

Installation Manual

Download the app here



Table of Contents

Important Safety Information.....	1-3
Included Parts.....	4
Downloading the App.....	5
Initial Programming	6-7
Installation Variables	8-11
Installation & Wiring	12-13
Final Programming and Testing	14
Adding Additional Doors.....	15
Terms of Use	16-19
Troubleshooting	20
Warranty	21

IMPORTANT SAFETY INSTRUCTIONS

WARNING

TO REDUCE THE RISK OF SEVERE INJURY OR DEATH, READ AND FOLLOW ALL INSTRUCTIONS.

1. NEVER let children operate or play with the door controls.
2. Keep remote away from children.
3. Locate the wall control button: A) Within sight of door. B) At a minimum height of 5 feet, so small children cannot reach it.
4. Install the entrapment WARNING label next to the wall button or console, in a prominent location.
5. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
6. NEVER GO UNDER A STOPPED, PARTIALLY OPEN DOOR.
7. The Aladdin Connect™ operating system is designed for unattended operation. The door could move unexpectedly.
8. DO NOT install Aladdin Connect™ on garage door openers manufactured prior to 1993 without photocell non-contact safety sensors.
9. DO NOT install on one-piece doors.

SAVE THESE INSTRUCTIONS

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translate to French

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Included Parts.

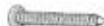
DPS
Mounting
Bracket



DPS Mounting
Adhesive
Strip



DPS Mounting Screws



DCM Mounting Screws



DCM Mounting Screw
Anchors



Hardware Bag

PowerPack



DCM

(Door Control Module)



DPS

(Door Position Sensor)

Wire Spool



**Insulated
Staple x30**



Getting Started.

This should be some text to introduce the homeowner to this product. Something from marketing perhaps?



www.GenieCompany/Aladdin.com
Visit your app store to download QR code readers.



FCC/IC Statement:

This device complies with FCC Part 15 rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of this device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

In the Home close to WiFi Router:

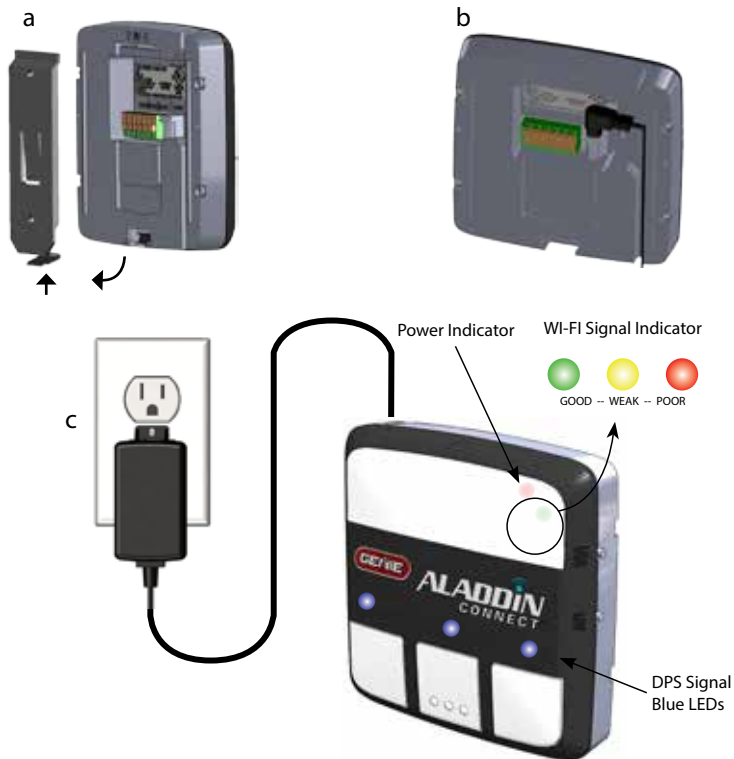
Prepare Aladdin Connect™ by first scanning the QR code™ on this instruction or on the back of the DCM (Door Control Module) or visit www.GenieCompany.com to start the setup of the Aladdin Connect™ device.

1. Remove Mounting Bracket from back of DCM. (a)
2. Plug Aladdin Connect™ DCM into outlet with Power Pack. (b)
3. Download the app.
4. Create an account.
5. Begin programming.

Plug Aladdin Connect™ into wall outlet with power-pack.(c)
Follow the on-screen menus to set and program system prior to wiring in the garage.

1. Pair Wi-Fi router with Aladdin Connect™ (DCM)
2. Pair Door Position Sensor (DPS) with Aladdin Connect™

Once setup is complete, move system to the garage.



In the Garage:

Plug powerpack into wall outlet and DCM.

The RED power indicator LED should illuminate.

The WI-FI signal indicator LED should illuminate signaling that the WI-FI signal is still in tact.

- A **GREEN** LED indicates a good WI-FI signal.
- A **YELLOW** LED, indicates a weak signal. Move Aladdin Connect™ to a position that better suits the Wi-Fi signal from the router.
- A **RED** LED, indicates a poor Wi-Fi signal. Move Aladdin Connect™ to a position that better suits the Wi-Fi signal from the router or call 1-800-599-4995.

The DPS door sensor BLUE LED(s) on the DCM will also illuminate. (One for each door programmed).

These factors must be determined prior to mounting Aladdin Connect™ (DCM) to the wall or ceiling.

1. Optimal Wi-Fi signal strength.
2. Desired and/or garage door opener(s) wall control location.
3. Access to 110VAC outlet within 5 feet.

