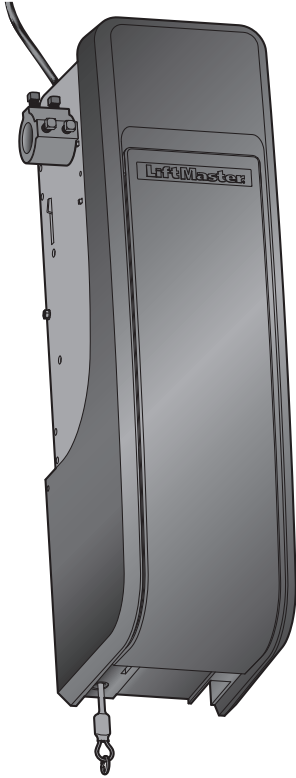


LiftMaster®

USER'S GUIDE

FOR RESIDENTIAL USE ONLY

INSTALL ON SECTIONAL DOORS WITH
TORSION ASSEMBLIES ONLY



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

Wall Mount Wi-Fi® Garage Door Opener Model 8500W

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 with outside pickup drum or garage doors utilizing extension springs.

- Please read this manual and the enclosed safety materials carefully!
- 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 is located on the front cover of the operator.
- This garage door opener is **ONLY** compatible with MyQ® and Security+ 2.0® accessories.

**Register your garage door opener to receive updates and offers from LiftMaster
OR register online at: www.prodregister.com/LiftMaster**



Take a photo of the camera icon including the points (⊙).

Send it in by texting the photo to 71403 (US) or visit www.liftmaster.photo (Global)



LiftMaster.com

LiftMaster
300 Windsor Drive
Oak Brook, IL 60523

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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.

 **WARNING**


Mechanical

 **WARNING**

Electrical

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.

CAUTION

 **WARNING:** This product can expose you to chemicals including lead, which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

Unattended Operation

The Timer-to-Close (TTC) feature, the MyQ® Smartphone Control app, and MyQ® Garage Door and Gate Monitor are examples of unattended close and are to be used ONLY with sectional doors. Any device or feature that allows the door to close without being in the line of sight of the door is considered unattended close. The Timer-to-Close (TTC) feature, the MyQ® Smartphone Control, and any other MyQ® devices are to be used ONLY with sectional doors.

MyQ Remote LED Light must be installed to enable use of Timer To Close or MyQ Smartphone Control of the door.

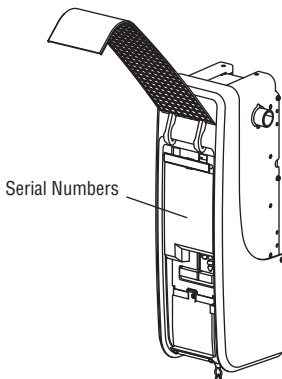
myQ Serial Number:

Write down the following information for future reference:

MyQ Serial Number:

Product S/N:

Date of Purchase:

 / /


IMPORTANT INSTALLATION INSTRUCTIONS

WARNING

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

1. READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS.
2. Install garage door opener **ONLY** on properly balanced and lubricated garage 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 opener.
4. Disable ALL locks and remove ALL ropes connected to garage door **BEFORE** installing opener to avoid entanglement.
5. Where possible, install the door operator 7 feet (2.13 m) or more above the floor.
6. 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.
7. **NEVER** connect garage door opener to power source until instructed to do so.
8. **NEVER** wear watches, rings or loose clothing while installing or servicing opener. They could be caught in garage door or opener mechanisms.
9. Install wall-mounted garage door control:
 - within sight of the garage door.
 - out of reach of small children at a minimum height of 5 feet (1.53 m) above floors, landings, steps or any other adjacent walking surface.
 - away from ALL moving parts of the door.
10. Install the emergency release marking. Attach the marking on or next to the emergency release. Install the entrapment warning placard next to the door control in a prominent location.
11. Place emergency release/safety reverse test label in plain view on inside of garage door.
12. Upon completion of installation, test safety reversal system. Door **MUST** reverse on contact with a 1-1/2" (3.8 cm) high object (or a 2x4 laid flat) on the floor.
13. To avoid **SERIOUS PERSONAL INJURY** or **DEATH** from electrocution, disconnect ALL electric and battery power **BEFORE** performing ANY service or maintenance.
14. **SAVE THESE INSTRUCTIONS.**

IMPORTANT SAFETY INSTRUCTIONS



To reduce the risk of SEVERE INJURY or DEATH:

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

Power

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.

