



PRODUCT INFORMATION BULLETIN

Date: February 12, 2021
Number: 021221
Division: Genie®
Product Family: Operator Manufacturing Locations - All
Product Series: All Professional Line Residential 24V DC Opener Platforms
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: New Motors on 24V DC Trolley Operators

A new motor is being announced for 24V DC trolley operators in the Genie Professional model lineup.

This change is being made to ensure we can continue to supply quality product under increased demand. This motor meets all Genie performance specifications and is equivalent to that of the motor used in the past. The new motor and encoder kit can be interchanged with the old; however, if changing just the encoder, **the previous and new encoders are NOT interchangeable** (see below for more information). Operator and motor warranties will remain the same.

The change affects the following models:

Part #	Model	Part #	Model	Part #	Model	Part #	Model
41125W	3120HL-B	40815SS	2128B-2TXK	40707X	2128-2TX	40815TR	1128B-2TX
41125V	3120HL	40815SW	2128HB-2TX	40707S	2128	40815V	1128B
39627S	3120H-B	40815SR	2128B-2TX	40815RW	2028B-2TXK	40707RW	1128-2TX
39627R	3120H	40815W	2128B	40815SV	2028HB-2TX	40707R	1128
39512S	3020H-B	40707Y	2128-2TXK	40815RV	2028B-2TX	40815SY	1028B-2TX
39512R	3020H	40707RU	2128H-2TX	40815S	2028B	40815R	1028B

Service part numbers for inventory of old and new motor-encoder kits:

Previous Motor/Encoder Kit	Previous Encoder Kit	Models	New Motor/Encoder Kit	New Encoder Kit
38644R.S	39272R.S	All non-BBU 1028 and 2028 Models	41521T.S	41522R.S
40966R.S	39272U.S	1028 and 2028 BBU and all 1128 and 2128 Models	41521U.S	41522S.S
39338S.S	39272T.S	All 3020H Models	41182U.S	41263T.S
39730R.S	39735R.S	All 3120H and 3120HL Models	41182V.S	41263R.S

Genie will continue to inventory motor and encoder service kits for the previous motor models.

Identifying Previous vs New motor:

- Previous motor will have a label with the brand name “NIDEC”. The new motor will only have black barcode stamping.
- The new motor has the wire harness attached as part of the motor, while the old motor requires a wire harness to be assembled to it.
- Nothing visible on the outside of the operator will indicate which motor is used inside.

Previous:



NEW:



Genie is committed to the highest level of quality and has taken every step to ensure our products meet the demands of our customers and yours. If you have any questions, please contact our Tech Services or Customer Care Teams for help.