



## PRODUCT INFORMATION BULLETIN

**Date:** June 29, 2015  
**Number:** 8789  
**Division:** Genie®  
**Product Family:** Residential Operators  
**Product Series:** ReliaG®, IntelliG®, TriloG™ Professional Openers  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Service on Openers with Door Short Travel and Stop

There have been reports of issues with short travel in the ReliaG, IntelliG, and TriloG products. The symptoms to recognize are:

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

The symptoms above can be caused by an optical encoder performance issue, or an issue with the optical encoder cable connection – some failures may appear after a period of time after installation. The optical encoder is located *on the motor (not the logic board)*.

*In previously published [PIB 7557](#), we recommended updating the logic boards in IntelliG and TriloG models to resolve issues. This recommendation has changed. The resolution to the issue is to replace the powerhead or replace the optical encoder. A new optical encoder kit is being created and provided for each model.*

The Models 1028 and 2028 are the first to have these kits available. Below you will find the part number needed and a link to the instructions if you would like to view prior. This is a service kit that can quickly be applied on an installed operator eliminating reprogramming transmitters and avoiding having to return any material. Please note, the optical sensor(s) is located on the motor, therefore, changing the circuit board *will not* correct the issues shown in the table above.

Model	Action	Kit Part Number	Instructions
Any Model 1028 / 2028 exhibiting any of the symptoms in the table above	Replace optical encoder assembly	39272R.S	<a href="#">1028 2028 LINK</a>

Kits for the screw drive Models 2564, 2568, 3064 and 4064 are scheduled next for availability. The chain/belt Models 3024 and 4024 will be available shortly after that. Communications will be issued at each step.

For your reference, please note that the increased screening that started in January has, to date, eliminated confirmed opto encoder failures from all models. As an additional measure, we have changed our supplier that produces the optical encoders. All of these new kits along with product with serial numbers of 15147 and greater have opto assemblies from the new, qualified vendor.

If you have any questions regarding service of openers with door short travel and stop, please contact Technical Support Services at 800-843-4084, option 3.