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 CONNECTION

If permanent wiring is required by your local code, refer to the following procedure.

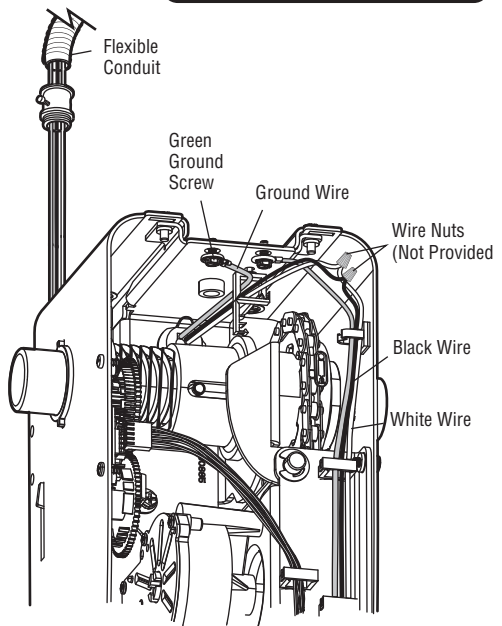
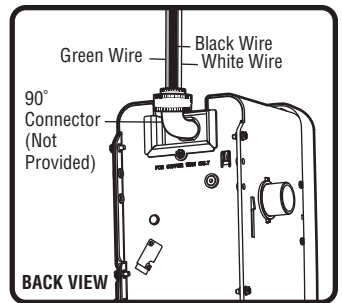
To make a permanent connection through the 7/8 inch hole in the back of the garage door opener (according to local code):

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. Cut the line cord 6" (15.2 cm) above the strain relief.
4. Squeeze the strain relief and push into motor unit, then remove the strain relief from the line cord.
5. Install a 90° conduit (not provided) or flex cable adapter (not provided) to the 7/8" hole. Reinstall garage door opener to torsion bar.
6. Run wires through conduit, cut to proper length and strip insulation.
7. Strip 1/2" (1.3 cm) of insulation from the existing black, white and green wires.
8. Connect the line to the black wire and neutral to the white wire with wire nuts (not provided). Connect ground wire to the green ground screw.
9. Properly secure wires under plastic ties so that they do not come into contact with moving parts.
10. Reinstall cover.

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.



Connect With Your Smartphone

Before You Begin

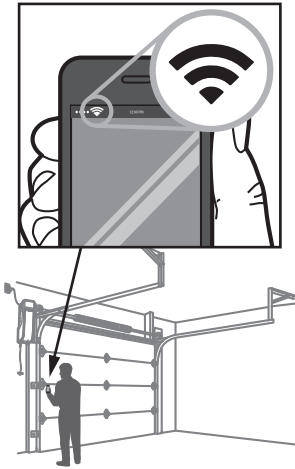
You will need:

- Wi-Fi enabled smartphone, tablet or laptop
- Broadband Internet Connection
- Wi-Fi signal in the garage (2.4 Ghz, 802.11b/g/n required)
- Password for your Wi-Fi network (main network, not a guest network)



Test the Wi-Fi Signal Strength

Make sure your mobile device is connected to your Wi-Fi network. Hold your mobile device in the place where your garage door opener is installed and check the Wi-Fi signal strength.



Check Signal Strength. If you see:



Wi-Fi signal is strong.

The garage door opener will connect to your Wi-Fi network.



