

# Product Bulletin

**Date:** August 15, 2022  
**Update Number:** P2022-27  
**Subject:** myQ® Diagnostics for Facilities

LiftMaster® announces the release of myQ Diagnostics, a solution within myQ Facility, for Logic 5.0 Commercial Door Operators. This solution delivers fault codes and cycle counts of connected Logic 5.0 operators remotely through the myQ Facility web interface and sends notifications via email or text. Receiving fault codes before traveling to a customer will help dealers send the right technician for the job and help service coordinators ensure that their technician has the right parts for the job.

myQ Diagnostics saves valuable time on service calls and increases a dealer's opportunity to solve customer problems in the first visit. Diagnostics will help dealers deliver a better customer experience and service, ultimately reducing downtime and saving money by improving the efficiency of their operations.

This diagnostic feature is now available on all new Logic 5.0 operators manufactured after August 15, 2022. The "diagnostic-ready" operators have an orange sticker on the outside of the carton. Logic 5.0 operators manufactured prior to August 15 will need new firmware and a new replacement board. There is also an option available to reflash an existing board. LiftMaster will release this diagnostic functionality for gate operators in October of 2022 and for the DDO8900W, LJ8900W, LJ8950W and ATSW Commercial Door Operators in November of 2022.

Thank you for your continued support of LiftMaster. To learn more about myQ Facility and myQ Diagnostics, or to set up a demonstration, contact your LiftMaster Sales Representative. Please visit [Partner.LiftMaster.com](https://Partner.LiftMaster.com) for a complete listing of our Product and Service Bulletins.