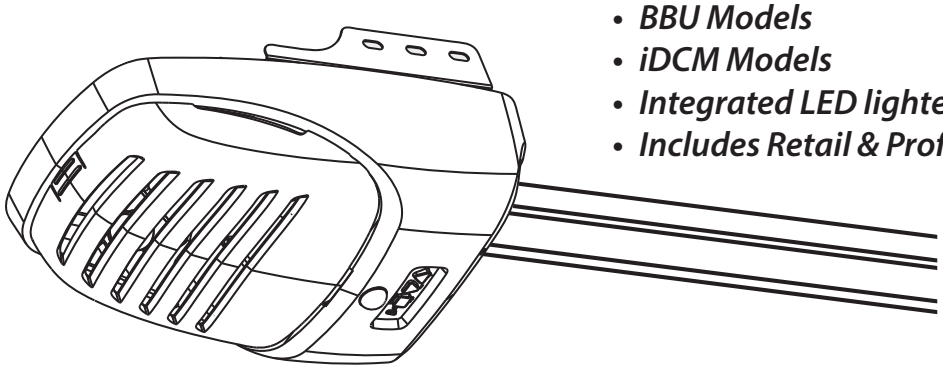
Refer to the assembly poster for opener assembly and installation instructions. Return to this manual for programming, operation and maintenance.

# BELT/CHAIN/SCREW DRIVE GARAGE DOOR OPENER

## PROGRAMMING, OPERATION & MAINTENANCE MANUAL



- *Standard Models*
- *BBU Models*
- *iDCM Models*
- *Integrated LED lighted Models*
- *Includes Retail & Professional Models*

**DO NOT** use photocells from other manufacturers or openers with this opener.

**INSTALLER:** ***LEAVE THIS MANUAL WITH HOMEOWNER***

**HOMEOWNER:** ***SAVE THIS MANUAL FOR FUTURE REFERENCE***

**⚠ WARNING**

To reduce the risk of injury to persons or damage to property, use this opener only with a sectional or one-piece residential doors.

**⚠ AVERTISSEMENT**

Por reduire le risque de blessures ou de dommages materials, utillsez cet ouvre-porte uniquement pour une porte a section re sidentielie.

**STOP**

**DO NOT return product to store,**
**visit www.geniecompany.com**
**or call Customer Service at: 1-800-35-GENIE**

SERIAL NUMBER DECAL

iDCM SERIAL NUMBER DECAL

HK DECAL

39495503724, 10/2018

# INDEX


**1 Safety & General Information**
Introduction ..... 1
Safety Notifications ..... 2
Important Installation Instructions ..... 3

**2 Standard & Safety Features ..... 4**

**3 Programming Information**
Introduction to opener programming ..... 5
Setting the DOWN Limit ..... 6
Setting the UP Limit ..... 7
Setting the Force Control ..... 8
Contact Reverse Test ..... 8
Contact Reverse Adjustment ..... 8
Remote Control Programming ..... 9
Keypad Programming* ..... 10
Homelink & Car2U Programming* ..... 11
Integrated Aladdin Programming* ..... 12-13

**4 Maintenance**
Important Safety Instructions ..... 14
Regular Maintenance Schedule ..... 15
Door Inspection & Maintenance ..... 15
Remote Battery Replacement ..... 16
Light Bulb Replacement ..... 16

**5 Special Installation Information**
Force Adjustment Guide ..... 17
Clearing Remote Memory ..... 18
Use of Dongle Ports* ..... 18
Adjusting Speed Control ..... 19
Locating Safe-T-Beam® Pairs ..... 20
Safe-T-Beam® Troubleshooting ..... 20

**6 Troubleshooting & LED Signals** ..... 21-22

**7 Replacement Parts** ..... 23-27

**8 DASMA Information** ..... 28-29


** Abbreviated versions. See instructions that accompany Accessory or Vehicle owners manual for full details and instructions.*

ScrewDrive

Belt/Chain Drive

Scan this code for a video of this installation or visit: **www.geniecompany.com**

**FCC Part 15.21 Statement:**
**Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

**FCC / IC Statement:**
**This device complies with FCC Part 15 and Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the 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.**

## SAVE THESE INSTRUCTIONS

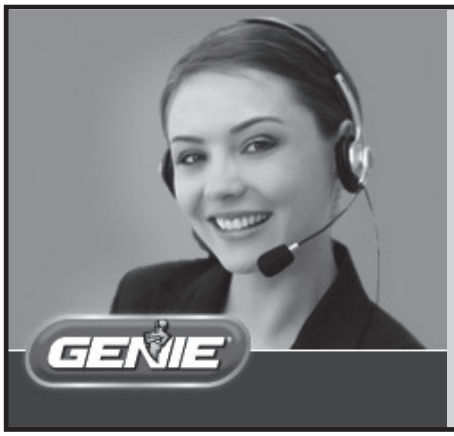
## READ AND FOLLOW ALL INSTRUCTIONS

# 1 INTRODUCTION

# Thank you for purchasing a Genie® brand garage door opener. The leader in garage door opener technology.

Please take a moment to preview this manual and assembly poster to ensure that you have the proper tools and general assembly and fabrication skills required to install a new garage door opener.

**Read and understand all Safety Warnings and Cautions contained in this manual before proceeding.**




***DO NOT RETURN PRODUCT TO STORE***

***If you require assistance or have any questions, a knowledgeable Genie Service Technician is just a phone call away at:***

***1-800-35-GENIE (1-800-354-3643)***

***Or visit our website at:***

***www.geniecompany.com***

Before setting up your new garage door opener, please note the model plate on the opener and serial number(s) located on the front of this manual. This information will be necessary should you seek technical support via our website, customer support department or local servicing Genie dealer.

Spanish language manuals available at:
Idioma alternativo manuales disponibles en: } **www.geniecompany.com**

For patent information go to www.geniecompany.com/patent

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# SAFETY NOTIFICATIONS & INSTRUCTIONS

## OVERVIEW OF POTENTIAL HAZARDS
## READ THIS SAFETY INFORMATION

Garage doors are large, heavy objects that move with the help of springs under high tension and electric motors. Since moving objects, springs under tension, and electric motors can cause injuries, your safety and the safety of others depend on you reading the information in this manual. If you have questions or do not understand the information presented, call your nearest trained door system technician or visit our website at www.geniecompany.com.

### CONVENTIONS USED IN THESE INSTRUCTIONS

The following safety alert symbol and signal words are used throughout this manual to call attention to and identify different levels of hazards and special instructions.

This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and the word **"DANGER", "WARNING",** or **"CAUTION".**

- **DANGER** indicates an imminently hazardous situation which, if NOT avoided, will result in death or serious injury.
- **WARNING** indicates a potentially hazardous situation which, if NOT avoided, could result in death or serious injury.
- **CAUTION** indicates a potentially hazardous situation which, if NOT avoided, may result in injury or property damage.
- The word **NOTE** is used to indicate important steps to be followed or important considerations.

Tous les messages concernant la sécurité seront indiqués après un symbole d'alerte de la sécurité et l'une des mentions suivantes "**DANGER**", "**AVERTISSEMENT**" ou "**MISE EN GARDE**".

- **DANGER** signale une situation dangereuse imminente qui, si elle n'est pas évitée, risque d'entraîner des blessures graves, voire mortelles.
- **AVERTISSEMENT** signale une situation potentiellement dangereuse qui, si elle n'est pas évitée, risque d'entraîner la mort ou des blessures graves.
- **MISE EN GARDE** signale une situation potentiellement dangereuse qui, si elle n'est pas évitée, risque d'entraîner des blessures ou des dommages matériels.
- Le terme **REMARQUE** est utilisé pour signaler les étapes importantes à suivre ou d'importants éléments à prendre en considération.

