

# CHAMBERLAIN®

## Wall Mount Garage Door Opener

Model RJ020

### CRITICAL INFORMATION PLEASE READ BEFORE YOU BEGIN

This Quick Start Guide is intended to highlight a typical installation; these instructions are not intended to be comprehensive.

#### WARNING

To reduce the risk of SEVERE INJURY or DEATH, READ AND FOLLOW ALL INSTALLATION INSTRUCTIONS provided in the manual. This QuickStart is NOT intended to replace the manual, but serves as a reminder for those familiar with the manual and the installation of this product.

- The door **WILL NOT CLOSE** unless the Protector System® is connected and properly aligned.
- Periodic checks of the garage door opener are required to ensure safe operation.

Refer to the User's Guide/Owner's Manual for instructions on the use of your product, troubleshooting and periodic maintenance.

#### UNATTENDED OPERATION

The Timer-to-Close (TTC) feature, the MyQ Smartphone Control app and MyQ Garage Door are examples of unattended close and are to be used ONLY with sectional doors. Any device or feature that allows the door to close without being in the line of sight of the door is considered unattended close.

Complete the test below to make sure the garage door is balanced and is not sticking or binding.  
• Lift the door halfway up. Release the door. If balanced, it should stay in place, supported entirely by its springs.  
• Raise and lower the door to check for binding or sticking.

If your door binds, sticks, or is out of balance, contact a trained door systems technician BEFORE you install this opener.

To view a video showing how to balance your garage door, visit: <https://tinyurl.com/ybpyxxzw>

[View the installation video at: https://tinyurl.com/yadagxzg](https://tinyurl.com/yadagxzg)

#### SAFETY INFORMATION

##### Safety Symbols

This garage door opener has been designed and tested to offer safe service provided it is installed, operated, maintained and tested in strict accordance with the instructions and warnings contained in this manual.

#### WARNING

##### Mechanical

#### WARNING

##### Electrical

#### CAUTION

When you see these Safety Symbols and Signal Words on the following pages, they will alert you to the possibility of serious injury or death if you do not comply with the warnings that accompany them. The hazard may come from something mechanical or from electric shock. Read the warnings carefully.

When you see this Signal Word on the following pages, it will alert you to the possibility of damage to your garage door and/or the garage door opener if you do not comply with the cautionary statements that accompany it. Read them carefully.

##### Before You Begin:

- Uninstall previous garage door opener.
- Disable locks.
- Remove any ropes connected to the garage door.
- Check the seal on the bottom of the door. Any gap between the floor and the bottom of the door must not exceed 1/4 inch (6 mm). Otherwise, the safety reversal system may not work properly.

Refer to the User's Guide/Owner's Manual for instructions on the use of your product, troubleshooting and periodic maintenance.

If your door binds, sticks, or is out of balance, contact a trained door systems technician BEFORE you install this opener.

To view a video showing how to balance your garage door, visit: <https://tinyurl.com/ybpyxxzw>

#### GLOSSARY

| Term                            | Definition  |
|---------------------------------|---|
| <b>Bearing Plate</b>            | Acts as a support for the torsion bar. The bearing and mounting plate are typically located above the garage door.  |
| <b>Cable Tension Monitor</b>    | The cable tension monitor detects any slack in the garage door cables. Failure to properly install the cable tension monitor may cause the cables to be thrown and may result in a hazardous situation.   |
| <b>Door Seal</b>                | The door seal is located at the bottom of the door and helps to keep outdoor elements from entering the garage.   |
| <b>Drum</b>                     | Drums are round, grooved spools on the torsion bar that keep door cables orderly.   |
| <b>Extension Springs</b>        | Extension springs are <b>NOT</b> compatible with this opener. Extension springs are typically mounted along the horizontal section of the track and extend from the front of the door opening to the back hang. The springs are intended to make a door lighter so you can easily open and close the door by hand.                  |
| <b>High Lift Sectional Door</b> | A type of garage door constructed with multiple panels that slide along a track inside the garage. The track runs vertically up the wall beyond the top of the door opening several inches before encountering the curve in the track. The extended distance above the top of the garage door determines the amount of a high lift. |
| <b>Protector System®</b>        | The Protector System® is composed of a set of sensors and transmitters that act as a safety measure to prevent personal injury or property damage caused by a closing garage door. See also: <b>Safety Reversing Sensor</b> .   |
| <b>Roller</b>                   | Small wheels which allow the door to move up and down the track.  |
| <b>Safety Reversing Sensor</b>  | The safety reversing sensors are a set of sensor eyes that detect obstructions in the path of the garage door. If an obstruction is found, the sensors tell the door to reverse direction.  |
| <b>Torsion Springs</b>          | A torsion spring is a type of spring that counter balances the garage door. The torsion spring is located above door on the torsion bar. The springs are intended to make a door lighter so you can easily open and close the door by hand. Consult a trained door systems technician if you need the springs adjusted or replaced. |
| <b>Torsion Bar</b>              | A torsion bar is a horizontal metal bar mounted above the garage door. The torsion springs are located on the torsion bar. Most torsion bars are hollow, while some are solid. Some solid torsion bars may have a groove called a keyway that runs the length of the bar.   |

#### WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:  
• ALWAYS call a trained door systems technician if garage door binds, sticks, or is out of balance. An unbalanced garage door may NOT reverse when required.  
• NEVER try to loosen, move or adjust garage door, door springs, cables, pulleys, brackets or their hardware, ALL of which are under EXTREME tension.  
• Disable ALL locks and remove ALL ropes connected to garage door BEFORE installing and operating garage door opener to avoid entanglement.

#### CAUTION

To prevent damage to garage door and opener:  
• ALWAYS disable locks BEFORE installing and operating the opener.  
• ONLY operate garage door opener at 120 V, 60 Hz to avoid malfunction and damage.

