My Merlin garage door only works some of the time. How do I make it work 100% of the time with PIXIE?

Garage Doors · https://pixiepartners.com.au/support-docs/my-merlin-garage-door-only-works-some-of-the-time-how-do-i-make-it-work-100-of-the-time-with-pixie/

Controlling garage doors with PIXIE is typically performed using the PIXIE Blind and signal controller (PC206BS-R-BTAM)

This provides a dry contact interface to the inputs on many garage door motor controllers, including some from Merlin®.

As standard the PIXIE controller, when setup in the Apps for a 'PULSE' command provide a pulse to this input between 0.2 and 1 second.

In our testing and field experience, when used on compatible Merlin® controllers, this produces unreliable results

That is, the door does not ALWAYS operate.

However this is easily fixed.

Simply change the output to a timed relay close of 1 second.

Merlin® controllers prefer a solid 1 second minimum input to provide consistent operation

 Download the Garage Wiring Diagram here.