



## PRODUCT INFORMATION BULLETIN

**Date:** September 15, 2015  
**Number:** 9111  
**Division:** Genie®  
**Product Family:** Residential Openers  
**Product Series:** ReliaG® Series, Models 2028 & 1028  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Update on the Part Number for the “Humming” Transformer

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In previous [PIB 8170](#), the part number 38646R.S was identified as the replacement service item to use as a remedy for a “humming” noise coming from random Models 2028 & 1028. We have changed our manufacturer for this item and thus part number 38646R.S has become obsolete. The updated part number to use is **39342R.S**.

The new transformer can be found in complete 2028 & 1028 units with a serial number prefix of 15198 or greater. This new transformer was also being used in the original service part number 38646R.S as of July 23, 2015, and will continue to be used in the updated service part number 39342R.S.

**If you have any questions, please contact Technical Support at 1-800-843-4084, OPT 3.**



**Part Number: 39342R.S**

Epoxied, Stacked Lamination 120V

Transformer for Models 2028 & 1028

*(Original Part Number 38646R.S is now obsolete.)*

If you encounter a “humming” transformer in one of these units with a date code prior to 15198, we recommend that you replace the transformer.