Wi-Fi signal is weak.

The garage door opener may connect to your Wi-Fi network. If not, try one of the options below to improve the Wi-Fi signal.



No Wi-Fi signal.

The garage door opener will not be able to connect to your Wi-Fi network. Try one of the options below to improve the Wi-Fi signal:

- Move your router closer to the garage door opener to minimize interference from walls and other objects
- Buy a Wi-Fi range extender

For compatible router specifications and help, visit WiFiHelp.LiftMaster.com.

Proceed to page 7.

Connect With Your Smartphone

Connect Your Garage Door Opener to Your Home Wi-Fi Network

Get connected and control your garage door opener with the MyQ app. The garage door opener must run through a complete cycle before it will activate Wi-Fi programming.

For help related to Wi-Fi, visit WiFiHelp.LiftMaster.com.

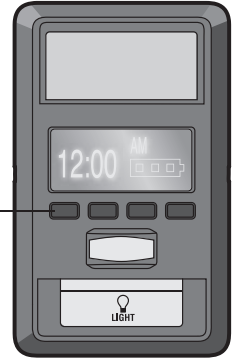
1. Use the Smart Control Panel®, go to Menu > Program > Wi-Fi Setup. The garage door opener will beep once. You have 20 minutes to complete the connection process.
2. On your mobile device, go to Settings > Wi-Fi and select the network with the “MyQ-” prefix.
3. Launch the web browser on your smartphone or tablet. Enter setup.myqdevice.com into the browser address bar. Follow the on screen prompts to connect the garage door opener to your Wi-Fi network. The MyQ serial number will display on screen. Write the serial number in the space below.

4. Download the MyQ app from the App Store® or Google Play™ store. Sign up for your MyQ account and add the MyQ serial number to your account.

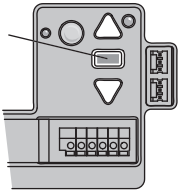
To add a second Wi-Fi garage door opener, repeat steps 1-3. Add the second MyQ serial number to your account in the MyQ app.

If you are unsuccessful adding your device, try an alternate web browser.

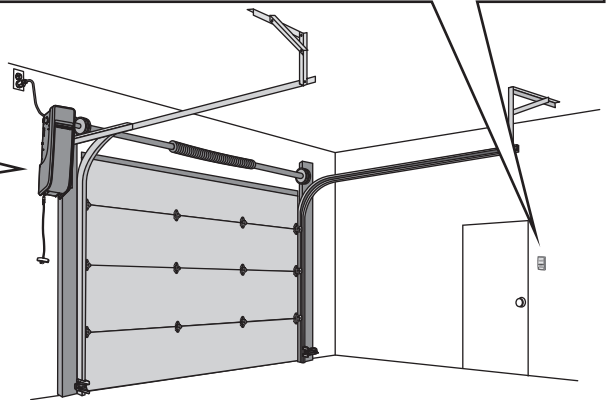
Navigation buttons



LED



An LED on the garage door opener will indicate Wi-Fi status. See table below.



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

Programming

893MAX Remote Control

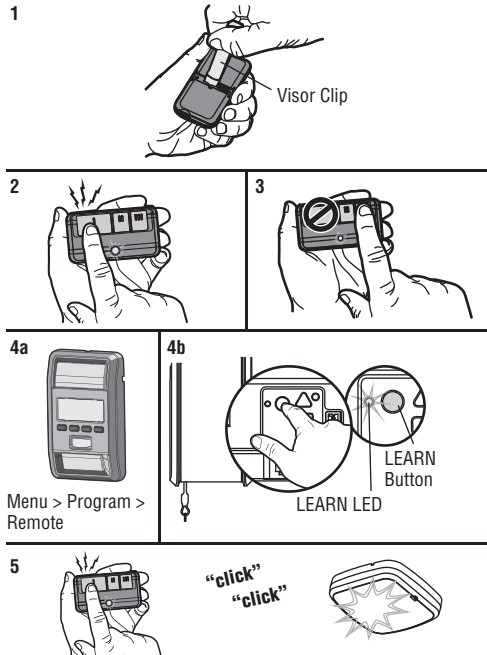
Below are the steps to program a new or existing remote control. Test remote control before reprogramming.