# IMPORTANT SAFETY INSTRUCTIONS

| POTENTIAL HAZARD | EFFECT | PREVENTION |
|---|---|---|
| **MOVING DOOR** | **WARNING** Could result in Serious Injury of Death | Do Not operate unless the doorway is in sight and free of obstructions. Keep people clear of opening while door is moving. Do Not allow children to play with the door opener. Do Not change opener control to momentary contact unless an external reversing means is installed. Do Not operate a door that jambs or one that has a broken spring. |
| **ELECTRICAL SHOCK** | **WARNING** Could cause Serious Injury or Death | Turn off electrical power before removing opener cover. When replacing the cover, make sure wires are not pinched or near moving parts. Opener must be electrically grounded. |
| **HIGH SPRING TENSION** | **WARNING** Could cause Serious Injury or Death | Do Not try to remove, repair or adjust springs or anything to which door spring parts are fastened such as wood block, steel brackets, cables or any other structure or like item. Repairs and adjustments must be made by a trained service representative using proper tools and instructions. |

# IMPORTANTES CONSIGNES DE SÉCURITÉ

| DANGER POTENTIEL | EFFET | PRÉVENTION |
|---|---|---|
| **PORTE EN MOUVEMENT** | **AVERTISSEMENT** Pourrait entraîner des blessures graves voire la mort | Utiliser uniquement si la porte est en vue et libre de tout obstacle. Ne laisser personne se tenir dans l'ouverture de la porte pendant qu'elle est en mouvement. Ne pas permettre aux enfants de jouer avec l'opérateur de la porte. Ne pas modifier la commande de l'opérateur à contact momentané à moins qu'un moyen d'inversion externe soit installé. Ne pas faire fonctionner une porte qui bloque ou dont le ressort est cassé. |
| **CHOC ÉLECTRIQUE** | **AVERTISSEMENT** Pourrait entraîner des blessures graves voire la mort | Couper le courant avant d'enlever le couvercle de l'opérateur. Lorsque le couvercle doit être remplacé, s'assurer que les fils ne sont ni coincés ni près des pièces mobiles. L'opérateur doit être correctement mis à la terre. |
| **TENSION ÉLEVÉE RESSORT** | **AVERTISSEMENT** Pourrait entraîner des blessures graves voire la mort | Ne pas essayer d'enlever, réparer ni ajuster les ressorts ou toute autre pièce à laquelle le ressort de la porte est attaché, y compris blocs de bois, supports en acier, câbles ou autres articles semblables. Les réparations et les réglages doivent être effectués par technicien qualifié qui se sert d'outils appropriés et qui respecte les instructions. |

# IMPORTANT INSTALLATION INSTRUCTIONS

## ⚠ WARNING

## TO REDUCE THE RISK OF SEVERE INJURY OR DEATH

**READ AND FOLLOW ALL SAFETY, INSTALLATION AND OPERATION INSTRUCTIONS. If you have any questions or do not understand an instruction, call The Genie Company.**

- **DO NOT** install opener on an improperly balanced door. An improperly balanced door could cause severe injury. Repairs and adjustments to cables, spring assembly and other hardware must be made by a trained service person using proper tools and instructions.
- Remove all ropes, and disable all locks connected to the door before installing opener.
- Where possible, install the door opener 7 feet or more above the floor. For products having an emergency release, mount the emergency release within reach, but at least 6 feet above the floor and avoiding contact with vehicles to avoid accidental release. **DO NOT** use emergency release cord to pull door.
- **DO NOT** connect the opener to the source of power until instructed to do so.
- Locate the wall control button: A) Within sight of door. B) At a minimum height of 5 feet, so small children cannot reach it. C) Away from all moving parts of the door.
- Install the entrapment WARNING label next to the wall button or console, in a prominent location. Install the emergency release handle on the emergency release cord.
- The opener must reverse when the door contacts a 1-1/2 inch high object on the floor at the center of the doorway. This is about the size of a 2" x 4" board laid flat.

# IMPORTANTES INSTRUCTIONS D'INSTALLATION

## ⚠ AVERTISSEMENT

## POUR RÉDUIRE LES RISQUES DE BLESSURES GRAVES VOIRE MORTELLES

LIRE ET SUIVRE ATTENTIVEMENT TOUTES LES INSTRUCTIONS D'INSTALLATION ET DE FONCTIONNEMENT AINSI QUE TOUTES LES CONSIGNES DE SÉCURITÉ. Si vous avez des questions ou si vous ne comprenez pas une instruction, veuillez contacter directement The Genie Company.

- **NE PAS** installer l'opérateur sur une porte mal équilibrée. Celle-ci pourrait entraîner de graves blessures. Les réparations et les réglages des câbles, ensembles de ressort ou tout autre article de quincaillerie doivent être effectués par un professionnel qui se sert d'outils appropriés et qui respecte les instructions.
- Enlever toutes les cordes et désactiver toutes les verrous de la porte avant l'installer l'opérateur.
- Dans la mesure du possible, installer l'ouvre-porte à 2,1 m ou plus au-dessus du sol. Pour les produits dotés d'un cordon de déclenchement d'urgence, installer le déclenchement d'urgence mais au moins à 1,8 m au-dessus du sol en évitant tout contact avec les véhicules pour éviter qu'ils ne soient déclenchés accidentellement. **NE PAS** utiliser d'urgence cordon de libération pour ouvrir ou fermer la porte.
- **NE PAS** connecter l'opérateur à la source d'alimentation tant que l'instruction n'est pas donnée.
- Repérer la console murale: A) En vue de la porte. B) À une hauteur minimale de 1,5 m afin que les jeunes enfants ne puissent pas l'atteindre. C) Loin de toutes pièces mobiles de la porte du garage.
- Placer l'étiquette d'AVERTISSEMENT en cas de coinçage à proximité du bouton mural ou de la console de manière à ce qu'elle soit bien en évidence. Installer la poignée du cordon de déclenchement d'urgence.
- L'opérateur doit s'inverser lorsque la porte entre en contact avec un objet d'une hauteur de 3,8 cm placé sur le sol, au centre de l'ouverture de la porte. Ceci équivaut environ à une planche de 5 x 10 cm posée à plat sur le sol.

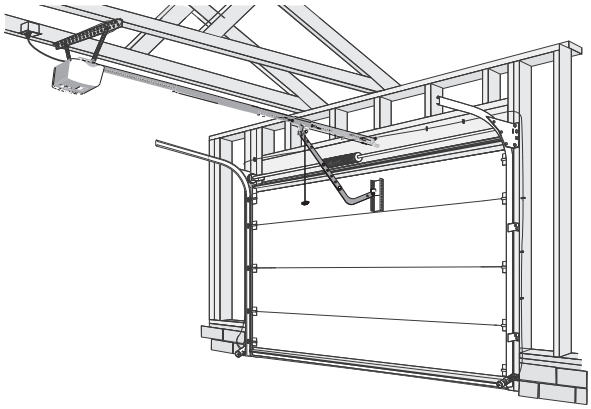
### ⚠ WARNING

Opener is equipped with grounded electrical plug for your protection, and **only fits grounded electrical outlets. DO NOT** alter plug in any way! **If your have no grounded outlets, have one installed by a licensed electrician**. Opener must be properly grounded to prevent personal injury and equipment damage. **NEVER USE AN EXTENSION CORD!** Check local building codes for any requirement that you must have a permanent hard-wired connection. Permanent hard-wired connections must be performed by a licensed electrician using proper tools and instructions.

### ⚠ AVERTISSEMENT

L'opérateur, qui est équipé d'une prise électrique mise à la terre pour votre protection **est compatible uniquement avec des prises électriques mises à la terre. NE PAS** modifier la fiche dune quelconque manière. Si vous n'avez pas de prises mises à la terre, faites-en installer par un électricien agréé. L'opérateur doit être correctement mis à la terre pour éviter les blessures corporelles et des dommages matériels. **NE JAMAIS UTILISER DE RALLONGE!** Vérifiez les codes locaux des bâtiments pour connexions câblées permanente. Les connexions câblées permanentes doivent être effectuées par un électricien agréé qui se servira d'outils appropriés et respectera les consignes.

# 2 SAFETY & STANDARD FEATURES



***1. Safe-T-Beam® (STB) Non-Contact Reversing System:***

- Places an infrared beam across the door opening.
- Only affects the DOWN travel of the door.
- Stops an open door from closing or reverses a door while in the down travel.
- Reversing system can be overridden with constant pressure on the wired wall console only.
- The door will stop and reverse to the full open position if beam is obstructed.
- Self-diagnostic LEDs on STBs and Powerhead alert to operational issues (See *Locating Safe-T-Beam® Pairs & Troubleshooting* section in this manual for more information).

