



PRODUCT INFORMATION BULLETIN

Date: November 21, 2012
Number: 4828
Division: Genie®
Product Family: Residential Openers
Product Series: Consumer & Dealer Operator Support Phone Numbers
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Consumer & Dealer Opener Support Phone Numbers

For Homeowner/Consumers for Residential Opener Support:

Recommend this phone number to any homeowner who requires technical assistance with the installation or programming of their Genie garage door opener. These agents are trained specifically to address consumer residential inquiries and troubleshooting.

Consumer Residential Opener Technical Support: 1-800-35-GENIE (1-800-354-3643)

Hours: Monday – Friday 8am – 7pm CT, Saturday – 9am – 5pm CT

Genie Customer Service: 1-800-843-4084, Option 1 for Consumer Customer Service

Hours: Monday – Friday 8am – 5pm EST

If general installation and/or programming instructions are needed, please refer to our corporate website www.GenieCompany.com for additional assistance.

For Professional Line Wholesalers, Dealers and Installers:

The professional line community can use these phone numbers to expedite their business with The Genie Company. These technicians and customer service agents are trained to handle dealer phone calls exclusively.

Genie Customer Service:

Phone: 1-800-843-4084, Option 2 for Dealer Order Entry

Fax: 1-800-221-0132

Hours: Monday – Friday 8am – 5pm EST

Dealer Technical Support: 1-800-843-4084, Option 3 for Residential Technicians, Option 4 for Commercial Technicians

Hours: Monday – Friday 8am – 7pm EST