



**Please reference the following PIBs issued at later dates that pertain to this:**  
[PIB Genie 9275 Optical Encoder Replacement Kit for DC Chain Belt](#)

## **PRODUCT INFORMATION BULLETIN**

**Date:** May 5, 2014  
**Number:** 7557  
**Division:** Genie®  
**Product Family:** Residential Operators  
**Product Series:** IntelliG® and TriloG™  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Models 3024/4024 & 3064/4064: 3 Inches of Door Travel

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Quality testing has found that in some IntelliG and TriloG series units, the optical sensors on the motor performed outside of an output range than what the circuit board will recognize. In the field, this has manifested itself as if the opener will only travel approximately 3 inches and then stop.

As a remedy, in January of 2014, additional test equipment was added to the manufacturing line to screen and segregate optical sensors outside of the acceptable output range. Any unit beginning with a serial number between 14024 through 14065 was screened in this manner.

As a final solution, in March of 2014, the circuit boards were modified to accommodate the full output range from the optical sensors. Any IntelliG or TriloG unit beginning with a serial number of 14066 or higher was manufactured with the circuit board modification, which eliminates this issue in the field.

Additionally, any service boards with a date code 0514AY or after also have the modification that will operate the full range of optical sensors. Therefore, moving forward, if you experience this issue in the field, replacing the circuit board with a service circuit board manufactured after 0514AY will resolve the problem.