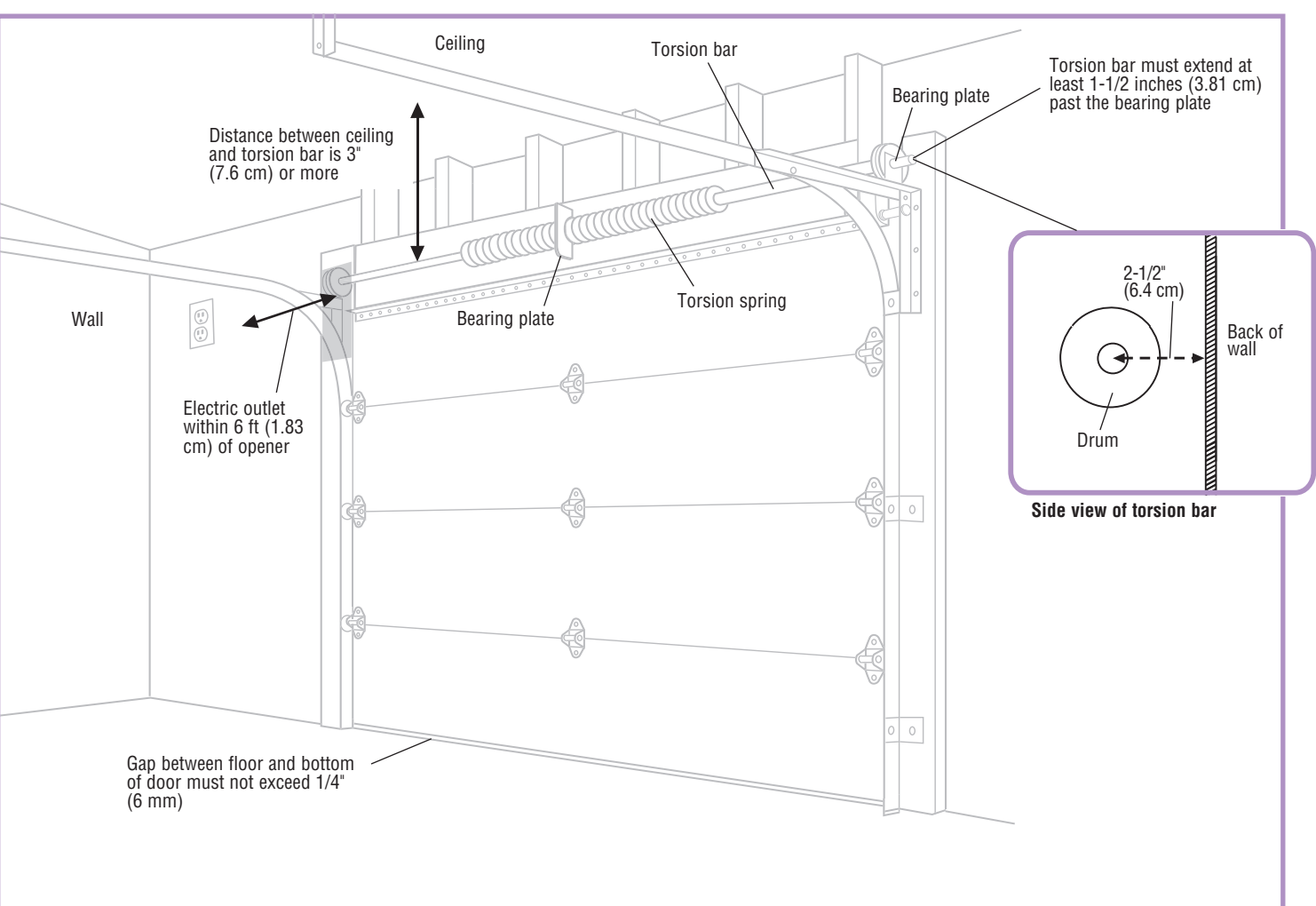
#### PRE-INSTALLATION CHECKLIST

Your garage **MUST** meet the following requirements **BEFORE** you start installing the opener. You can install the garage door opener on either the left or right side of the garage door.

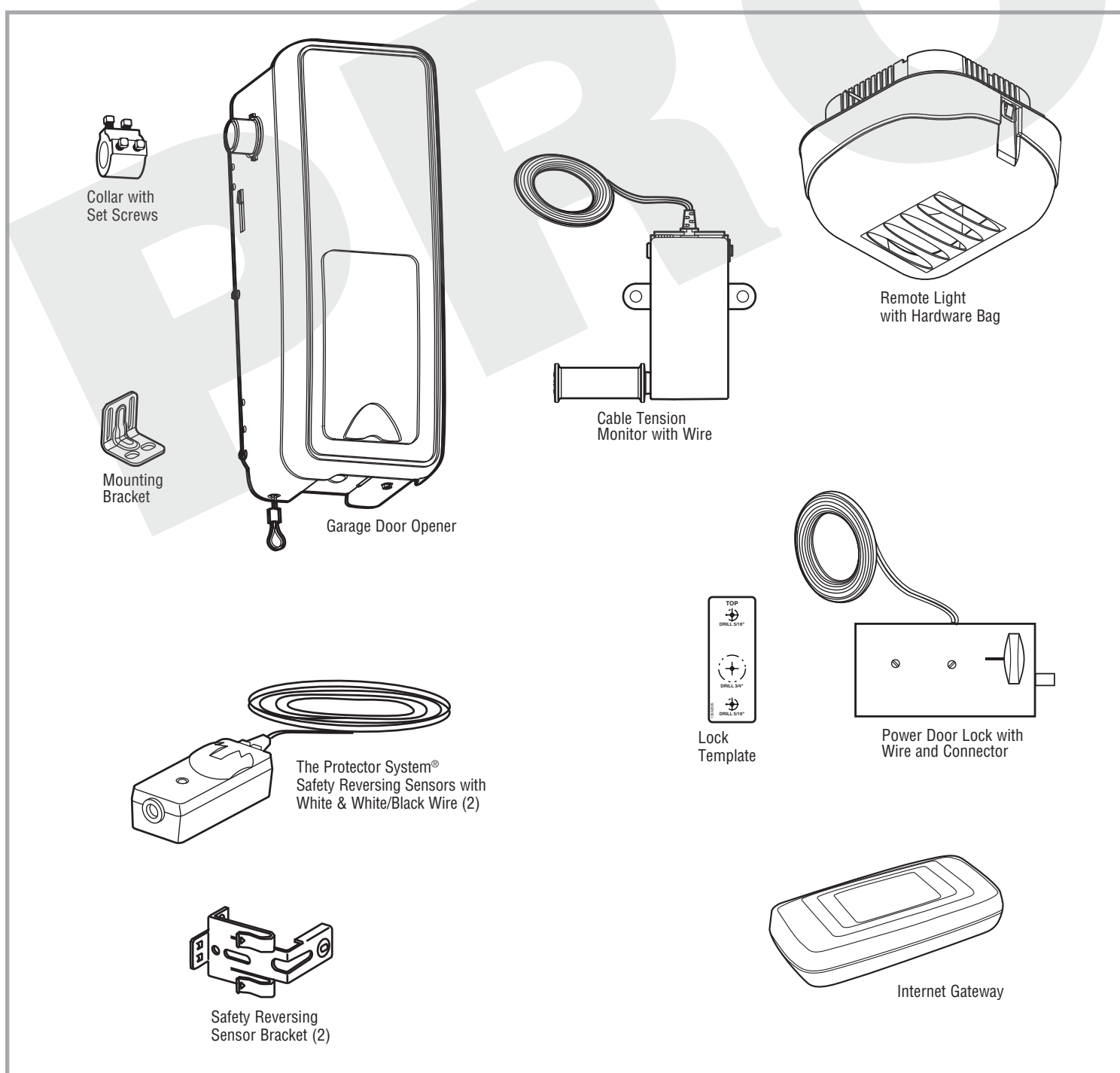
Use the check list to see if your garage is compatible with the garage door opener requirements. **IMPORTANT: If you DO NOT meet all the requirements contact a trained door systems technician.**

##### REQUIREMENTS CHECK LIST

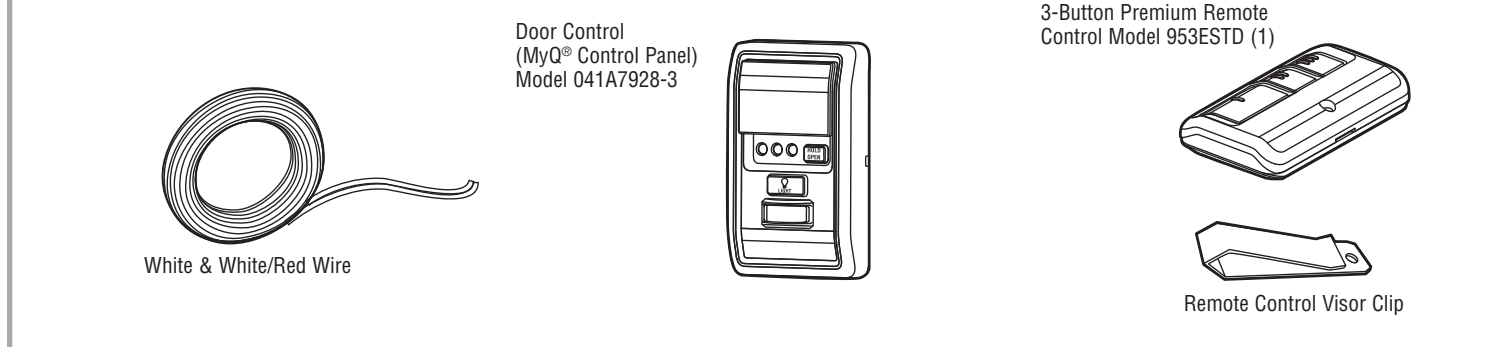
- Sectional garage door:**
    - Standard sectional door up to 14 feet (4.3 m) high.
    - Sectional High lift door (up to 54 inches (137.2 cm) high).
    - Doors up to 18 feet (5.5 m) wide OR doors up to 180 sq. ft. (16.7 sq. m)
    - Any gap between the floor and the bottom of the door must not exceed 1/4 inch (6 mm). Otherwise, the safety reversal system may not work properly.
  - Torsion bar and torsion springs:**
    - Torsion bar is 1 inch (2.5 cm) diameter.
    - Torsion bar must extend at least 1-1/2 inches (3.81 cm) past the bearing plate and be free of damage.
    - Distance between ceiling and center of torsion bar is 3 inches (7.6 cm) or more.
    - Distance between garage wall the torsion bar is mounted on and center of torsion bar is 2-1/2 inches (6.4 cm) or more.
    - A minimum of 8.5 inches (21.6 cm) between the side garage wall (or obstruction) and the end of the torsion bar.
  - Drums must be 4-6 inches (10-15 cm).**
  - Power**
    - An electric outlet must be accessible within 6 feet (1.83 m) of the installation area for the opener. The outlet must be 120 VAC - 60 Hz and 1.0 AMP current **ONLY**. Contact a qualified electrician if you need an outlet installed.
- ALL the requirements above **MUST** be met. If you do not meet the requirements, contact a trained door systems technician.