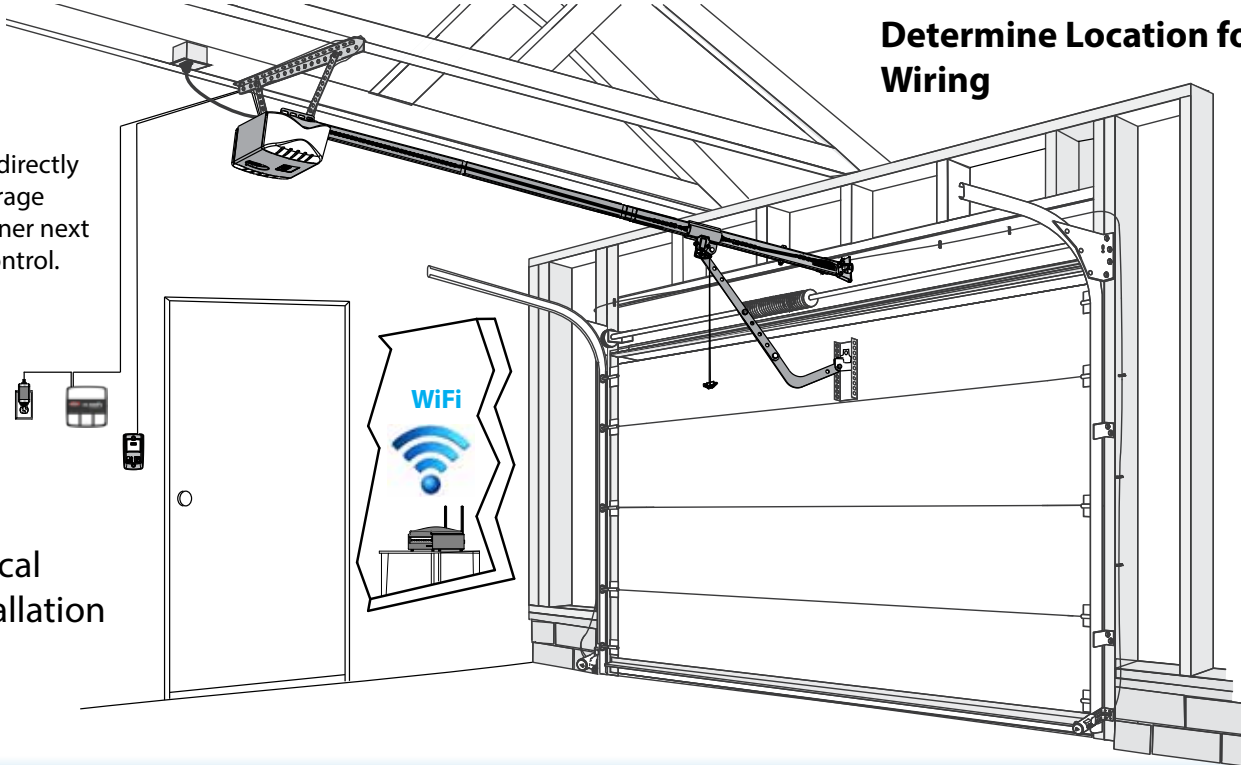
Once an optimal signal and location is obtained, wire the DCM to the garage door opener(s).



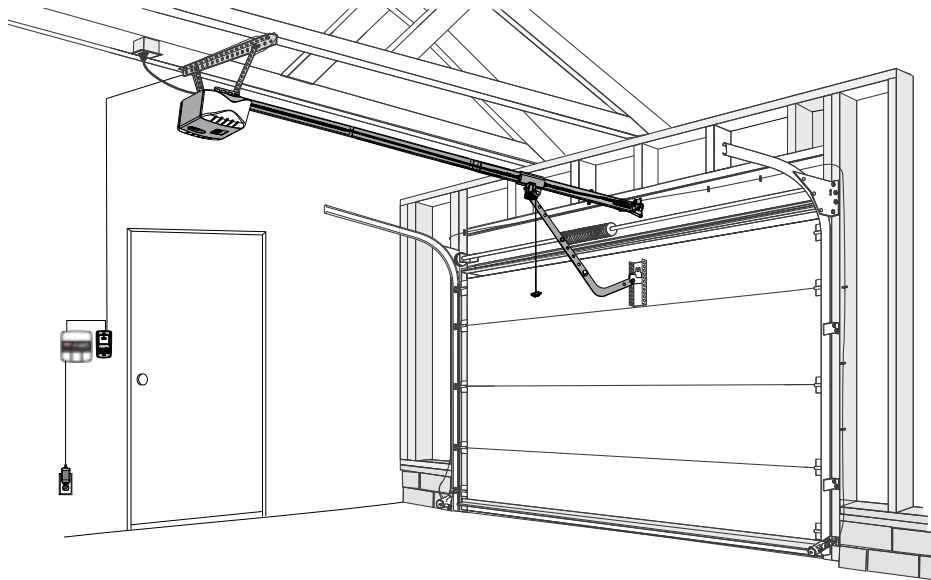
Determine Location for Wiring

Installed directly to the garage door opener next to wall control.

