

 merlin™
remote control openers
security at your fingertips

G950

residential gate opener **for swing gates**



User manual

Toll free helpline

Please have your serial number and model name available before calling.

Australia 1800 638 234

New Zealand 0800 653 667

United Kingdom 0800 073 0112

www.merlingo.com

Professional installation

Merlin Authorised Installers are professionals who will ensure your opener is installed with care to work safely and reliably.

Important safety instructions



WARNING To avoid damage to property and potential injury follow all installation and operation instructions in this manual. It is vital for the safety of persons to follow all instructions. Save these instructions.

Keep remote controls away from children. Do not allow children to play with them.

Always supervise a moving gate. Keep people clear until the gate stops moving.

Use caution when releasing the gates for manual operation – the gate may move suddenly.

Frequently examine the installation for signs of wear or damage. Do not use if repair or adjustment is needed as the gate may cause injury.

Each month check that the drive stops or reverses when the gate contacts an obstruction. Arrange for an Authorised Installer to adjust the opener if necessary since an incorrect adjustment may be hazardous.

Each month check that any non-contact beam sensors function correctly by obstructing them while the gate is moving. The gate should stop, or reverse.

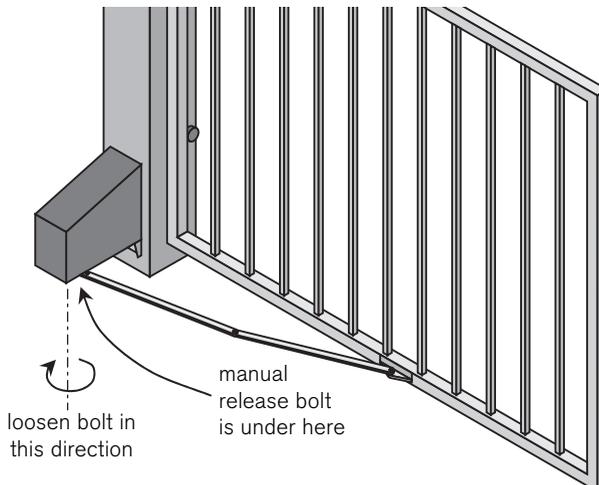
Disconnect electric power to the gate opener before making any adjustments, repairs, or removing any covers.

Manually opening the gate

You can release the gate from the opener. Using the provided spanner, loosen the large bolt on the underside of the opener. This bolt attaches the primary arm to the output shaft of the opener. Undo the bolt by turning the spanner clockwise as viewed from above.

Do not fully remove the bolt. Undo it until the primary arm falls 10 – 12 mm, enough for the arm to disengage from the shaft.

To reconnect the gate to the opener, lift the arm while moving the gate until the arm engages on the shaft. Re-tighten the large bolt.



Operating from a remote control or wireless switch

Press the button to stop a moving gate. The next press will move the gate in the opposite direction.

From multiple buttons you can operate multiple openers or driveway lighting. Each opener or controller must learn each button.

Replace the battery if the remote control or wireless switch doesn't work, or if the green indicator flashes when you push the button.

Learning additional remote controls or wireless switches

You can learn up to 20 wireless controls into the opener. Contact Merlin if you need to learn more than 20.

Each remote control or wireless wall switch must be learned by the opener.

There are two possible ways to do this. Either:

Using a remote that already operates the gate; or

Opening up the controller and pressing a button.

Remote Transmitter Learning

This mode may not have been enabled by the installer. However, if it has, follow this procedure:

Start with a transmitter that can already operate the gate.

Press both the North and the South buttons together, and hold them for three seconds.

Now press the button that normally operates the gate, hold it for one second.

Now the gate opener is ready to learn new button or new remote.

Press the new remote button and hold for one second. Press the remote button again and hold for one second. This should complete the process.

Direct Transmitter Learning

There is a small red button marked LEARN on the receiver card, attached to the top of the control board, inside the control box or inside the master opener.



WARNING Take care if opening any covers to expose the controller and receiver cards. If there is a transformer in the enclosure then there will be mains voltages present on the primary (input) side.

Identify the button marked LEARN. Press and hold it for 2 seconds.

Press the remote control button that should operate the gate. Release after 1 second.

Press the remote control button again. Release after 1 second.