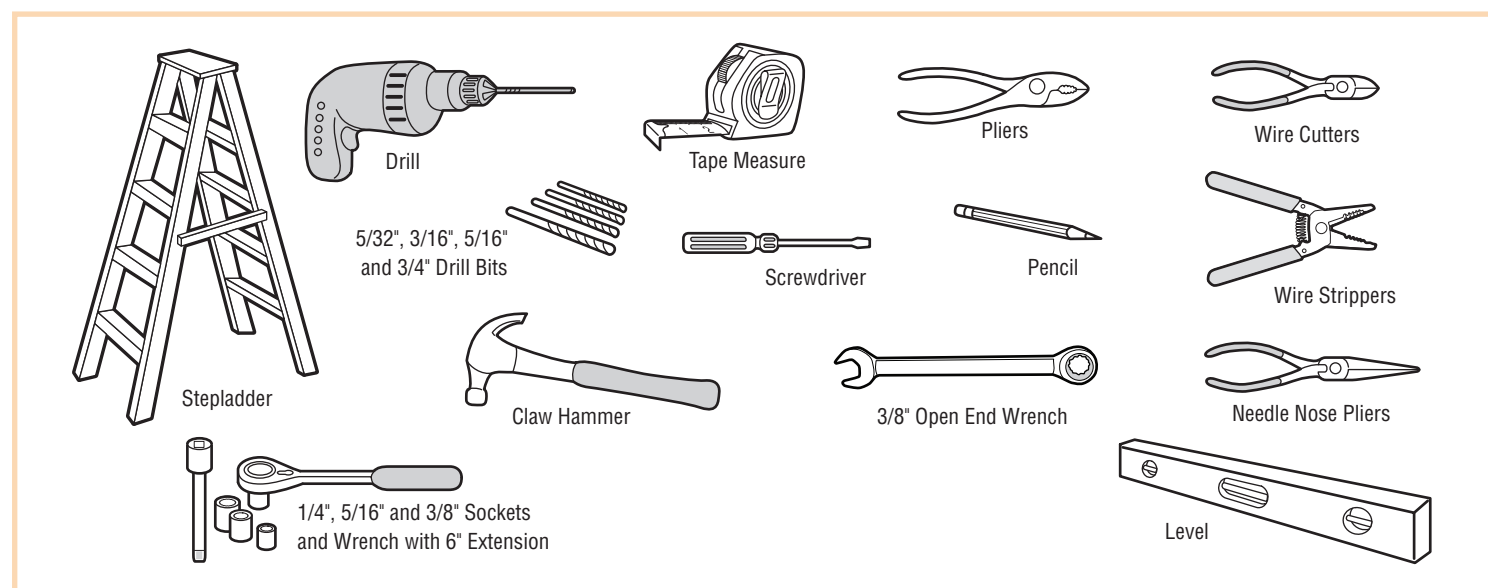
#### CARTON INVENTORY



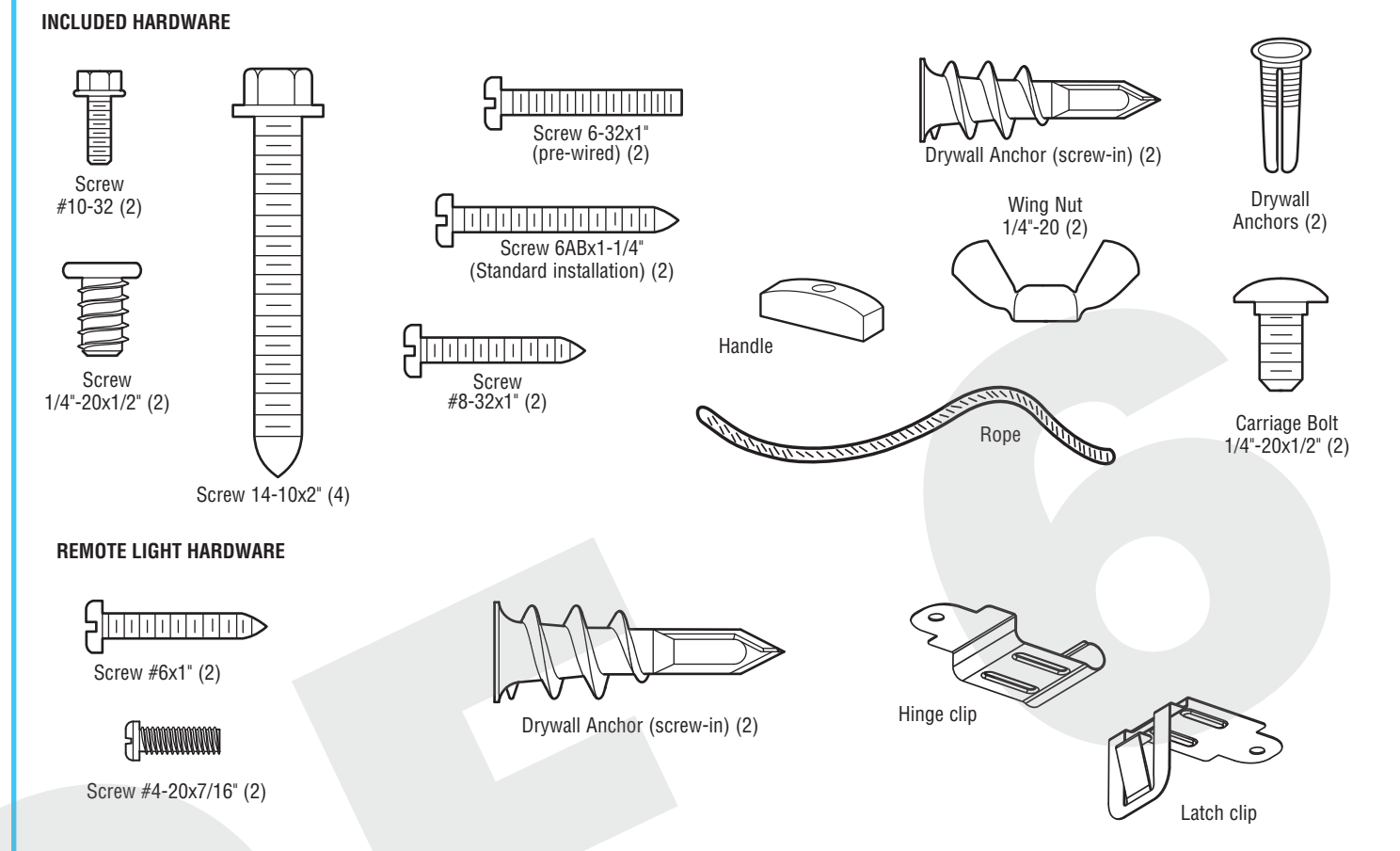
#### ACCESSORIES



#### TOOLS REQUIRED



#### HARDWARE



#### INSTALLATION (CONTINUED)

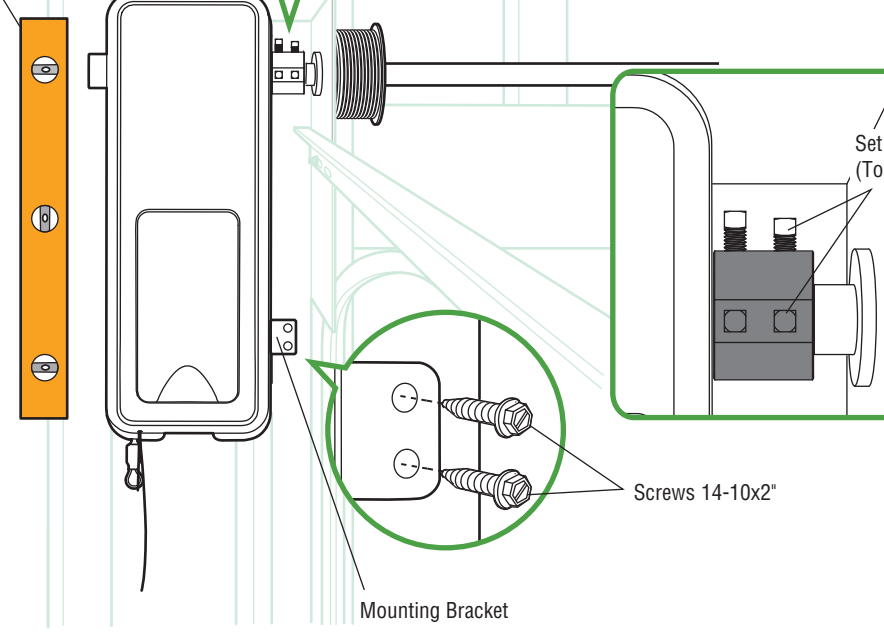
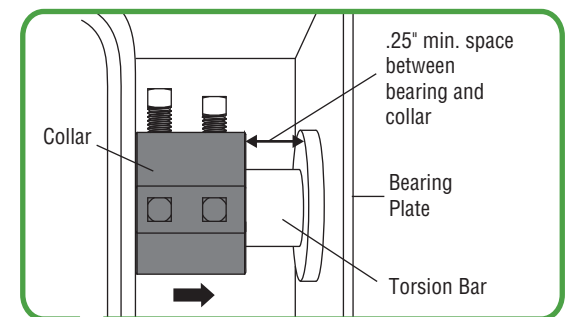
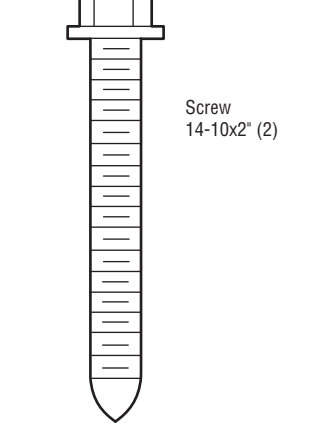
##### 2 Position and Mount the Garage Door Opener

- Close the garage door completely.
- Slide the garage door opener onto the end of the torsion bar. Ensure the collar does NOT touch the bearing plate.
- Use a level to align the garage door opener parallel to the door. Verify the mounting bracket installation wall is solid surface, such as wood, concrete or a door/flag bracket.  
**IMPORTANT: If installing on drywall, the mounting bracket MUST be attached to a stud.**
- Mark the mounting bracket holes. If necessary, tighten collar screws on the torsion bar to hold garage door opener in place while marking holes.  
**NOTE: The garage door opener does not have to be flush to the wall.**
- Remove the garage door opener from torsion bar.
- Drill 3/16 inch pilot holes at the marked locations.
- Slide the garage door opener back onto the torsion bar.
- Tighten the 2 square head set screws on the torsion bar. For a hollow torsion bar, tighten screws 3/4 - 1 full turn AFTER making contact with the bar. For a solid shaft torsion bar, tighten screws 1/4 - no more than 1/2 turn after making contact with the shaft. If installing on a keyed torsion bar, DO NOT tighten the screws into the keyway.
- Secure the mounting bracket to the wall and to the garage door opener.

#### WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:  
• Concrete anchors **MUST** be used if mounting bracket into masonry.  
• NEVER try to loosen, move or adjust garage door, springs, cables, pulleys, brackets or their hardware, ALL of which are under EXTREME tension.  
• ALWAYS call a trained door systems technician if garage door binds, sticks or is out of balance. An unbalanced garage door might NOT reverse when required.  
• Garage door opener **MUST** be mounted at a right angle to the torsion bar to avoid premature wear on the collar.

