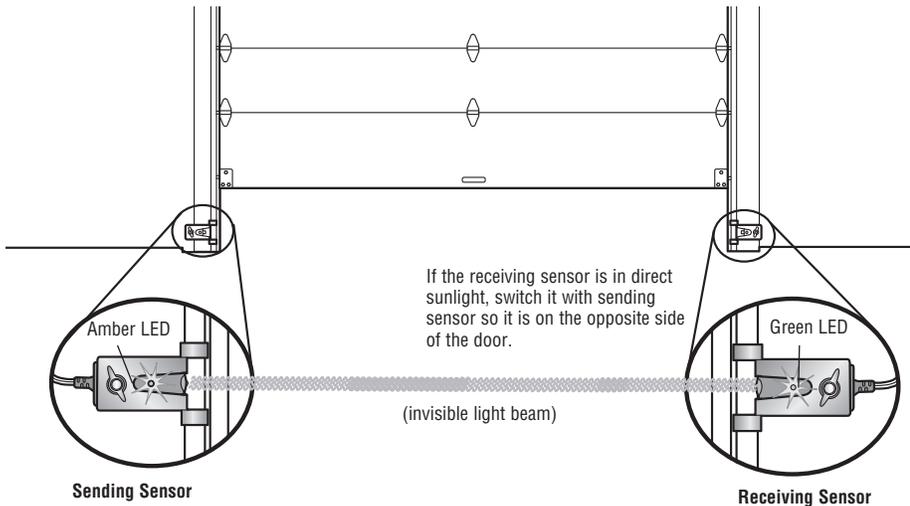
# Installation

## ENSURE THE SAFETY REVERSING SENSORS ARE ALIGNED

*The door will not close if the sensors have not been installed and aligned correctly.*

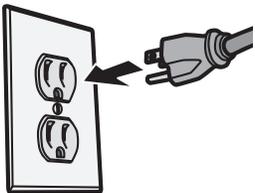
When the light beam is obstructed or misaligned while the door is closing, the door will reverse and the garage door opener lights will flash ten times. If the door is already open, it will not close. The sensors can be aligned by loosening the wing nuts, aligning the sensors, and tightening the wing nuts.

1. Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly.



### IF THE AMBER LED ON THE SENDING SENSOR IS NOT GLOWING:

- Make sure there is power to the garage door opener.
- Make sure the sensor wire is not shorted/broken.
- Make sure the sensor has been wired correctly: white wires to white terminal and white/black wires to grey terminal.



### IF THE GREEN LED ON THE RECEIVING SENSOR IS NOT GLOWING:

- Make sure the sensor wire is not shorted/broken.
- Make sure the sensors are aligned.



## ENSURE THE DOOR CONTROL IS WIRED CORRECTLY

The yellow command LED and the red learn LED on the door control will blink quickly for up to 5 minutes as the door control recharges. When the door control is operational, the yellow command LED will glow steadily.

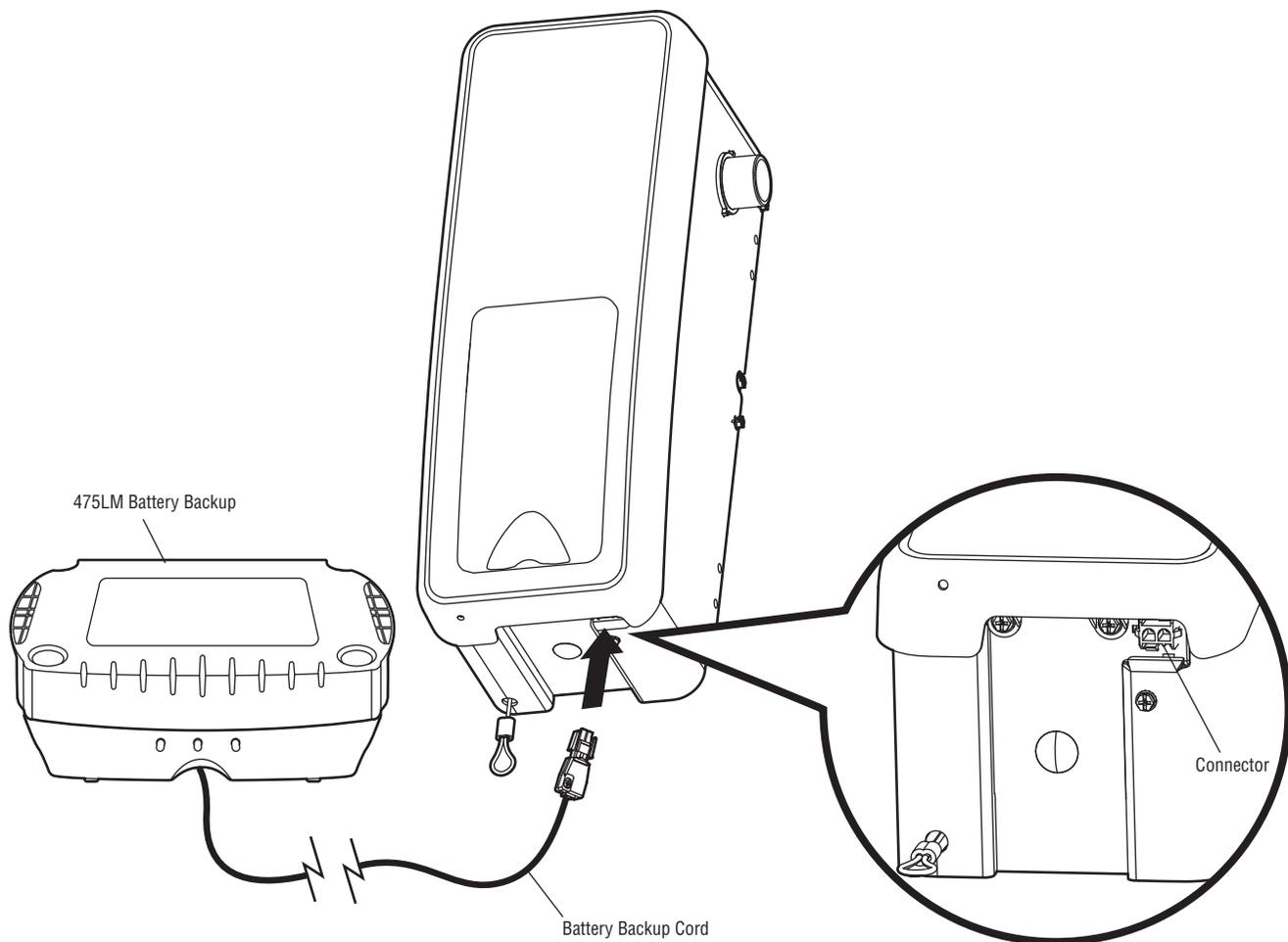
# Installation

## 9 Install the Battery Backup (optional)

*When in Battery Backup mode, wireless MyQ® devices and Timer-To-Close will be disabled.*

If the optional Battery Backup is part of this installation it should be installed at this time. The Battery Backup can be mounted to either the ceiling or a wall within 3 feet (.9 m) of the garage door opener.

1. Position the Battery Backup on a structural support (ceiling joist or wall stud).
2. Attach the Battery Backup to the support with the 1-1/2 inch lag screws (2) provided. There are mounting holes on either side of the Battery Backup.
3. Connect the Battery Backup cord into the connector on the bottom of the garage door opener.
4. Follow all instructions included with the Battery Backup to test for proper operation.



