

# SERVICE BULLETIN

**Date:** December 15, 2017  
**Update Number:** S2017-11  
**Subject:** New Model 8500W 12V DC Battery Backup Wall Mount Wi-Fi® Garage Door Opener  
**Products Affected:** LiftMaster® Model 8500W

In January of 2018, LiftMaster is introducing a new DC Battery Backup Wall Mount Wi-Fi® Garage Door Opener (Model 8500W). Features include MyQ® Technology, built-in Wi-Fi®, Security+ 2.0®, auto travel and force adjustments. Also, Battery Backup and the new MyQ® Remote LED Light are included in the box.

With the move to a 12V system, it is important to use the correct accessories and replacement parts when servicing these models. See the product manual for the correct part numbers.

## New Accessories

- Automatic Garage Door Lock (Model 841LM) – The new 12V Lock with a unique PIN connector is NOT backwards compatible.
- MyQ® Remote LED Light (Model 827LM) – Newly designed work light with 1,500 lumens. Previous Light Model 380LM is NOT compatible with Model 8500W.

## New Installation Parts

- Shaft Collar – The new collar is a single-piece design which eliminates slippage between the opener and the torsion bar and uses round tip 3/8” hex screws similar to those used to secure drums to the torsion bar. The improved design is perfect for properly balanced sectional door less than 850 lbs. for Model 8500W only. Battery must be installed and maximum door size is 180 square feet.

## Common Installation Accessories

- Cable Tension Monitor – The existing Model 8500 Cable Tension Monitor remains the same and is backwards compatible.
- Travel Module – The current travel module in Model 8500 will continue to be used. The new kit will include a short wire harness for Model 8500 and a long wire harness for Model 8500W.

## NEW OR UPDATED SERVICE KITS:

Description	New Part Number	Affected Models
Logic Board	050DCRJWF	8500W
Shaft Collar	041D8615	All
Travel Module Kit	041D8861	All
12V DC Motor	041D1624-2	8500W
12V DC Transformer	041C0296	8500W
Cable Tension Monitor (Updated with 33 ft [10 m] of wire)	041A6104	All

Please refer to your product manual when ordering parts.

**For more information, please call Devanco Canada  
Toll Free: 855-931-3334**