This remote control button should now operate the gate.

Deleting remote controls

This is only possible by directly accessing the controller board. To delete all the remote controls from memory, press and hold the learn button on the receiver card for 11 seconds.



WARNING Take care if opening any covers to expose the controller and receiver cards. If there is a transformer in the enclosure then there will be mains voltages present on the primary (input) side.

Maintenance

Under normal operating conditions the only maintenance required is to keep the path of the gates clear of debris and to spray around the controller occasionally to deter insects from entering it.

However the gate and hinges may sustain damage or wear, presenting additional load to the opener. Frequently examine the installation for signs of wear or damage. Do not use if repair or adjustment is needed as the gate may cause injury.

Each month check the sensitivity of your gate while it is closing and opening.

Arrange for an Authorised Installer to adjust if necessary since an incorrect adjustment may be hazardous.

Each month check that any non-contact beam sensors function correctly by obstructing them while the gate is moving. The gate should stop, or reverse.

Ensure the beams are clear of any obstructions or dirt and ensure they are aligned towards each other.

Optional features

Your opener has the following features that may be enabled at any time by an Authorised Installer. Additional Components and costs may apply. A registered electrician will be required where mains power alterations are necessary.

Battery backup

A sealed lead-acid battery can be charged by mains power as a backup during power cuts.

Keypad access

Keyless entry without carrying a remote control. Keypads can allow temporary PINs for trades people or visitors.

Solenoid locking

For improved security electric locks can be fitted. These will hold the gate firmly in the closed position.

Auto-closing

Gates can close automatically after 10, 30 or 60 seconds.

NOTE Merlin recommends non-contact sensors to be fitted in conjunction with automatic closing.



WARNING Gates should never be operated without supervision. Although a force sensing safety system is present, it should not be relied upon as the primary means of public safety. Always supervise a moving gate.

Non-contact safety beams

The closing movement of the gates can be reversed if an infra-red light beam is interrupted. A beam set a few metres from the gate can reduce the risk of gates automatically closing while a car drives through.

Driveway lighting controls

A small amount of low voltage lighting can be powered from the controller, or the controller can switch on any other powered lighting.

Lighting can operate from the remote control or from a timer that shuts off one minute after the last gate operation.

Troubleshooting

There are no user serviceable parts inside the opener. The power cord is not intended for replacement by the user. Please refer to your dealer in the event that replacement is required. Contact your dealer or Installer for any service requirements.

Gate will not open or close

The gate should operate smoothly, opening and closing without sticking or requiring undue force. Release the gate from the opener and check that it is possible to move the gate freely by hand through the full range of the opening.

There may be a power failure. Plug another appliance into the power point to check. Opener may require service. If solar powered, the battery may not be fully recharging.

SOLUTION: Operate the gate manually. Phone an installer for service.

Gate will open but not close

If a sensor beam is fitted then it may be obstructed or misaligned. The gate mechanism may have broken, presenting an abnormal load, causing the safety system to activate.

SOLUTION: Look for anything blocking the beam sensor. Is the beam aligned correctly? Release the manual release and check the gate can be operated easily by hand. Have your gate repaired or serviced if it is heavy to move by hand.

Transmitter range is less than normal

Your transmitter battery may be going flat. If you have an external antenna then the wire may be damaged. **SOLUTION:** Replace the transmitter battery. Phone for service if the antenna wire is damaged

Transmitter doesn't work some times

There may be occasional radio interference in your area. Your transmitter battery may be going flat.

SOLUTION: Check for nearby baby monitors, remote control toys, cordless phones. Replace the transmitter battery.

Radio interference

Gate remote controls are required to operate in shared radio frequency bands. Regulations permit other users to continuously operate higher powered devices such as baby monitors or wireless headphones in these shared bands. These devices may cause radio interference that reduces the performance of the remote control. Switch off interfering devices if possible. Remote controls and receivers that operate on alternative frequencies are available at additional cost.

Transmitter doesn't work at all

Your transmitter battery may be flat. SOLUTION: Replace the transmitter battery.

Warranty

Gate Opener Limited Warranty

Merlin Garage Openers Limited warrants to the original purchaser ("the Buyer") that the Merlin gate opener ("the Unit") sold under this warranty will be free from defects in materials and workmanship for a period of 12 months from date of purchase.