1. Press and hold the program button on the remote control until the LED on the front of the remote control turns on.
2. Press and release the remote control button you wish to use.
3. Press any remote control button except the button that was just programmed.
- 4a. Select Menu > Program > Remote and follow the on screen prompts.

OR

- 4b. Press and release the LEARN button on the garage door opener. The Learn LED will light. Within 30 seconds...
5. Press the remote control button programmed in step 2 until the garage door opener light flashes or two clicks are heard.

To program other types of remote controls or keyless entries see the instructions included with the device or visit LiftMaster.com.



Wireless Keypad

Refer to the instructions provided with your keyless entry or go to LiftMaster.com to download instructions.

To Erase the Memory

Erase ALL Remote Controls and Keyless Entries

Press and hold the LEARN button until the LED goes out (approximately 6 seconds).

All remote controls and keyless entries are now erased.

Erase ALL Devices (Including MyQ enabled accessories)

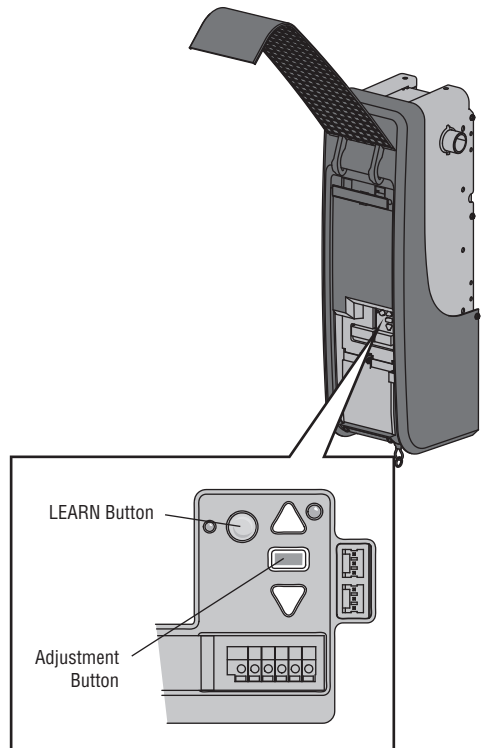
1. Press and hold the LEARN button until the LED goes out (approximately 6 seconds).
2. Immediately press and hold the LEARN button until the LED goes out. All codes are now erased.

Erase the Wi-Fi Network from the Garage Door Opener

Press and hold the adjustment button until 3 beeps are heard (approximately 6 seconds).

Erase a MyQ Account

Go to myLiftMaster.com to delete your MyQ account.



Programming

Program the MyQ LED Remote Light

MyQ Remote LED Light must be installed to enable use of Timer To Close or MyQ Smartphone Control of the door.

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.

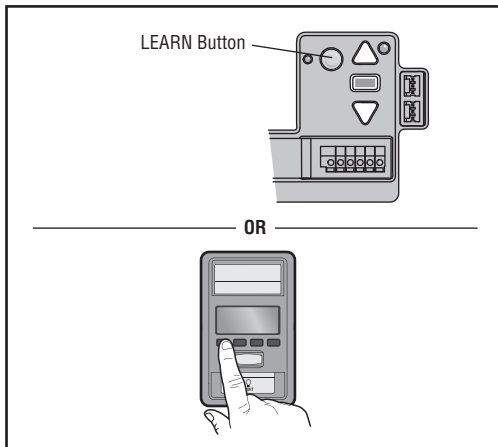
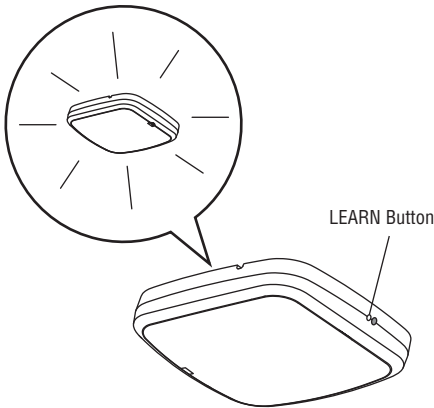
1. Press the LEARN button on the light until the green LED comes ON.
2. Press the LEARN button on the garage door opener.