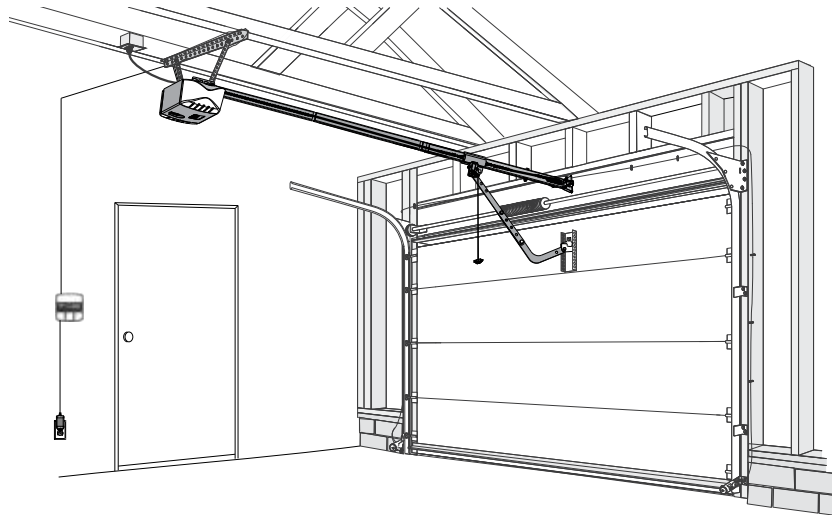
Typical Installation



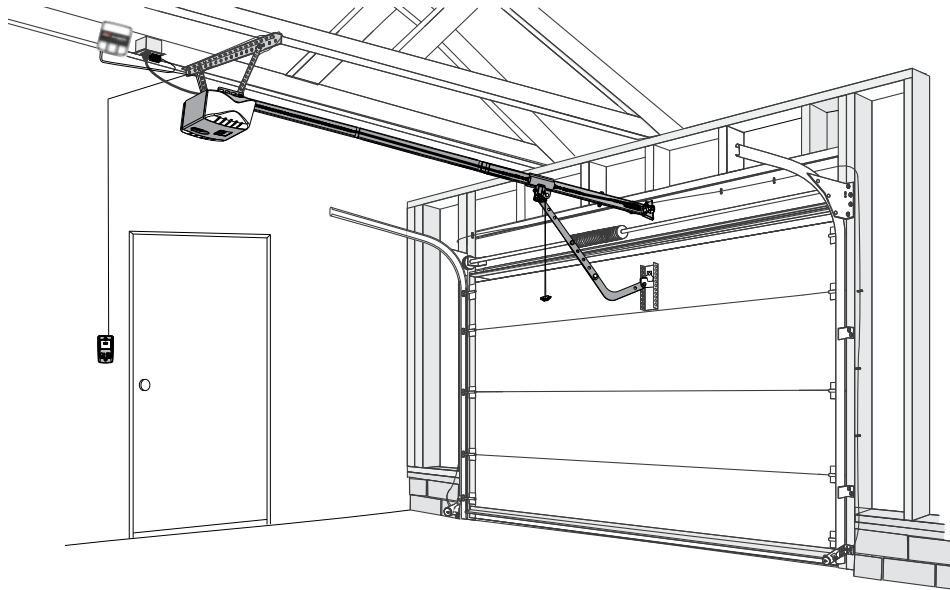
Installed directly to the wall control.



Installed replacing the wall control



Installed adjacent to the garage door opener.



Garage Door Opener Types.

Series I - refers to older Genie® brand and most competitors brand garage door openers that require a simple normally open push button signal to operate.

Series II - refers to any Genie® or Overhead Door® brand garage door opener with Intellicode® or CodeDodger® technology manufactured from 1995 to present.

Series III - refers to advanced control Genie® or Overhead Door® brand garage door openers manufactured between 2011 and 2012. These too will include Intellicode® and CodeDodger® technology.

Any combination of Genie brand Series I, Series II or Series III wall controls and most competitors brands will operate with Aladdin Connect™.

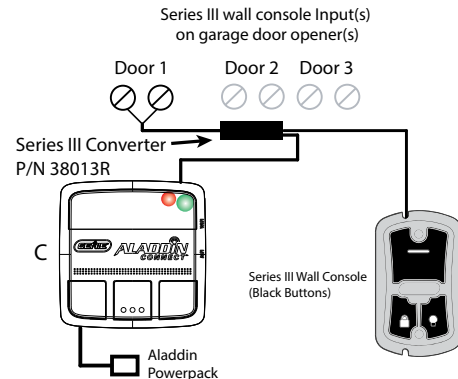
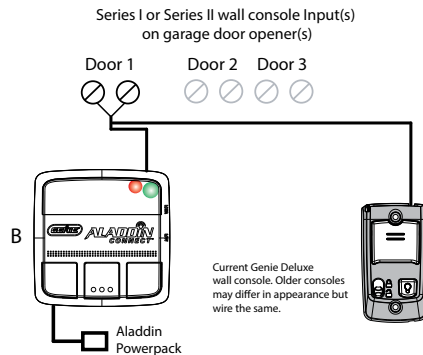
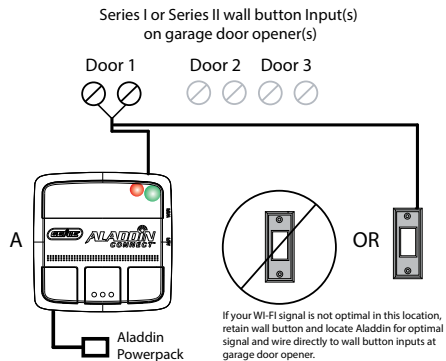
If you have a Genie Series III wall control (indicated by black push buttons - C) you must use adapter part 38013R available from Genie®.

If the garage door opener includes a standard doorbell type wall button (A), it is recommended to replace that wall button with Aladdin Connect™ if the Wi-Fi signal is optimal in that location. If the garage door opener includes an advanced feature wall

console (B), it is recommended to wire Aladdin Connect™ directly to the wall button inputs on the garage door opener as to retain the deluxe wall console features. Mount Aladdin Connect™ for optimal Wi-Fi signal.

