

Liftmaster Position on Garage Door Openers Manufactured Prior to 1993

We are committed to the highest standards of product safety. Over the years, the LiftMaster® brand has led the industry in introducing innovative product safety features. As a company, we have manufactured garage door openers for 50 years with a safety record that ranks as one of the best in the industry.

In the early 1990s, the Consumer Products Safety Commission (CPSC) enacted into law new rules ensuring that all garage door openers manufactured after 1992 had external entrapment protection devices, such as infrared sensors or sensing edges, in addition to the internal contact reverse mechanism. Garage door openers made prior to 1993 are safe and reliable if installed, tested, and maintained properly. However, the vast majority of these older units are not equipped with infrared sensors or other external entrapment protection devices, and thus do not meet today's standards for garage door opener safety. **To insure the highest degree of safety and customer satisfaction, we believe it is important that pre-1993 garage door openers are replaced, as opposed to being repaired.**

In 2008, Chamberlain made the decision to stop supporting the repair of all pre-1993 LiftMaster garage door openers, this includes technical service support and the sale of replacement parts. We believe this decision will provide you with the latest in technology and more safety, security, and convenience features. Chamberlain will not be responsible for warranty or liabilities incurred as a result of someone repairing a pre-1993 (non-infrared or safety sensing) garage door opener.

We believe this decision is in the best interest of our customers, as safety always comes first