

## Gate FAQ – Dealer/Training Protips

### General

A 3 core cable is required so that a suitable earth is connected. The earth is required to improve radio range.

Motor 1 will always open first and close last.

When programming remote controls, press the transmitter button you would like to operate the Gate Opener first to see if that button operates any other device and avoid cross contamination.

The Mag Lock will be inactive if the motor is powered by the battery backup.

Flashing light rating 24VDC 500ma

The Pre Flashing time delay will delay the opening of the gate.

i.e. Customer presses the transmitter, the light will start flashing, then the gate will move once the preset delay times out.

### Safety beams/IR's

IR's all use the same GND terminal.

IR-1 MUST have Merlin/Grifco monitored safety beams installed.

IR-2 and IR-3 will accept Normally Closed relay type safety beams ONLY if IR-1 has monitored safety beams active.

### Time to close TTC

TCC and myQ functions require monitored safety beams installed on IR-1.

TTC and myQ functions require monitored safety beams installed on IR-1.

TTC will start when the opener is in the fully open position (or Pedestrian Open Position).

\*TTC will be ignored if the next command is a CLOSE.

TTC will reset if the IR beams sense an obstruction.

When programming OPEN ONLY is recommended as safest setting with TTC Activated.

TTC can be overridden by a held OPEN command on Input 1/2/3.

### Slide motor tips

Dimensions are critical to the smooth operation of the opener.

The rack has slotted holes to allow for a small amount of adjustment.

Leave 2-3mm of clearance to ensure the gate runs smoothly.

The ensure the limit switch mounting bracket screws do not foul on the opener housing. Use smaller mounting bolts on the front, and larger on the rear.

Allow for 12-20mm clearance.

Test by placing the cover back over the opener and manually move the gate to check clearance.

Move the gate to be approx. 50mm from the fully closed position and loosely attach the left bracket to be aligned with the sensor on the rear of the opener. Move the gate to be approx. 50mm from the fully open position and loosely attach the right bracket to be aligned with the sensor on the rear of the opener

This will allow Basic Setup to be completed without the gate hitting the hard stops and causing a Force error.

Once the Basic Settings have been programmed, the display will change when the magnets are sensed by the sensor.

Fine tune the position of the brackets by manually moving the gate.

Repeat the Basic Settings setup to ensure trouble free setup.

#### Linear motor tips

Mount the linear arm at a height that connects to the gate at a structural member, but also at a height that enables access to the limits mounted on the underside of the arm.

The adjustable hard stops used for the gate travel limits use a notched clamping system. This can lead to the gate not stopping precisely where required.

Once the limits are set, the gate may travel slightly past or slightly short of the optimal position.

Adjust the gate mounting to ensure the gate stops at the correct fully closed position.

#### Articulating motor tips

Mount the articulated arm at a height that connects to the gate at a structural member, but also at a height that enables access to the limits mounted on the underside of the opener.

When doing the initial installation and adjusting hard stops, don't install the plastic cover. Wait until the limits are correct and the motor is programmed.

With the gate at the closed position, position the gate arm bracket on the gate and temporarily fix in place. With the opener disengaged, temporarily fit the adjustable hard limits and adjust the position of the gate mounting bracket to suit when the gate is closed.

### Gate FAQ – General/Consumer

How often should I service my gate, professionally and personally?

Merlin recommends that your gate is professionally serviced on an **annual basis?**

We also recommend that you inspect and clean any vegetation, dirt and debris that would inhibit the gate during travel, **monthly** or as required.

How long is the warranty on my gate motor?

Merlin warrants all gate motors with **a three year** limited warranty from the date of installation. For full terms and conditions see here *\*link\**

How secure is my gate and what do i need to do to make it as secure as possible?

Link to article about security 2.0 <https://www.gomerlin.com.au/news/merlin-technology-garage-security/>

When the motor is not in the use the gate is effectively locked by the mechanical resistance of the gate motor?

Additionally gate can be fitted with electronic or magnetic locks for additional peace of mind.

How do i disengage the motor and what happens if the power goes out? What if I don't have the keys?

If battery backup is installed the motor will continue to operate as normal.

