



## PRODUCT INFORMATION BULLETIN

**Date:** November 7, 2017  
**Number:** 12155  
**Division:** Genie®  
**Product Family:** Commercial Operators  
**Product Series:** GCL Medium, Standard, Heavy Duty and GCX Operator Series  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Commercial Operator Troubleshooting

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To assist technicians with servicing Genie commercial operators, future versions of the operator manuals will include a corrective action column in the run and error code tables. This information can be used to aid the technician with the appropriate action to take based on the diagnostic codes.

We are providing the corrective action recommendations below so that service technicians can take advantage of the information while our manuals are being updated. Our commercial operator Technical Services team can be reached at 800-843-4084 option 4 to assist in troubleshooting. Remember, you will need to contact us to request a commercial warranty part.

### Commercial Operator Run Codes

Run Code	Display	Detailed/Expanded Description	Corrective Action
10	OPENING > OPEN BTN	The Open Pushbutton input was activated causing the door to move in the opening direction.	None
11	OPENING > ONE BTN	The 1- Button input was activated causing the door to move in the open direction.	None
12	OPENING > RADIO	The External Radio input was activated causing the door to move in the open direction.	None
13	OPENING > AUX OPEN	The Auxiliary Open input (on the TCM Module) was activated causing the door to move in the open direction.	None
14	OPENING > OPEN KEY	The Open Key (on the circuit board) was activated causing the door to move in the open direction.	None
20	CLOSING > CLOSE PB	The Close Pushbutton input was activated causing the door to move in the close direction.	None
21	CLOSING > ONE BTN	The 1- Button input was activated causing the door to move in the close direction.	None
22	CLOSING > RADIO	The External Radio input was activated causing the door to move in the close direction.	None
24	CLOSING > CLOSE KP	The Close Key (on the circuit board) was activated causing the door to move in the close direction.	None

2A	CLOSING > TCM CLS	The TCM Module sent a close signal causing the door to move in the close direction.	None
2B	CLOSING > FDM CLS	The Fire Door Module sent a signal causing the door to move in the close direction.	None
30	HALT > WALL BUTTON	The door stopped because the Stop Pushbutton was activated.	None
31	HALT > ONE BUTTON	The door stopped (and /or reversed) because the 1-Button input was activated.	None
32	HALT > RADIO	The door stopped and reversed because the Radio input was activated.	None
33	HALT > AUX. OPEN	The door stopped (and /or reversed) because the Auxiliary Open input on the TCM Module was activated.	None
34	HALT > KEYPAD KEY	The door stopped because the Stop Key was activated.	None
35	HALT > N-O SAFETY	The door stopped and reversed because the Normally Open Reverse input was activated.	None
36	HALT > ODC STB	The door stopped and reversed because the Safety Beam or Monitored Edge with the Monitored Edge Interface Module was activated.	None
37	HALT > N-C SAFETY	The door stopped and reversed because the Normally Close Reverse input on the TCM Module was activated.	None
38	HALT > MON. EDGE	The door stopped and reversed because the Monitored Edge input on the TCM Module was activated.	None
39	HALT > DOOR FORCE	The door stopped because the Speed of the Limit Assembly slowed down (Trolley Models only).	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Check for mechanical issues. Replace the Limit Module. Replace the Main Control Board.
3A	HALT > LOSS OF C/C	The door stopped (and /or reversed) because the constant contact activation was removed before the door reached a limit.	None. User input was removed.
3B	HALT > SHUTDOWN	The door stopped because the Hoist Interlock, External Interlock circuit became active (opened) or the motor overheated.	Check the Hoist Interlock switch and wires. Check an External Interlock switch and wires. If no External Interlock is use check the gray jumper between the two EXT INTLK terminals. Check for a hot motor.
3C	HALT > DOWN LIMIT	The door stopped because it reached the Down limit position.	None
3D	HALT > UP LIMIT	The door stopped because it reached the Up limit position.	None
3E	HALT > MID STOP	The door stopped because it reached the Mid-Stop limit position.	None

