

NEW! MAXUM Next Generation DC Commercial Door Operator Launch

Frequently Asked Questions



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Launch FAQs:

1. When do the new MAXUM operators launch?
 - This launch will be in 3 phases.
 - a. Phase 1 – January 2024 - Launch of all 700 lb. Operators
February 2024 - Launch of all 1200 lb. Operators
 - b. Phase 2 – Q3 2024 - Launch of all 2200 lb. Operators
 - c. Phase 3 – Q1 2025 - Launch of all NEMA 4X Operators

Project Launch Phase	Model	Operator Type	Operator Data	Max Door Weight	Voltage/Phase
1	JDC7S1BMC	Jackshaft	Includes Battery Backup	700 lb.	120V 1PH / 240V 1/3PH
1	JDC7S4BMC	Jackshaft	Includes Battery Backup	700 lb.	480V 3PH
1	JHDC7S1BMC	Hoist	-	700 lb.	120V 1PH / 240V 1/3PH
1	JHDC7S4BMC	Hoist	-	700 lb.	480V 3PH
1	TDC7S1BMC	Trolley	-	700 lb.	120V 1PH / 240V 1/3PH
1	TDC7S4BMC	Trolley	-	700 lb.	480V 3PH
1	JHDC12S1BMC	Hoist	-	1200 lb.	120V 1PH / 240V 1/3PH
1	JHDC12S4BMC	Hoist	-	1200 lb.	480V 3PH
1	JHDC12X1BC	Hoist	Extended Duty	1200 lb.	120V 1PH / 240V 1/3PH
1	JHDC12X4BMC	Hoist	Extended Duty	1200 lb.	480V 3PH
1	TDC12S1BMC	Trolley	-	1200 lb.	120V 1PH / 240V 1/3PH
1	TDC12S4BMC	Trolley	-	1200 lb.	480V 3PH
1	TDC12X1BMC	Trolley	Extended Duty	1200 lb.	120V 1PH / 240V 1/3PH
1	TDC12X4BMC	Trolley	Extended Duty	1200 lb.	480V 3PH
2	JHDC22X1BMC	Hoist	Extended Duty	2200 lb.	120V 1PH / 240V 1/3PH
2	JHDC22X4BMC	Hoist	Extended Duty	2200 lb.	480V 3PH
2	TDC22X1BMC	Trolley	Extended Duty	2200 lb.	120V 1PH / 240V 1/3PH
2	TDC22X4BMC	Trolley	Extended Duty	2200 lb.	480V 3PH
3	JHDC12X1N4XMC	Hoist	NEMA 4X, Extended Duty	1200 lb.	120V 1PH / 240V 1/3PH
3	JHDC12X4N4XMC	Hoist	NEMA 4X, Extended Duty	1200 lb.	480V 3PH
3	TDC12X1N4XMC	Trolley	NEMA 4X, Extended Duty	1200 lb.	120V 1PH / 240V 1/3PH
3	TDC12X4N4XMC	Trolley	NEMA 4X, Extended Duty	1200 lb.	480V 3PH
3	TDC22X1N4XMC	Trolley	NEMA 4X, Extended Duty	2200 lb.	120V 1PH / 240V 1/3PH
3	TDC22X4N4XMC	Trolley	NEMA 4X, Extended Duty	2200 lb.	480V 3PH
3	JHDC22X1N4XMC	Hoist	NEMA 4X, Extended Duty	2200 lb.	120V 1PH / 240V 1/3PH
3	JHDC22X4N4XM	Hoist	NEMA 4X, Extended Duty	2200 lb.	480V 3PH

Note: 208V 3PH and 600V 3PH are available, require transformer accessory.

2. What changes have been made to the commercial door operators?

a. Everything is NEW! The new LiftMaster® operators are now going to be a DC platform and will be 26 total SKUs.

Changes include the following:

- i. New DC Logic Board
- ii. Faster speed! Up to 12" per second on sectional doors and 8-9" per second on rolling steel doors.
- iii. Soft start/soft stop, less wear and tear on your operator and door system.
- iv. Operators now have Battery Backup. Jackshaft operators will come standard with Battery Backup and all other operators will be Battery Backup Capable.
- v. New Floor Level Wall Controller! Now you can program your operator system, set up limits, connect the remotes, connect easily to myQ® through the system Wi-Fi, get diagnostics and troubleshooting at the floor level instead of counting LEDs.
- vi. Lighter in weight for easier installation.
- vii. Easier installation and wiring, making jobs more efficient.
- viii. Dual handing, so less skus to manage, easier operator selection.
- ix. Wi-Fi for easier connectivity, no additional accessories needed!