To disengage a gate motor you'll need the keys to unlock the clutch mechanism. See relevant pics below in appendix 1

**\*link on where ot buy replacement keys \*do not publish?,**

After disengaging the motor you will need to manually move the gate by hand

If you don't have the keys, to override the disengagement mechanism on swing and articulating gates the pivot pin between the gate and operator can be removed. No slide gate bypass *\*do not publish?,*

How do i program remotes and which remotes work on the Merlin gate opener? What is the range of the remotes? Is it safe to touch the main board, is it high voltage?

To program remotes you'll need to hold the button on your Security 2.0+ remote then push and release the 'S' button on the main board of the gate motor. The LCD will then display 'New transmitter learnt'.



Range of remotes varies due to site specific issues such as interference, obstructions from line of site and types of obstructing materials. Typically, line of site range is between 50-100 meters in most environments. For maximum range the gate operator must be tied to earth

correctly during installation. Also, there are external antenna kits available to improve range.  
[Link to antenna accessory.](#)

The main board is all low voltage but due care should be taken since there are dangerous high voltage components inside the operator housing, [specifically any incoming mains supply and the step down transformer.](#)

Are Merlin gate motors myQ compatible? How do I connect MyQ to the gate operator?

Any Merlin gate motor marked with 'MYQ' will work with myQ. You'll need to insure you have a myQ internet gateway and safety entrapment protection installed [\\*link to bundle\\*](#). Provided you do scan the QR code below to download the app and follow the instructions to get started with myQ.

[?More detailed instructions?](#)

Can myQ be setup for pedestrian access?

No, myQ will only open and close the gate completely.

Can my existing manual gate be motorised? Who is my local installer?

Merlin gate motors support the majority of domestic gates. For more information, a quote or to find your local dealer ring Merlin on 1800 638 234 or [\\*link to "enquiry now"\\*](#)

How can I wire in an external receiver so I can use my garage remotes? Can you connect an intercom or alarm system?

Provided your receiver, intercom or alarm has a normally open, voltage free relay output; you can wire them into Command Input 1,2 or 3 (marked IN1, IN2 or IN3) and ground (marked GND). [\\*highlight terminals,](#)

Power for receivers can be wired into the 24VDC terminal (rated at 500mA maximum load). Take care of DC polarity when wiring the motor.

Once the external device has been connected you will need to configure how the motor will respond e.g. open only, cycle open – stop – close via the menu on the LCD screen. For behaviour options see the programming flow chart or your user manual. [\\*link to flow chart\\*](#)



How do i stop the gate from accidentally closing in case it's blocked? What happens if it does?

For standard installs, a quick push and release of the remote button will stop the gate. Note that this behaviour can change for custom installations where the default remote behaviour has been changed.

Merlin gate motors have a force reversal feature built into the whole range which means if the gate encounters a physical obstruction it will stop and reverse. If this happens we strongly recommend the gate is professionally inspected and serviced. For a referral call us on 1800 634 234 or [\\*link to enquire now\\*](#)

TO prevent injury and accidental property damage we strongly encourage that entrapment protection is installed [\\*link to IR Beams\\*](#).

My gate has an auto-close timer setup up, I need the gate to stay open for an extended period, how do I go about this?

There are several ways to stop a gate from auto closing. You can simply obstruct the safety beams with an object, disengage the motor, and turn off power (and disconnect battery backup)

My gate opens but won't close, why?

Check the LCD screen on the main board for an error code and refer to the user manual diagnostic chart.

Safety entrapment devices have been triggered. Usually this is simply an obstruction like vegetation, a minor misalignment or a fouled IR beam lens.

Alternatively a force or obstruction reversal may have occurred. Ensure that there is nothing in the way of the gate travel. You may need to perform a force learn cycle to relearn the gate force if the gate performance has changed over time for some reason. Maintenance, stiff rollers or hinges etc?

On unusually windy days your gate may have difficulties opening or closing as the increase wind load on the gate can be perceived as excessive unusual force on the gate motor. If this is the case you may need to increase the gate force margin on the PCB.