## Commercial Operator Trouble Codes

Trouble Code	Display	Detailed/Expanded Description	Corrective Action
3F	HALT > MODULE FAIL	The door stopped because it determined there was a problem with an Expansion Module. (Timer Close or Auxiliary Output Module)	Check Expansion Module LED Status. Power the operator off, remove the module and re-apply power, if the operator starts working replace the module.
40	REV > OPEN BUTTON	The door stopped traveling down and reversed and is now traveling open because the Open Pushbutton was activated.	Check the Open Pushbutton and Open Pushbutton wires for a closed circuit.
41	REV > ONE BUTTON	The door stopped traveling down and reversed and is now traveling open because the 1-Button input was activated.	Check the 1-Button and 1-Button wires for a closed circuit.
42	REV > RADIO	The door stopped traveling down and reversed and is now traveling open because the External Radio input was activated.	Check the External Radio for a short circuit.
43	REV > AUX OPEN	The door stopped traveling down and reversed and is now traveling open because the Auxiliary Open input on the Timer Close Module was activated.	Check the Auxiliary Open Input on the Timer Close Module and the Auxiliary Open Input wires for a closed circuit.
44	REV > OPEN KEY	The door stopped traveling down and reversed and is now traveling open because the Open Key (on the circuit board) was activated.	Power the unit down and back up. If the error persist then replace the main circuit board.
45	REV > N-O SAFETY	The door stopped traveling down and reversed and is now traveling open because the Normally Open Reverse input was activated.	Check the N-O Reverse input and N-O Reverse wires for a closed circuit.
46	REV > ODC STB	The door stopped traveling down and reversed and is now traveling open because the Monitored Safety Beam (STB) or Monitored Edged with the Monitored Edge Interface Module input was activated.	Check the ODC STB input and ODC STB wires for an open or shorted (closed) circuit.
47	REV > N-C SAFETY	The door stopped traveling down and reversed and is now traveling open because the Normally Close Safety Input on the Timer Close Module was activated.	Check the Normally Closed Safety Input on the Timer Close Module and the Normally Closed Safety Input wires for a open circuit.
48	REV > MON. EDGE	The door stopped traveling down and reversed and is now traveling open because the Monitored Edge Input on the Timer Close Module was activated.	Check the Monitored Edge Input on the Timer Close Module and the Monitored Edge Input wires for an Open or shorted (closed) circuit.
49	REV > DOOR FORCE	The door stopped traveling down and reversed because the Speed of the Limit Assembly slowed down (Trolley Models only).	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Check for mechanical issues. Replace the Limit Module. Replace the Main Control Board.
4A	REV > LOSS OF C/C	The door stopped traveling down and reversed because the constant contact activation was removed before the door reached the down limit.	User input was removed.
4B	REV > MAX RUN TMR	The door stopped traveling down and reversed because the Maximum Run Time between Limits was exceeded.	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Re-record the Max Run Timer values in both directions.

