

Quality Issue Identified in “889LMMC” Residential myQ Control Panel



Dear Customers,

There is a quality issue with the LiftMaster 889LMMC dated between March and October 2022. We are advising all customers to cease selling and/or installing the impacted product immediately **AND** to return all impacted product you have in your inventory to Devanco Canada for replacement.

LiftMaster has identified and implemented a fix for this quality issue and the updated product has already been manufactured. The new replacement product can be identified by a circular brown sticker, located on the master carton, unit carton, and the control panel, shown in the images below.

How to identify the impacted product

You can identify the product by the model number of the control panel or the wall-mount opener, model number 8500MC or 8500CMC. The model number for the control panel is located on the master carton, the unit carton, and on the back of the product itself. The model number for the impacted product is “889LMMC”. These control panels were sold and packed-in Residential Jackshaft Openers (8500MC or 8500CMC) between March and October of 2022. Please see the images below for examples on where to locate the model number:



The model number for the wall-mount opener is located on both the carton UPC label and on the back of the product itself. Please see the images below for examples on how to locate the model number:



If the model number does not have the “MC” designation and/or has a manufacturing date prior to March of 2022, then this product is not impacted by the quality issue.

How to return the impacted product

The product can be returned following your normal process for returning any of our products. Please email admin@devancocanada.com or call 855-931-3334 to request your return. If emailing your request, please reference “889LMMC Return” in the subject line and include your company name, model numbers, and quantities being returned. Defective products will be replaced at no charge.

If you have any questions regarding this information, please contact Stephanie Laframboise.

Thank you,
Devanco Canada