

SERVICE BULLETIN

Date: August 26, 2021
Update Number: S2021-03
Subject: Programmable DIP Remote Controls Product Issue
Product Affected: 811LMX and 813LMX

LiftMaster has identified an issue with the 811LMX and 813LMX programmable DIP Remote Controls with date codes of July 2021 and August 2021.

Product already successfully installed in the field will not cause future issues.

The remote controls will operate correctly when DIP switches 1-4 are left in the ON position. If your setting does not modify DIP switches 1-4 to the OFF position, the product will properly copy an existing remote and operate the commercial operator or receiver.

When setting the DIP switches for these remote controls to match an existing remote control or any new application;

- If any of the 1-4 switches are set to the OFF position, the programmed setting will not work properly.
- It will not copy an existing remote with DIP switches 1-4 set in the OFF position and operate the commercial operator or receiver.

If the customer does have an installation where switches 1-4 are in the OFF position, there are two options:

1. Program a second 811LMX into the commercial operator or receiver that has switches 1-4 in the ON position and use this code as the master code for additional 811LMX remotes, or
2. Return the remote for replacement.

LiftMaster is requesting that customers return inventory, and we will replace it.

Please contact Chamberlain Customer Care at 1-800-323-2276 with the Return Quantity. They will assist you with an RGA and an Advance Replacement Order for the same quantity. All Advance Replacement orders will ship directly from our Tucson Distribution center to expedite inventory back to you.

Thank You for your Business.