



## PRODUCT INFORMATION BULLETIN

**Date:** January 5, 2017  
**Number:** 11049  
**Division:** Genie®  
**Product Family:** Residential Operators  
**Product Series:** Models 4024 and 3024  
**To:** All Genie Professional Line Wholesalers, Dealers and Installers  
**Re:** Platinum Quality: Product Upgrade to Opto Wheel and Board Software

As part of Genie's commitment to Platinum Quality, we are continually working to ensure our customers get the highest quality product! The most recent upgrade was a software change on the operator's circuit board and a physical change to the optical encoder wheel (formerly 12 paddles on the wheel; now the wheel will have 8 paddles) to increase robustness.

All units with a serial number pre-fix of 16259 and later will have this upgrade implemented inside the operator head. Existing service boards at the manufacturing facility have also been updated with these changes. To recognize if a service item has had the update completed, look for a green dot on the printed box label and a date code of September 15 or later on both the box and board.

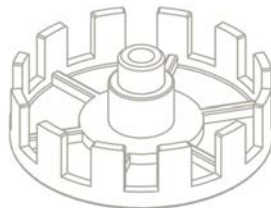
The updated board software is fully compatible with all previous units. Any boards with a date code of September 14 and before are best used in units with a pre-fix of 16258 and before (please reference the chart below). These boards will still operate in units with pre-fix of 16259 and later, however the closing movement of the operator may be slower than normal. In those instances, the unit still functions correctly and all safety features operate normally.

Date Code on the Circuit Board/Box	Optical Encoder Wheel	
	Original 12 Paddle Wheel in Units w/ SN 16259 and before	New 8 Paddle Wheel in Units w/ SN 16259 and later
Sept 15, 2016 or later	No Issue	No Issue
Sept 14, 2016 or before	No Issue	Slower Movement

*Updated boxed inventory*



*Original 12 Paddle Optical Encoder Wheel*



*Updated board inventory*



*New 8 Paddle Optical Encoder Wheel*

