



PRODUCT INFORMATION BULLETIN

Date: February 11, 2016
Number: 9620
Division: Genie®
Product Family: Residential Operators
Product Series: Screw Drive Models 4064, 3064, 2568 and 2564
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Optical Encoder Replacement Service Kits

New Optical Encoder Replacement service kits (for both single and dual encoder boards) are available for Screw Drive Models 4064, 3064, 2568 & 2564.

Screw Drive Models 2564 / 2568 / 3064 / 4064

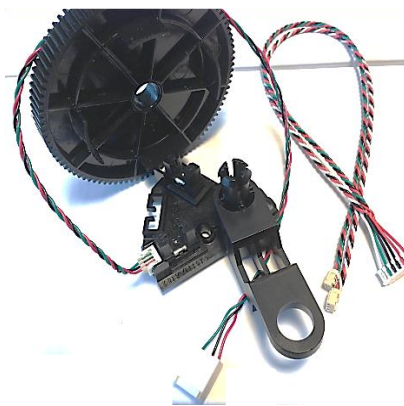
Can be Used on	Action	Kit Part Number	Instructions
Model 2564 / 2568 AC Screw Drive	Replace optical encoder assembly <i>(Single and Dual Encoder Material Included)</i>	39153R.S	AC Instructions
Model 3064 / 4064 DC Screw Drive	Replace optical encoder assembly <i>(Single and Dual Encoder Material Included)</i>	39155R.S	DC Instructions

Replacing the optical encoder on the screw drive operators cannot be easily performed while the unit is installed. It is recommended to remove the motor from the unit before replacing the optical encoder. If you choose to use the encoder kits, you will find the required part number above and a link to the instructions.

The Optical Encoder Replacement Kits come prepared for a single encoder board and has the single encoder opto cable (4-pin connection) pre-assembled to the encoders. The dual encoder opto cable (6-pin board connection) will be placed into the kit separately should it be needed. See the Opto Harness details inside the linked instructions for further detail.



AC Screw Drive:
 Optical Encoder Replacement Kit
Part Number:
 39153R.S
Videos will be available soon:
[AC Installation Video](#)



DC Screw Drive:
 Optical Encoder Replacement Kit
Part Number:
 39155R.S
Videos will be available soon:
[DC Installation Video](#)

Symptoms the Optical Encoder Kits May Remedy

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

If you have any questions regarding these optical encoder replacement service kits, please contact Technical Support Services at 800-843-4084, option 3.