



PRODUCT INFORMATION BULLETIN

Date: June 10, 2016
Number: 10337
Division: Genie®
Product Family: Residential Opener
Product Series: Service Parts
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Reference Guide for Warranty Repairs

[Reference updated PIB 12914](#)

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	Warranty				Part Numbers			
	Motor	Rail	Core Unit Parts*	Accessories & All Other Parts	Motor	Board	Miscellaneous	
1024	5 Years	Chain/Belt 1 Year	1 Year	1 Year	36447A.S	37028E.S	Chain Rail Sprocket: 38415A.S Belt Rail Sprocket: 38416A.S Carriage: 36453A.S	
2024	10 Years				37030A.S	37028A.S		
1028	5 Years	Chain 5 Years Belt 15 Years	5 Years		38644R.S	38647R.S	Encoder Kit: 39272R.S Transformer: 39342R.S	
2028	10 Years				38644R.S	38647S.S		
3024	Limited Lifetime				5 Years	38727A.S	38877R.S	Encoder Kit: 39360R.S
4024						38631A.S	38877R.S	Encoder Kit: 39155R.S Rail Coupler: 36645R.S Carriage: 37845R.S
3064	Limited Lifetime	Screw Drive Limited Lifetime	5 Years		39045R.S	39048R.S	Encoder Kit: 39153R.S Capacitor: 37954R.S Rail Coupler: 36645R.S Carriage: 37845R.S	
4064								39045R.S
2568	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