If the garage is prewired and the wires should remain hidden. Aladdin Connect™ can also be wired directly to the back of the wall control.

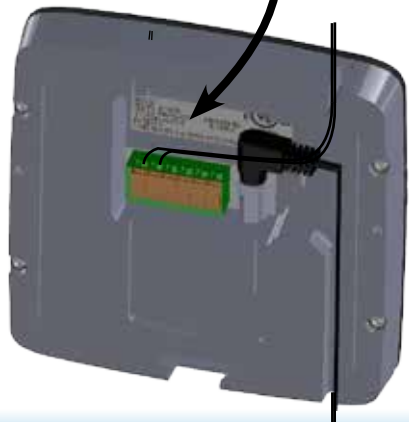
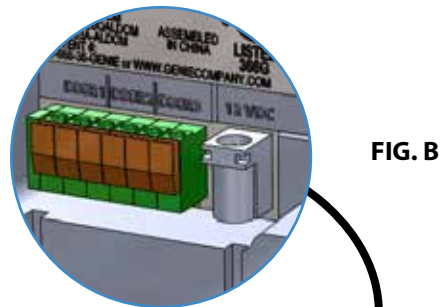
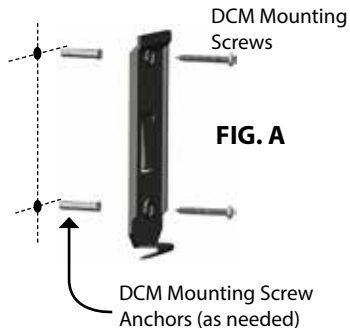
Aladdin Connect™ will operate, up to, 3 garage door openers conforming to the above described types.



Mount Aladdin Connect™.

NOTE: The powerpack cord is 5 feet long, mount Aladdin Connect® within reach to a power outlet.

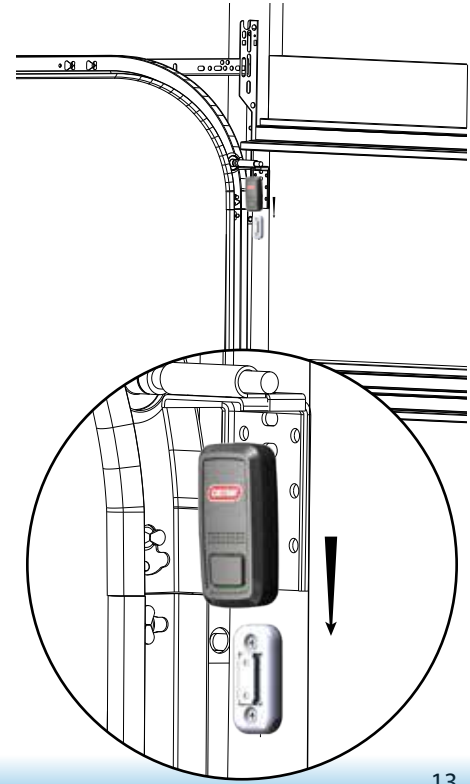
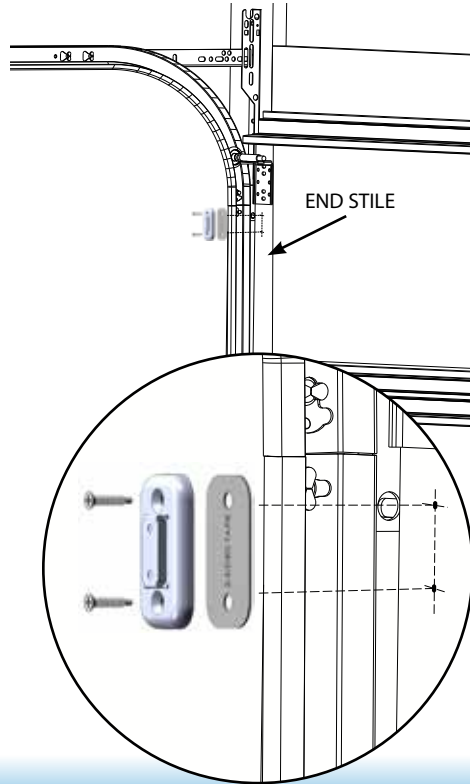
1. Remove mounting bracket from the back of DCM.
2. Mark and drill 3/32" pilot holes and mount bracket to wall using supplied screws. If mounting to drywall, drill 3/16" pilot holes and use anchors provided in kit. FIG. A
3. Route wall control wires from Aladdin Connect™ as shown through the top or bottom to suit your installation.
4. Strip 1/4" of insulation from wire and press the orange tab and install wire into plug. FIG. B
5. Plug PowerPack cable into Aladdin Connect™ and route cable through slot (top or bottom)
6. Snap Aladdin Connect™ to mounting bracket. FIG. C
7. Plug PowerPack into wall outlet.



Install the DPS (Door Position Sensor)

The DPS should be mounted on the TOP door panel only. Mount to steel reinforced end stile on the far left or right under the top bracket. DO NOT mount to unreinforced door panel.

1. Install double sided tape to back of mounting bracket and affix to end stile.
2. Drill 1/16" pilot holes. DO NOT drill all the way through door.
3. Use included self drilling screws to mount DPS bracket to end stile.
4. Slide DPS down onto mounting bracket. DPS should snap onto bracket.



Complete the Programming and Test

Follow the on screen prompts from the app to complete the set-up and test the Aladdin Connect™ system.

For technical assistance, contact Aladdin Connect™ Customer Service at 1-866-599-4995.