# Adjustment

## 1 Program the Travel Limits

*Travel limits regulate the points at which the door will stop when moving up or down.*

Adjust the position of the door by using the black and yellow buttons. Black moves the door UP (open) and yellow moves the door DOWN (close).

**NOTE:** The yellow command LED and the red learn LED will blink quickly for up to 5 minutes as the control panel recharges. When the control panel is operational, the yellow command LED will glow steadily.

### SETTING THE UP POSITION:

1. Press and hold the black button until the LED starts flashing slowly, then release.
2. Push and hold the black button until the door reaches the desired UP (open) position.  
**NOTE:** Make sure the door opens high enough for your vehicle.
3. Push the door control or programmed remote control. This sets the UP (open) limit and begins closing the door.
4. Immediately when the door begins to close, press and release either the black or yellow button. This will stop the door.

### SETTING THE DOWN POSITION:

5. Push and hold the yellow button until the door reaches the desired DOWN (closed) position.
6. Once the door is closed, if there appears to be too much pressure on the door, you may toggle the door back and forth using the black and yellow buttons to reach the desired closed position.
7. Push the door control or programmed remote control. This sets the DOWN (close) limit and the door should open.

Proceed to *Set the Force*.

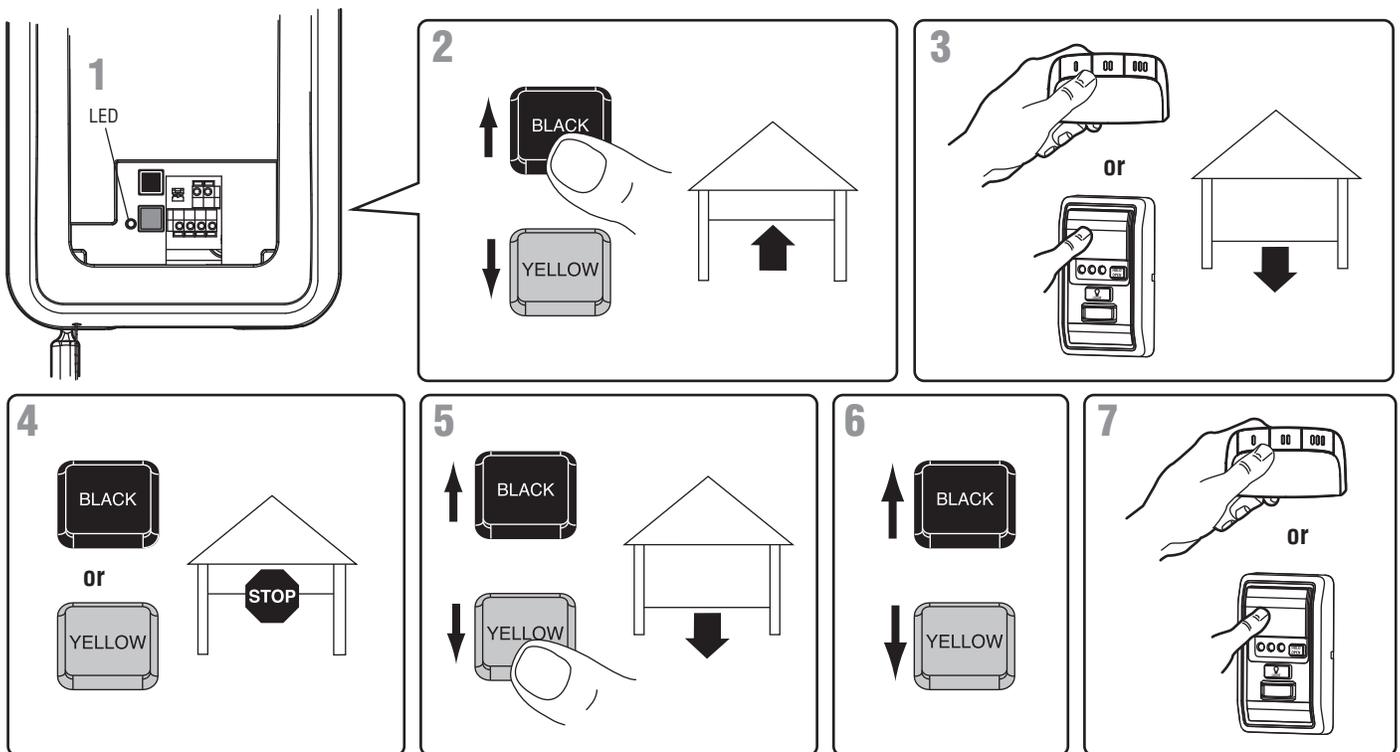
**⚠ WARNING**

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

- NEVER learn forces or limits when door is binding or sticking. Repair door first.
- 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" high (3.8 cm) object (or 2x4 laid flat) on floor.

**CAUTION**

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



# Adjustment

## 2 Set the Force

*The force setting measures the amount of force required to open and close the door.*

1. Push the yellow button twice to enter into the Force Adjustment Mode. The LED will flash quickly.
2. Push the door control or programmed remote control. The door will close (DOWN).
3. Push the door control or programmed remote control again. The door will open (UP).
4. Push the door control or programmed remote control a third time to close the door (DOWN).

The LED will stop flashing when the force has been programmed.

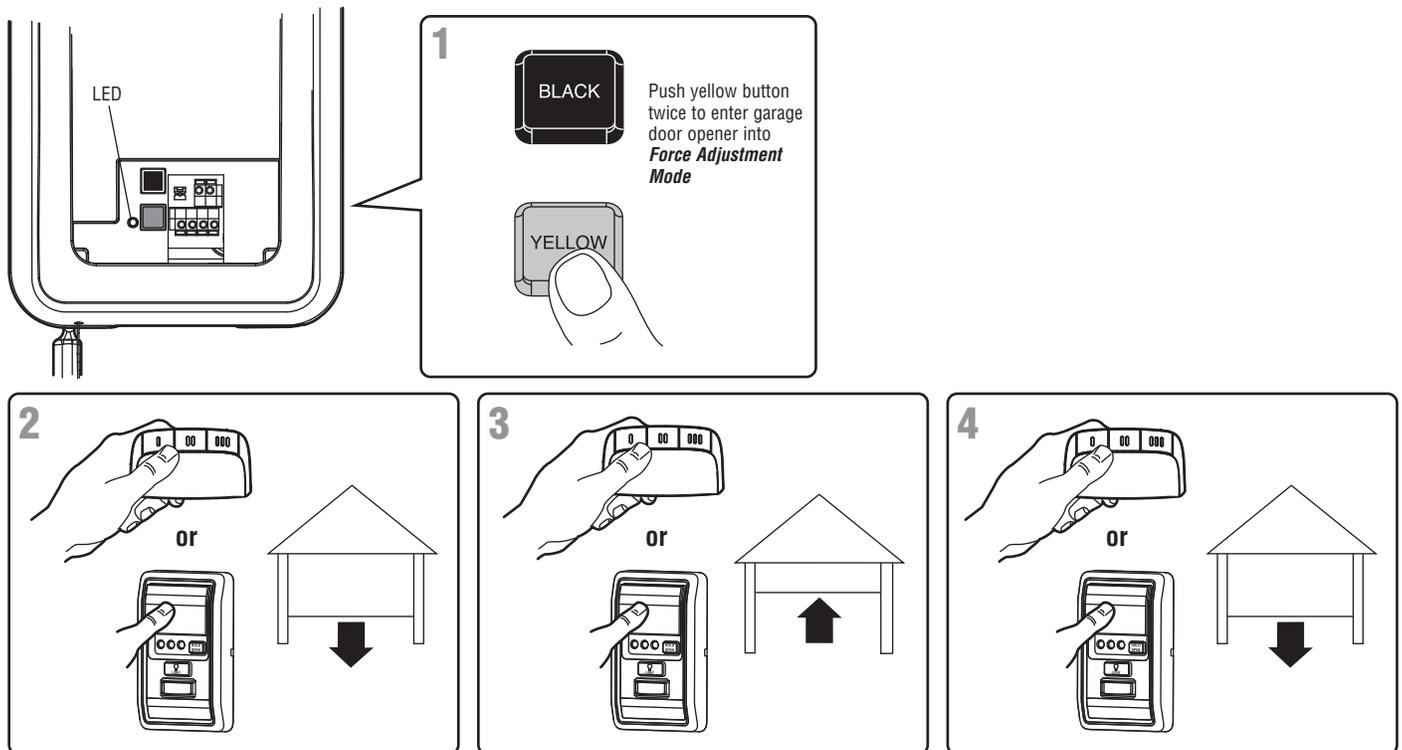
The door must travel through a complete cycle, up and down, in order for the force to be set properly. If the garage door opener cannot open and close the door fully, inspect the door to ensure that it is balanced properly and is not sticking or binding.

