



MAXUM FAQs:

1. Is there a quality issue with the new MAXUM DC Commercial Door Operator units?
 - a. Yes, we have identified an intermittent issue with the MAXUM Wall Controllers (DCWALLCTL).
2. What would we potentially see with this quality issue?
 - a. There is a chance that there could be unattended door movement without giving the system an open or close command.
3. Does LiftMaster have a fix?
 - b. Yes, we will start shipping new DCWALLCTL units to customers on Tuesday, February 13. They will ship overnight so customers can install updated units as soon as possible. All new units will be marked with a brown sticker to identify that they have been updated with new firmware. (see pictures below for identification)
4. Until I get an updated DCWALLCTL, is there something I can do to keep the door running without potentially having this quality issue occur?
 - c. Yes, you can program a transmitter to the system via your current wall controller by going into System Settings, Connectivity, Learn, Remotes and choosing (SBC (Single button control) or any Open, Close or Stop setting) After you program the remote, you can exit the menu. Followed by that, remove the Wall Controller from the system. The system will now run at half speed. If you want to run the system at full speed, you will need to 1) go to the powerhead, 2) add a jumper to the WALL CTL terminals and 3) give the system a power cycle. System will then run at full speed.
 - d. Although the unattended movement of the door is exceedingly rare, if you do not undertake the above steps to program a transmitter, we recommend that you disconnect the wall control until you are able to replace it with the updated DCWALLCTL.
5. With the updated DCWALLCTL being sent, do I need to swap out the old and replace with the new?
 - e. Yes, we are asking all customers to replace the DCWALLCTL units that were originally installed with an updated DCWALLCTL.
 - f. For operator inventory in your possession, we ask that you please remove the DCWALLCTL currently in the box and replace with an updated DCWALLCTL.
6. Do I need to send the old DCWALLCTL back?
 - g. Yes, we are asking that ALL original DCWALLCTL be sent back to us. We will be providing RGA numbers and a site that you, and your partners, can use to return and receive updated DCWALLCTL as soon as possible.

7. Will you be providing any credit to the dealer/installer for having to go back to the site to replace the DCWALLCTL?
 - a. Yes, we will be providing a \$50 credit to you once we receive the original DCWALLCTL back. We hope this helps with the inconvenience of having to go back to replace the unit in the field. Please contact your LiftMaster sales representative if you have additional questions or needs.

8. What is the return process for the DCWALLCTL?
 - a. RGAs for direct partners will follow the standard RGA process. Please confirm the number of units that you have in stock and which email address you would like to be sent the RGA return tag to your LiftMaster Sales Rep. All returns will be sent back via FedEx pre-paid labels. Additionally, we have a web form that is available for indirect partners to request no charge replacements and returns, the URL is liftmaster.com/MAXUMwallcontrol. Please share this URL with your customers.

9. While I am replacing the DCWALLCTL currently on site, do I need to reprogram all the settings I have already programmed on the operator system including limits, remote programming, etc.?
 - b. No, you do not have to reprogram anything. You will need to 1) unscrew the front cover of the wall controller, 2)unwire the unit (2 wires – non polarity sensitive), 3)remove the old unit, 4)replace with the updated DCWALLCTL and 5) rewire the 2 wires (again, non polarity sensitive)

10. If the unattended movement happens, will the buttons on the wall controller still work?
 - c. Yes, if you see unattended movement, you can use the Open, Close or Stop button on your wall controller. As we mentioned above, you should replace the current DCWALLCTL as soon as you receive the updated unit and send the old unit back to LiftMaster. Instructions on returns and replacements are listed above.

11. What is the effect if the unattended movement happens while the door is in the closing cycle?
 - d. If the operator and door are running in the down position, and a person walks through the entrapment protection device beam, the unit will sense that and will reverse and return to the open limit. If there is an unattended door movement while the entrapment protection device is blocked, the door will continue to close to the close limit; however, the STOP button can be used to stop the motion of the door.



MAXUM DCWALLCTL markings for updated version:

- 1. PCB marked with a brown sticker inside of the DCWALLCTL



- 2. DCWALLCTL Carton - One on the front of the DCWALLCTL carton and one of the top of the DCWALLCTL carton



- 3. Master Pack and Pallet



Master pack



HU on pallet

- 4. New revised MAXUM operators inclusive of DCWALLCTL with new

