

Regular inspection/maintenance for the door and opener should be performed at regular intervals to ensure the system runs at peak safety, performance and efficiency.

MAINTENANCE ITEM	INTERVALS	DETAILS
Contact Reverse Test	Monthly	See Page <b>19</b> to run system test.
Lubricate Door Hardware	Monthly	Lubricate Rollers & Hinges with a light weight general purpose grease.
Safe-T-Beam® system check	Monthly	Check wiring for loose connections, cracks or worn insulation. Clean lenses of dirt & debris.
Door Balance	Monthly	See Maintenance Detail <b>A</b>
Battery Backup System	Monthly	Unplug opener from outlet. Test opener with remote or wall console. Replace battery if needed.
Remote Battery replacement	As Needed	See Maintenance Detail <b>B</b>

## A Door Inspection

*Perform the Door inspection as follows:*

With the door closed, pull manual emergency release handle DOWN to disengage opener from door.

- Raise and lower the door manually. Door should move freely and smoothly.
- Raise door manually about 3' to 4' feet from floor and let go.. Door should remain stationary or slowly drift closed. FIG. 1.  
If door opens or closes rapidly, **CONTACT A TRAINED DOOR SYSTEM TECHNICIAN** to have your door springs serviced.
- Close the door.
- Pull emergency release cord down and release quickly to engage opener to door.
- Operate door using remote or wall control.



**⚠ WARNING**

Garage door hardware (springs, cables, brackets, pulleys, etc.) are under extreme pressure and tension.

**DO NOT** attempt to repair or adjust door springs or any hardware, and **DO NOT OPERATE** garage door automatically or manually if door is improperly balanced or springs are broken.

**CONTACT A TRAINED DOOR SYSTEM TECHNICIAN.**

**⚠ AVERTISSEMENT**

La quincaillerie de la porte de garage (ressorts, câbles, supports, poulies, etc.) sont sous des pressions et des tensions extrêmes.

**NE PAS** réparer ni régler les ressorts de la porte ou toute autre pièce de quincaillerie et **NE PAS ACTIONNER** la porte manuellement ou automatiquement si elle n'est pas correctement équilibrée ou si des ressorts sont cassés.

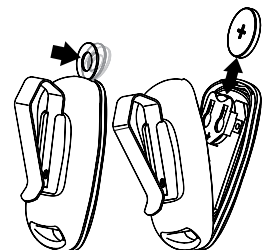
**CONTACTEZ UN TECHNICIEN SPÉCIALISÉ EN SYSTÈME DE PORTES**

## B Replacing Batteries

### Remote Battery Replacement (3-button)

Replace remote battery with a CR2032 coin cell battery.

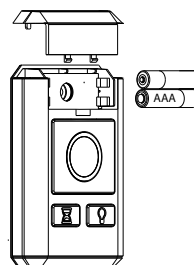
1. Open remote case using a washer or coin that fits into the slot on the top of the remote.
2. Replace battery. Be sure positive side (+) is UP.
3. Align components and snap case closed.



### Wall Console Battery Replacement

Replace wall console batteries with 2-AAA batteries.

1. Open remote case.
2. Replace batteries. Ensure insertion in correct position.
3. Align components and snap case closed.





**Need help or have questions? Call Genie® at 1-800-35-GENIE or visit: [www.geniecompany.com](http://www.geniecompany.com)**

**Opener does NOT operate when wall control is pressed.**

- Replace Wireless Wall Console Batteries, see page 31.
- If applicable, turn Sure-Lock™ OFF with Basic Wall Console, see page 14.
- Check power source
- If power is OK, check connections at powerhead terminals.
- Check for reversed, broken or cut wires. Staples can cut insulation and short wires. Repair or replace.

**Opener runs, but door does not move.**

- Ensure coupler set screws have not loosened, see page 9.

**Opener works from wall control, but NOT from remote.**

- Check all remotes.
- Replace remote battery, see page 31.
- Program remotes to powerhead, see page 20.

**Remote has less than 25 feet operating range or no operation.**

- Relocate remote inside car and /or point remote at garage door.
- Replace remote battery, see page 31.
- Reposition opener antenna.
- Eliminate possible competing signals (radio, etc.).