If the door is not stopping exactly where you would like it, repeat *Program the Travel Limits*.

### **⚠ WARNING**

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

- NEVER learn forces or limits when door is binding or sticking. Repair door first.
- Too much force on garage door 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" high (3.8 cm) object (or 2x4 laid flat) on floor.



# Adjustment

## 3 Test the Safety Reversal System

### TEST

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. Operate the door in the down direction. The door must reverse on striking the obstruction. Upon successful safety reversal test proceed to Adjustment Step 4.

### ADJUST

If the door stops on the obstruction, it is not traveling far enough in the down direction. Complete Adjustment Steps 1 and 2 *Program the Travel Limits* and *Set the Force*.

Repeat the test.

When the door reverses on the 1-1/2 inch (3.8 cm) board (or 2x4 laid flat), remove the obstruction and run the garage door opener through 3 or 4 complete travel cycles to test adjustment.

If the garage door opener continues to fail the Safety Reverse Test, call for a trained door systems technician.

### IMPORTANT SAFETY CHECK:

Test the Safety Reverse System after:

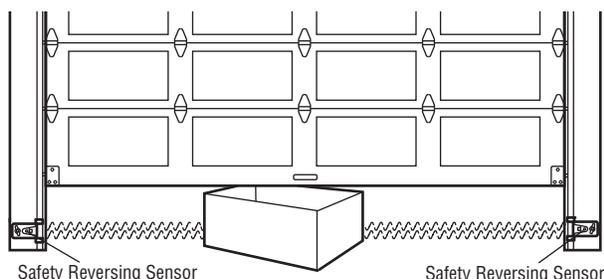
- Each adjustment of limits, or force controls.
- Any repair to or adjustment of the garage door (including springs and hardware).
- Any repair to or buckling of the garage floor.
- Any repair to or adjustment of the opener.

## 4 Test the Protector System®

1. Press the remote control push button to open the door.
2. Place the opener carton in the path of the door.
3. Press the remote control push button to close the door. The door will not move more than an inch, and the opener lights will flash.

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

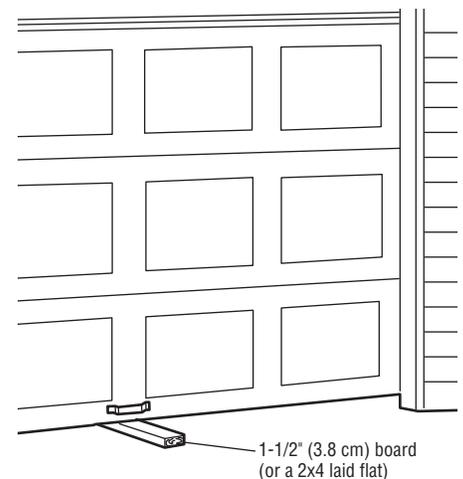
**If the garage door opener closes the door when the safety reversing sensor is obstructed, do not operate the door. Call for a trained door systems technician.**



### ⚠ 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.
- If one control (force or travel limits) is adjusted, the other control may also need adjustment.
- 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.



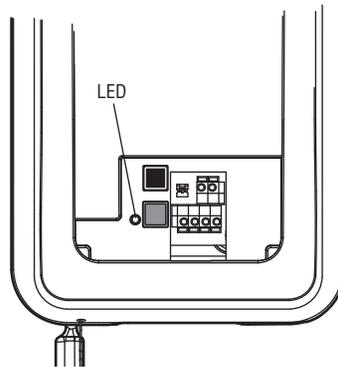
### ⚠ WARNING

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

# Adjustment

## 5 Test Cable Tension Monitor

If your cable tension monitor has been activated the LED on the garage door opener will blink 9 times.



### **⚠ WARNING**

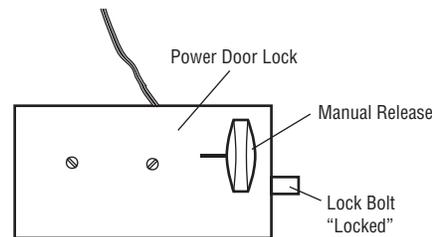
To prevent possible **SERIOUS INJURY** or **DEATH** from a falling garage door:

- 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.

## 6 Test Power Door Lock

1. With the door fully closed, the power door lock bolt should be protruding through the track.
2. Operate the door in the open direction. The power door lock should retract before the door begins to move.
3. Operate the door in the down direction. When the door reaches the fully closed position, the power door lock should automatically activate to secure the door.

**NOTE:** If the power door lock does not function, the lock can be manually released by sliding the manual release handle to the open position.



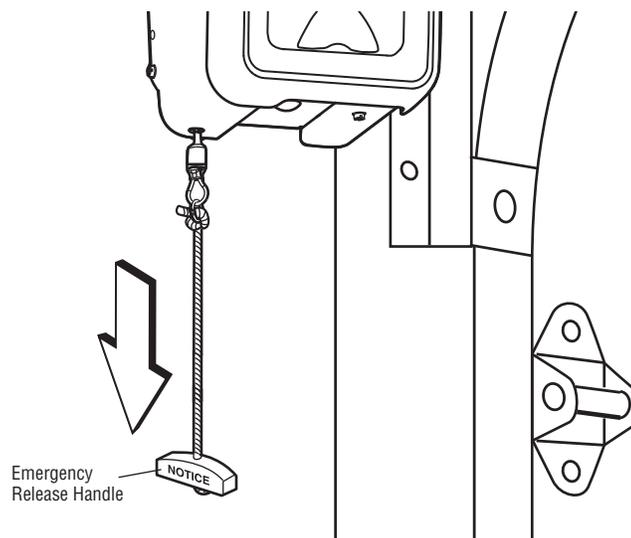
## 7 To Open the Door Manually

Disengage door lock before proceeding. The door should be fully closed if possible. Pull down on the emergency release handle until a click noise is heard from the garage door opener and lift the door manually.

To reconnect the door to the garage door opener, pull the emergency release handle straight down a second time until a click noise is heard from the garage door opener. The door will reconnect on the next UP or DOWN operation.

### **Test the emergency release:**

1. Make sure the garage door is closed.
2. Pull the emergency release handle. The garage door should then be able to be opened manually.
3. Return the door to the closed position.
4. Pull the emergency handle a second time.
5. Reconnect the door to the garage door opener.