#### YOU WILL NEED



#### STEP 1: INSTALLATION

#### IMPORTANT INSTALLATION INSTRUCTIONS

#### WARNING

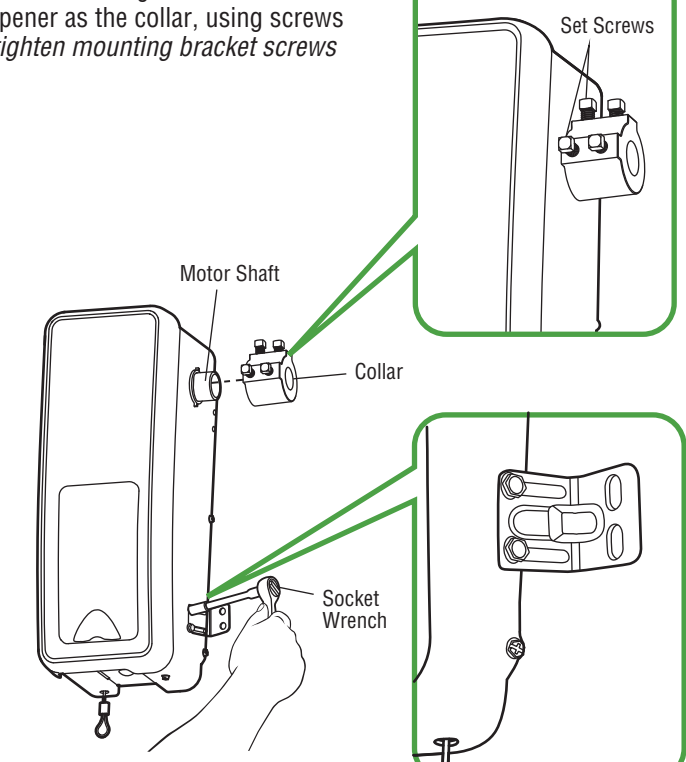
To reduce the risk of **SEVERE INJURY** or **DEATH**:

- READ AND FOLLOW ALL INSTALLATION WARNINGS AND INSTRUCTIONS.
- Install garage door opener ONLY on properly balanced and lubricated door. An improperly balanced door may NOT reverse when required and could result in **SEVERE INJURY** or **DEATH**.
- ALL repairs to cables, spring assemblies and other hardware **MUST** be made by a trained door systems technician BEFORE installing garage door opener.
- Disable ALL locks and remove ALL ropes connected to door BEFORE installing garage door opener to avoid entanglement.
- Where possible, install the door operator 7 feet or more above the floor.
- Mount the emergency release within reach, but at least 6 feet (1.83 m) above the floor and avoiding contact with vehicles to avoid accidental release.
- NEVER connect garage door opener to power source until instructed to do so.
- NEVER wear watches, rings or loose clothing while installing or servicing the garage door opener. They could be caught in door or operator mechanisms.
- Install wall-mounted door control:
  - within sight of the door.
  - out of reach of small children at a minimum height of 5 feet (1.5 m) above floors, landings, steps or any other adjacent walking surface.
  - away from ALL moving parts of the door.
- Install the Emergency Release Marking. Attach the marking on or next to the emergency release. Install the Entrapment Warning Placard next to the door control in a prominent location.
- Place emergency release/safety reverse test label in plain view on inside of door.
- Upon completion of installation, test safety reversal system. Door **MUST** reverse on contact with a 1-1/2" (3.8 cm) high object (or a 2x4 laid flat) on the floor.

##### 1 Attach the Collar to the Garage Door Opener

The garage door opener can be installed on either side of the door. The illustrations shown are for installation on the left side.