***2. Contact Reversing System:***

- Automatically reverses a closing door upon contact with an obstruction (Force Control)

***3. Manual Emergency Release pull handle & cord:***

- Manually releases door from door opener. Used during a power failure or other emergency to allow manual opening and closing of the door.
- **DO NOT use emergency release cord to pull the door!**

***4. Automatic Lighting System:***

- Lighting system turns ON when door is activated and automatically turns OFF 4 minutes later.
- Can be activated/deactivated manually from the wall console.

***5. Genie Battery Backup (BBU):***

- Included or optional with select models. Provides power to opener in the event of a power failure. DO NOT install BBU until opener is fully installed, programmed and tested.

***6. Integrated Aladdin Connect® (iDCM):***

- Available with select models, allows operation of the garage door opener with a secure mobile device application (app) from anywhere.

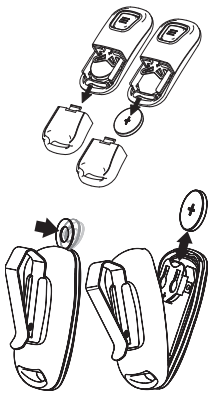
***7. Wall Console:***

- Wired Wall Console included with select models. Operates door opener from inside garage with an open/close button. Has a light manual control and override. Sure-lock™ security activate switch to lock out all remote control operation.

***8. Intellicode® Encryption, Factory Programmed Remote(s) :***

- An encryption system that enhances the security of the door opener by continuously changing the access code each time the remote is used.
- Factory programmed remote control(s) included with this opener.

## B Replacing Batteries



***Remote Battery Replacement (1-button)***

Replace remote battery with a CR2032 coin cell battery.

1. Slide the battery cover off.
2. Slide out the old battery and slide in the new. Be sure positive side (+) is UP.
3. Slide the battery cover on until it snaps into place.

***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.

## C Changing Light Bulbs (Genie LED bulbs recommended)

**⚠ WARNING**

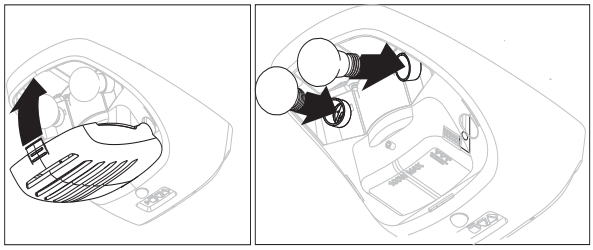
- Use extreme caution when working from a ladder or step stool or serious injury can occur.
- When replacing light cover, make sure wires are not pinched or near moving parts.
- Use only properly rated incandescent, LED or CFL light bulbs.
- DO NOT use bulbs with a rating greater than 100 Watts.
- Use A19 size light bulbs. DO NOT use bulbs having a short neck.

**⚠ AVERTISSEMENT**

- Faire particulièrement attention lors de travaux effectués depuis une échelle ou en escabeau.
- En refermant le couvercle de l'éclairage, s'assurer que les fils ne sont ni coincés ni près des pièces mobiles.
- Utilisez uniquement incandescence correctement classé, LED ou des ampoules fluocompactes.
- NE PAS utiliser des ampoules avec une note supérieure à 100 Watts
- Utilisez A19 ampoules de taille. NE PAS utiliser des ampoules ayant un cou court.

1. Disconnect power to opener.
2. Open powerhead lens cover by pressing in on upper locking tab and lower cover.
3. Replace old light bulbs with 100 Watt MAXIMUM incandescent, CFL or LED equivalent**.
   * Genie LED light bulbs, which are specifically made for garage door openers, are recommended.
4. Close lens cover.
5. Reconnect power to door opener.
6. Test light operation.

**NOTE:** *Use of standard LED bulbs may reduce the range of your remote controls*.*



**** Genie LED light bulbs are designed to reduce or eliminate reduced remote range issues caused by common LED bulbs. They also offer better product life by making them resistant to vibration caused by the opener, and cold or damp weather. See website for details at www.geniecompany.com. recommendations for LED bulbs.***

Models equipped with Integrated LED lighting require specialty kits available for order in the parts section. See page 24.

****Integrated Aladdin Connect®** *models require a **MINIMUM** 40 Watt or equivalent bulb, 100 watt maximum.*

# 5 SPECIAL INSTALLATION INFORMATION

## Changing Force Settings

**⚠ WARNING**

**TO AVOID INJURY OR DAMAGE**

- **NEVER** adjust the force settings to adjust for damage, including an unbalanced door, binding door track or broken spring.
- Perform a CONTACT REVERSE TEST monthly.

**⚠ AVERTISSEMENT**

**Pour éviter les blessures ou des dommages**

- **NE JAMAIS** régler la force pour compenser des dommages, y compris une porte mal équilibrée, un rail de porte coinçant ou des ressorts cassés.
- Tous les mois, EFFECTUEZ LE TEST D'INVERSION AU CONTACT.

**Force Settings:**

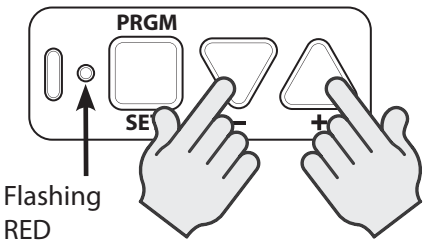
Force settings are pre-programmed at the factory and applied during the Open/Closed Limit settings steps. For normal use, these settings should not need adjustment.

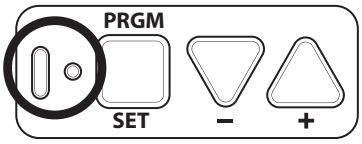
**Conditions possibly requiring adjustments are:**

1. Doors with very stiff weather seals.
2. Doors that start down, STOP, and reverse before closing.
3. Doors that start up, but STOP before they completely open.

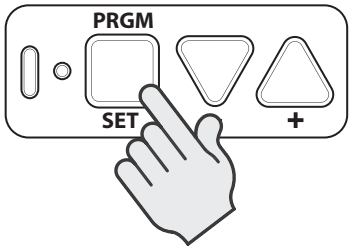
1. ***Press and hold*** both UP & DOWN arrow buttons until the ROUND LED turns RED. Release buttons.
   - LEDs will show current force level. SEE CHART.
2. Press either the UP or DOWN arrow button until the desired UP force setting is shown. SEE CHART.
3. Press & release the PRGM button to lock the desired UP FORCE setting.
   - LEDs will now show the current DOWN FORCE setting. SEE CHART.
4. Press either the UP or DOWN arrow button until desired DOWN force setting is shown. SEE CHART.
5. Press & release the PRGM button to lock the desired DOWN FORCE setting.
   - Both LEDs will turn BLUE then go out confirming that the force settings have been changed and are locked.
6. Opener is now ready to operate and test.
7. Operate door from the wall console two full cycles then perform safety contact reverse test. (SEE PAGE 8)

PRESS & RELEASE




See Chart for Force level indicators.




Press PRGM to lock settings

| FORCE SETTING CHART | | |
|---|---|---|
| Force Level | Long LED | Round LED |
| 1 (LOWEST) | OFF | BLUE |
| 2 | BLUE | OFF |
| 3 | BLUE | BLUE |
| 4 | OFF | VIOLET |
| 5 | VIOLET | OFF |
| 6 | VIOLET | VIOLET |
| 7 | OFF | RED |
| 8 | RED | OFF |
| 9 (HIGHEST) | RED | RED |

## CLEARING MEMORY OF ACCESSORIES

**NOTE**: *Clearing memory of remotes from the powerhead will clear ALL programmed remotes, wireless keypads and vehicle transmitters. The opener will no longer recognize any signal from any remote device, including a missing remote device. This does not include the Aladdin Connect® or Wireless Wall Console.*

All remaining (or recovered) remotes, vehicles and wireless keypads MUST be reprogrammed.

**NOTE**: *The garage door opener will operate normally using the wall console.*

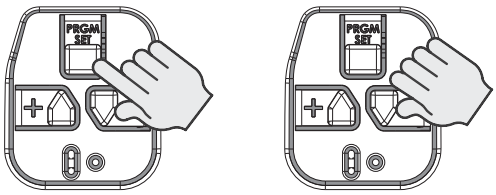
1. Press and hold the SET/PRGM button on the opener for two seconds.
   - The ROUND LED will turn BLUE.
   - The ROUND LED will then flash PURPLE.

