



PRODUCT INFORMATION BULLETIN

Date: February 27, 2013
Number: 5292
Division: Genie®
Product Family: Residential Openers
Product Series: Opener Heads and Accessories
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Technical Information, Tips, and Reminders

Reminder:

In September 2012, the IntelliG® and TriloG™ opener lineup changed from Series III to Series II electronics (beginning serial numbers as early as 122494110518). Over the years, many of you have previously utilized Series II electronics and will recall that they are compatible with common accessories such as standard pushbuttons or any contact output devices. Please reference PIB 4379 for further information and note that this change involves the wall consoles and circuit board.

Tips:

The wall console operation on an opener with Series II electronics has differences from a Series III console. To see the expected results after programming:

- Make sure the Sure-Lock™ security feature is OFF by confirming the red back light on the wall console is ON. If the red back light on the wall console is OUT, Sure-Lock is engaged or the console is wired incorrectly. Keep in mind, on Series II, the Sure-Lock is engaged with a single press of the button rather than the 5 second button press on Series III.
- Wire polarity matters on Series II – if the wires are not connected properly, the unit will not operate. Refer to the wiring diagrams in the instruction manuals for assistance here.
- After limits are set, if the Sure-Lock feature is ON, the long LED on the powerhead will blink blue. As mentioned above, the red back light on the wall console will also be off.
- As listed in PIB 4772 and 4379, Series II boards must be used with a Series II wall console (white buttons) and a Series III board must be used with a Series III wall console (black buttons).

Please refer to PIBs 4772 and 4379 for further information.

Information:

Over the last two months, two upgrades were implemented to the IntelliG and TriloG Series II circuit boards focusing specifically on signal interference environments (e.g. military bases, near radio towers, etc...). These upgrades dealt with range performance through filtering technology to improve receiver range in areas with these types of high local interference issues. A blue dot can be seen reflecting this change on the box next to the units' serial number.