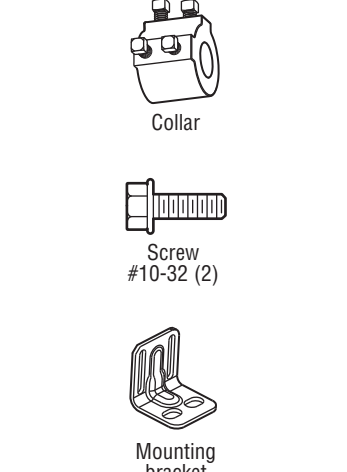
- Loosen the preset collar screws with the 3/8" open end wrench.
- Slide the collar onto the garage door opener motor shaft until it stops.
- Securely tighten the 2 square head set screws closest to the motor shaft by hand, then turning the screws 1/4 - 1/2 turn.
- Loosely attach slotted side of mounting bracket to the same side of the garage door opener as the collar, using screws provided. **NOTE: Do not tighten mounting bracket screws until instructed.**



#### WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**, the collar **MUST** be properly tightened. The door may not reverse correctly or limits may be lost due to collar slip.

#### YOU WILL NEED



#### PRE-INSTALLATION CHECKLIST

Your garage **MUST** meet the following requirements **BEFORE** you start installing the opener. You can install the garage door opener on either the left or right side of the garage door.

Use the check list to see if your garage is compatible with the garage door opener requirements. **IMPORTANT: If you DO NOT meet all the requirements contact a trained door systems technician.**

##### REQUIREMENTS CHECK LIST

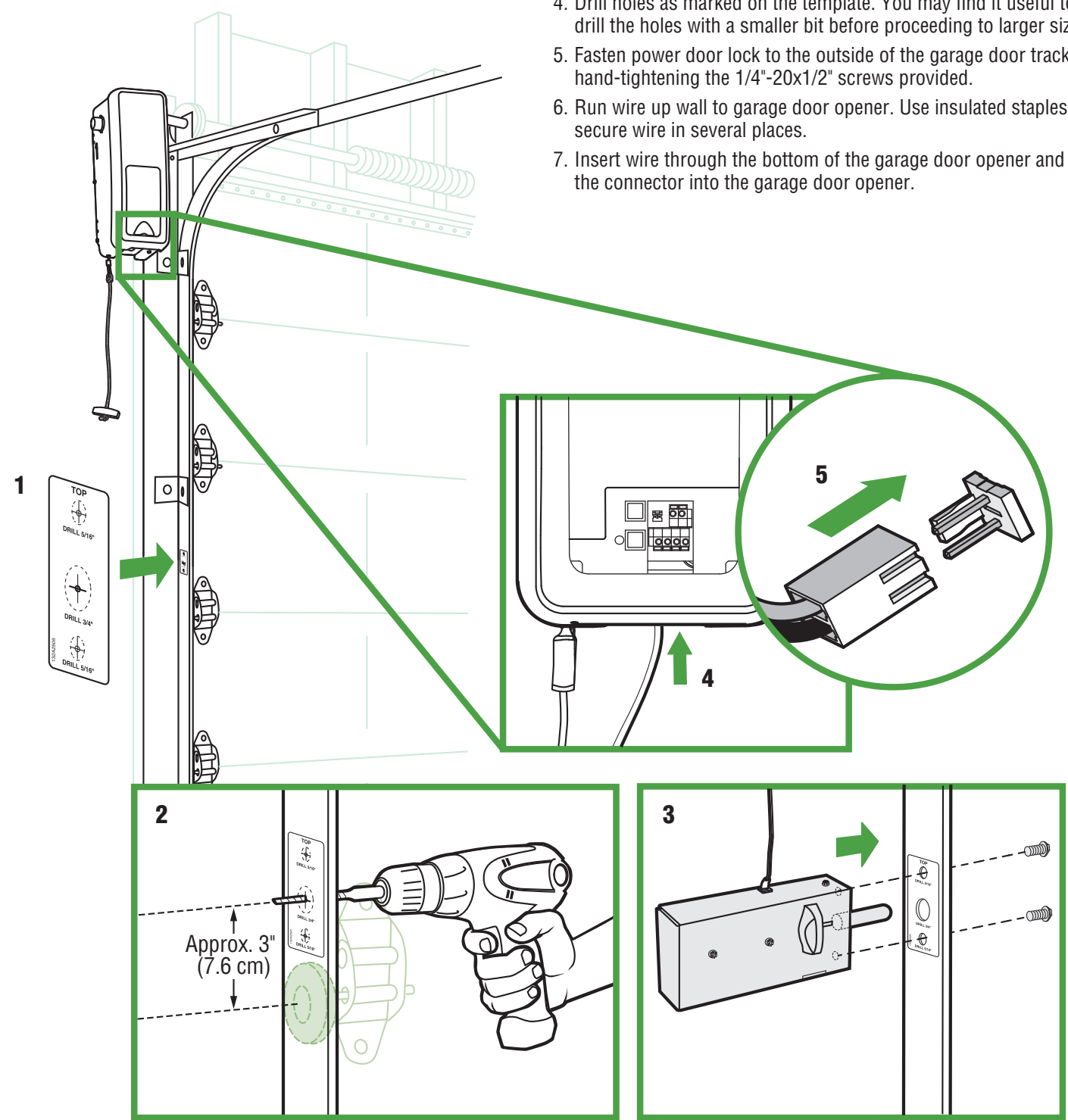
- Standard sectional door up to 14 feet (4.3 m) high.
  - Sectional High lift door (up to 54 inches (137.2 cm) high).
  - Doors up to 18 feet (5.5 m) wide OR doors up to 180 sq. ft. (16.7 sq. m)
  - Any gap between the floor and the bottom of the door must not exceed 1/4 inch (6 mm). Otherwise, the safety reversal system may not work properly.
  - Torsion bar is 1 inch (2.5 cm) diameter.
  - Torsion bar must extend at least 1-1/2 inches (3.81 cm) past the bearing plate and be free of damage.
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  - A minimum of 8.5 inches (21.6 cm) between the side garage wall (or obstruction) and the end of the torsion bar.
  - Drums must be 4-6 inches (10-15 cm).
  - Power
    - An electric outlet must be accessible within 6 feet (1.83 m) of the installation area for the opener. The outlet must be 120 VAC - 60 Hz and 1.0 AMP current **ONLY**. Contact a qualified electrician if you need an outlet installed.
- ALL the requirements above **MUST** be met. If you do not meet the requirements, contact a trained door systems technician.

5 Install Power Door Lock

- 1. Determine where to install the power door lock.
Mount the door lock on the same side as the opener.
The power door lock MUST be mounted within 10 feet (3.05 m) of garage door opener with approximately a 3 inch (7.6 cm) distance between the center of a door roller and the hole for the power door lock bolt.

