

PRODUCT BULLETIN

Date: May 20, 2019
Update Number: P2019-10
Subject: myQ® System Upgrade
Product Affected: LiftMaster® Internet Gateway

LiftMaster Internet Gateways (Model 828LM) produced before August 1, 2015 will no longer connect to the myQ system as of September 30, 2019. The older Gateways operate with software no longer recognized by the updated myQ system. Internet Gateways with date codes prior to August 1, 2015 have received an automatic software update and will function as designed. Additionally, any Internet Gateways in question that get connected to the myQ system before September 30, 2019, will also be updated automatically and operate normally. The Internet Gateways identified are no longer under warranty, and should be sold or removed from your inventory on or before September 30, 2019. To assist with identifying these devices, please see below:

Check inventory of LiftMaster Model 828LM Internet Gateways

Identify dates prior to August 1, 2015 by checking the back of the product or the side of a master pack, located on the label.



Date Code Location

Please note: All identified product must be sold and connected by September 30, 2019 to ensure they will function correctly. Internet Gateways connected after September 30, 2019 will no longer connect to the myQ system.

LiftMaster is dedicated to providing you and your company the most advanced solutions to meet ever changing consumer demand. Upgrades to myQ is one aspect of that promise to ensure you meet the needs of your customers. With this upgrade, LiftMaster is committed to helping provide the best connected experience for your customer.

Please contact the Technical Service Center (800-528-6563), LiftMaster Customer Service (800-323-2276), or your local sales representative with any questions on the above process.