**Door starts down, then STOPS and goes back up. OR Safe-T-Beam® System malfunction.**

- If NEW Installation, make sure ONLY the Safe-T-Beams® that came with this opener are installed.
- Check if limits are properly set, see pages 17-18. Adjust limits as needed.
- Check if Safe-T-Beam® red LED is flashing. See page 27, Safe-T-Beam® system check.
- Check Safe-T-Beam® system for beam obstruction or misalignment of lenses. See page 27, Safe-T-Beam® system.
- Check garage door for binding.
- Disconnect operator and try to manually close the door.
- If an operational problem exists, and opener will not close, the opener can be forced to close as follows:  
Press and hold the wall control button until door is completely closed.
- Check for interference from adjacent Safe-T-Beam® unit, see page 27.
- Check opener Door Lock and wire connections, see page 11.
- Contact Genie® at 1-800-35-GENIE.

<b>Door starts down, then STOPS before it is closed. OR Door will only open.</b>
<ul style="list-style-type: none"> <li>• Check Safe-T-Beam® wire connection at powerhead and at STBs. See page 12, Safe-T-Beam® system check.</li> <li>• Check if limits are properly set, see pages 17-18. Adjust limits as needed.</li> <li>• Check CONTACT REVERSE, see page 19.</li> <li>• Check garage door for binding. See maintenance and adjustment. Page 31.</li> <li>• Check closing “FORCE” control, see page 19, or Force settings.</li> <li>• Check opener Door Lock and wire connections, see page 11.</li> </ul>
<b>Door starts up but STOPS before it is completely open.</b>
<ul style="list-style-type: none"> <li>• Check if limits are properly set, see pages 17-18. Adjust limits as needed.</li> <li>• Be sure door, opener, springs are in good repair, properly lubricated and balanced. Page 31.</li> <li>• Disconnect operator and try to manually open the door.</li> <li>• Check closing/opening “FORCE” control, see page 19, or Force settings.</li> <li>• If you suspect a problem with the garage door hardware or springs, visit <a href="http://www.geniecompany.com">www.geniecompany.com</a> and use the “dealer locator” to hire a local door service professional. NEVER try to repair door hardware or springs yourself.</li> <li>• Check opener Door Lock and wire connections, see page 11.</li> </ul>
<b>Door will only run closed.</b>
<ul style="list-style-type: none"> <li>• If applicable, turn Sure-Lock™ OFF with Basic Wall Console, see page 14.</li> <li>• Check if limits are properly set, see pages 17-18.</li> <li>• Check door balance, condition, and door spring, see page 31.</li> <li>• Check opening “FORCE” control, see page 19, or Force settings.</li> <li>• If you suspect a problem with the garage door hardware or springs, visit <a href="http://www.geniecompany.com">www.geniecompany.com</a> and use the “dealer locator” to hire a local door service professional. NEVER try to repair door hardware or springs yourself.</li> </ul>
<b>Door opener starts for no reason.</b>
<ul style="list-style-type: none"> <li>• Button stuck on wall control or remote.</li> <li>• Was remote lost or stolen? Erase all remotes from powerhead memory and program new remotes, see page 26.</li> </ul>
<b>Noisy operation.</b>
<ul style="list-style-type: none"> <li>• Be sure all door fasteners are tight, see page 31.</li> <li>• Be sure garage door is in good repair, properly lubricated and balanced, see page 31.</li> <li>• Be sure opener is in good repair.</li> </ul>
<b>Door opener runs slow.</b>
<ul style="list-style-type: none"> <li>• Check door balance, see page 31.</li> <li>• Check operating condition of door. Door may need professional repair/adjustment.</li> </ul>

