



## PRODUCT INFORMATION BULLETIN

**Date:** October 26, 2015  
**Number:** 9275  
**Division:** Genie®  
**Product Family:** Residential Operators  
**Product Series:** Chain and Belt Models 4024 and 3024  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Optical Encoder Replacement Service Kits

Optical Encoder Replacement service kits are now available for Chain and Belt Models 4024 and 3024.

### Chain Belt Models 4024 / 3024

Can be Used on	Action	Kit Part Number	Click Instructions
Model 4024 / 3024 DC Chain / Belt	Replace optical encoder assembly <i>(Single and Dual Encoder Material Included)</i>	39360R.S	<a href="#">Click HERE to View Instr.</a>

The optical encoder can easily be replaced in the field. The kit will come prepared for a current production dual encoder board and will have the dual encoder opto cable (6-pin board connection) pre-assembled to the encoders. This kit also includes an encoder cap retainer that holds all the pieces in place for easy replacement.

You can also use this kit on a unit that has a single encoder board (4-pin connection) by only using one of the encoder cables in slot A of the encoder. See the "Opto Harness Plug Detail" on page three of the linked instructions.

Optical Encoder Replacement Kit comes prepared for a dual encoder board and has the dual encoder opto cable (6-pin connection) pre-assembled to the encoders.

Click [HERE](#) to watch the installation video!

The single encoder opto cable (4-pin board connection) will be placed into the kit separately should it be needed.

### Symptoms the Optical Encoder Kits May Remedy

Operational Symptoms	Symptoms of the Unit
Door will travel only a few inches in the open or close direction then stop	Double purple LED error indication
Door will travel only a few inches during limit set	Double solid red LED error indication
Drawbar arm travel past the stop limit	Long red LED error indication
Door reverses without obstruction during travel	Long red LED error indication

If you have any questions regarding these optical encoder replacement service kits, please contact Technical Support Services at 800-843-4084, option 3.