If the previous suggestions do not resolve the issue you we recommend contacting your installer or contacting Merlin on 1800 638 234. In the mean time you can disengage the motor and manually move the gate. [Mention learning/unlearning beams?](#)

My gate won't respond to remotes at all, why?

A number of things can cause a gate to not respond to remotes. Check the LCD screen on the main board for an error code and refer to the user manual diagnostic chart. Examples include:

1. Safety entrapment devices are obstructed
2. The remote has not been learned into the gate motor.
3. The gate motor is disengaged
4. The batteries in the remote need to be replaced
5. The gate is physically obstructed or has seized.
6. Lose of power to the gate motor.
7. There is a fault with the gate motor.

## Rewrite in prose

What size solar panels do i need?

Solar panels need to be tailored to specific site needs. Variables such as number of times the gate is used daily, solar radiance and battery pack size all need to be accounted for. Our dealers will be able to assess the needs of the install, for a referral call us on 1800 634 234 or [\\*link to enquire now\\*](#)

Is there a trouble shooting guide?

Check the LCD screen on the main board for an error code and refer to the user manual diagnostic chart. [\\*link to manual.\\*](#) [\\*picture of mainboard?\\*](#)

Alternatively, give our customer service team a ring on 1800 638 234 and we can troubleshoot over the phone.

I can't see my question here, what now?

You can contact our customer service team on 1800 638 234 between 8am and 5pm Sydney time or email us at [customerservice@chamberlainnz.com](mailto:customerservice@chamberlainnz.com)

How do I know when my batteries need to be changed? What battery do I replace it with?

Check the LCD for an error code [\\*update which one\\*](#)

Batteries typically last 1-5 years depending on use. We recommend testing the battery back up [every 6 months.](#) [\\*Merlin battery pack link\\*](#)

How do I convert my single gate system into a dual gate system?

Generally this is achievable, our dealers will be able to assess the needs of the install, for a referral call us on 1800 634 234 or [\\*link to enquire now\\*](#)

Can I use my garage remotes on my gate?

Merlin garage remotes with Securty 2.0+ will pair directly to the gate motor. For other brands you'll require an external receiver to be fitted.

How do I program remotes for full opening and pedestrian access?

For full/normal opening:

1. Push and release the 'S' until the LCD display reads "Transmitter learn mode'. 'S' is located below the LCD screen on the motor.
2. Push and hold the button on the remote.
3. When the LCD displays 'Transmitter learned' release the button on the remote.
4. Push and release the remote button to test.

For pedestrian opening:

5. Push the 'S' AND '+' at the same time until the LCD display reads "Transmitter learn mode (PED)'. 'S' and '+' are located below the LCD screen on the motor.
1. Push and hold the button on the remote.
2. When the LCD displays 'Transmitter learned (PED)' release the button on the remote.
3. Push and release the remote button to test.

I've lost a remote, what should I do?

Push and hold the 'S' button on the motor for 20 seconds until the LCD displays 'Transmitters deleted'

How do I learn/unlearn IR safety beam?

Disconnect the IRs and turn the AC power off to the gate. Allow 2 seconds in the OFF, ON & OFF position before turning the power back on again. Also ensure that the BBU, Solar or auxiliary power supply is also disconnected from the PCB. Any disconnected IRs should now be unlearned. Any still connected IRs will continue to function as they were previously configured. To relearn IRs connect them to the IR INPUTS 1, 2 or 3, they will automatically be detected by the gate. They will default to detect in the OPEN & CLOSE direction, if you wish to change this configuration, go to the IR function section on the PCB and select the desired option. – Mark Krebs

What does Ramblow do?

Ramblow is an advanced setting which, from the closed position, will push the gate closed to alleviate pressure on any lock mechanism that has been fitted.

What does the special contact do?

The special contact is a 24VDC 500mA output which is turned on any time the gate motor is activated. The special contact will stay on for the time set in the menu.

The flashing light on my gate comes on but my gate doesn't open straight away?

The gate motor can be configured to 'pre-flash' the flashing light before opening from 1-5 seconds.

The gate motor may have exceeded the allowed number of cycles on its routine maintenance schedule. This will add a four second delay prior to opening. WE recommend you contact your installer to book a service.