4F	REV > EXP MOD FAIL	The door stopped traveling down because it determined there was a problem with an Expansion Module.	Review the menu looking for a missing menu item. For example, if the limit module is defective there will not be any limit setting information in the menu.
50	STOP > HOT MOTOR	The door stopped moving because the motor overheated.	Check for a hot motor. Check the motor plug on the main board making sure the plug and wires are seated.
51	STOP > OPEN MRT	The door stopped traveling open because the Maximum Run Time between Limits was exceeded.	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Re-record the Max Run Timer values in both directions.
52	STOP > CLOSE MRT	The door stopped traveling close because the Maximum Run Time between Limits was exceeded.	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Re-record the Max Run Timer values in both directions.
57	STOP > OPEN INTLK	The door stopped because the Hoist Interlock or the External Interlock circuit became active (open).	Check the Hoist Interlock switch and wires. Check an External Interlock switch and wires. If no External Interlock is use check the gray jumper between the two EXT INTLK terminals
58	STOP > WRONG GDO	The door stopped because it determined the circuit board is set as a J-Shaft (side-mounted unit) but is installed on a Trolley unit.	Review the "GDO TYPE" in the calibration setting of the unit.
59	STOP > DOOR FORCE	The door stopped traveling up because the Speed of the Limit Assembly slowed down (Trolley Models only).	Check the door balance. Check the Clutch adjustment to make sure it's not slipping. Check the GDO Type in the set-up menu for the proper setting for the model installed (Trolley or J-Shaft). Check for mechanical issues. Replace the Limit Module. Replace the Main Control Board.
5A	STOP > WRONG LIMIT	The door stopped traveling because the unit was looking for the Up Limit and the Down Limit became active or the unit was looking for the Down Limit and the UP limit became active.	Review the calibration setting. Reset motor direction and limits.
5B	STOP > WRONG DIR	The door stopped traveling because the unit was looking for Limit direction input in one direction but received input in the opposite direction.	Review the calibration setting. Reset motor direction and limits.
5C	STALL > DOWN LIMIT	The door stopped traveling because it expected the Down Limit to clear (door moved off the down limit position) but it did not receive that signal.	Check door balance. Review the calibration setting. Reset motor direction and limits.
5D	STALL > UP LIMIT	The door stopped traveling because it expected the Up Limit to clear (door moved off the up limit position) but it did not receive that signal.	Check door balance. Review the calibration setting. Reset motor direction and limits.
5E	STALL > MID- STOP	The door stopped traveling because it expected the Mid Stop Limit to clear (door moved off the mid stop limit position) but it did not receive that signal.	Check door balance. Review the calibration setting. Reset motor direction and limits.
60	CHECK STOP BTN	The door will not move because the Stop Circuit (normally closed circuit) in not completed.	Check the Stop Pushbutton and Stop Pushbutton wires.
61	TCM DISABLED	The door will not time out and close because there are no Monitored	Check the ODC STB and ODC STB wires. Check the Monitored Edge, review the set-up in the menu to

		Sensing/Safety devices enabled and/or not working.	ensure the proper setting for the installed safety input.
62	NO RADIO >> C/C	The door will not move with a radio input (transmitters) because the unit is set for Constant Contact in the Open and/or Close Modes.	Review the calibration setting. Reset Open and Close Modes to Momentary
63	CHECK AUX OPEN	The unit determined the Auxiliary Open input on the Timer Close Module is active. This input will be ignored until it changes state.	Check the Auxiliary Input device wired into the Timer Close Module and Auxiliary Input device wires for a closed circuit.
64	CHECK STOP KEY	The unit will not run because it determined the Stop Key input on the circuit board is active.	Power the unit down and back up. If the error persists then replace the main circuit board.
65	CHECK N-O SAFETY	The unit will not close because it determined the Normally Open Reverse input on the circuit board is active (shorted).	Check the N-O Reverse device wired into the main board and the N-O Reverse Input device wires for a closed circuit.
66	CHECK ODC STB	The unit will not close because it determined the ODC Safe-T-Beam input on the circuit board is active.	Check the ODC STB and ODC STB wires.
67	CHECK N-C SAFETY	The unit will not close because it determined the Normally Closed Reverse input on the Timer Close Module is active (Open circuit).	Check the Normally Close (N-C Safe) Input device wired into the Timer Close Module and device wires for a open circuit.
68	CHECK MON. EDGE	The unit will not close because it determined the Monitored Edge (MON EDGE) input on the Timer Close Module is active.	Check the Monitored Edge (MON EDGE) Input device wired into the Timer Close Module and device wires.
69	OVERHEATED MOTOR	The unit will not run because it determined the Thermal Overload in the motor is active.	Check the door balance. Check the wires in the motor connector that plugs into the circuit board. Replace the motor.
6C	NO RUN > DOWN LIM	The unit will not run because the Down/close input was activated but the unit was already at the Down Limit position.	User input error
6D	NO RUN > UP LIMIT	The unit will not run because the Up/open input was activated but the unit was already at the Up Limit position.	User input error
6E	NO RUN > MID STOP	The unit will not run because the Up/open input was activated but the unit was already at or beyond the Mid Stop Limit position. This active input is preventing the unit from closing as well.	User input error
6F	EXP MODULE FAIL	The unit may not run because it had lost communication with one or more Expansion Modules (Limit Module, On-board Radio, Timer Close Module and/or Auxiliary Output Module)	Review the menu looking for a missing menu item. For example, if the limit module is defective there will not be any limit setting information in the menu.
85	EXP PORT PROBLEM	The unit may not run because it has determined that is has lost communication with one or more Expansion Modules (Limit Module, On-board Radio, Timer Close Module and/or Auxiliary Output Module)	Review the menu looking for a missing menu item. For example, if the limit module is defective there will not be any limit setting information in the menu.

