



PRODUCT INFORMATION BULLETIN

Date: August 28, 2014
Number: 7884
Division: Genie®
Product Family: Residential Openers
Product Series: ReliaG® Openers
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Additional Information: Discontinuation of ReliaG® 800 (Model 2024) & ReliaG® 600 (Model 1024)

The Genie Company would like to remind all customers that it will discontinue the production of the ReliaG 800 (Model 2024) and ReliaG 600 (Model 1024) openers from its offering as of 8/29/14 (please refer to PIB 7407).

The 3 button, 390 MHz remote (standard in 1024/2024) and the black series II wall console (standard in the 2024) will eventually be discontinued but will remain available as individual accessories while supplies last.

The Genie Company will honor any applicable warranties with replacement parts, product or alternative product options for the ReliaG 800 & 600. Please note that general returns of good, existing inventories will not be accepted.

The discontinuation will include the following opener heads:

36256R: ReliaG 800, Model 2024
 36256T: ReliaG 800, Model 2024-2TX
 37002R: ReliaG 600, Model 1024
 37002S: ReliaG 600, Model 1024-2TX

The discontinuation will also include the following rails:

36257R: 7' T-Rail, Chain
 36258R: 8' T-Rail, Chain
 36557R: 7' T-Rail, Belt
 36558R: 8' T-Rail, Belt

To be able to quickly service your customer in a warranty situation, listed below are the recommended service parts you should continue to carry in your inventory:

	2024	1024
Circuit Board	37028A.S	37028E.S
Motor	37030A.S	36447A.S
Service Head Only	37077A.S	36434A.S
Rail Sprocket (Metal) Kit	38416A.S (Belt), 38415A.S (Chain)	

Warranties:

2024: 10 year motor warranty

1024: 5 year motor warranty

-Both units have a 1 year warranty on all other parts

To replenish any service inventory used, please contact your Genie Representative to begin the warranty replacement process. If you do not have the service item in inventory that is needed, please contact your Genie Representative to order that warranty replacement item (a ship direct option can be requested to expedite the product). Alternative product lines should not be offered as an exchange under warranty.