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## Chamberlain liftmaster elite series 3/4 hp troubleshooting

The history of LiftMaster started over 45 years ago. The company specializes in making garage door openers, as well as gate and commercial door operators. MyQ Technology, Battery Backup and P3 Motors could be named among the latest advances. If you want to make Liftmaster garage door repair by yourself, you need to understand what’s wrong. Check out whether the Up and Down arrows flash and see the explanation of these diagnostic codes below. You will probably also notice symptoms showing that something is out of order. These symptoms are explained in the Liftmaster garage door opener manual below. Now you are ready to try the solutions provided by our Liftmaster garage door troubleshooting guide. Diagnostic codeSymptomSolution Up Arrow Flash (es)Down Arrow Flash (es) 1The garage door opener will not close and the light bulbs flash.Safety sensors are not installed, connected or wires may be cut. Inspect sensor wires for a disconnected or cut wire. 12The garage door opener will not close and the light bulbs flash.There is a short or reversed wire for the safety sensors. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed. 13The door control will not function.The wires for the door control are shorted or the door control is faulty. Inspect safety sensor wire at all staple points and connection points and replace wire or correct as needed. 14The garage door opener will not close and the light bulbs flash.Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing. 15Door moves 6-8’ stops or reverses.Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Check wiring connections at travel module and at the logic board. Replace travel module if necessary. No movement, only a single click. Opener hums for 1 -2 seconds no movement. 16Door coast after it has come to a complete stop.Program travel to coasting position or have door balanced by a trained technician. 21—5No movement or sound.Replace logic board. 32Unable to set the travel or retain position.Check travel module for proper assembly, replace if necessary. 33The battery status LED is constantly flashing green.Battery backup charging circuit error, replace logic board. 41—4Door is moving stops and or reverses.Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel. 45Opener runs approximately 6-8’, stops and reverses.Communication error to travel module. Check travel module connections, replace module if necessary. 46The garage door opener will not close and the light bulbs flash.Safety sensors are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensor’s path while closing. ProblemsCause/Solutions The garage door doesn’t operate from the My 0s Home Control App or website. • When using Model 580LM Alternate Power Supply or when in Battery Backup mode, the Internet Gateway will not activate the garage door through the MyQ® Home Control App. If you wish to use the Internet Gateway with your garage door opener, please contact your local electrician to wire an outlet next to the garage door opener. 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? • 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. • If the yellow command LED does not turn on, reverse the wires connected to the RED and WHT terminals of the control panel. Replace wire if necessary. The yellow and red LEDs on the Door Control are blinking quickly. • The control panel is charging, and may take up to 5 minutes to become operational. 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. • Check to be sure the antenna on the side or back panel of the garage door opener extends fully downward. • 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 the garage door opener lights blink, check the safety reversing sensor. • If the garage door opener lights don’t blink and it is a new installation. For an existing installatio. Repeat the safety reverse test after adjustments to the door. The door reverses for no apparent reason and garage door opener lights don 7 blink. • Check cable tension monitor. • 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 2. Repeat safety reverse test after adjustments. My door will not close and the light bulbs blink.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. ee 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. • If a Battery Backup is connected, the opener should be able to operate up to 20 times without power. Door loses limits. • Collar not tightened securely. Tighten collar and reprogram limits. 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. Power lock makes noise when operating. • Call LiftMaster® dealer for replacement power lock. ProblemsCause/Solutions My garage door opener will not close and the light bulbs flash.