3. Total of 26 SKUs moving forward, will the SKU reduction impact our offerings?

- a. No, the new Commercial Door Operators have been designed to cover most applications you are accustomed to. The new operators come with new technology and more features to effectively solve current pain points. For prior modifications, field installable kits will be available to order.
- b. The new line will reduce the amount of operators you need to carry and time to receive the operator you need. You can keep operators on the shelf and some accessories to handle all your application needs.

4. Will L5 be discontinued once the new operators launch?

- a. Yes, the L5 operator equivalent for each phase will be discontinued once supplies are gone. We are currently projecting a 2-month transition from old to new. Once supplies are gone, that's it. Place your pre-orders beginning November 1st, 2023!
- b. Only 2 HP and 3 HP operators will remain in the L5 line when the new operators launch.

5. Why is the Battery Backup standard only on Jackshaft models?

- a. The new Jackshaft models will now only support up to 700 lbs. These operators will be standard with Battery Backup because there will no longer be a disconnect. The Battery Backup option will be the solution for opening or closing the door if the power goes out.

6. How will I know what Battery Backup kit is available for the operators?

- a. We will have one Battery Backup kit available: DC7AH - (2) 7 Ah batteries and battery tray for mounting.

7. Can you pre-order the New DC Commercial Door Operators from LiftMaster®?

- a. Yes, we are happy to accept pre-orders. The pre-order process is under way and will start November 1st, 2023. The operators will be prioritized for shipment to you as soon as the new operators are officially launched in January (700 lb.) and February (1200 lb.) Some models will have different availability dates than others as noted above. We will keep you apprised of the availability dates.

8. How do we know what the Part Numbers mean?

Part Number Decoder:

JDC - Jackshaft (non hoisted)

JHDC - Hoist

TDC - Trolley

7 - doors up to 700 lbs.

12 - doors up to 1200 lbs.

22 - doors up to 2200 lbs.

S - Standard Duty (20 cycles/hr, 90 cycles/day)

X - Extended Duty (30 cycles/hr, 150 cycles/day)

1 - 120/240V single and 3 phase

4 - 480V 3 phase

B - Battery Backup Capable (Standard in JDC700)

NX4 - NEMA 4X

JDC7S1BMC and JDC7S4BMC Jackshaft operators are Battery Backup Standard.

9. What accessories work with the new operators?

LiftMaster has qualified new accessories to work with our Commercial Door Operators: LMRRL Monitored Retro-Reflective Photo Eye, LMTBUL Through-Beam Photo Eye, LMWEKITU Wireless Edge Kit, new LM Monitored Wired Edges will be available for order as additional accessories.

10. What is the pricing for the new operators?

a. See new price guide for prices on all the new DC operators.

Changes to Pack-ins and Modifications

11. Can I upgrade or add additional safety accessories into the operator box?

a. No, all operators will have the CPS-U photo eye packed into the same carton. If you require a different photo eye or safety device, you will need to order it as an accessory.

12. Can I upgrade the safety device in the DCs (similar to the L5 CDO format today)?

a. No, we will not have this option available moving forward. Separate line items will need to be placed for all additional accessories.

13. How will trolley track and chain be ordered and packed?

a. Trolley track, chain, and spacers will be ordered and packed separately from the operators. We've created easy bundles for you to use for ordering, the details of which are available in the Ordering Guide and on the Partner Portal.

14. Will door sprockets still be included in the box?

a. No, door sprockets will now be sold and shipped separately from the operators.
(See Sprocket List on the next page).

15. How will I know what sprocket to order for my application?

a. Sprockets will need to be ordered separately moving forward. Sprockets are required for proper functionality on the following operators:

i. JDC Jackshaft 700

ii. JHDC Hoist 700

iii. JHDC Hoist 1200

iv. JHDC Hoist 2200

Sprocket Lists

Sectional Doors - Recommended Drum/Sprocket Configuration for 12"/second Door Speed

Operator	Door Type	Drum*	Sprocket**
700	Standard	D400-96	16
	Hi Lift	D400-54	
	Standard	D400-144	
1200	Vertical	D850-132	22
	Standard	D5250-18	
	Hi Lift	D525-54	
	Hi Lift	D575-120	
	Standard	D525-216	
2200	Vertical	D1100-216	32
	Hi Lift	D6375-164	
	Standard	D800-384	
	Hi Lift	D800-120	
	Vertical	D1350-336	42

*maximum height depending on drum choice/max 32 feet

**number of teeth

Uninsulated Rolling Doors

Operator	Sprocket	Door Weight
700	50	Up to 450 lbs.
		450 up to 700 lbs.
1200	72	700 up to 1200 lbs.
2200		1200 up to 1800 lbs.
		82

Insulated Rolling Doors

Operator	Sprocket	Door Weight
700	60	Up to 450 lbs.
1200	72	450 up to 900 lbs.
2200	82	900 up to 2200 lbs.