OR

On the Smart Control Panel, go to Menu > Program > MyQ Device.

3. The code has been programmed when the remote light blinks once.

NOTE: The LED light is very bright and will blink while programming. DO NOT stare at the light while on a ladder.



HomeLink®

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

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

WHEN TO INSTALL A HOMELINK REPEATER KIT

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

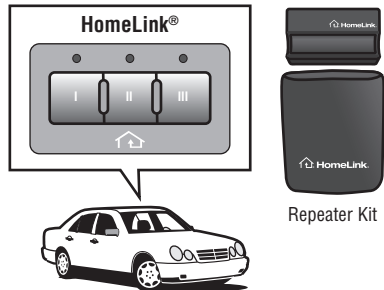
All 2007 and Newer vehicles – Program the HomeLink according to the vehicle instructions. If after ONE attempt to program the HomeLink to the garage door opener and you are unsuccessful, install a repeater.

HOW TO ORDER

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

INSTALLATION QUICK FACTS

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



WARNING

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

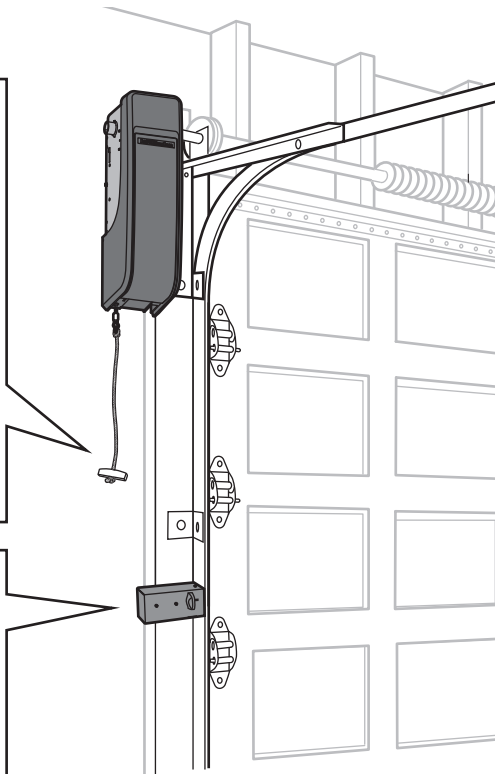
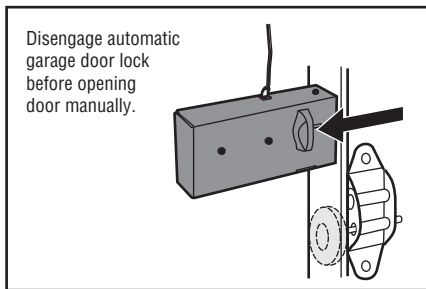
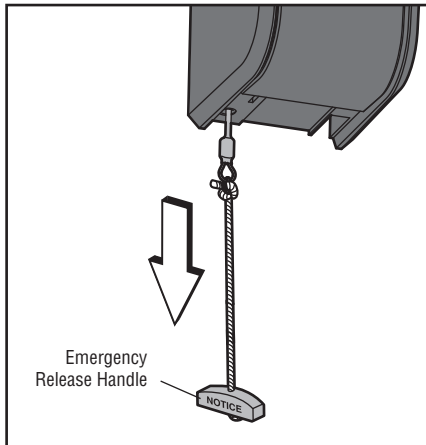
- If possible, use emergency release handle to disengage trolley **ONLY** when garage door is **CLOSED**. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly.
- **NEVER** use emergency release handle unless garage doorway is clear of persons and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

To Open the Door Manually

Disengage door lock before proceeding.

