

PRODUCT BULLETIN

Date: June 19, 2019
Update Number: P2019-14
Subject: Non-Battery Backup Warranty in California
Product Affected: 8500, 8587W, 8355W, 8355W-267, 8360W, 8365W-267, 8010, 8164W, 8155W, 8160W, 8165W

As a reminder, Senate Bill 969 will go into effect on July 1, 2019. The law expressly prohibits the offering for sale or installation of a non-compliant garage door opener in the state of California. Any residential garage door opener installed as of July 1, 2019 must be equipped with battery backup capability. This law applies to all new garage door replacements and garage door opener installations. Existing openers currently in use will not need to be replaced with battery backup openers unless the garage door is being replaced.

Our warranty policy will remain unchanged:

- LiftMaster will continue to support non-battery backup garage door openers under warranty by providing service parts.
 - It is important to understand that motor heads are considered finished goods and not service parts. In the event that the full motor head needs to be replaced, a credit will be issued the amount of the returned motor head. (A replacement Battery Backup opener will not be provided as part of the warranty process when returning a Non Battery Backup opener.) Before a full motor head would be considered for warranty replacement, a call to LiftMaster's Technical Service Center (800-528-2806) to troubleshoot the opener should occur.
- In the event that a replacement part is required to resolve a product performance issue, LiftMaster will accept the return of the defective part still under warranty. A replacement part will be sent out upon receipt and validation of the defective part under warranty.
- LiftMaster is not responsible for any additional costs associated with the installation of the replacement part or related labor.
- LiftMaster reserves the right to inspect returns at all times. If a part is found to not be defective, a replacement part will not be issued.

To insure a smooth transition, LiftMaster recommends the following:

- If a non-battery backup motor head has to be replaced under warranty, the installation company should advise the homeowner of the California law requiring:
"A new battery backup unit will need to be installed in its place".
- It is at the installation company's discretion on how to approach the homeowner regarding the difference in price of replacement Battery Backup Opener.
- When servicing a non-battery backup garage door opener, the installer should troubleshoot the unit to determine the performance issue and identify the faulty component. An opener motor head should only be replaced in the event a faulty component cannot be identified. LiftMaster will continue supporting the warranty of non-battery backup motors and parts in accordance with our warranty policy.

Complete details regarding these policies and how to obtain return authorization can be found on the LiftMaster Dealer Extranet dealer.liftmaster.com