## 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 door control push buttons or remote controls.
3. ONLY activate 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 door ONLY when 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 doorway is clear of persons and obstructions.
8. After ANY adjustments are made, the safety reversal system MUST be tested. Failure to adjust the garage door opener properly may cause SEVERE INJURY or DEATH.
9. Safety reversal system MUST be tested every month. 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 may cause SEVERE INJURY or DEATH.
10. ALWAYS KEEP DOOR PROPERLY BALANCED (see page 3). An improperly balanced door may NOT reverse when required and could result in SEVERE INJURY or DEATH.
11. 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.
12. To avoid SERIOUS PERSONAL INJURY or DEATH from electrocution, disconnect ALL electric and battery power BEFORE performing ANY service or maintenance.
13. 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.
14. **SAVE THESE INSTRUCTIONS.**

## Using Your Garage Door Opener

Your garage door opener has already been programmed at the factory to operate with your remote control, which changes with each use, randomly accessing over 100 billion new codes. MyQ® technology uses a 900MHz signal to provide two-way communication between the garage door opener and MyQ® enabled accessories. When programmed to the LiftMaster® Internet Gateway you can monitor and control your garage door from any internet enabled computer or smartphone. You may program up to 12 Security+ 2.0™ remote controls, 2 Security+ 2.0™ keyless entries and a combination of 16 MyQ® accessories to the MyQ® control panel.

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 senses an obstruction or is interrupted while opening the door will stop. 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 senses an obstruction while closing, the door will reverse. If the obstruction interrupts the sensor beam the garage door opener lights will blink 10 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 garage door opener is activated. They will turn off automatically after 4-1/2 minutes or provide constant light when the Light feature on the MyQ® Control Panel is activated. Bulb size is A19. Bulb power is 100 watts maximum.

**Light feature:** Lights will also turn on when someone walks through the open garage door. With a MyQ® Control Panel, this feature may be turned off as follows: With the garage door opener lights off, press and hold the light button for 10 seconds, until

the light goes on, then off again. To restore this feature, start with the garage door opener lights on, then press and hold the light button for 10 seconds until the light goes off, then on again.

### 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. Prior to and during the door closing the garage door opener lights will flash and the garage door opener will beep.

### 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.

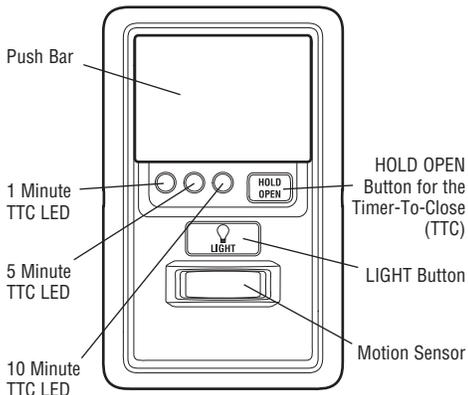
\* If applicable.

# Operation

## Using the Door Control (MyQ® Control Panel)

**NOTE:** Due to power consumption this door control (Model 888LM) cannot be used in conjunction with another wired door control connected to your garage door opener. If an additional door control is needed, the wireless door control model 885LM can be programmed to the door control (Model 888LM). To program the 885LM to the MyQ® Control Panel, follow the remote control programming steps.

**NOTE:** MyQ® light controls will continue to work however all other MyQ® devices and TTC will not work if using the Model 580LM Alternate Power Supply or when in Battery Backup mode.



### PUSH BAR

Press the push bar to open/close the door.

### LOCK

Designed to prevent operation of the door from hand-held remote controls. However, the door will open and close from the Door Control, the Outdoor Key Switch, the Keyless Entry Accessories and MyQ® Internet Gateway.

#### Activate:

Press and hold the LOCK button for 2 seconds. The command LED will flash as long as the lock feature is activated and your handheld remote control will not operate your door at this time.

#### Deactivate:

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

### MOTION SENSOR

This feature will automatically turn on the garage door opener lights when motion is sensed. The lights will come on for 4-1/2 minutes, then shut off.

#### Activate/Deactivate:

Slide the motion sensor switch ON or OFF.

### TIMER-TO-CLOSE (TTC)

The TTC feature automatically closes the door after a specified time period (1, 5, or 10 minutes). Once the TTC has been set and the door is open, the LED for the selected close interval will blink and begin to count down to close the door. The control panel will beep and the garage door opener lights will flash before closing the door.

The TTC feature will deactivate if the garage door encounters an obstruction twice; or the safety reversing sensors are incorrectly installed. The garage door will reverse open and WILL NOT close until the obstructions are clear or the safety reversing sensors are correctly installed. When the obstruction has been cleared or the safety reversing sensors have been aligned, the door will close when the garage door opener is activated.

#### Activate:

Press and hold the ON button until one of the TTC LEDs light up. Then press the ON button again to cycle through the time interval options (the corresponding TTC LED will light for each time interval). The garage door opener light bulbs will blink as confirmation.

#### Deactivate:

Press and hold the OFF button until all TTC LEDs turn off and a beep is heard from the control panel.

#### Temporarily hold door open (suspend TTC):

Press and release the HOLD OPEN button. The HOLD OPEN button will begin to flash. Press the HOLD OPEN button again to resume normal TTC operation. Unit also returns to normal TTC operation if unit is activated.

### LIGHTS

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.

To change the amount of time the garage door opener lights will stay on:

Press and hold the LOCK button until the garage door opener lights flash. The time interval is indicated by the number of flashes.

NUMBER OF TIMES GARAGE DOOR OPENER LIGHTS FLASH	TIME THE GARAGE DOOR OPENER LIGHT STAYS ON
1	1 ½ Minutes
2	2 ½ Minutes
3	3 ½ Minutes
4	4 ½ Minutes

### Light Feature

The lights will turn on when someone enters through the open garage door and the safety reversing sensor infrared beam is broken.

#### Activate:

Start with the garage door opener lights on. Press and hold the LIGHT button until the garage door opener lights turn off, then on again.\*

#### Deactivate:

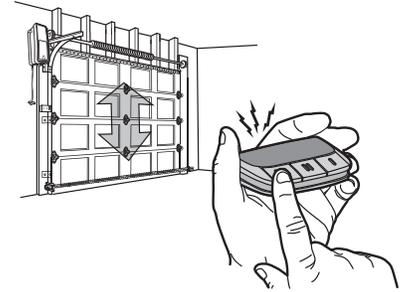
Press and hold the LIGHT button until the garage door opener lights turn on, then off again.\*

\* Approximately 10 seconds

# Operation

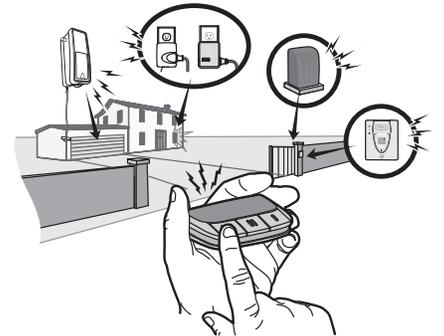
## Using the Remote Control

Press and hold the button down until the door or gate starts to move. The remote control will operate from up to 3 car lengths away on typical installations. Installations and conditions vary, contact an installing dealer for more information.



### **3-Button Remote Controls**

Additional buttons on the remote control can be programmed to operate up to 3 devices such as additional garage door openers, light controls, gate operators or access control systems.



NOTICE: To comply with FCC and/or Industry Canada (IC) rules, adjustment or modifications of this transceiver are prohibited. THERE ARE NO USER SERVICEABLE PARTS. 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 complies with Part 15 of the FCC rules and IC RSS-210. 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.  
This Class B digital apparatus complies with Canadian ICES-003.