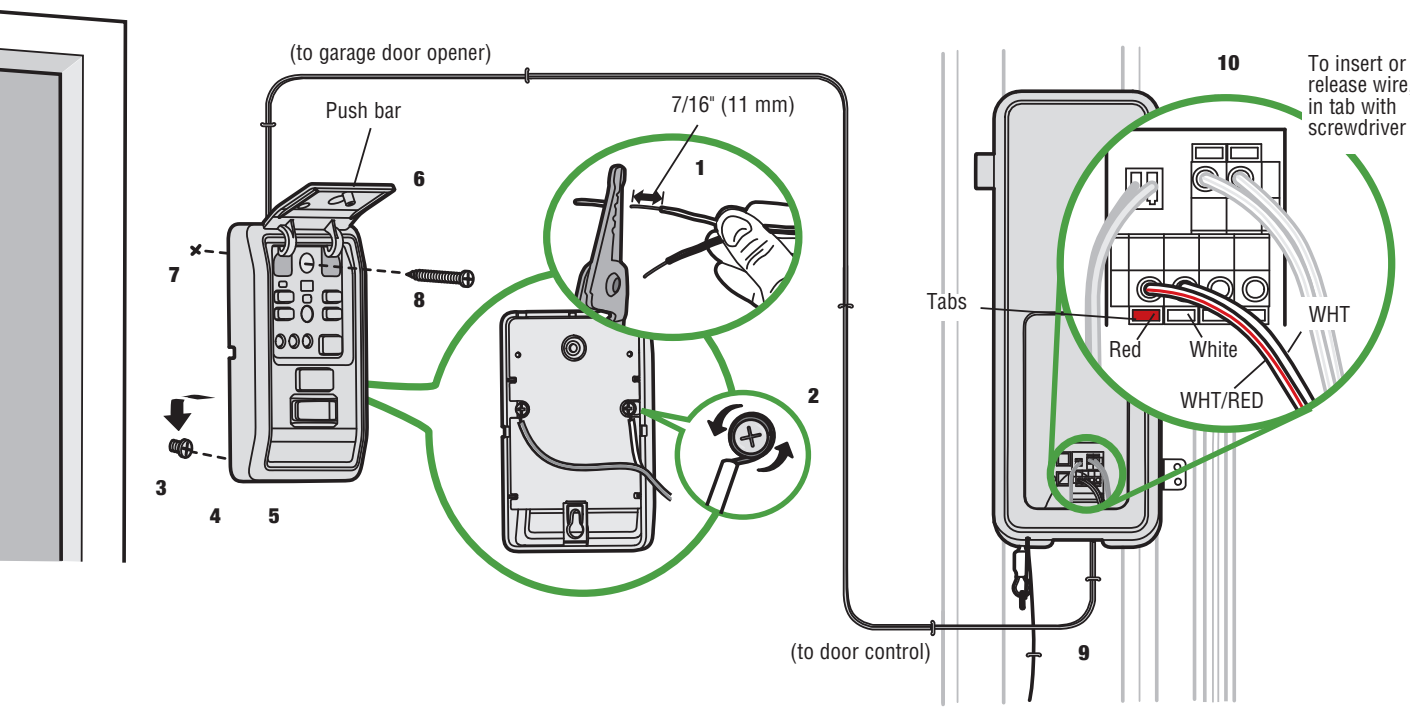
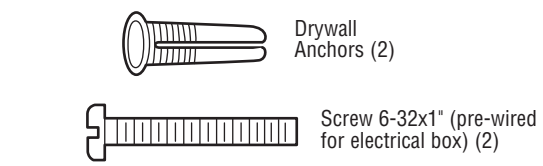
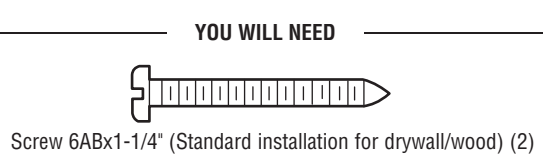


- 4. Drill holes as marked on the template.
5. Fasten power door lock to the outside of the garage door track by hand-tightening the 1/4"-20x1/2" screws provided.
6. Run wire up wall to garage door opener.
7. Insert wire through the bottom of the garage door opener and plug the connector into the garage door opener.



7 INSTALL THE DOOR CONTROL (MYQ® CONTROL PANEL)

Install door control within sight of garage door, out of reach of small children at a minimum height of 5 feet (1.5 m) above floors, landings, steps or any other adjacent walking surface, and away from ALL moving parts of door.



WARNING

- To prevent possible SERIOUS INJURY or DEATH from electrocution:
Be sure power is NOT connected BEFORE installing door control.
Connect ONLY to 7-28 VOLT low voltage wires.
Install door control within sight of garage door, out of reach of small children at a minimum height of 5 feet (1.5 m) above floors, landings, steps or any other adjacent walking surface, and away from ALL moving parts of door.
NEVER permit children to operate or play with door control push buttons or remote control transmitters.
Activate door ONLY when it can be seen clearly, is properly adjusted, and there are no obstructions to door travel.
ALWAYS keep garage door in sight until completely closed. NEVER permit anyone to cross path of closing garage door.

6 ATTACH THE CABLE TENSION MONITOR (REQUIRED)

The cable tension monitor detects any slack in the garage door cables. The cable tension monitor should be installed on the same side as the garage door opener. Factory default is configured for left-side installation.

To watch a video, go to https://tinyurl.com/yadaxgzk

Determine if the cable tension monitor will be installed of the left or right side of the door. NOTE: Test the location of the cable tension monitor by opening and closing the monitor to see if the action would interfere with the door travel.

