

Product Bulletin

Date: January 21, 2022
Update Number: P2022-03
Subject: Ending technical support and service parts for older Commercial Door Operators for US and Canadian Customers
Products Affected: Logic 3, Standard-Duty Mechanical, Medium-Duty Mechanical, Medium-Duty E-Board Operators

At LiftMaster®, we provide industry leading safe and innovative commercial door operators. To ensure that we are focusing on providing optimal service for our current line of UL approved commercial door operators, LiftMaster will be ending the support and service parts of obsolete LiftMaster commercial door operators. Starting April 1, 2022, we will no longer offer technical support for the following models:

- LiftMaster models T, APT, GT, J, H, HJ, GH, SD and GSD commercial door operators using the **Logic 3** control board. Support will continue on Logic 4 and our current suite of LiftMaster Logic 5.0 operators are great replacements.
- LiftMaster models T, APT, GT, J, H, HJ, GH, SD and GSD commercial door operators using the **Contact/Relay** control, also known as mechanical. Logic models have been in production since 1999, with our current suite of LiftMaster Logic 5.0 operators recommended as replacements.
- LiftMaster Medium-Duty models MT, BMT, MJ, MH, HMJ and MGJ using **Mechanical Relay** control. The current suite of LiftMaster Medium-Duty Logic U-Series operators are appropriate replacements: MT5011U, MJ5011U, MH5011UR/L, MHS5011UR/L, MGJ5011UR/L.
- LiftMaster Medium-Duty models MT, BMT, MJ, MH, HMJ and MGJ using **E-Series Logic** boards. The current suite of LiftMaster Medium-Duty Logic U-Series operators that have been in production since 2010 are the appropriate replacements: MT5011U, MJ5011U, MH5011UR/L, MHS5011UR/L, MGJ5011UR/L.
- Additionally, LiftMaster will end technical support for these older model operators:
 - LGO50113 discontinued prior to 2012; replacement options are models LJ8950W or MJ5011U.
 - LGJ2511 discontinued since 2014; replacement options are models LJ8950W or MJ5011U.
 - EGJ5011M discontinued prior to 2012; replacement options are Logic 5.0 or Damp Environment Operators.
 - HCT501103 discontinued prior to 2016; replacement is model HCTDCUL.

LiftMaster believes that this will help our valued customers reduce stock of old parts while also focusing training field technicians on the newest product and increasing your revenue with new sales opportunities. When asked to service these older operators, talk to your customer about the benefits of our current line of Logic 5.0 Commercial Door Operators such as improved radio range with Security+ 2.0, the ability to control and monitor your door using the myQ® app or myQ Smart Facility and the latest in safety innovations.

Thank you for your continued support of LiftMaster. For more information regarding this update, contact your LiftMaster Sales Representative or call our Technical Support Center at **800.528.2806**. Please visit **Partner.LiftMaster.com** for a complete listing of our Product and Service Bulletins.