# Programming

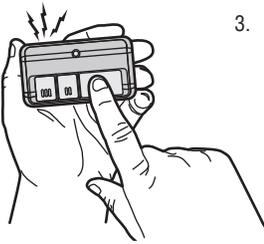
Your hand-held remote control (model 895MAX) has already programmed to the door control (MyQ® Control Panel) at the factory. Below are instructions for programming additional remote controls, keyless entries, and MyQ® enabled accessories to the door control.

**NOTE:** Use the learn button on the door control to program all accessories. The yellow learn button on the garage door opener will NOT program accessories.

## To Add a Remote Control, Keyless Entry, or MyQ® Enabled Accessories using the Door Control (MyQ® Control Panel)

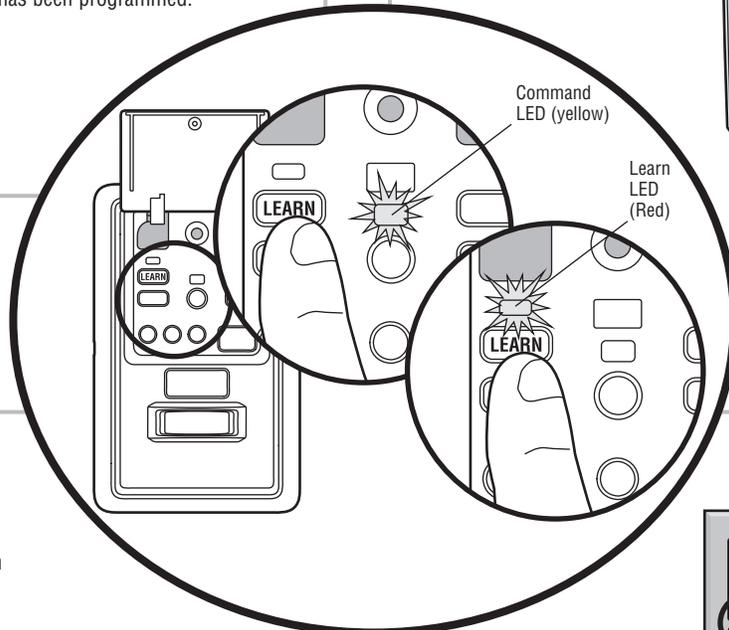
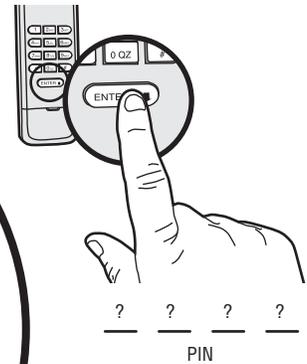
### REMOTE CONTROL

1. Press the MyQ® Control Panel LEARN button twice, the red learn LED will turn on.
2. Press the button on the remote control that you wish to operate your garage door.
3. The garage door opener lights will flash (or two clicks will be heard) when the code has been programmed.



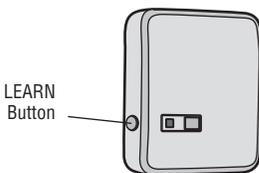
### KEYLESS ENTRY

1. Press the MyQ® Control Panel LEARN button twice, the red learn LED will turn on.
2. Enter a 4-digit personal identification number (PIN) of your choice on the keyless entry keypad. Then press the ENTER button.
3. The garage door opener lights will flash (or two clicks will be heard) when the code has been programmed.



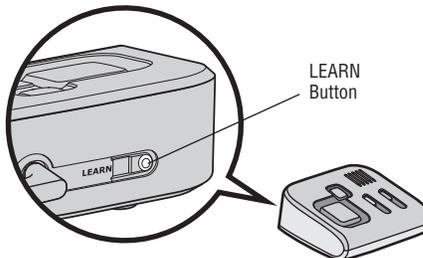
### MyQ® ENABLED ACCESSORIES

1. Press the MyQ® Control Panel LEARN button twice, the red learn LED will turn on.
2. Press the LEARN button on the MyQ® device.\*



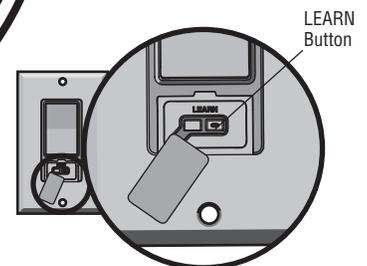
#### Model 825LM - Remote Light Control

Light module can be synchronized with the garage door opener light bulbs.



#### Model 829LM - Garage Door and Gate Monitor

Indicates the status of your garage door from inside the home and allows you to close an open garage door from inside the house.



#### Model 823LM - Remote Light Switch

Light module can be synchronized with the garage door opener light bulbs.

*\*MyQ® accessories may be programmed to the LiftMaster® Internet Gateway (Model 828LM) or the MyQ® control panel. For instructions on programming to the internet gateway refer to the manual.*

# Programming

## Internet Gateway (Not Provided)

The LiftMaster® Internet Gateway gives you control of your garage door from your internet connected computer or mobile device. You must have your internet gateway registered to your customer account at [www.myliftmaster.com](http://www.myliftmaster.com) in order to use it with the MyQ® Control Panel. Go to [www.myliftmaster.com](http://www.myliftmaster.com) and follow the instructions to create an account and register your device if you have not already.

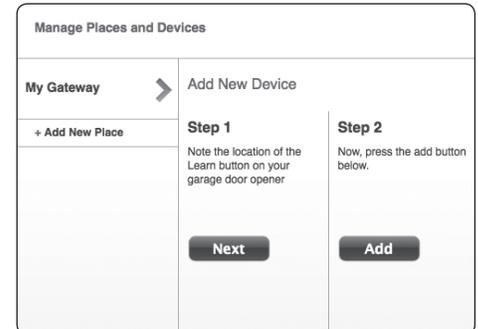


Model 828LM  
LiftMaster® Internet Gateway

To program your MyQ® Control Panel to the LiftMaster® Internet Gateway:

1. Go to [www.myliftmaster.com](http://www.myliftmaster.com) from a computer or mobile device.
2. Click on “Manage Places>Add New Device>Garage Door Opener” and follow the directions.
3. Once you click ADD you have 3 minutes to press the LEARN button two times on the MyQ® control panel. The red learn LED will turn on.
4. The red learn LED will turn off when programming is complete. Once the control panel is learned, it will appear on your screen. You can then name the device (e.g., My Control Panel, etc.).

[www.myliftmaster.com](http://www.myliftmaster.com)



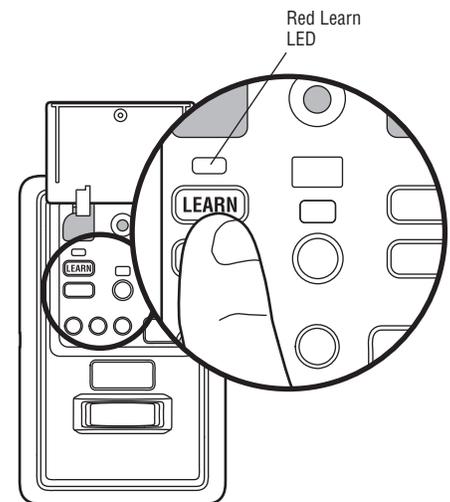
## To Erase All Codes From the Door Control (MyQ® Control Panel) Memory

### ***Erase all remote controls and keyless entries:***

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

### ***Erase all devices (including MyQ® enabled accessories):***

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

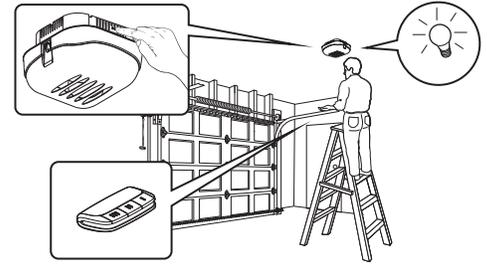


# Programming

## Reprogramming Light or Additional 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.

1. Press the LEARN button on the light until the LED comes ON.
2. Activate the garage door opener using the hand-held remote, door control, or keyless entry.
3. The code has been programmed when the remote light comes on.