88	TCM FAILURE	The unit has determined that the Timer Close Module has stopped communicating.	Check the ribbon cable connection. Power the unit down and back up. If the error persists then replace the Timer Close Module.
89	FDM FAILURE	The unit has determined that the Fire Door Module has stopped communicating.	Check the ribbon cable connection. Power the unit down and back up. If the error persists then replace the Fire Door Module.
8A	AOM FAILURE	The unit has determined that the Auxiliary Output Module has stopped communicating.	Check the ribbon cable connection. Power the unit down and back up. If the error persists then replace the Auxiliary Output Module.
8B	SPARE MOD FAILURE	Not Used	Contact Technical Services
8C	LOW SYSTEM VOLTS	The unit has determined that the secondary voltage is less than acceptable.	Check supply voltage to the unit. Make sure the Motor Connector is plugged into the correct socket for the voltage supplied.
8D	HI SYSTEM VOLTS	The unit has determined that the Line Voltage input to the unit is too high for the configuration of the unit.	Check supply voltage to the unit. Make sure the Motor Connector is plugged into the correct socket for the voltage supplied. Contact an Electrician
8E	REV INTERRUPTED	The unit did not complete a 2 second reversal before it had encountered a issue and stopped.	None
8F	LIMIT MOD. FAIL	The unit has determined that the Limit Module has stopped communicating.	Check the limit cable connection. Power the unit down and back up. If the error persists then replace the Limit Module.
A0	OPEN BTN BAD > PU	The unit determined that the Open Pushbutton input was active (shorted) when power was applied. This input will be ignored until it changes state.	Check the Open Pushbutton and Open Pushbutton wires for a closed circuit.
A1	CLOSE BTN BAD > PU	The unit determined that the Close Pushbutton input was active (shorted) when power was applied. This input will be ignored until it changes state.	Check the Closed Pushbutton and Close Pushbutton wires for a closed circuit.
A2	ONE BTN BAD > PU	The unit determined that the 1- Button input was active (shorted) when power was applied. This input will be ignored until it changes state.	Check the 1-Button and 1-Button wires for a closed circuit.
A3	RADIO BAD > PWR UP	The unit determined that the External Radio input was active when power was applied. This input will be ignored until it changes state.	Check the External Radio for a short circuit.
A4	AUX OPEN BAD > PU	The unit determined that the Auxiliary Open input on the Timer Close Module was active (shorted) when power was applied. This input will be ignored until it changes state.	Check the Auxiliary Input device wired into the Timer Close Module and Auxiliary Input device wires for a closed circuit.
A5	OPEN KEY BAD > PU	The unit determined that the Open Key input on the circuit board was active (shorted) when power was applied. This input will be ignored until it changes state.	Power the unit down and back up. If the error persists then replace the Main Circuit Board.
A6	CLOSE KEY BAD > PU	The unit determined that the Close Key input on the circuit board was active (shorted) when power was applied. This input will be ignored until it changes state.	Power the unit down and back up. If the error persists then replace the Main Circuit Board.