Changes to Pack Ins and Modifications

16. Will the drive sprocket be packed in the box?

- a. Yes, the drive sprocket will be packed on the operator from our factory.

17. Are modifications still going to be available to order?

- a. Modifications will no longer be built into the operators from the factory. Modifications are now either pre-built into the new operator functionality as standard or for more specific modifications you can add a variety of field installable accessory kits.

Architect Specs

18. Will we honor bid specs?

- a. We encourage you to begin looking at spec jobs for end of 2023 / start of 2024 and determine what you may need to fulfill your L5 orders. We will have L5 units available only until inventory runs out, then L5 units will no longer be available.

19. When will architect specs be available?

- a. BIM drawings will be available by Q1 2024.
- b. Please contact our Architect team for any questions on specifications.

20. What other tools will we have available for architects?

- a. Videos and presentations will be available.
- b. Architect selector tool will be available.
- c. Data sheets are available now.

Launch Materials/Plans

21. Can I get new Showroom Display samples?

- a. We have a select amount of operators and displays. If you need a showroom display, please send an email to nextgencommercial@liftmaster.com.

22. Where can I find all the collateral pieces and new pricing?

- a. All launch materials will be available on our Partner Portal, new Support Site and through our Digital Collective. For urgent materials now, please contact nextgencommercial@liftmaster.com.
- b. Each product page will have all the launch materials for each specific operator family.
- c. Collateral pieces can also be ordered through our Webstore.

23. When will all the new Service Parts be available?

- a. Service parts for the operators launching in Phase 1 will be available January 1st, 2024. A list of all new service kits will be available Q4 2023 on the Partner Portal.

Launch Materials/Plans

24. What will LiftMaster be doing to promote the new line of DC Commercial Door Operators?

- a. Starting in July 2023, we will have our LIFT events (LiftMaster Innovation Forum and Training). We will train dealers/distributors at over 60 locations in the USA and Canada. Register for a LIFT event near you!
Scan the QR code here to sign-up and opt-in for more launch information.
- b. Launch kits will be sent out (in addition to all information being made available digitally on our Partner Portal).
- c. Keep an eye on your inbox in the coming months as we begin sending e-Blasts out to our customers and installers, covering a variety of useful topics related to the new DC operators.



25. What product families will be discontinued and when?

- a. Ramp up/ramp down plans for SKUs will be available on the Partner Portal.

26. What promotions will we be offering for our new operators and accessories?

- a. Free 7amp BBU for pre-orders, quantity discount program, 3 months free myQ Facility for all next generation Commercial Door Operators connected in 2024.

Technical Support

27. How long will LiftMaster support L5 SKUs?

- a. We will provide Technical Support and have select service kits available for 10 years.

28. Will you continue to support all current service kits?

- a. We will evaluate and provide a new list of all supported service kits moving forward.

29. Are there any videos available to help train my team?

- a. Yes, we have a new support site that contains over 30 videos with helpful content. These videos will also be hosted on the LiftMaster YouTube channel and our support site.

30. Will you have a Facebook group to help support installers moving forward?

- a. Yes, we now have the new LiftMaster Tech Talk - check us out and join the group!

Supply Chain

32. Will the new product be available in all DCs?

a. Yes, and safety stock levels have been added to ensure product is in the right place at the right time.

33. What happens if I run out of the current L5, can LiftMaster build more?

a. No, quantities are only available while supplies last.

34. Will the Battery Backup accessory kit be in all DCs?

a. Yes, because all units are Battery Backup Capable. Accessory Kits will be available in all DCs.

35. Will service kits be available in all DCs?

a. Yes, because all units are Battery Backup Capable, the DC7AH will be stocked at all DCs.

36. What is the new Pallet Quantity and configuration?

a. The new Pallet Quantity will be 8 units per pallet and pallet size is 48"x40". Pallets can be stacked 2 high.

For Additional Information:

Contact Tracy.Tryboski@Chamberlain.com