

Product Bulletin

Date: September 17, 2021
Update Number: P2021-14
Subject: LiftMaster® Heavy-Duty Gate Operators
Product Affected: HDSL24UL, HDSW24UL, K41-0095-000

LiftMaster identified an issue with the heavy-duty gate operator motor drive used on models HDSL24UL and HDSW24UL, manufactured with a date code of April 2021 and earlier. Products impacted may operate briefly prior to experiencing a motor drive fault.

After extensive testing and analysis, the root cause was determined. We have implemented a design enhancement and upgraded the motor drive to address the limited issues seen in the field. These updates have been fully validated through our durability verification testing process and meet, or exceed, our product standards.

Products that are commissioned and currently operating should not exhibit future issues with the motor drive. Production has resumed with the updated motor drives, starting with date code August 2021, this includes both operators and service kits.

Thank you for your understanding and we appreciate your continued support of LiftMaster products. For more information regarding this update, please contact your LiftMaster Sales Representative or call our Technical Support Center at **800.528.2806**. Please visit **Partner.LiftMaster.com** for a complete listing of our Product and Service Bulletins.