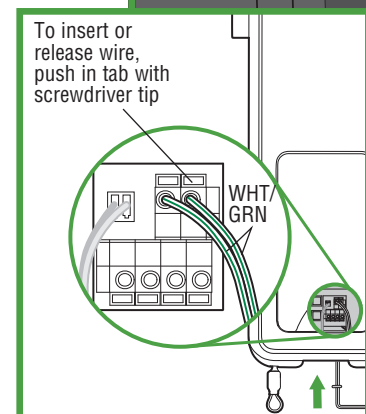
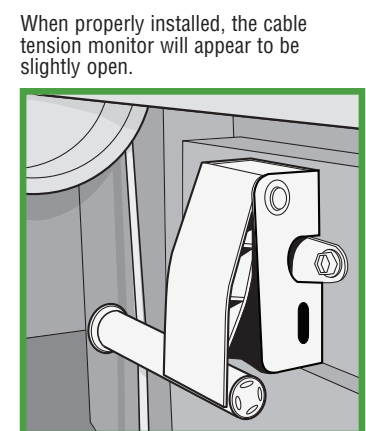
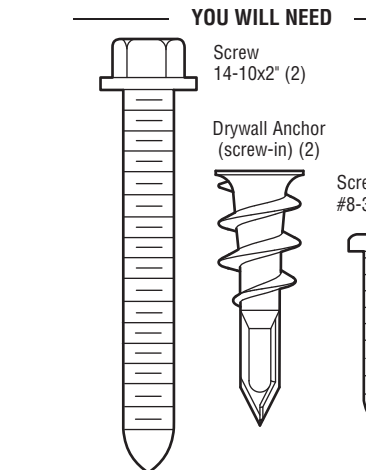
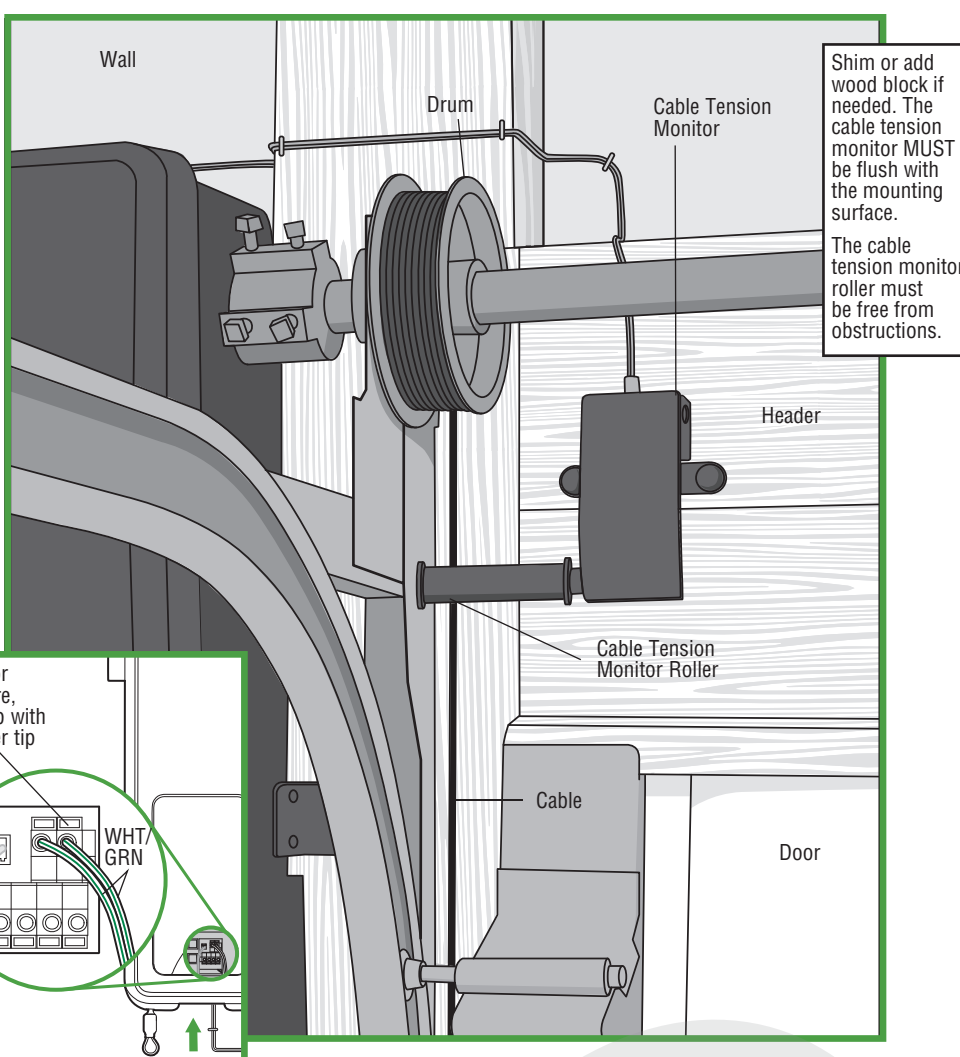
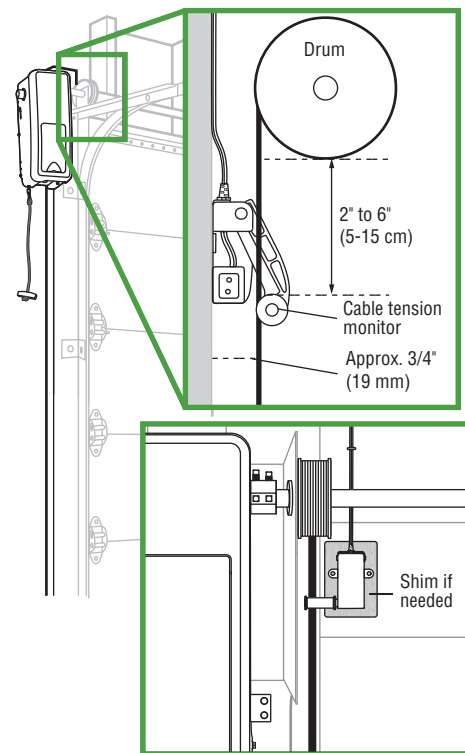
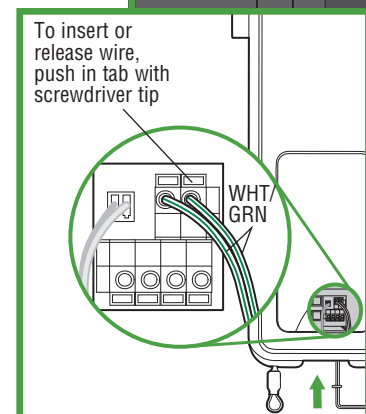
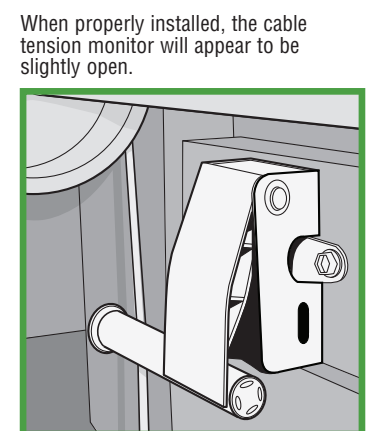
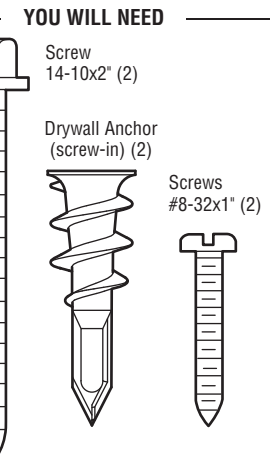
POSITION THE CABLE TENSION MONITOR

- Make sure the door cable is approximately 3/4" (19 mm) from the mounting surface.
Position the cable tension monitor as close to the drum as possible (2' to 6" (5-15 cm) from the bottom of the drum).
Shim or add wood block if needed.
The bracket MUST be flush with the mounting surface.
If the cable tension monitor cannot be mounted into wood, it can be mounted into 1/2 inch (1 cm) or greater drywall using the drywall anchors (2) and the #8 screws (2) provided in the hardware bag. Ensure the roller is free from any obstructions.

NOTE: See manual for installing on wood.

- 1. Attach the cable tension monitor to the wall using the hardware provided. Check that the roller is on top of the cable.
2. Run wire to garage door opener and secure.

NOTE: Cable must have tension through entire door travel. Check there is no slack in cable on opposite side of garage door during normal operation. If slack occurs during door travel, contact a trained door systems technician.



9 INSTALL THE PROTECTOR SYSTEM®

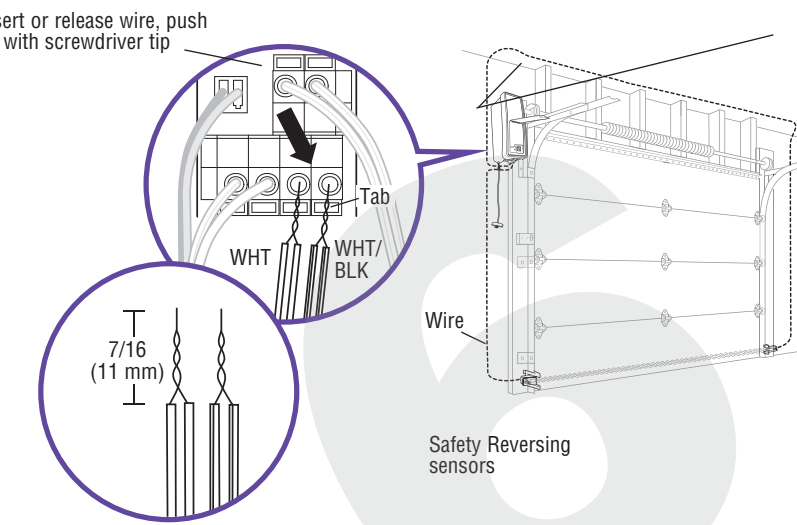
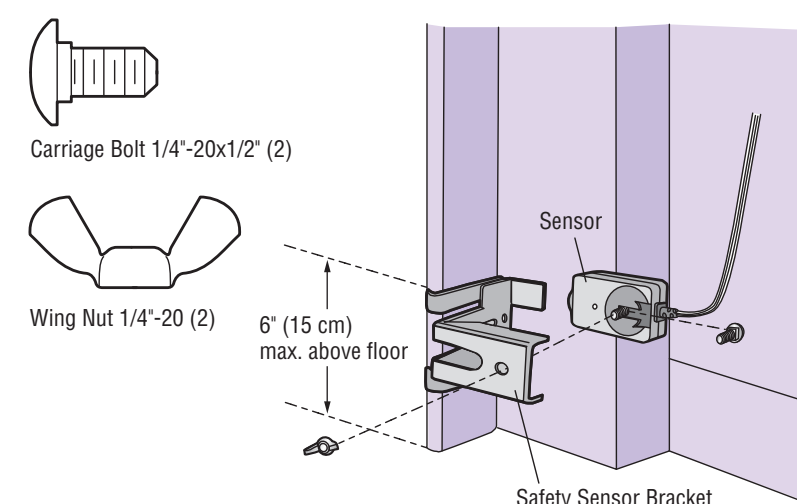
The safety reversing sensors must be connected and aligned correctly before the garage door will move in the down direction. This is a required safety device and cannot be disabled.

- 1. Install and align the brackets so the safety reversing sensors will face each other across the garage door, with the beam no higher than 6" (15 cm) above the floor.
2. Wire to the garage door opener, see CONNECT POWER.
3. Strip 7/16" (11 mm) of insulation from each set of wires. Separate the wires. Twist the white wires together, then the white/black wires together.