NOTE: This kit includes one DPS sensor for use with one door only. Additional DPS sensors can be purchased separately from your local Genie retailer.

Aladdin Connect™ will signal a flashing white light and an audible beep as an indication that the door is about to move when commanded by the Aladdin Connect™ app.



Adding more doors to Aladdin Connect™.

You can purchase up to 2 more DPS door position sensors to control up to 3 doors.

Wire chosen door (2 or 3) to DCM. (see pages 11-12)

Install DPS sensor to chosen door (2 or 3). (see page 13)

Pair DPS with Aladdin Connect™ DCM.

- Press DPS button once, a blue LED will blink
- Press door button on DCM (2 or 3). a blue LED will turn on.

Add extra doors via the app on your smart phone or tablet.

Test system.



GENIE END USER LICENSE AGREEMENT AND PRIVACY POLICY

GENIE END USER LICENSE AGREEMENT

By clicking the "ACCEPT" button to install System software, or otherwise installing or using the System, you agree (i) to be bound by the terms and conditions in this End User License Agreement ("EULA") without limitation or qualification, (ii) represent that you are of legal age, (iii) and represent that you are authorized to enter into this EULA on behalf of yourself and any party to whom you grant access to the System, and authorized to access and operate the Garage Door Opener(s), lights or other products that may be remotely operated through the System.

1. LICENSE.

This EULA relates the use of the Genie Aladdin and Genie-Net remote door/barrier activation, operation and monitoring products, systems and services, including Genie web and mobile device application software, Genie software and firmware used in connection with Genie products and communications networks, and Genie software allowing web-based interface and underlying functionality and access to Genie services (collectively, the "Genie Services" or "Services") and the licensure of software products identified above, which includes any future versions, releases, updates, patches, error fixes and bug fixes of the above software ("Genie Software"). For convenience, we refer to the combination of products, Genie Software, and Services we provide to you as the "System".

The System includes software owned by Genie and software licensed to Genie, which is protected by United States and international copyright laws and treaties, as well as other intellectual property laws and treaties. Subject to the terms of this EULA, Genie grants you a limited, non-exclusive, non-transferable license (without the right to sublicense) to use the System, and its related Genie Software, solely for your personal use in the continental United States and Canada. The foregoing license includes the right to install the Genie Software on your personal computer, tablet and/or mobile device and to use the Genie Software in conjunction with your licensed use of the System. Unregistered use, reproduction and distribution of the System is not permitted by Genie and is in violation of U.S. and international copyright laws and is subject to civil and criminal penalties. You are specifically prohibited from making or distributing any copies of the System. All rights of any kind in the System and all other rights of Genie, which are not expressly granted in this EULA, are entirely and exclusively reserved to and by Genie (including the software object code and source code). You may not rent, lease, copy, modify, or translate the System, or create derivative works based on the System. You may not alter or remove any of Genie's copyright or proprietary rights notices or legends appearing on or in the System. You may not reverse engineer, decompile or disassemble the System. Except as expressly set forth herein, you may not make access to the System available to any third party, nor are you authorized to make the output generated by or the results of any performance or functional evaluation of the System available to any third parties.

The System may contain or be derived from materials of third party licensors. Such third party materials may be subject to restrictions in addition to those listed in this EULA. You agree that any third party supplier shall have the right to enforce this EULA with respect to such third party's software.

2. PASSWORD AND ACCESS.

You agree to: (a) provide true, accurate, current and complete information about yourself as prompted by the registration form and (b) maintain and promptly update such information. You must create a username and password to access the System. If you are provided with a temporary username and password you must modify the temporary credentials and create your own username and password. You are responsible for maintaining the confidentiality of your password and account and you are fully responsible for all activities that occur under your password, account or any subaccount. You agree to (a) immediately change your password in the event of any breach of security, and (b) ensure that you exit from your account at the end of each session. You agree that the terms of this EULA will be binding upon and govern the relationship between Genie and any third party to whom you grant access to your account or permit to maintain a subaccount. You further agree to take any and all action necessary to ensure compliance with, and enforce the terms of, this EULA, and to indemnify Genie for any and all costs, damages, losses or expenses incurred in respect of such third party user. Genie will not be liable for any loss or damage arising from your failure to comply with this Section.

You acknowledge and agree that you have the option to add additional parties to your account and such parties will have full access to the System, including, but not limited to, the ability to view your usage history and open, close and monitor your garage door. You further acknowledge and agree that Genie has no responsibility to you with respect to the actions of such parties.

3. TERM; CANCELLATION AND MODIFICATION; FEES.

This EULA is effective on the day you first use the System and will continue for so long as you continue permitted licensed use the System. Genie may immediately terminate this EULA at any time if you fail to comply with any of the terms hereof, including (if applicable) failure to make any required System License Fee payments, effective immediately. Genie may also suspend or terminate a user account due to inactivity. Upon termination of this EULA, the license granted hereunder will terminate and you must stop all use of the System immediately. In the event the license granted hereunder is terminated, Genie shall have no liability to you for any costs, expenses or loss of use. Genie reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the System (or any part thereof) with or without notice. You agree that Genie will not be liable to you or to any third party for any modification, suspension or discontinuance of the System.

You may incur additional fees from third party providers in connection with your use of the System Services, an independent handheld device, or the internet, for data transmission, internet usage, SMS, short code or other transmission fees, charges or taxes, which are solely your responsibility.