## Additional Programming for the Keyless Entry (Not Provided)

### TO CHANGE AN EXISTING, KNOWN PIN

If the existing PIN is known, it may be changed by one person without using a ladder.

1. Press the four buttons for the present PIN, then press and hold the # button. Release the # button.
2. Press the new 4-digit PIN you have chosen, then press ENTER.

Test by pressing the new PIN, then press ENTER. The door should move.

### TO SET A TEMPORARY PIN

You may authorize access by visitors or service people with a temporary 4-digit PIN. After a programmed number of hours or number of accesses, this temporary PIN expires and will no longer open the door. It can be used to close the door even after it has expired. To set a temporary PIN:

1. Press the four buttons for your personal entry PIN (not the last temporary PIN), then press and hold the \* button. Release the button.
2. Press the temporary 4-digit PIN you have chosen, then press ENTER.
3. To set the number of hours this temporary PIN will work, press the number of hours (up to 255), then press \*.

### OR

3. To set the number of times this temporary PIN will open door, press the number of times (up to 255), then press #.

Test by pressing the four buttons for the temporary PIN, then press ENTER. The door should move. If the temporary PIN was set to a certain number of openings, remember that the test has used up one opening. To clear the temporary password, repeat steps 1-3, setting the number of hours or times to 0 in step 3.

### ONE BUTTON CLOSE:

The garage door opener can be closed by pressing only the ENTER button if the one button close feature has been activated. This feature has been activated at the factory. To activate or deactivate this feature press and hold buttons 1 and 9 for 10 seconds. The keypad will blink twice when the one button close is active. The keypad will blink four times when one button close is deactivated.

# Maintenance

## Care of Your Garage Door Opener

### MAINTENANCE SCHEDULE

#### Once a Month

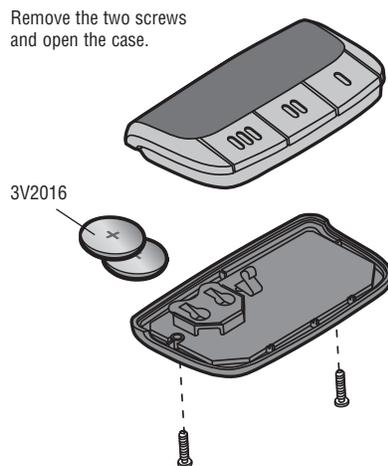
- Manually operate door. If it is unbalanced or binding, call a trained door systems technician.
- Check to be sure door opens and closes fully. Adjust limits and/or force if necessary (see Adjustment Steps 1 and 2).
- Repeat the safety reverse test. Make any necessary adjustments (see Adjustment Step 3).

#### Once a Year

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

### THE REMOTE CONTROL BATTERY

The LED(s) on your remote control will stop flashing 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 3V2016 coin cell batteries. Dispose of old battery properly.



### 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 3V2016 coin batteries.
- **DO NOT** recharge, disassemble, heat above 100° C (212° F) or incinerate.

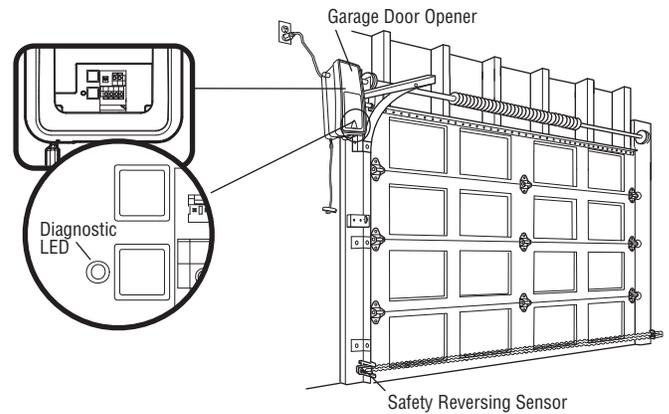
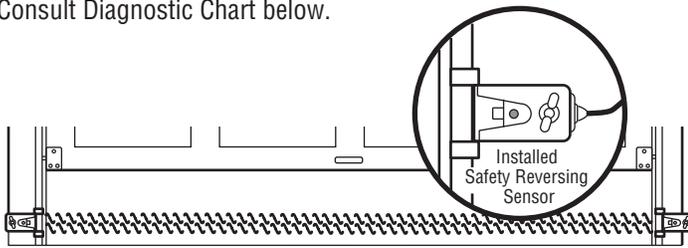
NOTICE: To comply with FCC and or Industry Canada (IC) rules, adjustment or modifications of this receiver and/or transmitter are prohibited, except for changing the code setting or replacing the battery. THERE ARE NO OTHER USER SERVICEABLE PARTS.

Tested to Comply with FCC Standards FOR HOME OR OFFICE USE. 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.

# Troubleshooting

## Diagnostic Chart

Your garage door opener is programmed with self-diagnostic capabilities. The diagnostic LED will flash a number of times, then pause, signifying it has found a potential issue. Consult Diagnostic Chart below.



**1 FLASH** \_\_\_\_\_  
*Safety reversing sensors wire open (broken or disconnected)*

**OR**

**2 FLASHES** \_\_\_\_\_  
*Safety reversing sensors wire shorted or black/white wire reversed*

**3 FLASHES** \_\_\_\_\_  
*Door control or wire shorted*

**4 FLASHES** \_\_\_\_\_  
*Safety reversing sensors slightly misaligned (dim or flashing LED)*

**5 FLASHES** \_\_\_\_\_  
*Motor RPM is not recognized*

**9 FLASHES** \_\_\_\_\_  
*Cable tension monitor reversal*

**10 FLASHES** \_\_\_\_\_  
*Limits and forces need reprogramming*

**11 FLASHES** \_\_\_\_\_  
*Limits and forces need reprogramming*

**12 FLASHES** \_\_\_\_\_  
*Attempting to compensate*

**13 FLASHES** \_\_\_\_\_  
*Attempting to compensate*

**SYMPTOM: One or both of the Indicator lights on the safety sensors do not glow steady.**

- Inspect sensor wires for a short (staple in wire), correct wiring polarity (black/white wires reversed), broken or disconnected wires, replace/attach as needed.
- Disconnect all wires from back of garage door opener.
- Remove sensors from brackets and shorten sensor wires to 1-2 ft. (30-60 cm) from back each of sensor.
- Reattach sending eye to garage door opener using shortened wires. If sending eye indicator light glows steadily, attach the receiving eye.
- Align sensors, if the indicator lights glow replace the wires for the sensors. If the sensor indicator lights do not light, replace the safety reversing sensors.

**SYMPTOM: The door doesn't activate from the door control.**

- Inspect door control/wires for a short (staple in wire), replace as needed.
- Disconnect wires at door control, touch wires together. If garage door opener activates, replace door control.
- If garage door opener does not activate, disconnect door control wires from garage door opener. Momentarily short across red and white terminals with jumper wire. If garage door opener activates, replace door control wires.

