

Certain LiftMaster garage door control panels recalled due to potential entrapment hazard

Last updated: 2023-02-09

Summary



Product: LiftMaster myQ 889LM and 041A7928-3 garage door control panels that are sold as an individual accessory and/or packed-in with wall-mount residential jackshaft openers

Issue: Consumer products - Entrapment hazard

What to do: The impacted control panels can still be used so long as the operator uses the wireless keypad in accordance with the Owner's Manual and does not press "ENTER" more than once on the keypad. Consumers should contact Chamberlain Group to receive a replacement control panel.



Affected products

This recall involves certain LiftMaster myQ 889LM and 041A7928-3 garage door control panels that are sold as an individual accessory and/or packed-in with wall-mount residential jackshaft openers. The impacted control panels were sold between March 2022 and October 2022. A list of potentially impacted control panels is listed below:

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Model Number	UPC Bar Code
041A7928-3MC	012381204304
8500CMC	012381203529
8500MC	012381203536
8500RGDMC	012381203543
889LMMC	012381203611
889RGDMC	012381203628
RJO20CHMC	012381191277
RJO20CMC	012381191277
RJO20MC	012381188246

Issue

The impacted control panels can allow the operator to unintentionally override the secondary entrapment protection system when the control panel is paired with both an external-facing keypad and a wall-mount operator, and the consumer initiates a door closing cycle using the keypad when there is an obstruction. The override can only occur when the consumer presses and releases "ENTER" a second time within 60 seconds of the initial push.

As of February 3, 2023, the company has received one report of incident in Canada, and no reports of injuries. In the United States, the company has received no reports of incidents or injuries.

What you should do

The impacted control panels can still be used so long as the operator uses the wireless keypad in accordance with the Owner's Manual and does not press "ENTER" more than once on the keypad. Consumers should contact Chamberlain Group to receive a replacement control panel. Chamberlain Group will offer the repair as a kit with instructions that consumers can be completed by the consumer or a professional installer.

For more information, consumers can contact The Chamberlain Group Canada Co. toll-free at 833-775-1951 Monday-Friday, 9am-5pm, CT. Alternatively, they may register to participate in the recall by filling out the form online at <https://support.chamberlaingroup.com>.

Joint recall with Health Canada, the United States [Consumer Product Safety Commission \(US CPSC\)](#) and The Chamberlain Group Canada Co.

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.