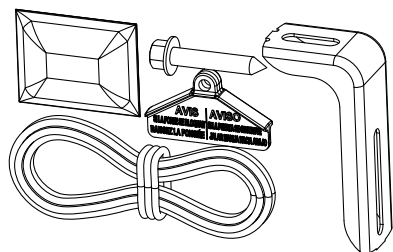
## POWERHEAD LEDS

Powerhead LED		Possible Problem	Solution
Round LED	Long LED		
OFF	OFF	Normal operation.	None required.
		No response from unit.	Check power supply. Contact a trained door system professional.
ON/RED/ STEADY	ON/RED/ STEADY	Limits NOT set properly.	Re-program limits, see pages 17-18.
ON/RED/ FLASHING	ON/RED/ FLASHING	Program error.	Unplug unit, wait 5 seconds, plug in.
		Component failure.	Contact a trained door system technician.
ON/BLUE/ FLASHING	OFF	Remote NOT programmed.	Program remote, see page 20.
ON/PURPLE/ FLASHING	OFF	Remote NOT programmed.	Program remote, see page 20.
ON/RED/ FLASHING	OFF	Safe-T-Beam® physical obstruction.	Remote obstruction, recheck unit.
		Safe-T-Beam® signal interference.	Check alignment of Safe-T-Beam® pair and nearest other Safe-T-Beam® pair, see page 27.
OFF	ON/RED/ FLASHING	Door contact in UP or DOWN travel.	Remove obstruction.
		Door component failure detected.	Check door spring, track, rollers, hinges and fixtures.
OFF	ON/RED/ STEADY	Thermal cutout.	DO NOT unplug unit. Wait until LED clears before operating.
ON/PURPLE/ STEADY	ON/PURPLE/ STEADY	Component error.	Contact a trained door system technician.
OFF	ON/BLUE/ FLASHING	Door will not open.	Check Sure-Lock™. Sure-Lock™ should be OFF for normal operation (see page 14).
ON/PURPLE/ FLASHING	ON/PURPLE/ FLASHING	Radio receiver error.	Unplug the unit. Wait 5 seconds and plug the unit back in. If problems persist, contact a trained door system technician.
ON/GREEN STEADY	ON/GREEN STEADY	OK=Charged, Battery Back Up	None Required
ON/GREEN FLASHING	ON/GREEN FLASHING	Discharging, Battery Back Up	Power is out. Battery in use.
ON/YELLOW FLASHING	ON/YELLOW FLASHING	Charging, Battery Back Up	None Required
ON/RED TO YELLOW FLASHING	ON/RED TO YELLOW FLASHING	Dead Battery, Battery Back Up	Replace Battery.

## Specify model number of opener when ordering parts

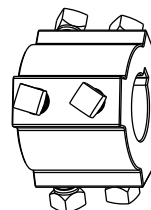
Some hardware listed here shows size and/or type so they may be sourced locally if lost. Complete hardware bags can be ordered separately.

DESCRIPTION	PART NUMBER
Hardware Bag	39946R.S
Cable Keepers	39794A.S
Coupler	39830R.S
Door Lock	40760R.S
Door lock harness	40629A.S
Wireless Wall Console	39774R.S
Bluetooth® Light Kit	39945R.S
Extended Power Input Kit	12345.54321
TorqueMaster® Adapter Kit	12345.54321
1 to 1 Sprocket Drive Kit	12345.54321

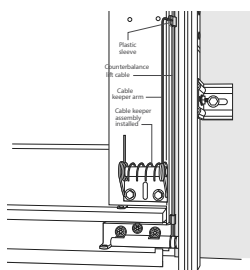


Hardware Bag

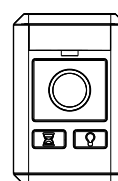
- Staples
- Lag Bolt
- Mounting Bracket
- Emergency Release Cord
- Emergency Release Handle