Genie reserves the right, at any time, to begin charging you License Fees for your access to or use of the System under this EULA ("License Fees"), and/or to increase or modify License Fees, for your access to or use of the System. If Genie elects to charge License Fees and you wish to continue to access and use the System, you must: (i) enter into a subscription agreement on terms and conditions specified by Genie, (ii) make acceptable payment arrangements with Genie, and (iii) pay the applicable License Fee to Genie. If you fail to do so, your ability to access the System will automatically terminate at a time determined by Genie in its sole discretion. You will be responsible for paying any and all sales, use, excise, personal property or other taxes of similar nature levied upon License Fees for your access to or use of the System.

4. SALE OF HOME / SYSTEM HARDWARE

YOU UNDERSTAND AND AGREE THAT IF YOU MOVE AND LEAVE SYSTEM HARDWARE AT YOUR HOME, YOU WILL DELETE YOUR ACCOUNT AND NO LONGER ACCESS THE GENIE SYSTEM WITH RESPECT TO YOUR PRIOR ADDRESS.

5. WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS.

THE SYSTEM IS PROVIDED AS IS, AND WITH NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, AND GENIE EXPRESSLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK ARISING OUT OF USE, PERFORMANCE OR NON-PERFORMANCE OF THE SYSTEM REMAINS WITH YOU. TO THE FULLEST EXTENT PERMITTED BY LAW, GENIE DISCLAIMS ANY WARRANTIES FOR THE SECURITY, RELIABILITY, TIMELINESS, ACCURACY, AND PERFORMANCE OF THE SYSTEM.

GENIE AND ITS THIRD PARTY SERVICE PROVIDERS HAVE NO LIABILITY FOR THE CHOICE OF ROUTERS, NETWORKING EQUIPMENT OR OTHER PRODUCTS INSTALLED AT YOUR PREMISES, OR THEIR INSTALLATION, CONNECTION, OPERATION, OR COMPATIBILITY, OR FOR ANY INTERFERENCE CAUSED THEREBY. YOU EXPRESSLY UNDERSTAND AND AGREE THAT GENIE DISCLAIMS ANY AND ALL RESPONSIBILITY OR LIABILITY FOR (1) THE ACCURACY, COMPLETENESS, RELIABILITY, OR OPERABILITY OR AVAILABILITY OF ANY CONTENT OR INFORMATION OR MATERIAL PROVIDED BY OR ACCESSIBLE THROUGH THE SYSTEM; AND (2) THE USE OF OR INABILITY TO USE THE SYSTEM; AND (3) THE DELETION, FAILURE TO STORE, MISDELIVERY, OR UNTIMELY DELIVERY OF ANY INFORMATION OR MATERIAL; AND (4) BREACHES OF SECURITY; AND (5) INFORMATION COMMUNICATED THROUGH MESSAGE BOARDS OR OTHER FORUMS; AND (6) ANY OTHER FAILURE TO PERFORM BY GENIE; AND (7) DAMAGE, INJURY, OR LOSS OF LIFE OR DAMAGE TO PROPERTY.

IF GENIE SHOULD NEVERTHELESS BE FOUND LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS, DAMAGE OR INJURY ARISING UNDER THIS AGREEMENT OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, ON ANY BASIS WHATSOEVER, (INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE), ITS TOTAL MAXIMUM LIABILITY IS LIMITED TO \$1000.00 WHICH WILL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST GENIE. IN ADDITION, IN NO EVENT WILL GENIE OR ITS PRINCIPALS, SHAREHOLDERS, OFFICERS, EMPLOYEES, AFFILIATES, CONTRACTORS, SUBSIDIARIES, OR SUPPLIERS, BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES WHATSOEVER RELATING TO THE USE OF THE SYSTEM OR ANY COMPONENT THEREOF OR TO YOUR RELATIONSHIP WITH GENIE, EVEN IF GENIE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

UNDER NO CIRCUMSTANCES WILL GENIE BE HELD LIABLE FOR ANY HARM RESULTING FROM DOWNLOADING OR ACCESSING ANY INFORMATION OR MATERIAL THROUGH THE SYSTEM, ANY DELAY OR FAILURE IN PERFORMANCE RESULTING DIRECTLY OR INDIRECTLY FROM ACTS OF NATURE, FORCES OR CAUSES BEYOND ITS REASONABLE CONTROL, INCLUDING, BUT NOT LIMITED TO, INTERNET FAILURES, COMPUTER EQUIPMENT FAILURES, TELECOMMUNICATION EQUIPMENT FAILURES, OTHER EQUIPMENT FAILURES, ELECTRICAL POWER FAILURES, STRIKES, LABOR DISPUTES, RIOTS, INSURRECTIONS, CIVIL DISTURBANCES, SHORTAGES OF LABOR OR MATERIALS, FIRES, FLOODS, STORMS, EXPLOSIONS, ACTS OF GOD, WAR, GOVERNMENTAL ACTIONS, ORDERS OF DOMESTIC OR FOREIGN COURTS OR TRIBUNALS, OR NON-PERFORMANCE OF THIRD PARTIES.

6. NO GUARANTEE / DISCLAIMERS.

The System is intended to allow users to remotely operate and monitor garage door and barrier operators, lighting, and other similar equipment connected to the System.

WARNING: TO REDUCE THE RISK OF SERIOUS INJURY OR DEATH, NEVER PERMIT CHILDREN TO ACCESS, USE, OPERATE OR PLAY WITH THE WEB INTERFACES, MOBILE APPS OR OTHER PARTS OF THE SYSTEM, AND AVOID USE ANY WEB INTERFACES, MOBILE APPS OR OTHER PARTS OF THE SYSTEM WHILE DRIVING.