2. Press and hold the UP & DOWN buttons at the same time until both LEDs turn off.
   - Both opener LEDs will flash and turn off indicating that all remotes have been erased.

3. Press any remote button.
   - The opener should NOT run.

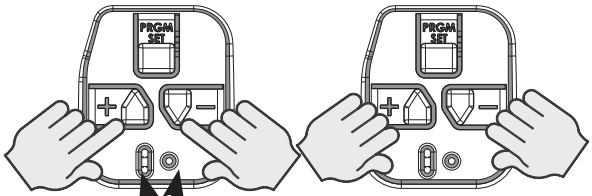
To deprogram the same remote for other garage door openers, repeat the steps above using one of the other remaining remote buttons.

**1. Enter Programming Mode**




Solid Blue  Flashing Purple

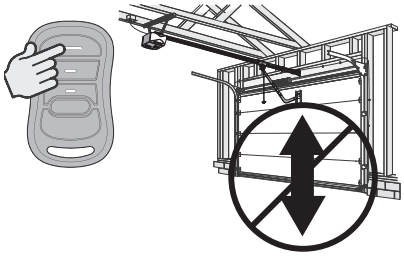
**2. Press and Hold + & - Buttons**




Flashing Blue

**Release when LEDs turn off**

**3. Test Remote**

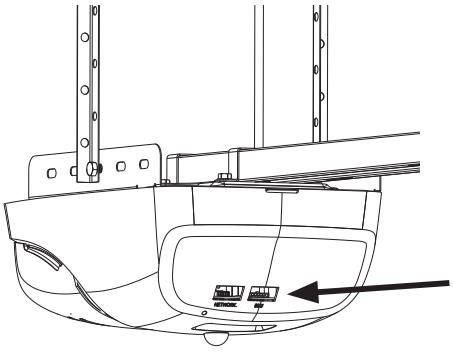


## USE OF DONGLE PORTS - Network & BBU

**NOTE**: *Dongle ports are used for installing the battery backup (BBU) and Close Confirm® remote controls.*

*Fully read and understand instructions included with these accessories prior to installation and use.*

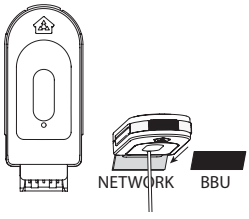
**Accessories available at your local supplier of Genie® products.**

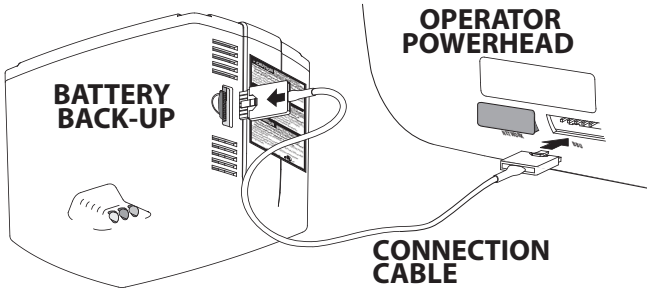


Remove rubber plug(s) on NETWORK and/or BBU ports to install accessory

**Closed Confirm™ Remote**

**Network Adapter**



## Adjusting Speed Control

**Speed Settings (DC Models only)**

Speed settings are pre-programmed at the factory for the maximum speed. Speed settings should not need adjustment with this unit. However, travel speed for the opener can be adjusted to a slower speed in both the Open and Close directions, to minimize wear on heavier sectional doors.

***There are three speed settings available for sectional doors:***

Please note that speed may be affected by door weight and balance, along with condition of door components and tracks.

**TO CHANGE OPENER TRAVEL SPEED:**

1. Press and Hold the PRGM button until both LEDs turn BLUE, then release.
2. Press the UP button twice.
3. Press PRGM button once.

*The current UP speed setting will now be displayed. (SEE CHART).*

4. Press either UP or DOWN buttons to adjust speed (SEE CHART)
5. Press PGRM button once to lock in the UP travel speed.

*The current DOWN speed setting will now be displayed. (SEE CHART).*

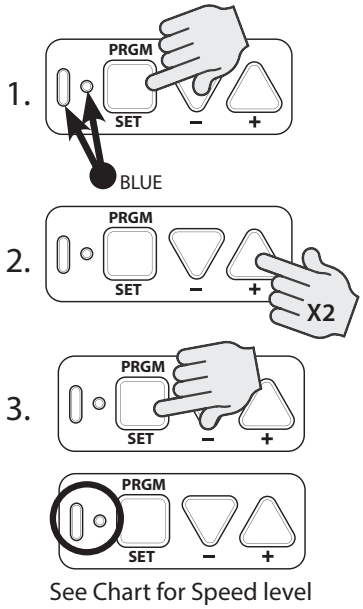
6. Press either UP or DOWN buttons to adjust Down Travel Speed (SEE CHART).
7. Press PGRM button once to lock in the DOWN travel speed.

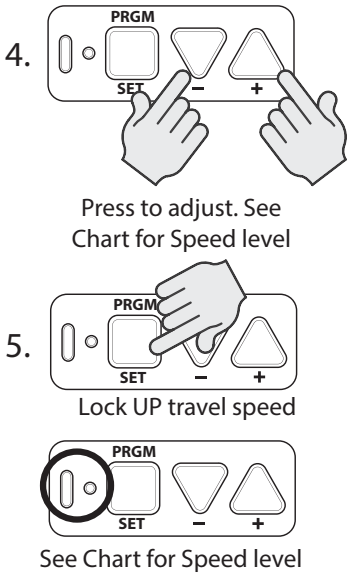
Opener is now ready to operate and test.

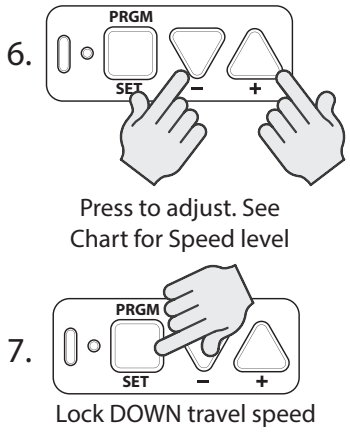
Operate door from the wall console two full cycles then perform safety contact reverse test.

(SEE PAGE 8)

| SPEED SETTING CHART | | |
|---|---|---|
| Speed Level | Long LED | Round LED |
| HIGH | RED | RED |
| MED | PURPLE | PURPLE |
| LOW | BLUE | BLUE |

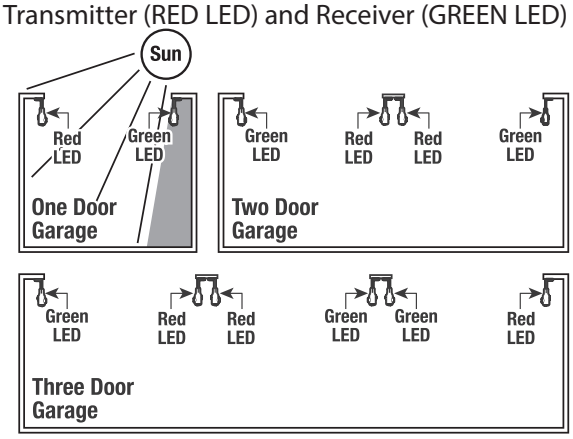


## Installing Safe-T-Beams® on multiple garage doors (Preventing "cross-talk")

LOCATING SAFE-T-BEAM® PAIRS
Transmitter (RED LED) and Receiver (GREEN LED)



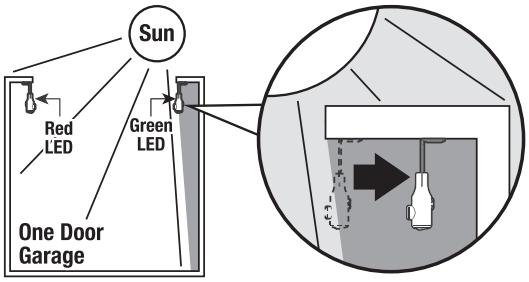

**Single Garage Door**

- Determine which side of the garage receives direct sunlight.
- Position the Transmitter (Red LED) on the direct sunlight side.