Accordingly if the Unit fails due to defects in materials or workmanship within the warranty period Merlin Garage Openers Limited will, provided the defective part or Unit is returned freight and insurance prepaid and well packaged to the nearest address listed in this manual, undertake to repair or, at its option replace, any defective part or Unit and return it to the Buyer at no cost. Repairs and replacement parts are warranted for the remaining portion of the original warranty period.

Limited warranty on motor. After 12 months and through to 24 months, Merlin will furnish a replacement motor, if it is found to be defective; free of charge. Labour costs will be charged.

Where the Unit has been installed by an authorised installer, Merlin Garage Openers Limited will furnish replacement parts free of charge through the authorised installer. A service fee on site service may apply.

Limitations It expressly excludes any batteries or light bulbs and malfunctions or defects to the Unit or its operation due to any of the following:

- A Failure to observe installation, adjustment, maintenance or operating instructions provided with the Unit;
- B Incorrect installation, operation or adjustment of the gate to which the Unit is fitted;
- C Connection to any gate outside the specifications set out in the User manual;
- D Any modification or repair to the Unit carried by a person not authorised to do so by Merlin Garage Openers Limited;
- E Radio or any other electrical or electronic interference;
- F Faulty or unsuitable electrical wiring of the building to which the Unit is attached;
- G Faulty or flat batteries in the remote control transmitter;
- H Where the defect is due to: conditions other than normal domestic use or dirt, misuse,

neglect, fire, accident, electrical storm or other act of God.

This warranty is void if the serial number has been altered, defaced or moved.

The liability of the Distributor for any loss or damage or injury arising directly or indirectly from any defect in the goods supplied is limited to the replacement or repair of such goods or to damages not exceeding the invoice value of such goods at the option of Merlin Garage Openers Limited.

Future Modifications Merlin Garage Openers Limited may modify any existing or future model of the Unit without the obligation to incorporate these modifications into Units already manufactured or into the Unit to which this warranty applies.

General This warranty is the only Warranty made by Merlin Garage Openers Limited. All other warranties, representations and conditions of any kind, express or implied, are hereby excluded. Nothing in this warranty is intended to have the effect of contracting out of the provisions of the Consumer Guarantees Act (1993) except to the extent provided by that Act and all provisions of this warranty shall be read and modified to the extent necessary to give effect to that intention. This warranty does not deprive the Buyer of any rights conferred upon them by any applicable law or statute in their country of purchase.

Proof of date of purchase may be required when making a claim under warranty.

In the event that the Buyer is unable to provide adequate proof of purchase the date of warranty will apply from date of shipment from the Distributor to the Reseller.

NOTE We request that you attach your sales docket or invoice to this manual to enable you to establish the date of purchase in the unlikely event of a service call being made.

Specifications

Mains power required	220 V to 240 V ac, 50 Hz, earthed
Extra Low Voltage required (optional)	4 A per motor at 12 V dc
Rated load	max 300 N (approx 30 kg force) at right angles to the end of the primary arm
Stand-by power consumption	max 0.5 W
Operating power consumption	max 50 W per motor
Gate length	max 3 m
Gate weight	max 230 kg
Operating time	10 – 15 seconds (increases with load)
Opening angle (standard)	110 degrees
Opening angle (with side mount kit)	130 degrees
Replacement motor fuse	10 A (32 mm x 6.35 dia)
Replacement board fuse	0.5 A (32 mm x 6.35 dia)
Replacement remote control battery	Depends on model, either 4LR44 (6V) or CR2025 (3V coin cell)
Gate stops	optional but recommended
Gate solenoid lock	optional but recommended

NOTE Any additions or alterations outside of these specifications may void the product's warranty

Service

If an Authorised Installer installed your unit then call them for prompt on-site service. See your yellow pages or phone Merlin toll free.

Merlin service centres

New Zealand

Auckland phone 09 415 4393

Phone toll free 0800 653 667 or 0800 MERLIN

Fax toll free 0800 653 663

Australia

NSW, Vic, Qld, WA

Phone toll free 1 800 638 234

Fax: toll free 1 800 640 243

United Kingdom

Phone toll free in the UK 0800 073 0112

Tel: +44 1709 514 533

Fax: +44 1709 514 534



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