1. The door should be fully closed if possible.
2. Pull down on the emergency release handle until a click noise is heard.
3. 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.

The door will reconnect on the next **UP** or **DOWN** operation.



Operation

Door Control



Push Bar:

Open/Close garage door.

Navigation Buttons:

Access menu:

Clock Setup, Timer-to-Close, Lock, Program, Temperature, Language, Light Settings, Contrast Adjust, Maintenance Alert System, and Wi-Fi Setup.

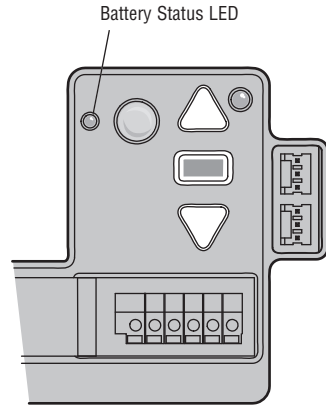
Motion Sensor

Light Button

Battery Backup

The battery backup allows access in and out of your garage when the power is out. When the garage door opener is operating on battery power, the garage door opener will run slower and the lights, Timer-to-Close, and remote close features (MyQ App) are disabled. In battery backup mode, the Automatic Garage Door Lock will unlock when the garage door is opened, and will remain disabled until power is restored. During a power outage the battery supplies power for up to 24 hours of operation. For maximum battery life and prevent damage, disconnect the battery when the garage door opener is unplugged for an extended period of time.

- Solid green LED - Charged battery
- Flashing green LED - Charging battery
- Solid orange LED with beep - Operating on battery power
- Flashing orange LED with beep - Low battery
- Solid red LED with beep - Replace battery



Operation

The Protector System (Safety Reversing Sensors)

WARNING

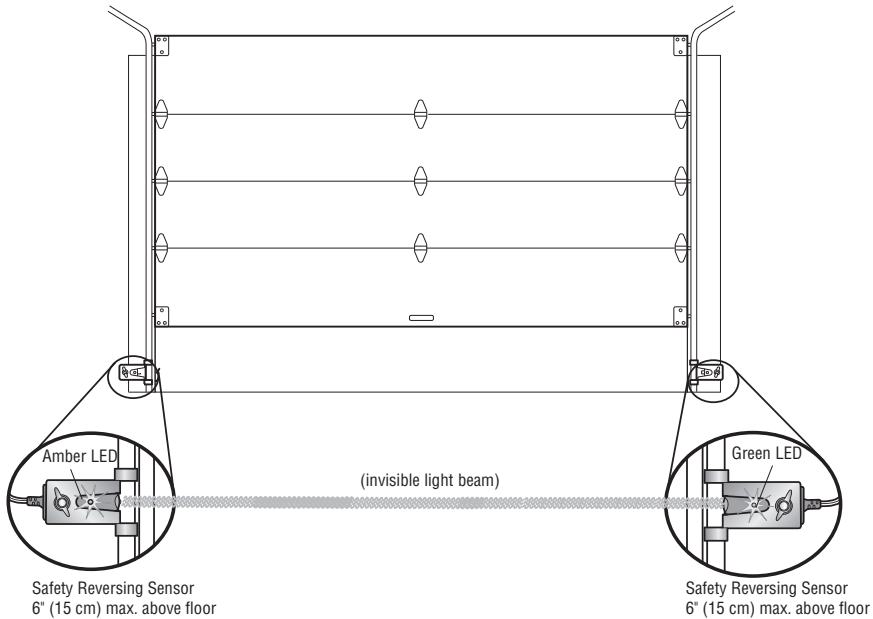
Be sure power is NOT connected to the garage door opener BEFORE installing the safety reversing sensor. To prevent SERIOUS INJURY or DEATH from closing garage door:

- 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.

