

## Troubleshooting

### Common Issues & Fixes

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Genuine C945



Genuine E945M

*The most commonly returned items:  
The identical, incompatible E945 / E945M Remotes*



Genuine ZT-07

*The Steel-Line ZT-07 remote only suits Steel Line openers.  
It will not suit Eco Doors, ACDC, Intel, ET Door, Fadini,  
Euroglide or Slimglide, despite looking the same.*

## Troubleshooting Guide

When programming your remote control into your motor, you might come across one or two problems along the way. Troubleshooting and finding the problem usually takes less than 5 minutes by following the below steps.

### 1. Find Your Model Number

On every listing online, we have a comprehensive list of garage door operators that your remote control is compatible with. For example, the PTX5 remote control listing on our website has over 20 operators that are listed as compatible. Make sure that the garage door opener that you are trying to code your remote control into is listed in the description of what you purchased. If it is not listed, it is not suitable.

The model number of a motor is normally written on the side or front of a garage door opener.

ATA model numbers start with "GDO"

Boss model number start with "BOL" or "BRD"

Merlin model numbers start with "MR" or "MT"

Steel Line model numbers start with "ST" or "SD"

### 2. Remote Looks Like It Programmed, But It Didn't Work

Garage door openers have a memory limit. The limit is specific per motor and can be as low as 7 or as high as 64. Using our instructions, delete all remote controls from your motor and recode them in. You are unable to delete specific remote controls out unless you have a commercial opener.



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### 3. Is The Remote Faulty?

Faulty remote controls are highly unlikely, but can happen. To check whether your remote control is transmitting to your opener, press and hold any button on your new remote control. An LED should flash in correspondence on your motor. This shows that your remote control is functioning and talking to your garage door opener.

### 4. Specific Troubleshooting - Merlin C945 / E945M

Whilst the C945 and the E945M look similar, they are not compatible with one another.

The E945M will have "Merlin +2.0" written on the front of the remote control and is designed to work with the newer "EVO" range of openers. The C945 will have "Merlin+" written on the front.

+2.0 openers have "with Security +2.0" written on the motor case, OR have "EVO" or "MYQ" as part of the model number. For example, ST50EVOB, MR655EVO and MR855MYQ are all +2.0 openers. If you have accidentally bought the wrong remote control, please see at the bottom of this page on how to open a returns case.

### 5. Specific Troubleshooting - ATA Remote Controls

Please ensure you are holding down the blue "Door Code" button the entire time during programming. Pressing and holding this button is the first step and releasing it is the last step. Some ATA motors also suffer from low memory limits. Please see step 2.

ATA have also released a new series of motors that code in differently compared to previous version. If you have a Tempo or Synchro, please ensure you are using the Tempo / Synchro specific instructions.

### 6. Specific Troubleshooting - Cloning Remote Controls

Cloning remote controls are a cheap way of replacing your old remote control. They can sometimes be difficult to get set up, as the new remote may struggle to capture your old remote controls code. All of our cloning remote controls have their instructions in the listing description of the remote control.

Try placing the new and the old remote control head-to-head or back-to-back during the process as the close proximity between the process is important.

### 7. Specific Troubleshooting - 'ZT-07' SD800 Remote Controls

A large number of buyers have been buying this remote control for brands other than what it is specified for. To be clear: The Steel Line ZT-07 four button keyring remote control is only suitable for the Steel Line SD800 and not other brands of motors. We understand that it looks like your older one, but it works differently.