



PRODUCT INFORMATION BULLETIN

Date: July 23, 2018
Number: 12914
Division: Genie®
Product Family: Residential Opener
Product Series: Service Parts
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: UPDATED Reference Guide for Warranty Repairs – Original [PIB 10337](#)

The following chart can serve as a quick reference guide for warranty information and service part numbers when repairing recent production Genie residential garage door openers. These service part numbers are recommended to have on hand to quickly and efficiently service these openers.

Model Number	Part Numbers			Warranty			
	Motor	Board	Miscellaneous	Motor	Rail	Core Unit Parts*	Accessories & All Other Parts
1028	38644R.S	38647R.S	Encoder Kit: 39272R.S Transformer: 39342R.S	5 Years	Chain 5 Years Belt 15 Years Screw Drive Limited Lifetime	1 Year	1 Year
2028	38644R.S	38647S.S		10 Years			
3020	39338S.S	39340S.S	Encoder Kit: 39272T.S	15 Years		3 Years	
3120	39730R.S	39731R.S (Regular Board Only) 39732R.S (Wifi Board Only)					
3024	38727A.S	38877R.S	Encoder Kit: 39360R.S	Limited Lifetime		5 Years	
4024			Encoder Kit: 39155R.S Coupler: 36645R.S Carriage: 37845R.S Shuttle: 36664R.S				
3064	38631A.S						
4064							
2568	39045R.S	39048R.S	Encoder Kit: 39153R.S Capacitor: 37954R.S Coupler: 36645R.S Carriage: 37845R.S Shuttle: 36664R.S	15 Years	Screw Drive 5 Years	3 Years	

* The "Core Unit" consists of the powerhead, wired wall control, Safe-T-Beam® system, J-Arm and rail. See Operator & Maintenance manual for details.

Popular accessories that are compatible with all of the above openers:

Description	Part Number
1-Button, Dual Frequency Remote:	38501R
3-Button, Dual Frequency Remote:	37218R
3-Button, GenieMaster® Remote (Dual Frequency and 9/12 Switches)	37344R
Deluxe Wall Console with Slide Vacation Lock:	39165R
Safe-T-Beam® Photo Eye Set:	37220R
Wireless Keyless Entry Pad:	37224R