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

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. 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.



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.

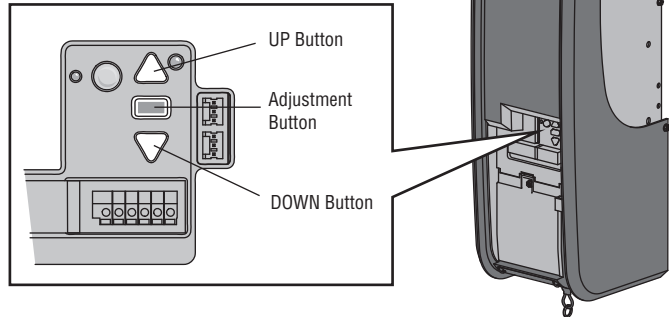
- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

WARNING

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. The adjustments allow you to program where the door will stop in the open (UP) and close (DOWN) position. The electronic controls sense the amount of force required to open and close the door.

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



Adjustments

1 Program the Travel

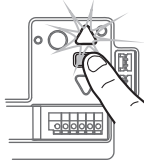
WARNING

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.

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

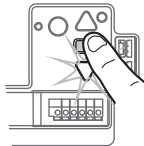
- 1.1** Press and hold the Adjustment Button until the UP Button begins to flash and/or a beep is heard.



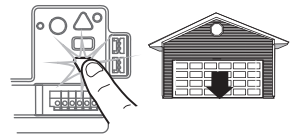
- 1.2** Press and hold the UP Button until the door is in the desired UP position.



- 1.3** 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.



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



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



- 1.6** Press and release the UP Button. When the door travels to the programmed UP position, the DOWN Button will begin to flash.



- 1.7** Press and release the DOWN Button. The door will travel to the programmed DOWN position. Programming is complete.



If the garage door opener lights are flashing 5 times during the steps for Program the Travel, the programming has timed out. If the cable tension monitor is not installed or is sensing too much slack in the cable, the garage door opener light will flash 5 times. Ensure the cable tension monitor is correctly installed then follow the steps for Program the Travel. If the garage door opener lights are flashing 10 times during the steps for Program the Travel, the safety reversing sensors are misaligned or obstructed (refer to page 12). When the sensors are aligned and unobstructed, cycle the door through a complete up and down cycle using the remote control or the UP and DOWN buttons. Programming is complete. If you are unable to operate the door up and down, repeat the steps for Programming the Travel.

Adjustments

2 Test the Safety Reversal System

WARNING

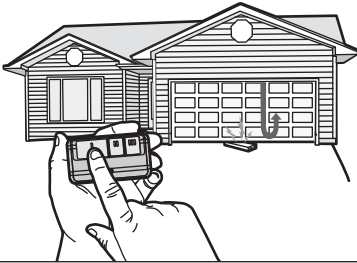
Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing garage door.

- Safety reversal system **MUST** be tested every month.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" high (3.8 cm) object (or 2x4 laid flat) on the floor.

- 2.1** 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.



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



If the door stops but does not reverse:

1. Review the installation instructions provided to insure all steps were followed;
2. Repeat Program the Travel (see Adjustment Step 1);
3. Repeat the Safety Reversal test.

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

3 Test the Protector System

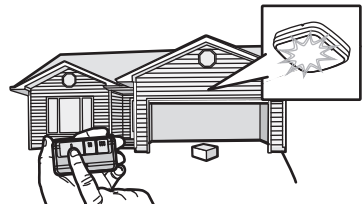
WARNING

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

- 3.1** Open the door. Place an obstruction in the path of the door.



- 3.2** Press the remote control push button to close the door. The door will not move more than an inch (2.5 cm), and the garage door opener lights will flash 10 times.



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.

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 14.
- Test the safety reversal system. Adjust if necessary, page 15.

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.