A7	MULT KEYS BAD > PU	The unit determined that more than one input on the circuit board keypad was active (shorted) when power was applied. These inputs will be ignored until they change state.	Power the unit down and back up. If the error persists then replace the Main Circuit Board.
B0	OPENING > XMTR #	The unit received a valid input from a "Learned" transmitter and the door is traveling open. The transmitter ID is displayed.	None
B1	CLOSING > XMTR #	The unit received a valid input from a "Learned" transmitter and the door is traveling close. The transmitter ID is displayed.	None
B2	HALT > XMTR #	The unit received a valid input from a "Learned" transmitter and has stopped the door. The transmitter ID is displayed.	None
B3	Rev > XMTR# NO XMTR > CC	The unit received a valid input from a "Learned" transmitter and the closing door stopped and reversed and is now traveling open	None
I2C Comm Error	I2C Comm Error	The system cannot communicate on the I2C communication line.	While the operator is powered start unplugging the expansion devices one at a time (Timer Close Module, Auxiliary Output Module, On-board Radio, Limit Module), allow the unit to try to re-initiate, if the operator is able to re-initiate the LCD will update with the current status. If this happens then the last device you have unplugged is defective and needs to be replaced. if all devices have been unplugged and the operator still displays I2C Comm Error, replace the main control board.

## Fire Door Operator FDM Module Diagnostic LED

LED Blinks	Error condition	FDM Troubleshooting	Corrective Action
1	CLUTCH CKT FAULT	Wiring from the FDM to the electric clutch is disconnected or broken.	Inspect cable harness wiring to the clutch.
5	BATTERY NOT PRESENT	Lead acid batteries are not charging or are disconnected.	Troubleshoot batteries to see if they will hold a charge and replace if necessary.
6	CHARGER VOLTAGE FAIL	FDM battery charger is not working because the supply voltage has failed.	Troubleshoot batteries to see if they will hold a charge and replace if necessary.
7	BATTERY LOW	Lead acid batteries are discharged.	Troubleshoot batteries to see if they will hold a charge and replace if necessary.
8	EXTERNAL POWER LOSS	Primary input power to the FDM is not present.	Test the power supply board and power cable harness to the FDM from the power supply board.
10	NOTIFICATION CIRCUIT OPEN	Wiring from the FDM to the notification appliance is disconnected or broken, or the end-of-line device is not connected.	Troubleshoot wiring from the FDM board to the notification devices to find the source of the open circuit.
11	NOTIFICATION CIRCUIT SHORT	FDM connection to the notification appliance is short circuited.	Test wiring from the FDM board to the notification devices to find source of the short circuit.
12	ALARM CIRCUIT OPEN	Wiring from the FDM to the smoke detector is disconnected or broken, or the end-of-line device is not connected.	Troubleshoot wiring from the FDM board to the alarm devices to find the source of the open circuit.
15	TEST REQUIRED	Test of the fire door and fire door operator is required.	Perform test of the fire door close function using the test key switch.
16	REAL TIME CLOCK ERROR	FDM clock is not working.	Disconnect battery and primary power to the operator. Reconnect battery and primary power. If error remains, replace the FDM board.
17	STUCK RESET	The key switch on the remote test & trouble plate is stuck in the 'RESET' position.	Troubleshoot the wiring to the test key reset switch.
19	COMM LOSS WITH MAIN BOARD	FDM has lost communication with the main control board.	Disconnect battery and primary power to the operator. Ensure I2C bus cable is correctly installed. Reconnect battery and primary power. If error remains, replace the FDM board.
20	COMM LOSS WITH POWER SUPPLY MONITOR	FDM HAS LOST COMMUNICATION WITH THE POWER SUPPLY PANEL	Disconnect battery and primary power to the operator. Ensure cables from the FDM to the power supply board are connected. Test battery voltage. If battery will not hold a charge, replace the batteries. Ensure batteries are fully charged. Reconnect battery and primary power. If error remains, replace the power supply board.