**Multiple Garage Doors**

- NEVER position Safe-T-Beam® modules where signals will cross.
- Place the Transmitter (Red LED) Safe-T-Beams on adjacent doors facing in opposite directions.

***NOTE:*** *Direct sunlight creates interference with Safe-T-Beam® Receiver (Green LED). STB modules CAN be positioned further away from the door opening if necessary to avoid sunlight but no further off the wall to maintain alignment with the Transmitter (Red LED) module.*




**NOTE:** *Only use Safe-T-Beams® that are included with this opener.* ***DO NOT*** *use other brands or types of photocells on this opener.*

## Safe-T-Beam® Self-Diagnostic Troubleshooting Chart

| Source (RED LED) | Sensor (Green LED) | Possible Problem | Solution |
|---|---|---|---|
| ON | ON | Normal Operation | None Required |
| OFF | OFF | • Opener not powered<br>• Wiring from opener bad | • Check breakers, fuses, plugs<br>• Check wiring for shorts |
| OFF | ON | • Wiring to source missing or bad<br>• Power has been interrupted | • Check wiring<br>• Remove power and reapply |
| 2 BLINKS | ON | • Beam not aligned<br>• Beam obstructed<br>• Sensor defective | • Check source, Sensor alignment<br>• Check for obstruction<br>• Contact Customer Support |
| 2 BLINKS | OFF | • Wire to sensor missing or bad<br>• Sensor defective | • Check wiring<br>• Contact Customer Support |
| 3 BLINKS | ON | • Sensor receiving interference | • Determine source of interference<br>• Contact Customer Support |

# 6 TROUBLESHOOTING

Use the guide below along with the self diagnostic powerhead LEDs to help troubleshoot any problems.

**Need help or have questions? DO NOT RETURN to the store.**
**Visit www.genicompany.com or call Customer Service at 1-800-35-GENIE.**

| PROBLEM: | WHAT TO DO: |
|---|---|
| **Opener does NOT operate when wall control is pressed.** | • Turn Sure-Lock™ OFF See page 4.<br>• Check power source.<br>– Plug a lamp into outlet used for powerhead. If lamp works, power source is OK.<br>– If not, check fuse or circuit breaker.<br>• If power is OK,<br>– Check connections at powerhead terminals and at wall console.<br>• Check for reversed, broken or cut wires. Staples can cut insulation and short wires. Repair or replace. |
| **Opener runs, but door does not move.** | • Make sure carriage is engaged with chain/belt/screw. Refer to installation poster or download poster from www.geniecompany.com<br>• Check to make sure chain/belt is not broken or off its pulley. |
| **Opener works from wall control, but NOT from remote.** | • Check all remotes.<br>• Replace remote battery. See page 16.<br>• Program remotes to powerhead. See page 9. |
| **Remote has less than 25 feet operating range or no operation.** | • Relocate remote inside car and /or point remote at garage door.<br>• Replace battery. See page 16.<br>• Reposition door opener antenna.<br>• Eliminate possible competing signals (radio, etc.).<br>• LED bulbs may be interfering with remote signal. See page 16. |
| **Door starts down, then STOPS and goes back up. OR Safe-T-Beam® System malfunction.** | • If a NEW installation, check Door Arm position. Refer to Installation poster or download poster from www.geniecompany.com.<br>• If NEW Installation, make sure ONLY the Safe-T-Beams® that came with this opener are installed.<br>• Check if limits are properly set. See pages 6-7. Adjust limits as needed.<br>• Check if Safe-T- Beam® red LED is flashing. See page 19, Safe-T-Beam® system check.<br>• Check Safe-T-Beam® system for beam obstruction or misalignment of lenses. See page 19, Safe-T-Beam®system.<br>• Check garage door for binding.<br>• 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.<br>• Check for interference from adjacent Safe-T-Beam® units. See page 19.<br>• Contact Genie at 1-800-35-GENIE. |
| **Door starts down, then STOPS before it is closed. OR Door will only open.** | • Check Safe-T- Beam®wire connection at powerhead and at STBs. See page 19, Safe-T-Beam® system check.<br>• Check if limits are properly set. See pages 6-7. Adjust limits as needed.<br>• Check CONTACT REVERSE. See page 8.<br>• Check garage door for binding. See maintenance and adjustment. Page 15.<br>• Check closing "FORCE" control. See page 8, or Force settings. Page 17. |
| **Door starts up, but STOPS before it is completely open.** | • Check if limits are properly set. See pages 6-7. Adjust limits as needed.<br>• Be sure door, opener, springs are in good repair, properly lubricated and balanced. Page 15.<br>• Check closing/opening "FORCE" control. See page 8, or Force settings Page 17.<br>• If you suspect a problem with the garage door hardware or springs, visit www.geniecompany.com and use the "dealer locater" to hire a local door service professional.<br>***NEVER** try to repair door hardware or springs yourself.* |
| **Door will only run closed.** | • Turn Sure-Lock™ OFF See page 4.<br>• Check if limits are properly set. See pages 6-7.<br>• Check door balance, condition, and door spring. Page 15.<br>• Check opening "FORCE" control. See page 8, or Force settings. Page 17.<br>• If you suspect a problem with the garage door hardware or springs, visit www.geniecompany.com and use the "dealer locater" to hire a local door service professional.<br>***NEVER** try to repair door hardware or springs yourself.* |
| **Door opener starts for no reason.** | • Button stuck on wall control or remote.<br>• Was remote lost or stolen? Erase all remotes from powerhead memory and program new remotes. See page 18. |
| **Noisy operation.** | • Be sure all door fasteners are tight. Page 15<br>• Be sure garage door is in good repair, properly lubricated and balanced. Page 15<br>• Be sure opener is in good repair. |
| **Door opener runs slow.** | • Check operating condition of door. Door may need professional repair/adjustment. |

# TROUBLESHOOTING

## POWERHEAD LEDS

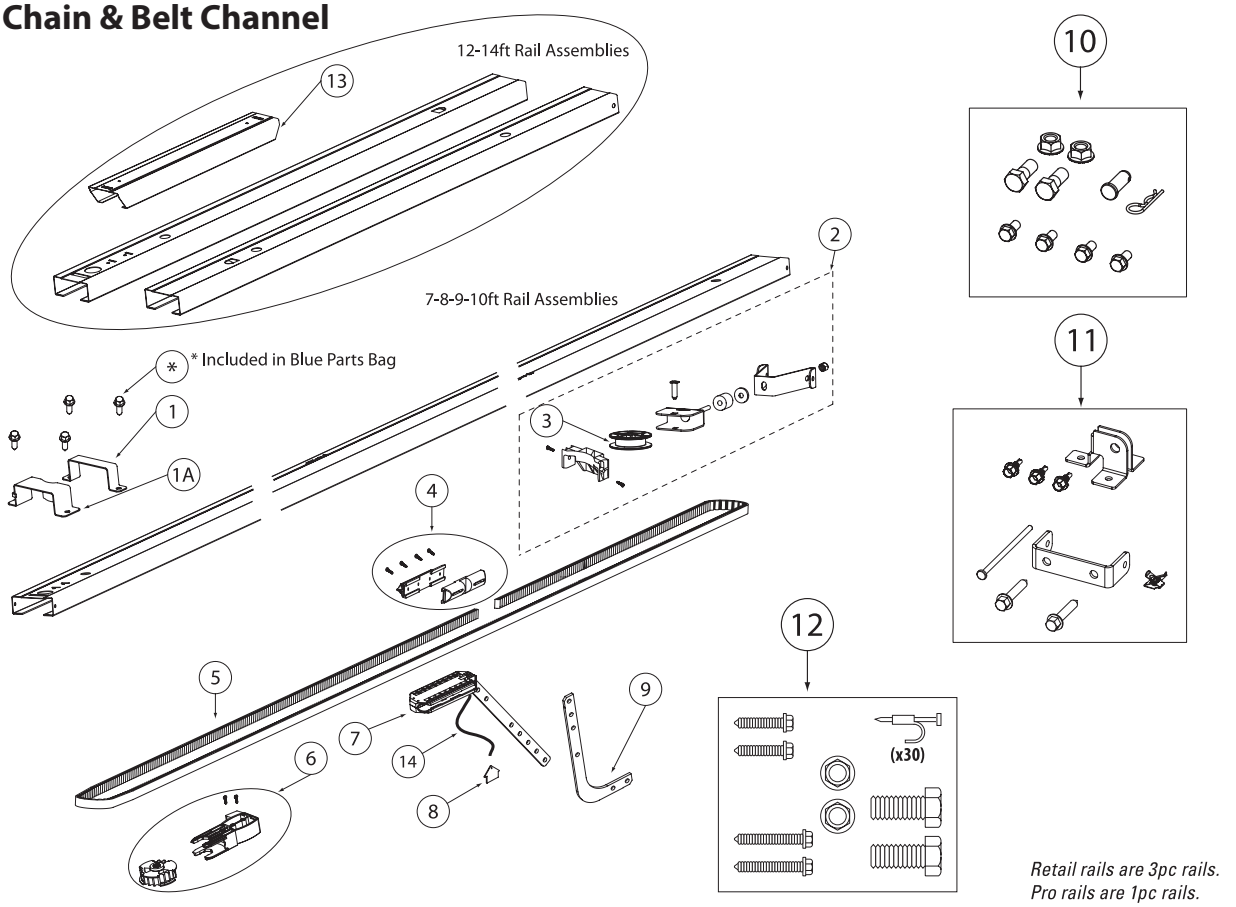
| Powerhead LED | | Possible Problem | Solution |
|---|---|---|---|
| Round LED | Long LED | | |
| OFF | OFF | Normal operation. | None required. |
| | | No response from unit. | Check power supply.<br>Contact a trained door system professional. |
| ON/RED/ STEADY | ON/RED/ STEADY | Limits NOT set properly. | Re-program limits, see pages 6-7. |
| 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 9. |
| ON/PURPLE/ FLASHING | OFF | Remote NOT programmed. | Program remote, see page 9. |
| 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 19. |
| 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. Page 15. |
| OFF | ON/RED/ STEADY | Thermal cutout. | DO NOT unplug unit.<br>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 4). |
| 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. |