NOTE: See Owners Manual for Floor Installation of the Protector System

WARNING

- Be sure power is NOT connected to the garage door opener BEFORE installing the safety reversing sensor.
To prevent SERIOUS INJURY or DEATH from a closing garage door:
Correctly connect and align the safety reversing sensor. This required safety device MUST NOT be disabled.
Install the safety reversing sensor so beam is NO HIGHER than 6" (15 cm) above garage floor.



WIRE THE SAFETY REVERSING SENSORS

Run the wire from both sensors to the garage door opener. Securely affix the wire to the wall and ceiling with staples. Strip 7/16 inch (11 mm) of insulation from each set of wires. Separate white from the black the wires. Twist the white wires together, then the white/black wires together. On the garage door opener, push the wire into the white terminal and the white/black wires into the grey terminal.

STEP 2: FINISHING STEPS

INSTALLATION (CONTINUED)

IMPORTANT LIGHT INSTALLATION INSTRUCTIONS

WARNING

To reduce the risk of SEVERE INJURY or DEATH:

- 1. This portable luminaire has a polarized plug (one blade is wider than the other) as a feature to reduce the risk of electric shock.
2. This plug will fit in a polarized outlet ONLY one way.
3. If the plug does not fit fully in the outlet, reverse the plug.
4. If it still does not fit, contact a qualified electrician.
5. NEVER use with an extension cord unless plug can be fully inserted.
6. DO NOT alter the plug.
7. Light is intended for ceiling mount and indoor applications ONLY.

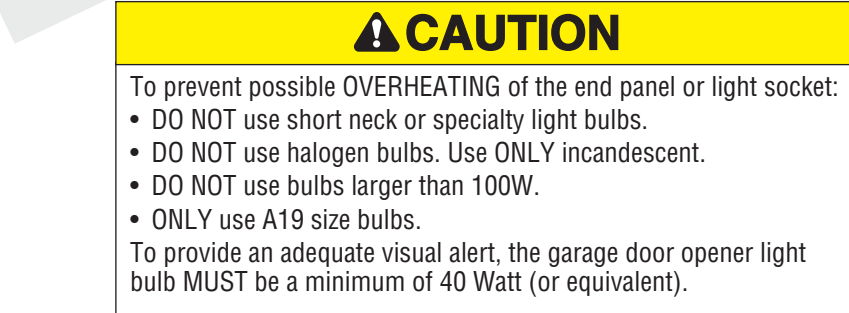
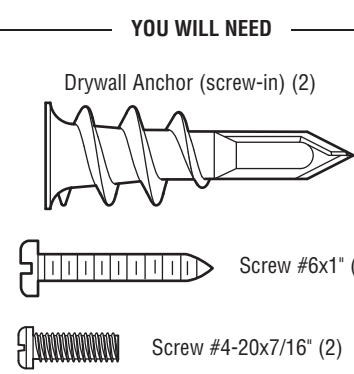
8 INSTALL REMOTE LIGHT

The remote light (garage door opener light) is designed to plug into a standard outlet.

Before drilling, place the light against the ceiling. Use a pencil to mark the locations of the screws. Install the light within 6 ft. (1.83 m) of the outlet and keep the cord and light away from moving parts.

Install two Type A19 incandescent or compact fluorescent bulbs (100 watt maximum per bulb). The light will not operate until the garage door opener is activated.

NOTE: If installing light on drywall and a ceiling joist cannot be located, use drywall anchors provided. No pilot hole is required for drywall anchors.



CAUTION

- To prevent possible OVERHEATING of the end panel or light socket:
DO NOT use short neck or specialty light bulbs.
DO NOT use halogen bulbs. Use ONLY incandescent.
DO NOT use bulbs larger than 100W.
ONLY use A19 size bulbs.
To provide an adequate visual alert, the garage door opener light bulb MUST be a minimum of 40 Watt (or equivalent).

IMPORTANT SAFETY INSTRUCTIONS

WARNING

To reduce the risk of SEVERE INJURY or DEATH:

- 1. READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS.
2. ALWAYS keep remote controls out of reach of children. NEVER permit children to operate or play with door control push buttons or remote controls.
3. ONLY activate door when it can be seen clearly, it is properly adjusted and there are no obstructions to door travel.
4. ALWAYS keep garage door in sight and away from people and objects until completely closed. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
5. NO ONE SHOULD GO UNDER A STOPPED, PARTIALLY OPENED DOOR.
6. If possible, use emergency release handle to disengage door ONLY when door is CLOSED. Use caution when using this release with the door open. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly and increasing the risk of SEVERE INJURY or DEATH.
7. NEVER use emergency release handle unless doorway is clear of persons and obstructions.
8. After ANY adjustments are made, the safety reversal system MUST be tested. Failure to adjust the garage door opener properly may cause SEVERE INJURY or DEATH.
9. Safety reversal system MUST be tested every month. Door MUST reverse on contact with 1-1/2" (3.8 cm) high object (or a 2x4 laid flat) on the floor. Failure to adjust the garage door opener properly may cause SEVERE INJURY or DEATH.
10. ALWAYS KEEP DOOR PROPERLY BALANCED (see page 4). An improperly balanced door may NOT reverse when required and could result in SEVERE INJURY or DEATH.
11. ALL repairs to cables, spring assemblies and other hardware, ALL of which are under EXTREME tension, MUST be made by a trained door systems technician.
12. To avoid SERIOUS PERSONAL INJURY or DEATH from electrocution, disconnect ALL electric and battery power BEFORE performing ANY service or maintenance.
13. This operator system is equipped with an unattended operation feature. The door could move unexpectedly. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
14. SAVE THESE INSTRUCTIONS.

Your hardware is installed, but Installation is not complete. Please see the table below for important steps required to ensure Safe Operation.

IMPORTANT

REFER TO YOUR OWNER'S MANUAL TO COMPLETE YOUR INSTALLATION

Table with 3 columns: Step number, Description, Page number. Steps include: 1. Program the Travel Limits, 2. Set the Force, 3. Test the Safety Reversal System, 4. Test the Protector System, 5. Test the Power Door Lock, 6. Test the Cable Tension Monitor, 7. Test the Emergency Release, 8. Programming Additional Accessories, 9. Get Connected - Using Your Chamberlain Internet Gateway.

GETTING CONNECTED

MYQ® INTERNET GATEWAY

The MyQ® Internet Gateway gives you control of your garage door from your internet connected computer or mobile device. You must have your MyQ® Internet Gateway registered to your customer account at myChamberlain.com in order to use it with the MyQ® Control Panel. Go to myChamberlain.com and follow the instructions to create an account and register your device if you have not already.

Before starting you MUST have:

- Router
Broadband Internet Connection
Internet Gateway Serial Number (located on the bottom of the Internet Gateway)
Connect the MyQ® Internet Gateway to the router and power. When the internet gateway connects to the internet, the green LED will stop blinking and will light solid.

To program your MyQ® Control Panel to the MyQ® Internet Gateway:

- 1. Go to myChamberlain.com from a computer or mobile device.
2. Click on "Manage Places-Add New Device-Garage Door Opener" and follow the directions.
3. Once you click ADD you have 3 minutes to press the LEARN button two times on the MyQ® control panel. The red learn LED will turn on.
4. The red learn LED will turn off when programming is complete. Once the control panel is learned, it will appear on your screen. You can then name the device (e.g., My Control Panel, etc.).

IMPORTANT NOTE: Model 580LM Alternate Power Supply may be installed if an outlet is not located near the garage door opener. MyQ® light controls will continue to work however all other MyQ® devices (LiftMaster® Internet Gateway) and TTC WILL NOT work if using the Model 580LM Alternate Power Supply. If you would like to use these features, contact an electrician to install an outlet near the garage door opener.

NOTE: If you are unable to add the MyQ Control Panel to your Internet Gateway, Erase all codes include MyQ Enabled accessories from the door control and try again. Note that you will need to reprogram any accessories you wish to use.

