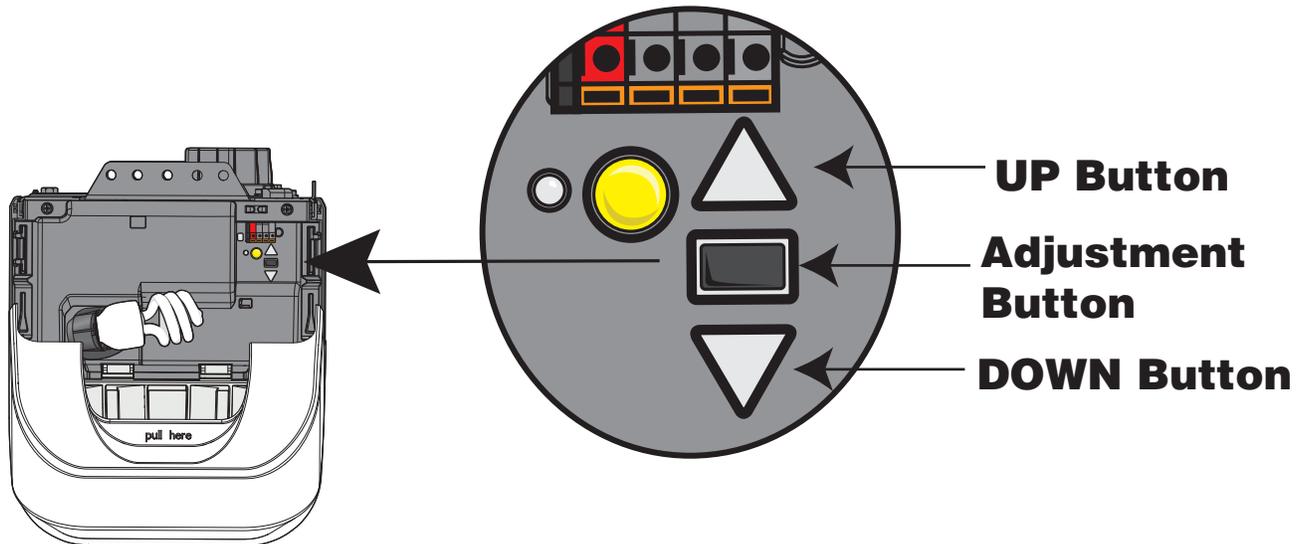


# LiftMaster®

## SERVICE BULLETIN

**Date:** August 2011  
**Bulletin Number:** 2011-11  
**Models Affected:** 8360 and 8550  
**Subject:** New intuitive user interface for programming the travel (limits) and forces

The new models 8360 and 8550 have a new intuitive user interface for programming travel and setting force. Programming should take less than 2 minutes regardless of door size or type.



### How to program the travel:

1. Press and hold the black ADJUSTMENT button until the UP button flashes and a beep is heard
2. Press and hold the UP button, moving the door to desired up position (sets OPEN position)
3. Press the ADJUSTMENT button to confirm the up travel limit, the down arrow will begin flashing
4. Press and hold the DOWN button until the desired down position is obtained (sets DOWN position)
5. Press the ADJUSTMENT button to confirm the down travel limit, the UP button will begin flashing
6. Press and release the UP button, the door will open to the up position, the DOWN button will begin flashing
7. Press and release DOWN button and the door will close
8. The travel and force adjustments have been completed.

*NOTE: You can use the up & down buttons to move the door exactly where you want it while an UP or DOWN button is flashing! Also note that while troubleshooting or servicing these new models, the UP and DOWN buttons can be used to move the door up and down.*

### The system automatically adjusts to seasonal changes:

The new line of garage door openers by LiftMaster® uses electronic force measurement to regulate force based reversals. The garage door opener automatically adjusts the force up or down to compensate for changes to the door or environment. Throughout the year, as the ambient environment becomes cold, hot or humid the door may require a slight increase or decrease in force. The opener automatically compensates for small changes in force. A large change in force due to spring breakage or other catastrophic door failure will reverse the opener during down travel or stop it during up travel, and produce a diagnostic code indicating excessive force has been detected.



# SERVICE BULLETIN

## Service Tips:

If for some reason the installer is unable to set the travel (limits) and they attempt to run the garage door opener, five flashes of the light bulb will be seen (or five clicks heard if the light bulbs are not installed).

The system will not allow the user to set the travel (limits) if:

- Safety Reversing Sensors are not installed
- Door is hitting a physical obstruction
- Door is severely out of balance
- No passpoint is detected in the travel module. See Service Bulletin 2011-15

The opener will stay in the travel (limit) learn mode state until one of the following occurs:

- Travel (limit) sequence is completed.
- Adjustment button is pressed twice.
- Times out in 4 minutes from the last press of the UP or DOWN button or adjustment button. Note that if the system times out, it defaults back to its known last limit and force settings.

No other provisions exist for force or limit changes.