# 7 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.

### Chain & Belt Channel

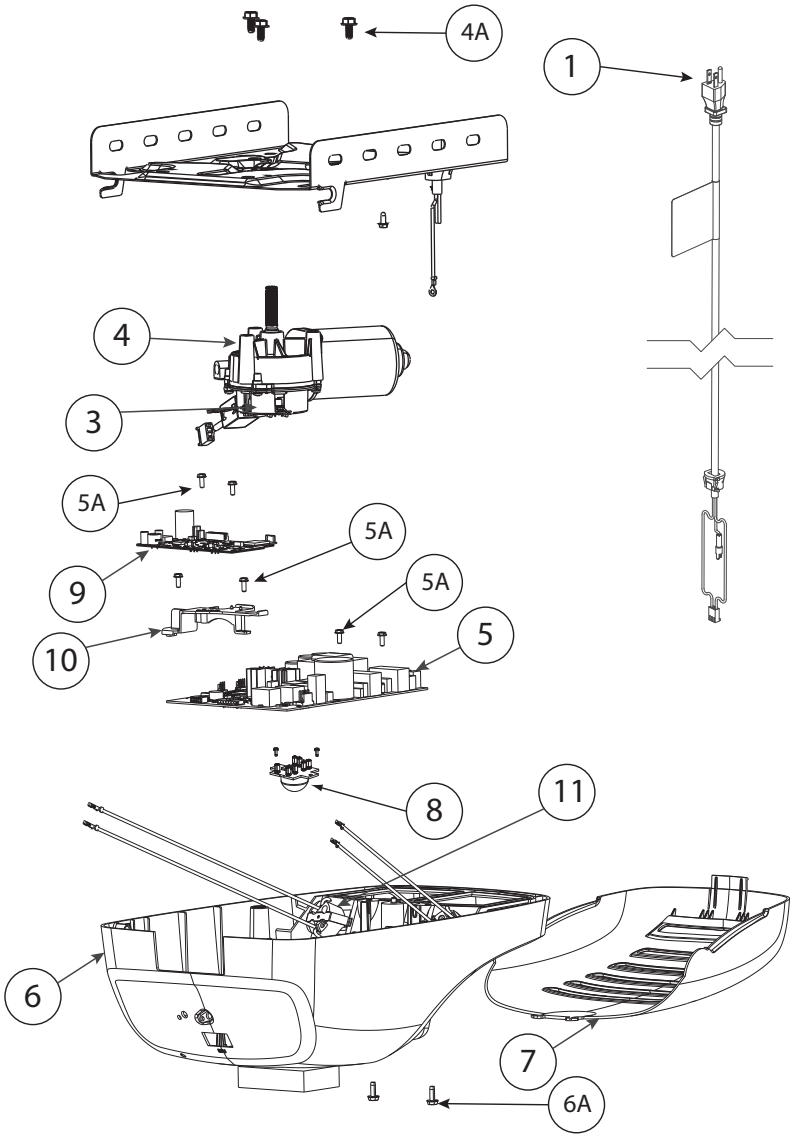



*Retail rails are 3pc rails.*
*Pro rails are 1pc rails.*
**Belt version shown here*

| Item | Description | QTY. |
|---|---|---|
| 1 | Head To Rail Bracket (Need 2 for Chain, 1 for Belt) | 1 |
| 1A | Head To Rail Bracket Belt Guard (for Belt only) | 1 |
| 2 | Tensioner Assembly | 1 |
| 3 | Pulley Tensioner | 1 |
| 4 | Chain Bullet Assembly | 1 |
| | Belt Bullet Assembly | 1 |
| 5 | Chain & Bullet Assembly, 7, 8, 10, 12, 14 ft | 1 |
| | Belt & Bullet Assembly, 7, 8, 10, 12, 14 ft | 1 |
| 6 | Chain Drive Sprocket Assembly | 1 |
| | Belt Drive Sprocket Assembly | 1 |
| 7 | Carriage Assembly, 7 ft Doors | 1 |
| | Carriage Assembly, 8 ft Doors | 1 |
| | Carriage Assembly, 9, 10, 12, 14 ft Doors | 1 |

| | | |
|---|---|---|
| 8 | Carriage Release Handle | 1 |
| 9 | Curved Door Arm | 1 |
| 10 | Installation Parts Pack (Blue Bag) | 1 |
| 11 | Mounting Parts Pack (Orange Bag) | 1 |
| 12 | Hanging Hardware Parts Pack (Green Bag) | 1 |
| 13 | Parts Pack, Rail Connector, 12-14f t Models | 1 |
| 14 | Release Cord Assembly,7' (32") | 1 |
| | Release Cord Assembly, 8' (44") | 1 |
| | Release Cord Assembly, 9-14' (116") | 1 |
| NS | Rail Support Kit, 12-14 ft only | 1 |
| NS | Wire Clips, (50 pcs) | 1 |
| NS | Rail Extender Kit, 8' Chain (for 7' Retail Rail) | 1 |
| NS | Rail Extender Kit, 8' Belt (for 7' Retail Rail) | 1 |
| NS | 3PC Service Rail, C-Channel Chain Drive Rail | 1 |
| NS | 3PC Service Rail, C-Channel Belt Drive Rail | 1 |

