

SERVICE BULLETIN

Date: November 5, 2014
Update Number: S2014-03
Subject: 24VDC Motor Brush and Brush Guide Improvement
Products Affected: CSL24V, CSW24V

We have received a few field reports regarding the model CSW24V and CSL24V Gate Operators, where they remain in the open position or stay closed. When this happens, the diagnostic LED displays “5 blinks”. In addition, pressing the reset button or giving the operator a hard input does not resume normal operation.

We have determined the root cause to be a motor brush assembly that was sized slightly larger than the specification tolerances.

As of October 1, 2014, all units produced include compliant brush assemblies as well as an improved brush guide to prevent further issue.

Important Note:

An error code of “5 blinks” is a standard error code and is typically related to the gate contacting an obstruction and requiring a reset. There may be an issue ONLY if the reset does not resume normal operation. If you encounter a diagnostic code with “5 blinks” that cannot be reset, please contact LiftMaster Technical Support.

If the motor is determined to be the issue, motors with improved brushes are available for immediate shipment. Replacement Motor Service Kits with the new enhancements (K76-36398) can be identified with an orange label as shown below.

Updated 24VDC Motor



Thank you for your continued support of LiftMaster Gate Operators, if you have any questions, please do not hesitate to contact LiftMaster Technical Support at 800.528.2806.