**SYMPTOM: Sending indicator light glows steadily, receiving indicator light is dim or flashing.**

- Realign receiving eye sensor, clean lens and secure brackets.
- Verify door track is firmly secured to wall and does not move.

**SYMPTOM: Door travels 2-3 inches and stops.**

- Reprogram limits and forces. See Adjustment section.
- If the motor unit continues to travel 2-3 inches, check the travel module connection or replace the travel module.

**SYMPTOM: No movement, motor runs 2-3 seconds.**

- Reconnect the emergency release.
- Motor may need to be replaced.

**SYMPTOM: Door stops and reverses while closing.**

- Check for possible door obstructions and remove.
- Check that the cable tension monitor is properly connected to the opener.
- Replace the cable tension monitor.

**SYMPTOM: Door stops while opening.**

- Reprogram limits and forces. See Adjustment section.

**SYMPTOM: Door stops and reverses while closing.**

- Reprogram limits and forces. See Adjustment section.

**SYMPTOM: Door stops and reverses while closing.**

- Garage door opener will try to compensate three times before turning to a 10 Flash.

**SYMPTOM: Door stops while opening.**

- Garage door opener will try to compensate three times before turning to a 11 Flash.

# Troubleshooting

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## 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 7.
- 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).
- If the yellow command LED does not turn on, reverse the wires connected to the RED and WHT terminals of the control panel. Replace wire if necessary.

### ***The yellow and red LEDs on the Door Control are blinking quickly:***

- The control panel is charging, and may take up to 5 minutes to become operational.

### ***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.
- Check to be sure the antenna on the side or back panel of the garage door opener extends fully downward.
- Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.

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

- Check power door lock.
- Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or repair the door.

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

- Check cable tension monitor (see Installation Step 4).
- If the garage door opener lights blink, check the safety reversing sensor (see Installation Step 9).
- If the garage door opener lights don't blink and it is a new installation (see Adjustment Step 2). For an existing installation, see below.

Repeat the safety reverse test after the adjustment is complete.

### ***The door reverses for no apparent reason and garage door opener lights don't blink:***

- Check cable tension monitor (see Installation Step 4).
- Is something obstructing the door? Pull the emergency release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
- Clear any ice or snow from the garage floor area where the door closes.
- Review Adjustment Step 2.

Repeat safety reverse test after adjustments.

# Troubleshooting

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## Troubleshooting (Continued)

### ***My door will not close and the light bulbs blink:***

The safety reversing sensor must be connected and aligned correctly before the garage door opener will move in the down direction.

- Verify the safety 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.
- If a Battery Backup is connected, the opener should be able to operate up to 20 times without power.

### ***Door loses limits.***

- Collar not tightened securely. Tighten collar (see Assembly Steps 1 and 2) and reprogram limits (see Adjustment Step 1).

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

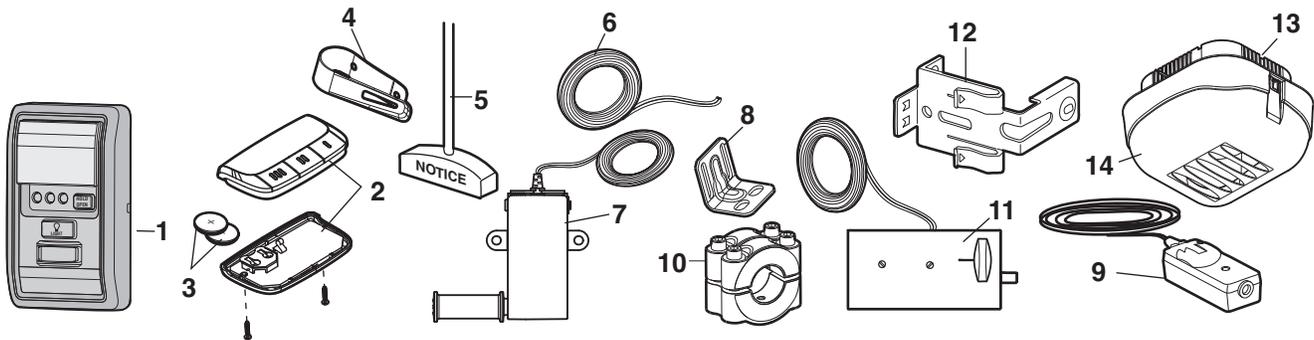
- Some minor movement is normal for this product. If it is excessive the collar will wear prematurely.
- Check to make sure the torsion bar is not moving left/right excessively.
- Check to make sure the torsion bar is not visibly moving up and down as it rotates.
- Check that the opener is mounted at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

### ***Power lock makes noise when operating.***

- Call LiftMaster® dealer for replacement power lock.

