



PRODUCT INFORMATION BULLETIN

Date: Feb 1, 2020
PIB# 020121
Division: Genie®
Product Family: Residential Opener Accessories
Product Series: Accessories Wall Mount Light Kit
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Aladdin Connect® Requires Wall Mount Light Kit Installation

Some customers have purchased a wall mount operator and elected to not install the light. Later, when they try to install and use the Aladdin Connect app with their new wall mount operator, they discover that they cannot operate the door through the app.

UL325 specifies that operator systems shall provide an audible and visual alarm signal when a garage door is operated remotely to alert anyone located in the garage that the door is about to move. The alarm must signal for a minimum of 5 seconds before any unattended closing door movement.

On wall mount operators, the light must be installed and functioning to allow for unattended operation using the Aladdin Connect app. If the light kit is not installed, the user will not be able operate their door from the app.

Please be sure to tell customers that do not want to install the light that it serves as a visual alarm for unattended operation and that the light must be installed inside the garage so that it is visible within the confines of the garage for safe remote operation.

