

TROUBLESHOOTING WHEN THE 380LM LIGHT CONTROL STAYS ON

If the 380LM remote light remains on all the time and the wall control will not turn it off, several issues can cause this problem. This answer will help you determine what is the cause of the issue.

ACCESSORY MODEL 380LM IS ONLY COMPATIBLE WITH THE FOLLOWING JACKSHAFT MODELS:

- 3800 Series
- 8500 Only

THE SAFETY LIGHT FEATURE

Note: Any garage door opener or replacement logic board manufactured after 2022, will no longer have this feature.

The safety light feature is a common cause of light staying on:

- When the door is open and the safety sensors are crossed the lights will turn on.
- If the light is already on and the safety sensors are crossed, the light timer will reset (start over).

THE WALL CONTROL FEATURES A MOTION SENSOR

1. A motion sensing control feature picks up heat which allows the door control to activate the remote light while you are in the garage.
2. Locate the auto or off switch and turn this feature off.
3. Close the garage door and wait 5 minutes:
 - If the lights turn off, the sensor in the door control may be causing the light to stay on. Heat or light can trigger this feature. The wall control may need to be repositioned or the feature will need to remain off.
 - If the lights remain on, proceed with the steps below.
4. Press the light button on the wall control panel. The light button will keep the light on until pressed again. If the light does not turn off when the light button is pressed again, perform the following steps.
5. Clear the memory of the motor unit and the remote light and reset both items:
 - First start off by clearing the memory of the 3800PLD/8500. Press and hold the learn button for 6 seconds. Release the learn button once the LED light turns off. This will clear all accessories from the motor unit.

- To clear the memory of the 8500 you will use the learn button in the wall control.
 - Unplug the motor unit from the outlet.
 - Clear the memory in the 380LM remote light. Remove the light cover, press and hold the learn button. Once the LED light turns off release the button.
The memory is now cleared.
 - Unplug the remote light from the outlet.
6. Plug the motor unit back into the outlet. Next plug the remote light back into the outlet.
7. If the light comes on right away, plug the remote light into a different outlet. If the light still comes, the remote light will need to be replaced.
8. The following steps will need to be done to reprogram the remote light if it does not light up when you plug it in:
- Press and release the learn button on the remote light. Activate the door using the wall control.
 - If the wall control is the 888LM or 889LM you may have to wait for 5 minutes for the control panel to recharge. The yellow LED and the red LED will blink quickly for up to 5 minutes. When the control panel is operational, the yellow command LED will glow steadily.
 - Once the door finishes operating, test the remote light by pushing the light button on the wall control. If the light button on the wall control doesn't control the light, replace the remote light. If the remote light has already been replaced, replace the wall control or logic board.
9. If the light button on the wall control does start to control the light please do the following steps:
- If the door is closed open the door and re-close the door.
 - Once the door is closed wait 5 minutes to see if the light times out.
 - If the light times out, reprogram the remotes and keypad back into the motor unit or the wall control if the unit is the 8500.
 - If the remote light does not time out the wall control or logic board will need to be replaced.

**For more information, please visit www.devancocanada.com
or call toll free at 855-931-3334**