Can I pair the myQ light to the gate opener?

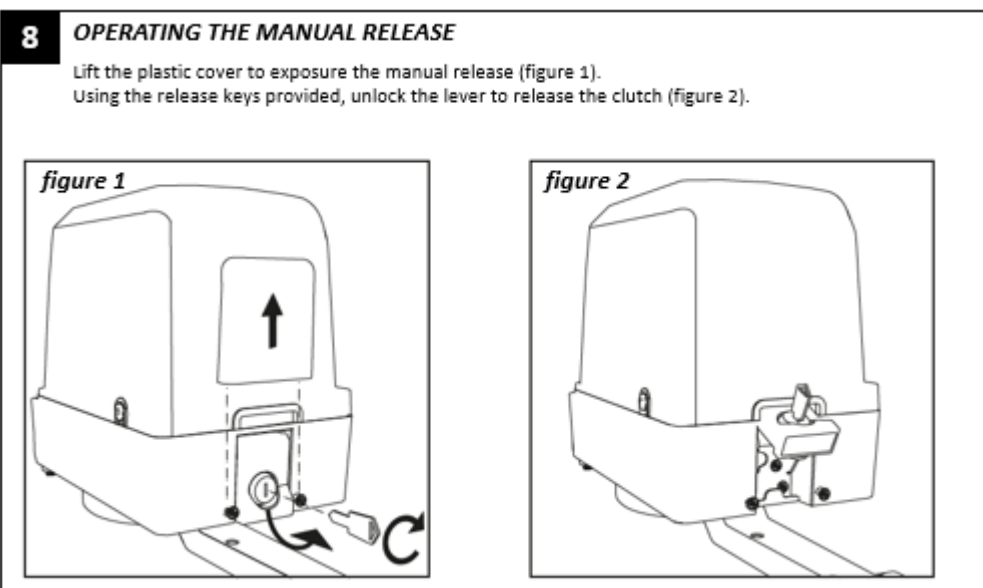
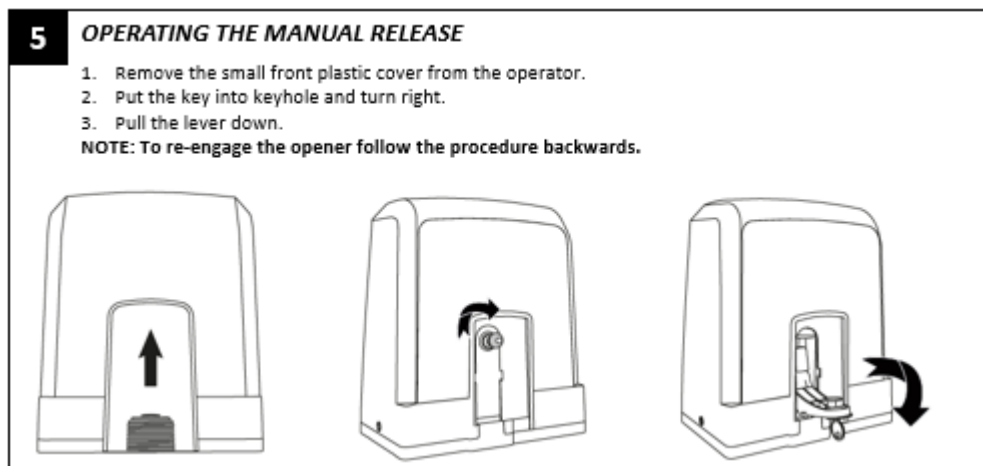
No, the myQ light was designed as a domestic indoor product for garage door openers and is not suitable for use with gate motors.

Can I use third party beams on my gate?

Yes, but you'll need to have genuine monitored style Merlin safety beams wired into IR1.  
You can then use third party relay beams on either IR2 or IR3.

?Glossary of terms, not required?

## Appendix 1





**8****SETTING UP THE MANUAL RELEASE**

To disengage the release mechanism enter the key and turn it 180°. Pull the clutch up. To re-engage the release mechanism, push the clutch down and turn the key 180°.

**NOTE:** Same procedure applies for left and right hand units.

