



PRODUCT INFORMATION BULLETIN

Date: October 13, 2014
Number: 7853
Division: Genie®
Product Family: Residential Openers
Product Series: IntelliG®, TriloG™ and GPower™ Series Openers
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Circuit Board and Motor Upgrades
Notification 1

We are pleased to announce a transition to scheduled update to the IntelliG, TriloG and GPower Series opener models over the next several months. The circuit boards and motors will undergo the following upgrades.

Add a second encoder to the motor & board logic:

The additional encoder increases the units' awareness of the current position of the door. The unit will now have *two* points of reference to use while it is tracking the door position. The additional encoder assists the unit in those unusual circumstances where a heavy door may want to drift or the door is physically moved/affected while the motor is not turning. The second encoder technology was designed, developed and launched with the 1028 and 2028 models.

Improved Car2U® Compatibility

An enhancement has been made to the software of the board that accounts for some of the anomalies in the Car2U transmissions. The software update helps handle the incoming data more consistently and allows for an easier learning process between the device and the opener.

Circuit Breaker Compatibility

The board has been changed to help the unit interact with the various circuit breaker manufacturers. With some brands of circuit breakers, in very limited circumstances, the inrush current to the motor may have caused a breaker to trip. To alleviate this potential, the engineering team has modified the layout of the board to allow the capacitor to remain charged and therefore, reduce the inrush experienced when the motor starts operating. The GPower 900 opener does not require this update.

NOTE

The single encoder circuit boards and motors should continue to be used from your inventory until they are exhausted. More specific information will be provided as the time draws closer for release of these upgraded items. As you receive the new service boards and motors, please know that they are backwards compatible to the single encoder boards and motors they are replacing. The service kits will include all the harnesses needed for proper connections.