# Repair Parts

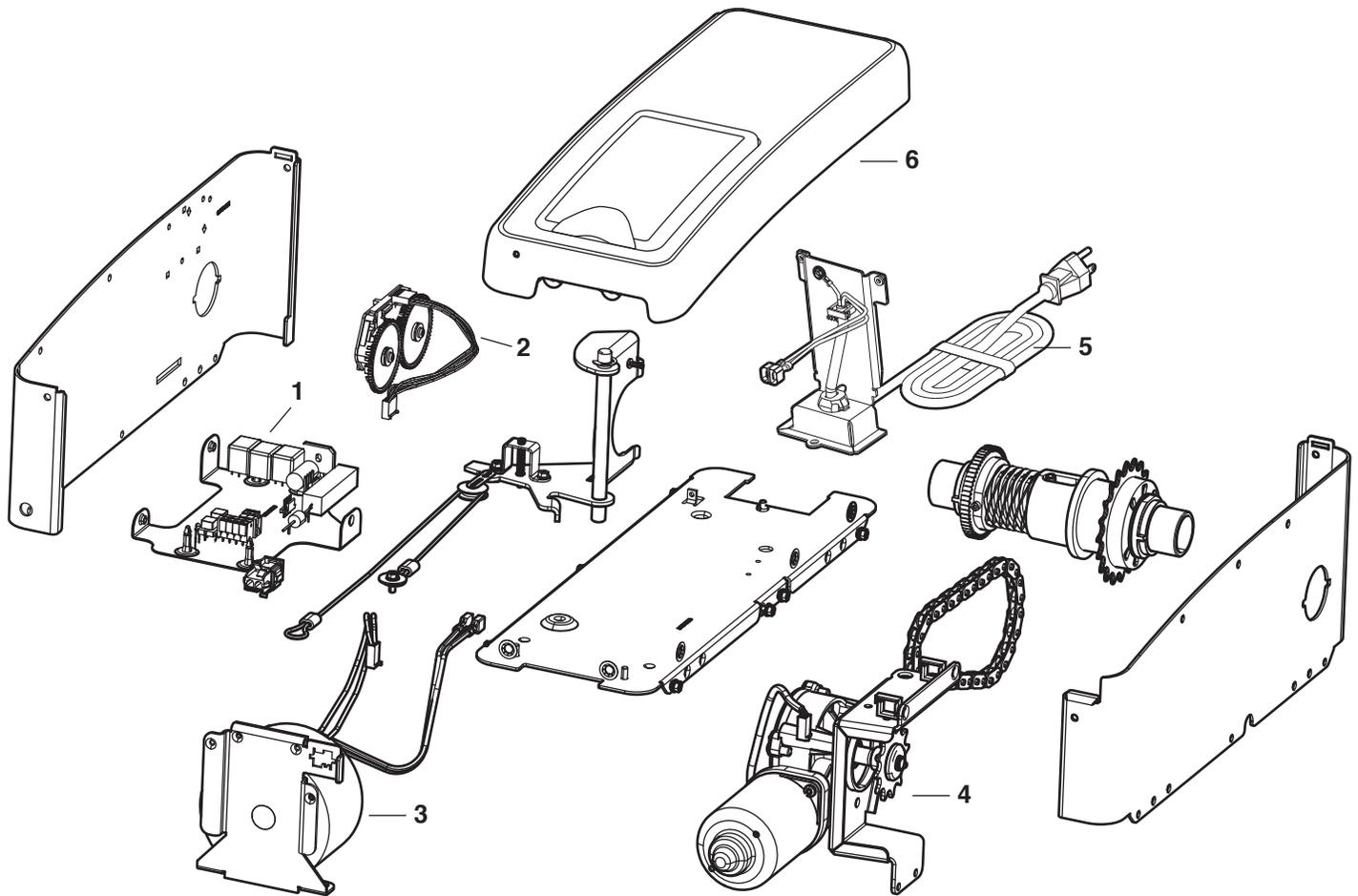
## Installation Parts



KEY NO.	PART NO.	DESCRIPTION	KEY NO.	PART NO.	DESCRIPTION
1	888LM	MyQ® Control Panel	10	41A6388	Collar with set screws (2)
2	895MAX	3-Button MAX remote control	11	41A6102	Power door lock
3	10A19	3V2016 lithium battery	12	41A5266-1	Safety sensor brackets (2)
4	29C151	Remote control visor clip	13	380LM	Remote Light (garage door opener light)
5	41A4582	Emergency release rope & handle assembly	14	41D96-1	Light lens for light
6	41B4494-1	2-Conductor bell wire - white & white/red			<b>NOT SHOWN</b>
7	41A6104	Cable tension monitor		101D173	Push bar for door control
8	41C0902	Mounting bracket		41A6288	Hardware bag for light
9	41A5034	Safety sensor kit (receiving and sending eyes) with 2-conductor bell wire attached		41A6298	Installation hardware bag (includes hardware listed on page 5)
				114A4565	Owner's manual
				114A4565SP	Owner's manual - Spanish

# Repair Parts

## Garage Door Opener Assembly Parts



KEY NO.	PART NO.	DESCRIPTION	KEY NO.	PART NO.	DESCRIPTION
1	041DJ002	Logic board complete with plate	4	41A6095	Motor with bracket
2	41A6408	Travel Module	5	41B122	Power cord
3	41C168	Transformer	6	41A6348-3	Cover

# Accessories

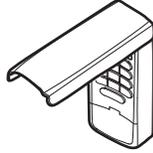
## MAX ACCESSORIES

Compatible with LiftMaster® garage door openers manufactured since 1993.

### 877MAX

#### MAX Wireless Keyless Entry:

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



### 890MAX

#### Mini 3-Button MAX Remote Control



### 893MAX

#### 3-Button MAX Remote Control:

Includes visor clip.



### 895MAX

#### 3-Button Remote Control:

Includes visor clip.



## MyQ® ACCESSORIES

### 823LM

#### Remote Light Switch:

Automatically control your lights using your garage door opener, a SECURITY+ 2.0™ remote control or a LiftMaster® Internet Gateway. Simply replaces your current wired wall switch.



### 828LM

#### LiftMaster® Internet Gateway:

Internet enabled accessory which connects to the computer and allows you to monitor and control garage door openers and lighting accessories enabled by MyQ® technology.



### 829LM

#### Garage and Gate Monitor:

Monitor open/closed status for up to 4 MyQ® compatible garage door openers or gate operators and close them from anywhere in the home.



### 825LM

#### Remote Light Control:

Automatically control your lights using your garage door opener, a SECURITY+ 2.0™ remote control or a LiftMaster® Internet Gateway. Plugs into any interior outlet.

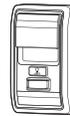


## STANDARD ACCESSORIES

### 885LM

#### Security+ 2.0™ Wireless Door Control:

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



### 891LM

#### Single Button Remote Control:

Includes visor clip.



### 893LM

#### 3-Button Remote Control:

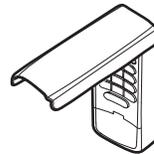
Includes visor clip.



### 877LM

#### Wireless Keyless Entry:

Enables homeowner to operate garage door opener from outside by entering a password on a specially designed keyboard. Also can add a temporary password for visitors or service persons. This temporary password can be limited to a programmable number of hours or entries.



### 380LM

#### Remote Light:

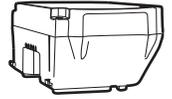
Enables homeowner to turn on a work light from their car with their garage door opener remote or from anywhere in their home with an additional LiftMaster Security+® remote.



### 475LM

#### Battery Backup:

Provides backup power to the garage door opener.



### 975LM

#### Laser Park Assist:

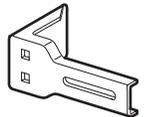
Laser enables homeowners to precisely park vehicles in the garage.



### 41A5281

#### Extension Brackets:

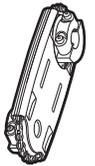
(Optional) For safety reversing sensor installation onto the wall or floor.



### 480LM

#### Alternate Mounting Kit:

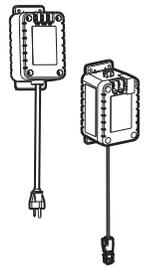
This kit allows model 8500 to be mounted below the torsion bar in the case where the torsion bar is not round or the normal mounting area is obstructed.



### 580LM

#### Alternate Power System:

Model 580LM Alternate Power Supply may be installed if an outlet is not located near the garage door opener.



### 990LM

#### Surge Protector:

The Garage Door Opener Surge Protector is designed to protect LiftMaster® garage door openers against damage from lightning and power surges. Easy to install.



# Repair Parts and Service

## LIFTMASTER® SERVICE IS ON CALL

OUR LARGE SERVICE ORGANIZATION  
SPANS AMERICA

INSTALLATION AND SERVICE INFORMATION IS AS NEAR AS YOUR  
TELEPHONE.

SIMPLY DIAL OUR TOLL FREE NUMBER:

**1-800-528-9131**

[www.liftmaster.com](http://www.liftmaster.com)

For professional installation, parts and service, contact your local LIFTMASTER/CHAMBERLAIN dealer. Look for him in the Yellow Pages, or call our Service number for a list of dealers in your area.

## HOW TO ORDER REPAIR PARTS

Selling prices will be furnished on request or parts will be shipped at prevailing prices and you will be billed accordingly.

**WHEN ORDERING REPAIR PARTS, ALWAYS GIVE THE FOLLOWING INFORMATION:**

- PART NUMBER
- PART NAME
- MODEL NUMBER

**ADDRESS ORDERS TO:**  
THE CHAMBERLAIN GROUP, INC.  
Technical Support Group  
6050 S. Country Club Road  
Tucson, Arizona 85706

**SERVICE INFORMATION**

**TOLL FREE NUMBER:**

**1-800-528-9131**

# Warranty

## LIFTMASTER® FIVE YEAR LIMITED WARRANTY LIFETIME MOTOR LIMITED WARRANTY

### ONE YEAR LIMITED WARRANTY FOR THE BATTERY BACKUP SYSTEM

The Chamberlain Group, Inc. ("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 period of five years from the date of purchase, except that the motor is warranted to be free from defects in materials and/or workmanship for the lifetime of the product while you own your residence, and the Battery Backup System is warranted to be free from defects in materials and/or workmanship for a period of one year from the date of purchase. 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.]

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