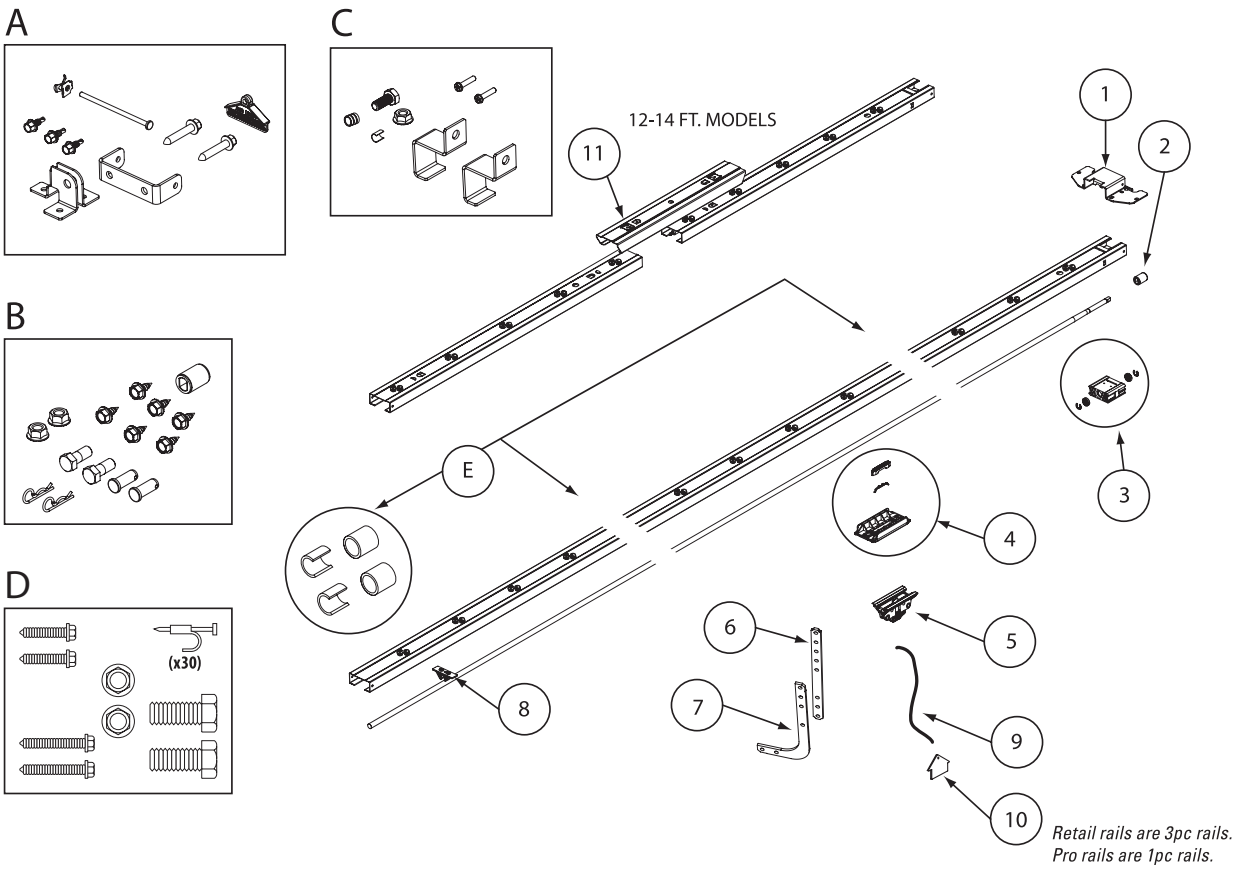
## DC Chain/Belt Drive Powerhead




**Specify model number of opener when ordering parts**

| Item | Description | QTY. |
|---|---|---|
| 1 | Power Cord Assembly | 1 |
| 3 | Optical Dual Encoder | 1 |
| 4 | Motor Assembly w/Encoder | 1 |
| 4A | Screw, 6-18 x 3/8, Self Tap | 3 |
| 5 | Circuit Board Assembly | 1 |
| 5A | Screw, 6-18 x 3/8, Self Tap | 3 |
| 6 | Powerhead Cover | 1 |
| 6A | Screw, Motor, #10-32 X 1/2 | 1 |
| 7 | Light Lens | 1 |
| 8 | Motion Detector Module w/ Screws | 1 |
| 9 | Integrated Aladdin Connect® Module | 1 |
| 10 | iDCM Mounting Bracket | 1 |
| 11 | Light Socket Assembly | 2 |
| N/S | IDCM Harness | 1 |
| N/S | Integrated LED light module kit | 1 |

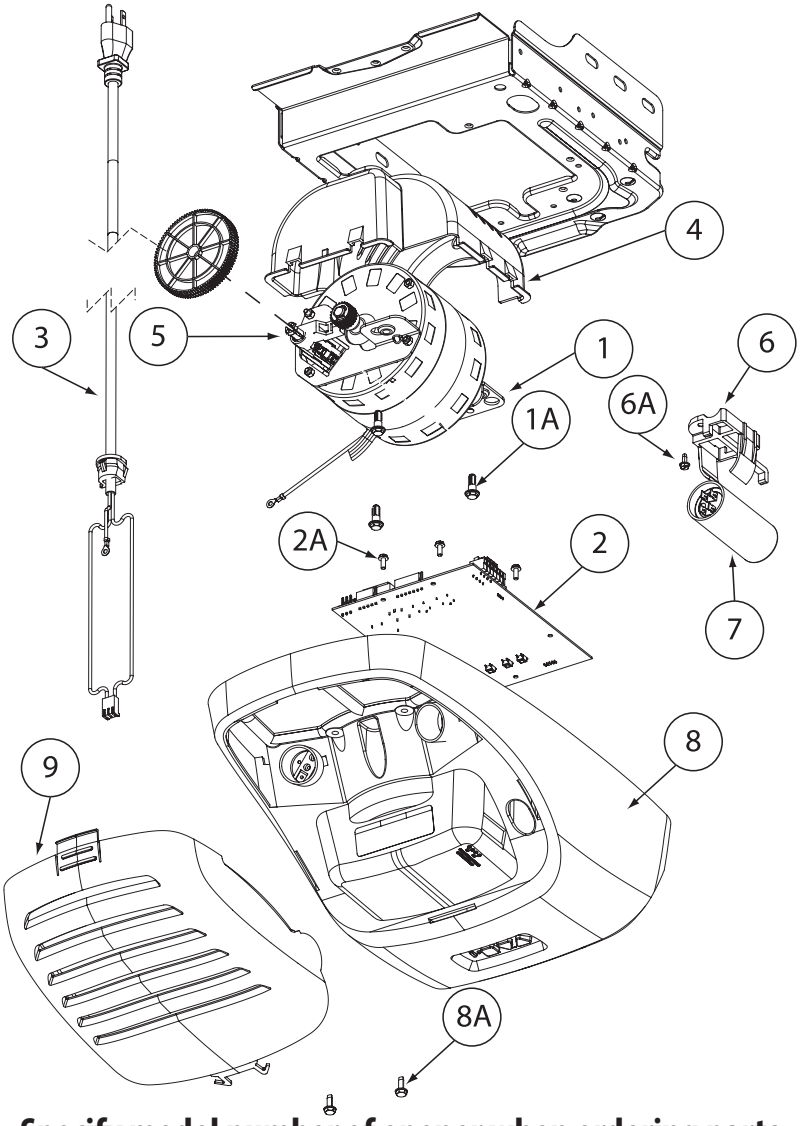
## Specify model number of opener when ordering parts




| Item | Description | QTY. |
|---|---|---|
| 1 | Mounting Flange, Rail | 1 |
| 2 | Coupler | 1 |
| 3 | Bearing Block Assembly | 1 |
| 4 | Carriage Assembly, Screw Drive | 1 |
| 5 | Shuttle Assembly, Screw Drive | 1 |
| 6 | Straight Door Arm | 1 |
| 7 | Curved Door Arm | 1 |
| 8 | Mount Drive Screw, 7f t. Models | 13 |
| | Mount Drive Screw, 8f t. Models | 15 |
| | Mount Drive Screw, 10f t. Models | 17 |
| | Mount Drive Screw, 12f t. Models | 20 |
| | Mount Drive Screw, 14f t. Models | 24 |
| 9 | Emergency Release Cord, 7-8-10 ft Models | 1 |
| | Emergency Release Cord, 12-14f t Models | 1 |

| | | |
|---|---|---|
| 10 | Carriage Release Handle | 1 |
| 11 | Parts Pack, Rail Connector, 12-14f t Models | 1 |
| A | Mounting Parts Pack (Orange Bag) | 1 |
| B | Installation Parts Pack (Blue Bag) | 1 |
| C | Rail Support Kit, 12-14 ft only | 1 |
| D | Hanging Hardware Parts Pack (Green Bag Retail) | 1 |
| E | Retaining Clip (Retail) | 2 |
| | Collar (Retail) | 2 |
| NS | Wire Clips, (50 pcs) | 1 |
| NS | 8' Rail Extender Kit | 1 |
| NS | 3PC Service Rail, C-Channel Screw Drive | 1 |