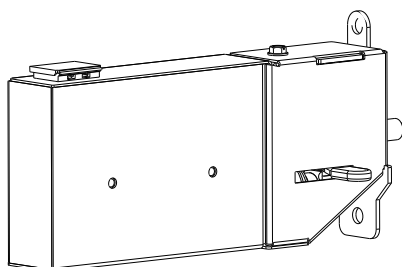
Coupler



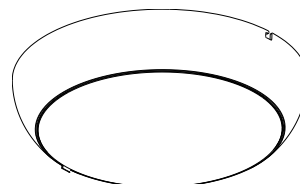
Cable Keeper Kit



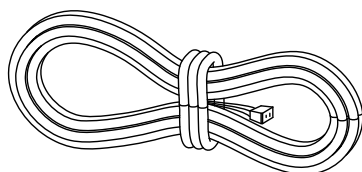
Wireless Wall Console



Door Lock



BlueTooth LED light Kit



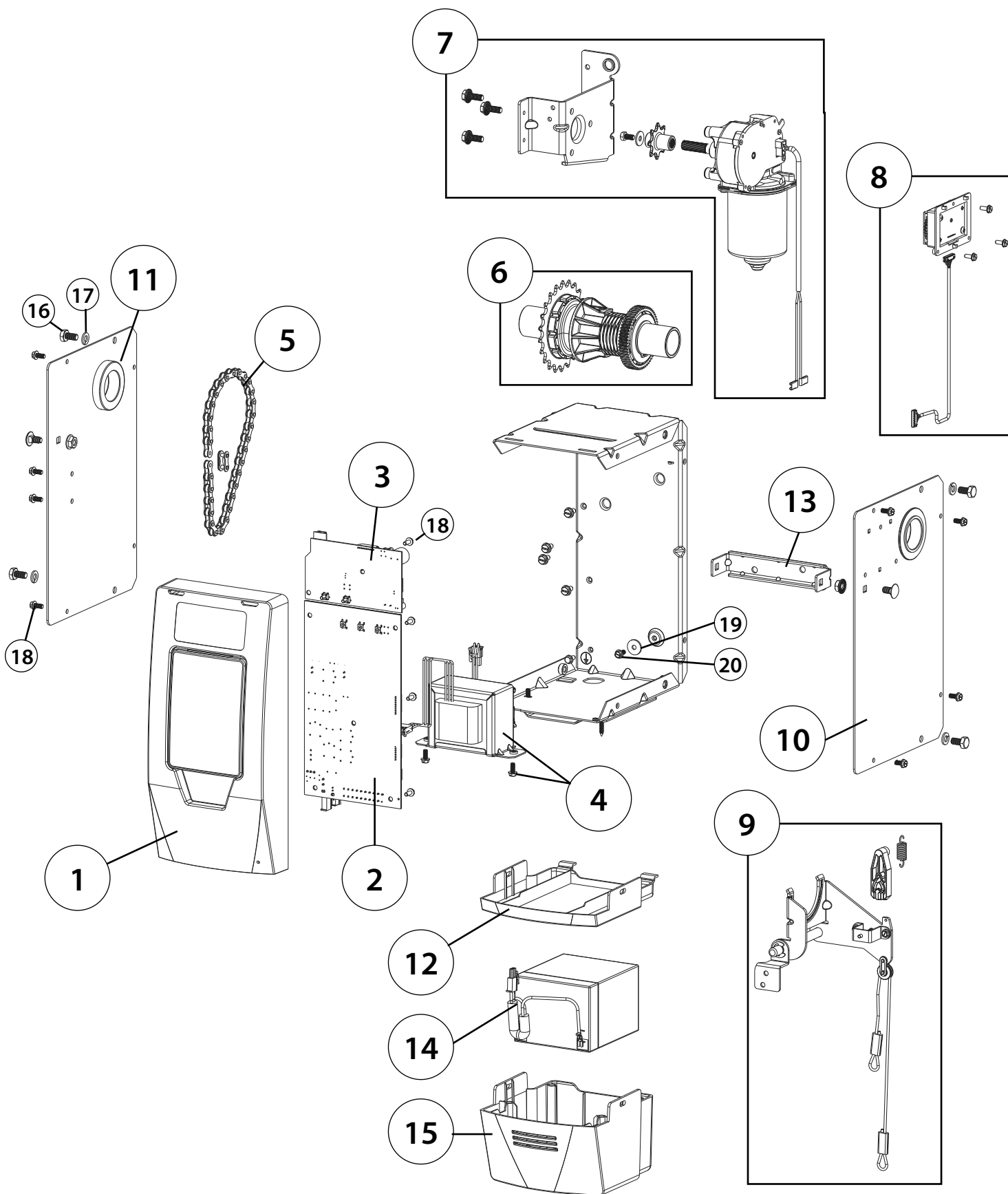
Door Lock Harness

## REPLACEMENT PARTS

### Specify model number of opener when ordering parts

Some hardware listed here shows size and/or type so they may be sourced locally if lost. Complete hardware bags can be ordered separately.

ITEM	DESCRIPTION	QTY
1	Housing Cover	1
2	Main Control Board Kit	1
3	Integrated Aladdin Connect® Control Board Kit	1
4	Transformer Kit	1
5	Chain assembly, 16 Loop, 1/2" P	1
6	Shaft Assembly Kit	1
7	Motor Assembly Kit	1
8	MLS (Travel Limit) Kit	1
9	Release Assembly Kit	1
10	Side Panel Assembly RH	1
11	Side Panel Assembly LH	1
12	Bottom Cover	1
13	Center Brace	1
14	Battery Backup Battery	1
15	Battery Backup housing	1
16	Bolt	4
17	Washer	
18	Screw	
19	Washer	
20	Screw Grounding	





Look for this Safety Alert Symbol below. This symbol indicates a potential personal safety hazard that can result in injury or death.

### A GARAGE DOOR IS THE LARGEST MOVING OBJECT IN THE HOME.

These doors are often operated by electric door openers. Proper installation, operation, maintenance, and testing of the garage door and automatic opener are necessary to provide safe, trouble-free operation.

An improperly adjusted garage door or automatic opener can exert deadly force when the door closes. This could lead to serious injury or death from being hit by a closing garage door or from being trapped under the door.



