



PRODUCT INFORMATION BULLETIN

Date: October 30, 2014
Number: 8170
Division: Genie®
Product Family: Residential Openers
Product Series: ReliaG® Series, Models 2028 & 1028
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: “Humming” Transformer

Reference [PIB 9111](#)

Updated Part Number: 39342R.S

During examination of our Technical Services call history for the month of June, some reports were identified regarding a “humming” noise coming from random Models 2028 & 1028 units in the field. In early July, inspection began on 100% of these items coming down the manufacturing line. Our investigation identified defects in the transformer manufacturing process as the source of the humming. While most of the affected transformers were screened at the manufacturing plant, some of the transformers had latent defects that were not detectable at the time of inspection and have manifested in the field. We have taken corrective action at the transformer manufacturer and have returned the product to normal performance.

The first 5 digits of the serial numbers of possibly affected units are as early as 14121 and no later than 14233. As of August 21st (14233), the issue was resolved completely.

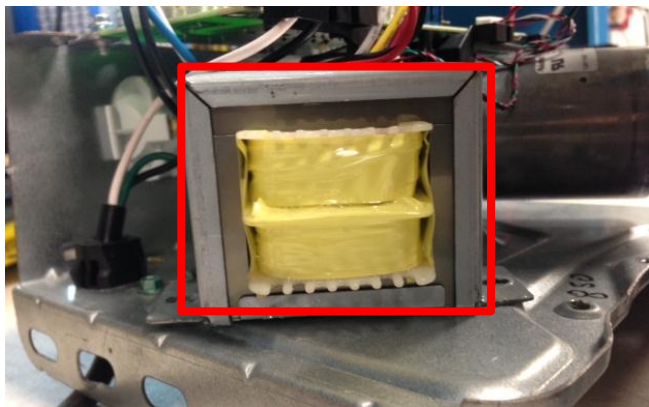
NOTE: A minimal number of units have experienced this issue but in all cases, the operation of the opener was never affected. If you have any questions, please contact Technical Support at 1-800-843-4084, OPT 3.

Reference [PIB 9111](#)

Updated Part Number: 39342R.S

Part Number: ~~38646R.S~~

Epoxied, Stacked Lamination 120V
Transformer for Models 2028 & 1028



If you encounter a “humming” transformer in one of these units, we recommend that you replace the transformer.