Testing the Battery Backup:

1. Unplug the garage door opener from AC power. The battery status LED will glow solid orange (opener is operating on battery power) or will flash (low battery power).
2. Open and close the door using the remote control or door control.
3. In battery backup mode, the Automatic Garage Door Lock will unlock when the garage door is opened, and will remain disabled until power is restored.
4. Plug in the garage door opener. Verify the battery status LED is flashing green (battery is charging).

MyQ LED REMOTE LIGHT

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

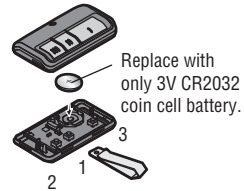
The Remote Control Battery

WARNING

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

- NEVER allow small children near batteries.
 - If battery is swallowed, immediately notify doctor.
- To reduce risk of fire, explosion or chemical burn:
- Replace **ONLY** with 3V CR2032 coin batteries.
 - DO NOT recharge, disassemble, heat above 212°F (100°C) or incinerate.

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



NOTICE: This device complies with Part 15 of the FCC rules and Industry Canada's 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

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 3.
- 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.

My remote control will not activate the garage door:

- Verify the lock feature is not activated on the door control.
- Reprogram the remote control.
- If the remote control will still not activate the door check the diagnostic codes to ensure the garage door opener is working properly.

The remote control has short range:

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

The door 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. If a 2nd cable tension monitor has been removed, unplug and plug in the garage door opener twice to reset it.
- If the garage door opener lights blink, check the safety reversing sensors (see page 12).
- If the garage door opener lights don't blink and it is a new installation see Adjustment Step 1. 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). If a 2nd cable tension monitor has been removed, unplug and plug in the garage door opener twice to reset it.
- 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 1.

Repeat safety reverse test after adjustments.

My door will not close and the light blinks:

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.
- When in Battery Backup mode, the opener should be able to operate up to 20 times.

Door loses limits:

- Collar not tightened securely. Tighten collar 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.

The garage door is beeping and the red LED is flashing:

The battery charge is low or the battery is dead.

- Replace the battery.

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

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

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

Older model 24V door locks are incompatible. Use automatic door lock model 841LM.

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

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

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.



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



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



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

Routine Maintenance Can Prevent Tragedies

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



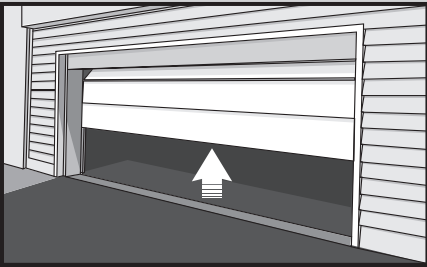
WARNING – Springs are under high tension. Only qualified individuals should adjust them.

Visually check the door and installation:



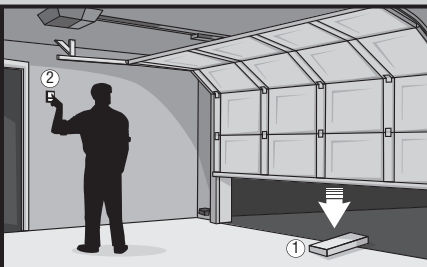
- Starting with the door in the closed position, use the manual disconnect on the opener to disconnect the door.
- Look for signs of wear or damage on hinges, rollers, springs, and door panels.
- These parts may require periodic lubrication. Check the owner's manual for suggested maintenance.
- If any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

Test the door for proper operation:



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

Test the opener safety features:



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

Repair Parts

To see repair parts for your garage door opener, identify the model number on the end panel of the opener and visit LiftMaster.com/Customer-Support to download or print the installation manual.

Warranty

LIFTMASTER® LIMITED WARRANTY

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

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

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

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

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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.

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

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TOLL FREE: 855-931-3334

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**WHEN ORDERING REPAIR PARTS
PLEASE SUPPLY THE
FOLLOWING INFORMATION:**

- ✓ PART NUMBER
- ✓ DESCRIPTION
- ✓ MODEL NUMBER