THERE IS NO GUARANTEE THAT THE SYSTEM WILL PROVIDE ERROR-FREE OPERATION, OR THAT IT WILL NOT BE COMPROMISED OR CIRCUMVENTED, OR THAT IT WILL PREVENT ANY PERSONAL INJURY OR PROPERTY LOSS CAUSED BY BURGLARY OR ROBBERY. THE FURTHER, THERE IS NO GUARANTEE THAT THE SYSTEM OR YOUR MOBILE DEVICE OR COMPUTER WILL TRANSMIT OR RECEIVE ALL SIGNALS SENT BY OR TO YOU REGARDING THE SYSTEM, INCLUDING, BUT NOT LIMITED TO, SIGNALS REGARDING THE ACTIVATION OR DEACTIVATION OF YOUR GARAGE DOOR OPENER. YOU ACKNOWLEDGE THAT THE SYSTEM WILL NOT PREVENT OR DETECT A BURGLARY, ROBBERY, FIRE OR OTHER EVENT, THAT THE SYSTEM IS NOT A SECURITY SYSTEM OR INSURANCE POLICY, AND THAT THE DOES NOT PROVIDE CENTRAL STATION OR OTHER MONITORING OR FIRE, SMOKE, HEAT, MOTION OR OTHER ALARM OR DETECTION CAPABILITIES. YOU ACKNOWLEDGE THAT THE AVAILABILITY OF THE SYSTEM SERVICES IS DEPENDENT ON YOUR COMPUTER, MOBILE DEVICE, HOME WIRING, YOUR INTERNET SERVICE PROVIDER,

YOUR SATELLITE PROVIDER, AND YOUR MOBILE DEVICE CARRIER, FOR WHICH GENIE IS NEITHER RESPONSIBLE NOR LIABLE, AND YOU ACKNOWLEDGE THAT YOU ARE RESPONSIBLE FOR ALL FEES ASSOCIATED WITH SUCH USE AND FOR COMPLIANCE WITH ANY AGREEMENTS RELATED TO SUCH USE. YOU FURTHER ACKNOWLEDGE THAT GENIE AND ANY NETWORK SERVICE PROVIDERS CANNOT GUARANTEE THE SECURITY OF ANY WIRELESS TRANSMISSION AND WILL NOT BE LIABLE FOR ANY LACK OF SECURITY RELATING TO THE USE OF ANY SERVICE. GENIE WILL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR ANY OTHER LOSS BASED ON A CLAIM THAT THE SYSTEM FAILED TO OPERATE PROPERLY AND YOU HEREBY RELEASE GENIE FROM ALL LIABILITY RESULTING THEREFROM. GENIE MAKES NO GUARANTEE THAT THE SYSTEM WILL BE COMPATIBLE WITH ALL COMPUTERS OR HANDHELD DEVICES. YOU SHOULD FIRST TEST THOSE DEVICES AT HOME FOR COMPATIBILITY BEFORE USING THEM AWAY FROM HOME.

7. MISCELLANEOUS.

The failure of Genie to enforce at any time any of the provisions of this EULA will not be construed to be a continuing waiver of any provisions hereunder nor will any such failure prejudice the right of Genie to take any action in the future to enforce any provisions hereunder.

Software and technical information delivered under this EULA are subject to U.S. export control laws and may be subject to export or import regulations in other countries. You agree to strictly comply with all such laws and regulations, and you will be solely responsible for obtaining any import, export, re-export approvals and licenses required for such software any technical information, and retaining documentation to support compliance with those laws and regulations.

This EULA will be deemed entered into in the State of Texas and will be governed by and construed according to the laws of the State of Texas, without regard to conflict of law principles. Any action against any party to this EULA will be commenced only in the federal or state courts within the State of Texas, which courts will have exclusive jurisdiction over such actions and proceedings and the parties hereby irrevocably consent to personal jurisdiction over them by such courts. You agree that any applicable state law implementation of the Uniform Computer Information Transactions Act (including any available remedies or laws) shall not apply to this EULA and is hereby disclaimed. It is understood and agreed that, notwithstanding any other provisions of this EULA, breach of any provision of this EULA by you may cause Genie irreparable damage for which recovery of money damages would be inadequate, and that Genie will therefore be entitled to obtain timely injunctive relief to protect Genie's rights under this EULA in addition to any and all remedies available at law.

This EULA, including the Privacy Statement, and, if purchased directly from Genie, the terms and conditions of sale that accompanied your purchase of any equipment from Genie, forms the entire agreement between you and Genie and supersedes in their entirety any and all oral or written agreements previously existing between you and Genie with respect to your access to and use of the System and related Services. In the event of any conflict between this EULA and any other such agreement or document, this EULA shall govern.

Neither this EULA nor any of the rights, interests or obligations provided by this EULA may be transferred or assigned by you without the prior written consent of Genie. Genie may assign this EULA, in whole or in part, in its sole discretion. This EULA will be binding upon the parties and each of their present and future officers, directors, employees, parents, subsidiaries, agents, successors, assigns, contractors, licensees, affiliates, family members and guests and authorized users.

The provisions of this EULA will apply to the fullest extent permitted by law and be interpreted and applied to a lesser extent, where necessary to be valid. The invalidity or unenforceability of any provision of this EULA will not affect any other provision and all such other provisions will remain in full force and effect without change or modification thereof. You consent to the exclusive use of the English language in this EULA, as well as in all communications from Genie.

