



SERVICE BULLETIN

1/27/2025

Re.: **928V, Below-freezing weather application**

During the recent **below-freezing** weather, it was brought to our attention **when not connecting the auto-lock device**, the 928V will constantly beep 7x indicating that the lock is not connected. In normal temperatures, the operator can be cycled again and the 928V will not send the same 7-beep warning. However, in cold temperature, **the 7-beep “lock not connected” warning will occur with every activation**. Upon further testing, it was discovered:

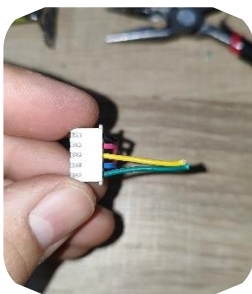
1. The recurrence of the 7-beep warning is cold temperature related.
2. The “re-cycle by-pass” of removing the lock plug, resetting the opener, learning limits & force without the lock, will not work in a below freezing temperature environment.

This issue can be resolved by:

1. Installing and running the 928V with the lock (as instructed in the manual).
OR
2. “Jumping the lock plug” to provide a “signal” the opener that the lock has been installed.

To jumper the plug in the field:

1. Cut-off the plug from the lock, leaving about 1” of the wire.
2. Strip the yellow and green wires
3. Connect and the yellow and the green, cap or tape to secure
4. Cut-off the other 3 wires
5. Plug into the lock connection



Step 1



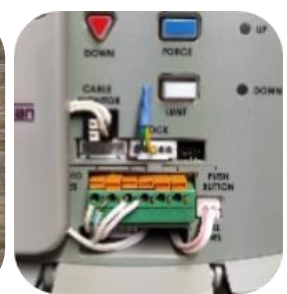
Step 2



Step 3



Step 4



Step 5

Once the “lock jumper” has been installed, reprogram the operator.

It will take several months for the “lock-jumper” to be stocked as a service part, so by using this method, keep in mind, the auto-lock supplied with the operator will be destroyed.

This issue **does not affect the older model 928**. If the auto-lock or jumper is not used, an installed 928V will exhibit this condition when subjected to freezing cold temperatures in the future. Steps are being taken to eliminate this issue on future production.