

Is the system easy to install?

Yes, Mhouse is the easiest system on the market. Color coded connection and self learning functions will make your life easier and you will need less time

Back to the top ^

I'm not familiar with gate automation, but I would like to try, can you assist me?

Yes, on your first installation for a small fee we can come with you and show you how to install the motor. We do held detailed training session in every state. Contact us for further details.

Back to the top ^

And after that? What if I have a problem on site?

Please call our toll free number: 1800 241 733 for help.

Back to the top ^

How many remote controls can I use?

Up to 150. If you are planning to use many remotes, there may be more economical options such as coded access via the MH-DS1 keypad or a swipe card unit.

Back to the top ^

What is the range of the remote control?

50 m in ideal conditions. External radio signals such as wireless intercoms and baby monitors may reduce range. The flashing light has a built-in antenna, and in extreme cases, an extra antenna will help improve the range.

[Back to the top ^](#)

Can I use the Mhouse remote to operate my existing garage door automation?

Yes. In most cases this is possible with the R2 receiver. In some door motors this will plug straight in, while others may require some electrical modifications. Call the toll free Support number (1800 241 733) and provide the make and the model of the motor and we will guide you through the installation.

[Back to the top ^](#)

What happens in the event of a power failure?

The gate can be manually operated by using the key to disengage the motor. The optional PR1 buffer battery will provide a least 10 movements (opening + closing) in the event of a blackout.

[Back to the top ^](#)

Does the motor come with any warranty?

All Mhouse components come with 24 month warranty when the automation is correctly installed and operated.

[Back to the top ^](#)

What is the difference between a "Start Kit" and a "Full Kit"?

The Full Kit includes a second TX4 remote, a key switch, a pair of photocells, and the flashing light with built-in antenna.

[Back to the top ^](#)

How do I choose the best system for my gate?

Please refer to the catalogue. If you still have doubts, just give us a call. 1800241 733.

[Back to the top ^](#)

How safe is the system?

The system operates on 24V, which is far safer than traditional 240V. It has adjustable inbuilt sensitivity and easy to install optional devices, like photocells, to increase the safety of the system.

[Back to the top ^](#)

Do I really need the photocells and flashing light?

These devices will dramatically increase the safety of your system, and while they are not yet a legal requirement in Australia, they are strongly recommended. Downee can accept no responsibility for damage or injury caused by a clients' choice not to take reasonable safety precautions (such as the fitting of photocells) to protect the area covered by the movement of the gate.

[Back to the top ^](#)

How fast does the motor operate?

This depends on the size of opening. A swing gate will take about 15 seconds to fully open, a 4 m slide will open in about 18 seconds. You can easily adjust force of the motor and speed of the gate at your will.

[Back to the top ^](#)

Do I need to use a lock with the gate?

On slide gates, or shorter solid swing gates the motor is an effective lock. If an extra lock is required it can be activated automatically connecting an EL1 electric lock adapter, and a 12vac weather proof lock, such as the MH-PLA10. Magnetic lock can be fitted to the system as well. We advise locks to be fitted in all gates with leaf greater than 2.5 m.