

# Troubleshooting

## Diagnostic Chart

Your garage door opener is programmed with self-diagnostic capabilities. The UP and DOWN arrows on the garage door opener will flash the diagnostic codes.

DIAGNOSTIC CODE		SYMPTOM	SOLUTION
Up arrow Flash(es)	Down arrow Flash(es)		
1	1	The 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.
1	2	The 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 and connection points, replace wire or correct as needed.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect door control wires at all staple and connection points, replace wire or correct as needed.
1	4	The 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.
		Door 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.
1	5	No movement, only a single click.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace logic board if necessary.
		Opener hums for 1-2 seconds no movement.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock, correct as needed. Replace motor if necessary.
1	6	Door coasts after it has come to a complete stop.	Program travel to coasting position or have door balanced by a trained door systems technician.
2	1-5	No movement, or sound.	Replace logic board.
3	2	Unable to set the travel or retain position.	Check travel module for proper assembly, replace if necessary.
3	3	The battery status LED* is constantly flashing green.	Battery backup* charging circuit error, replace the logic board *If applicable.

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DIAGNOSTIC CODE		SYMPTOM	SOLUTION
Up arrow Flash(es)	Down arrow Flash(es)		
<b>4</b>	<b>1-4</b>	Door is moving 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. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking attempt to reprogram travel (refer to page 10).
<b>4</b>	<b>5</b>	Opener runs approximately 6-8", stops and reverses.	Communication error to travel module. Check travel module connections, replace travel module if necessary.
<b>4</b>	<b>6</b>	The 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.

### 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, see page 4.
- Operating on battery power or the 12Vdc battery needs to be replaced (if applicable), see page 7 and 11.

### 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.

### 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.

### 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. These features can be disabled using the door control, see page 6.

### My neighbor's remote control opens my garage door:

Erase the memory from your garage door opener and reprogram the remote control(s).

### 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](http://www.homelink.com) for additional information.