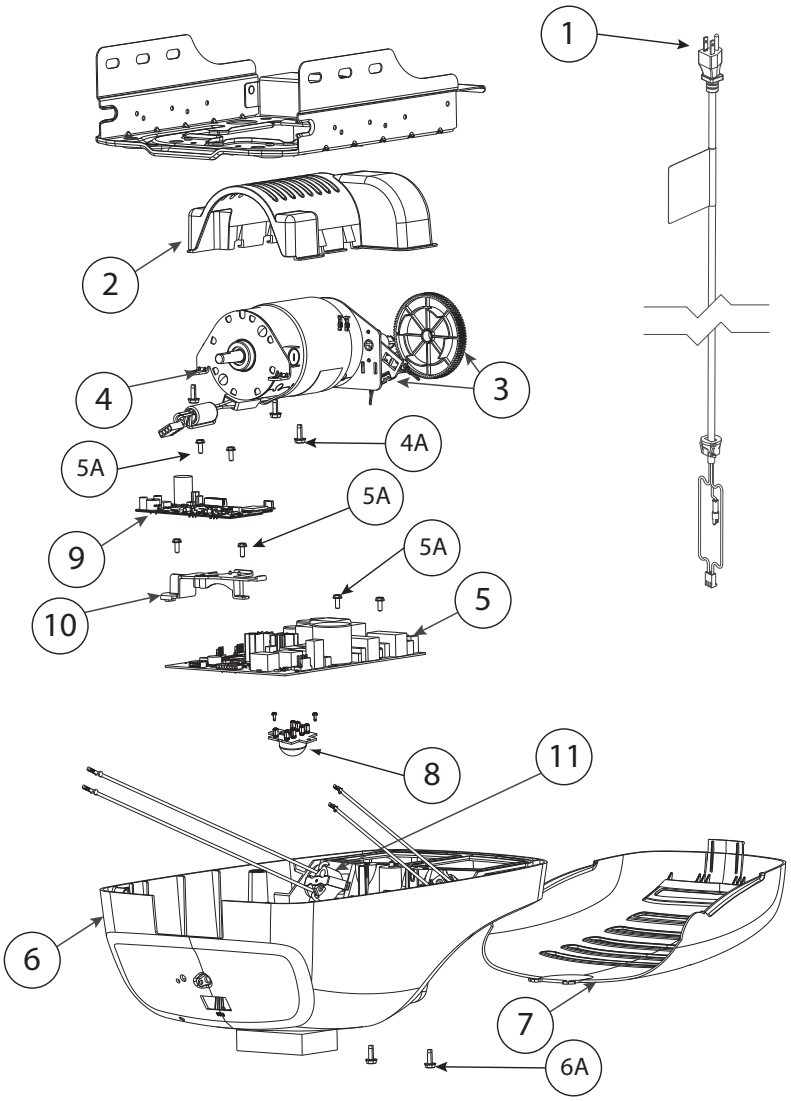
## AC ScrewDrive Powerhead




**Specify model number of opener when ordering parts**

| Item | Description | QTY. |
|---|---|---|
| 1 | Motor Assembly w/Opto-Luctor, includes screws (Single & Dual Encoder) | 1 |
| 1A | Screw, motor, M6 x 1-12 | 3 |
| 2 | Circuit Board Assembly (Single & Dual Encoder) | 1 |
| 2 | Screw, 6-18 x 3/8, Self Tap | 3 |
| 3 | Power Cord Assembly | 1 |
| 4 | Motor Cover Assembly | 1 |
| 5 | Optical Dual Encoder Repl Assembly (Single & Dual Encoder) | 1 |
| 6 | Capacitor Bracket | 1 |
| 6A | Screw, 8-32 x 3/8 HHD SLTD TAP | 2 |
| 7 | Capacitor 70 uF | 1 |
| 8 | Powerhead Cover | 1 |
| 8A | Screw, Motor, #10-32 X 1/2 | 2 |
| 9 | Light Lens | 1 |

## DC ScrewDrive Powerhead





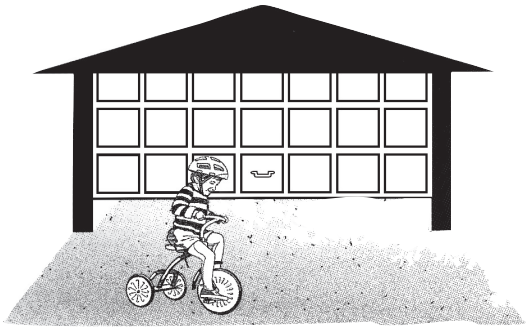


**Specify model number of opener when ordering parts**

| Item | Description | QTY. |
|---|---|---|
| 1 | Power Cord Assembly | 1 |
| 2 | Motor Cover Assembly | 1 |
| 3 | Optical Dual Encoder | 1 |
| 4 | Motor Assembly w/Opto-Luctor | 1 |
| 4A | Screw, Motor, #10-32 X 1/2 | 3 |
| 5 | Circuit Board Assembly | 1 |
| 5A | Screw, 6-18 x 3/8, Self Tap | 3 |
| 6 | Powerhead Cover | 1 |
| 6A | Screw, Motor, #10-32 X 1/2 | 1 |
| 7 | Light Lens | 1 |
| 8 | Motion Detector Module w/ Screws | 1 |
| 9 | Integrated Aladdin Connect® Module | 1 |
| 10 | iDCM Mounting Bracket | 1 |
| 11 | Light Socket Assembly | 2 |
| N/S | iDCM Harness | 1 |
| N/S | Integrated LED light module kit | 1 |

# 8 DASMA SAFETY GUIDELINES

DASMA
Door & Access Systems Manufacturers Association International



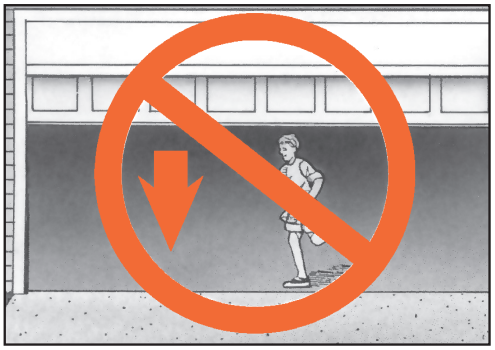
Look for this Safety Alert Symbol below. This symbol indicates a potential personal safety hazard that can result in injury or death.

**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.

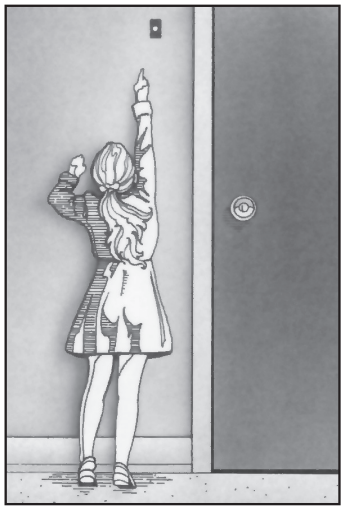


Do not let children play with or use the transmitters or remote controls. Always place or store them out of the reach of children.

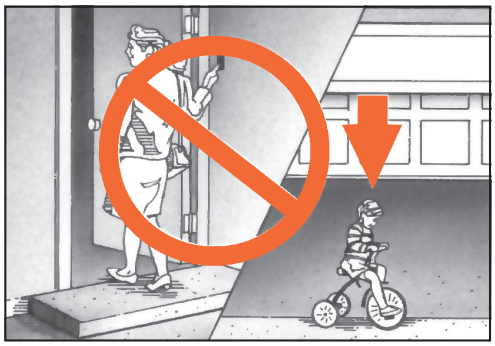
# DASMA SAFETY GUIDELINES

**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.

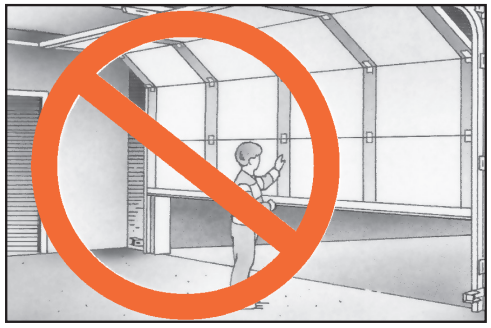
**GARAGE DOOR OPENERS ARE NOT TOYS.**
Careless operation and allowing children to play with or use garage door opener controls can lead to tragic results. Discuss garage door safety with your children. Explain the danger of being trapped under the door.



**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 Ohio 44660
1-800-35-GENIE (354-3643)
www.geniecompany.com