

FAQ: LIFTMASTER

Transmission range of the device is too low?

- Is a battery inserted? Put in a new battery. Try radio control in the car at another location. The transmission range diminishes for metal doors, aluminium or metal panels.

Door reverses for no apparent reason?

- Is the door blocked by anything? Pull manual release and operate door by hand. In case of unbalanced or stuck gate, please contact the service department.

Door does not close completely?

- Re-program stretch of way of the opener. Check for alterations in the mechanical components, e.g. door arms and fittings. After each new setting of the door position 'Closed', the automatic safety reverse should be checked for function.

Operator light doesn't turn off?

- Disconnect the power from the mains supply for a short time and try again. The 2.5 minutes are not yet over.

Opener works only in one direction?

- Door springs may be defective or the door is stiff in one direction. If the door is fine, re-program operating power and stretch of way of the opener.

What hardware do I need if I want to use 828EVO/MyQ?

- You need at home an internet router with a free Ethernet connector. The router should be not too far away from the garage. The range of the gateway is similar to a Wi-Fi range or better. In any case with an Ethernet cable extension the gateway can move closer to the garage.

FREQUENTLY ASKED QUESTIONS

- A safety device to detect obstacles during movement of the gate or garage door. The door will reverse until the infrared safety sensor is no longer obstructed. Using the myQ technology requires infrared safety sensors. For use with all LiftMaster® garage door and gate openers (772EVO or 770E).

On what type of garage doors can a garage door opener be installed?

- An electric garage door opener is suitable for every sectional garage door. In addition, a garage door opener is suitable for almost all types of overhead doors, with the exception of overhead doors that rotate within the facade.

How to get inside the garage if my garage door is not responding to my remotes and/or keypad?

- If the garage door opener is not responding to your remote controls and/or keypad (and you don't have the outside quick release model 1702EVO installed), there is unfortunately no way to activate the opener. If you have no other access into the garage other than through the garage door, you will need to gain access some other way. Our LiftMaster dealers/installers may have experience in this area.

Do you have more questions about the use of our LiftMaster products?

Please contact your local sales team.