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. My vehicle’s Homelink® is not programming to my garage door opener:Depending on the make, model, and year of your vehicle an external adapter may be required. Visit www.homelink.com for additional information. My garage door opener beeps:The garage door opener can beep for several reasons: • Garage door opener has been activated through a device or feature such as Timer-to-Close. garage door monitor or LiftMaster Internet Gateway. • Operating on battery power or the battery needs to be replaced. My neighbor’s remote control opens my garage door:Erase the memory from your garage door opener and reprogram the remote control(s). The garage door moves 6-8’, stops or reverses: • Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician. • Possible travel module failure. My remote control will not activate the garage door:Verify the lock feature is not activated on the door control or reprogram the remote control. The wall-mounted door control will not function:The wires for the door control are shorted or the door control is faulty. My garage door opener light(s) will not turn off when the door is open:The garage door opener is equipped with a feature that turns the light on when the safety reversing sensors have been obstructed or when the motion sensor on the door control detects movement in the garage. This feature can be disabled using the door control. Garage door opener hums for 1-2 seconds with no movement:Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician. ProblemCause/Solution 1 FLASH Safety reversing sensors wire open (broken or disconnected) OR 2 FLASHES Safety reversing sensors wire shorted or black/white wire reversedSYMPTOM: One or both of the Indicator lights on the safety sensors do not glow steady. Inspect sensor wires for a short (staple in wire), correct wiring polarity (black/white wires reversed), broken or disconnected wires, replace/attach as needed. Disconnect all wires from back of garage door opener. Remove sensors from brackets and shorten sensor wires to 1 -2 ft. (30-60 cm) from back each of sensor. Reattach sending sensor to garage door opener using shortened wires. If sending sensor indicator light glows steadily, attach the receiving sensor. Align sensors, if the indicator lights glow replace the wires for the sensors. If the sensor indicator lights do not light, replace the safety reversing sensors. 3 FLASHES Door control or wire shortedSYMPTOM: The door doesn’t activate from the door control. Inspect door control/wires for a short (staple in wire), replace as needed. Disconnect wires at door control, touch wires together. If garage door opener activates, replace door control. If garage door opener does not activate, disconnect door control wires from garage door opener. Momentarily short across red and white terminals with jumper wire. If garage door opener activates, replace door control wires. 4 FLASHES Safety reversing sensors slightly misaligned (dim or flashing LED)SYMPTOM: Sending indicator light glows steadily, receiving indicator light is dim or flashing. Realign receiving sensor, clean lens and secure brackets. Verify door track is firmly secured to wall and does not move. 5 FLASHES Motor RPM is not recognizedSYMPTOM: Door travels 2-3 inches and stops. Reprogram limits and forces. If the motor unit continues to travel 2-3 inches, check the travel module connection or replace the travel module. SYMPTOM: No movement, motor runs 2-3 seconds. Reconnect the emergency release. Motor may need to be replaced. 9 FLASHES Cable tension monitor reversalSYMPTOM: Door stops and reverses while closing. Check for possible door obstructions and remove. Check that the cable tension monitor is properly connected to the opener. Replace the cable tension monitor. 10 FLASHES Limits and forces need reprogrammingSYMPTOM: Door stops while opening. Reprogram limits and forces. 11 FLASHES Limits and forces need reprogrammingSYMPTOM: Door stops and reverses while closing. Reprogram limits and forces. 12 FLASHES Attempting to compensate 13 FLASHES Attempting to compensate SYMPTOM: Door stops while opening. Garage door opener will try to compensate three times before turning to a 11 Flash. LiftMaster Professional Security+ 3280M garage door opener troubleshooting Problem:Solution: My door will not close and the light bulbs blink on my motor unit: 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 Check diagnostic LED for flashes on the motor unit My remotes will not activate the door:Verify your door control is not blinking. If it is blinking, deactivate the Lock Mode following the instructions for Using the Wall Mounted Door Control Reprogram remotes following the programming instructions If remote will still not activate your door, check diagnostic LED for flashes on motor unit My door reverses for no apparent reason: Repeat safety reverse test after adjustments to force or travel limits. The need for occasional adjustment for the force and limit settings is normal. Weather conditions in particular can affect door travelManually check door for balance or any binding problems My door reverses for no apparent reason after fully closing and touching the floorRepeat safety reverse test after adjustments to force or travel limits. The need for occasional adjustment for the force and limit settings is normal. Weather conditions in particular can affect door travel My lights will not turn off when door is openThe garage door opener is equipped with a security light feature. This feature activates the light on when the safety sensor beam has been obstructed. Using the Wall Mounted Door Control, Light Feature My motor unit hums brieflyFirst verify that the trolley is against the stop bolt Release the door from the opener by pulling the Emergency Release Rope Manually bring the door to a closed position Loosen the belt by adjusting the outer nut 4 to 5 turns Run the motor unit from the remote control or door control. The trolley should travel towards the door and stop. If the trolley re-engages with the door, pull the Emergency Release Rope to disengage

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