A few simple precautions can protect our family and friends from potential harm. Please take a few minutes to read the following safety and maintenance tips. Refer to your garage door and opener owner's manual for details specific to your garage door and automatic opener.



Do not stand or walk under a moving door! Do not let children or adults play "beat the door."

It is dangerous and can result in serious injury or death. Adults should set a good example. Know how to use the emergency release, in case someone is pinned by the door.



Do not let children play with or use the transmitters or remote controls. Always place or store them out of the reach of children.





## DASMA SAFETY GUIDELINES (CONT')



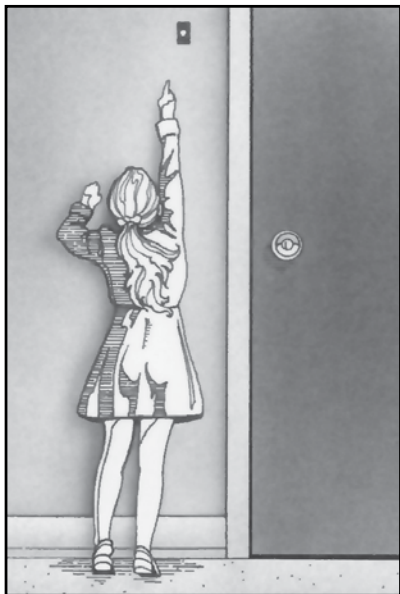
**The push button wall control should be out of reach of children.**

(at least 5 feet from the floor) and away from all moving parts. Mount and use the button where you can clearly see the moving garage door.



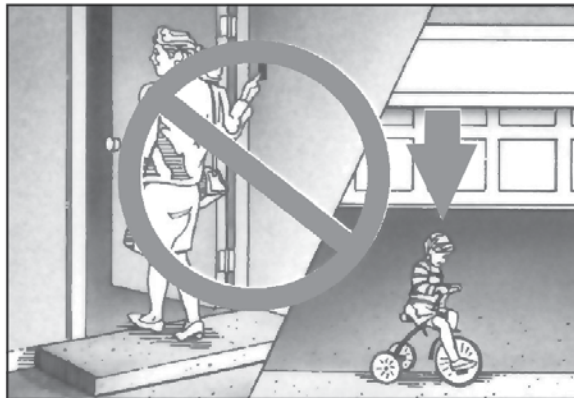
**GARAGE DOOR OPENERS ARE NOT TOYS.**

Careless operation and allowing children to play with or use garage door opener controls can lead to tragic results. Discuss garage door safety with your children. Explain the danger of being trapped under the door.



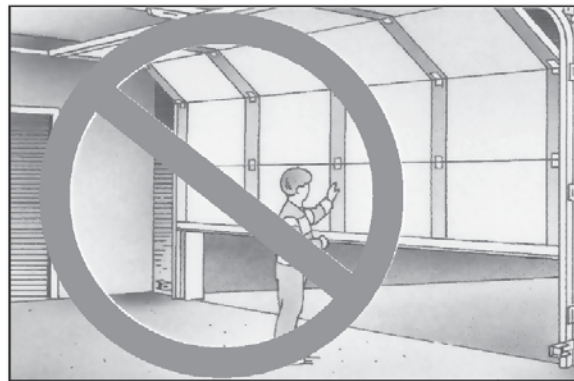
**WHEN USING THE PUSH BUTTON OR TRANSMITTER, KEEP THE DOOR IN SIGHT UNTIL IT COMPLETELY STOPS MOVING.**

Teach children never to play under or near an open garage door.



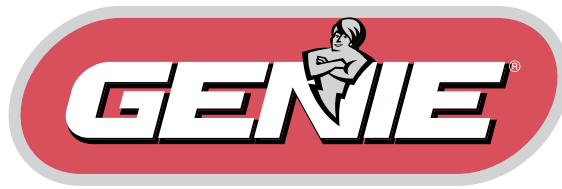
**Teach children to keep their hands and fingers clear of section joints, hinges, track, springs, and other door parts.**

Contact with a moving door or its hardware could cause injury. These injuries can also happen with garage doors that don't have automatic openers.



**National  
Safety  
Council**

This important information is provided by the U.S. Consumer Product Safety Commission, the National Safety Council, and the Industry Coalition for Automatic Garage Door Opener Safety.



**The Genie Company**  
**1 Door Drive, Mount Hope OH. 44666**  
**1-800-35-GENIE**  
**[www.geniecompany.com](http://www.geniecompany.com)**

**DOOR LOCK TEMPLATE**