NOTICE

APPLE TERMS

GENIE PRIVACY STATEMENT

This Privacy Statement covers your use of the Genie Aladdin and Genie-Net products, systems and services, including Genie web and mobile device application software, Genie software and firmware used in connection with Genie products and communications networks, Genie software allowing web-based interface and underlying functionality and access to Genie services, and any Genie networks related to any of the foregoing (collectively, the "Genie Services" or "Services") and the licensure of software products identified above, which includes computer and application software and may include associated media, printed materials, and "online" or electronic documentation, and any future versions, releases, updates, patches, error fixes and bug fixes of the above software ("Genie Software"). For convenience, we refer to the combination of products, software, and services we provide to you as the "System."

You understand that through your use of the System you consent to the collection and use of certain information as described in this Privacy Statement, including the transfer of this information to the United States and/or other countries for storage, processing and use by Genie. Although the laws that protect personal information in those countries may differ from the laws where you live, we will take reasonable steps to ensure that your privacy is protected. By using our websites and giving your information to us, you consent to the transfer of the data outside of your country of residence. This Privacy Statement is subject to change and we will notify you in the event of a material change by posting such change prominently on the System; your continued use of the System after such changes will indicate your consent to the revised Statement.

Genie collects information relating to you and your use of the System in order to provide services and features that are easy to use and responsive to your needs. We use the term "Customer Information" to refer to any

personally identifiable or anonymous information relating to you or your use of the System. We use Customer Information for a wide variety of purposes, as described below:

- Unless otherwise stated in this Privacy Statement, we do not share your Contact Information with anyone without your express consent.
- “Contact Information” means information that allows someone to identify or contact you or any user authorized by you to contact or interface with the System (e.g., your name, address, telephone number and email address). We may use your Contact Information to market Genie and third-party products and services to you via mail, email, text, and telephone. You can stop the delivery of future promotional emails from us by following the specific instructions in advertising emails you may receive. These choices do not apply to the receipt of service communications.
- “Service Information” means information necessary or useful to us in providing the System to you. Examples of Service Information includes, but is not limited to, your home zip code, home system configuration (e.g., devices used in connection with the System, System status, and/or security or lifestyle data) devices you use and how/when you use them (e.g., types, model numbers, software version numbers, OS types) which will enable us to provide you with information regarding upgrades, error fixes, and software updates, and the level of Service. This information is used by us for the operation of the System, to provide the Services, to maintain quality of the System and Services, and to provide general statistics regarding use of the System. We may also use Service Information for customer support, System restoration, and research and development activities for new products and services, and other similar purposes. Finally, we may provide certain Service Information to selected third parties, such as our business partners, for marketing purposes, where we have obtained your specific consent.
- “Usage Information” related to the System is information relating to the time of events involving the System, scheduling, open/close or other usage schedules, usage and alert logs, use of the functions and features available in the System, GPS/geolocation information, IP address, browser type, domain names, access times and referring website addresses, and any images, video or other data stored in the System. We receive this type of information from your System and we may collect this information and other similar Usage Information for other products we may offer now or in the future. This information is used by us for the operation of the System, to provide the Services, to maintain quality of the System and Services, and to provide general statistics regarding use of the System. We may use personally identifiable Usage Information to provide you customized content (such as home security tips, home automation advice, etc.) and other similar purposes. We may also use Usage Information for customer support, System restoration, and research and development activities for new products and services, and other purposes similar to the foregoing. Finally, we may provide certain Usage Information to selected third parties, such as our business partners, for marketing purposes, where we have obtained your specific consent.
- Sometimes we may aggregate or otherwise use Customer Information which has been made anonymous by removing any identifier that can be associated with your personal Contact Information. Anonymous Customer Information helps us develop reports and analyses about how our customers use our System. We may disclose, share or sell anonymous Customer Information and reports and analyses based on anonymous Customer Information to third parties, including merchants and consumer marketing groups.
- We use cookies and similar tools to remember personal information when you use the Services in order to understand and analyze trends, to administer the System, to learn about user behavior on the System, and to gather demographic information about our user base as a whole. We may use this information in our marketing and advertising both on and off the System.
- We also use third parties to help with certain aspects of our operations, which may require disclosure of your Customer Information to them. For example, we may use a third party to process and collect payment for your Services via your credit card, or to perform data storage, data processing, or other work as part of or in relation to the System that we may need to outsource. We require these contractors and third parties to agree to protect the confidentiality of your Customer Information and to use it only as necessary to perform the services they are asked to perform. These contractors and third parties are responsible and liable if they misuse any Customer Information.
- We reserve the right to transfer Customer Information in the event we sell or transfer all or a portion of our business or assets.
- We may disclose Customer Information if required to do so by law or in the good-faith belief that such action is necessary to comply with legal requirements or with legal process served on us, to protect and defend our rights or property, or in urgent circumstances to protect the personal safety of any individual.

Genie is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems with limited access that are located in facilities to which access is limited. For sites to which you login, it is your responsibility to ensure the security of your password and not to reveal this information to others.

This Privacy Statement will be governed by and construed according to the laws of the State of Texas, without regard to conflict of law principles. Any action against any party to this Privacy Statement will be commenced only in the federal or state courts within the State of Texas, which courts will have exclusive jurisdiction over such actions and proceedings. The parties hereby irrevocably consent to personal jurisdiction over them by such courts.

The invalidity or unenforceability of any provision of this Privacy Statement will not affect any other provision and all such other provisions will remain in full force and effect without change or modification thereof. You consent to the exclusive use of the English language in this Privacy Statement, as well as all communications from Genie.

If you have any questions about our privacy practices, please contact us at:

(EMAIL ADDRESS)

Troubleshooting

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The Genie Company
1 Door Drive
Mount Hope Ohio
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