



## **Genie Gate Operators FAQ's:**

Q1: How many entrapment inputs are available on the gate operators?

A1: Two monitored inputs, photo eye 1 (PE1) & edge 1 (E1), are available for the closed direction and two monitored entrapment inputs, photo eye 2 (PE2) & edge 2 (E2), for the open direction.

Q2: What type of monitored photo eyes are required?

A2: The default type is a two wire pulsed type input, but the inputs can be configured via menu to accept 10k Ohm N-O type photo eyes. NOTE: Only the photo eyes which have been UL listed with the gate operator are allowed to be used. Please see list of approved photo eyes in each of the gate operator manuals.

Q3: What type of monitored edges can be used?

A3: Only edges that are 10k Ohm resistive terminated, and approved for use with the operator. Please see list of approved edges in each of the gate operator manuals.

Q4: What if I need more than one photo eye or edge in each direction of travel?

A4: Up to an additional six entrapment devices can be added using the Miller Edge MIM-62 module available from the operator catalog. This module is UL approved for use with each operator and is also listed in the operator manual.

Q5: Do the gate operators work in Primary/Secondary arrangement?

A5: Yes, all of the gate operators can be setup for Primary/Secondary synchronization. The default is a wired twisted pair connection from A2,B2,COM terminals between each operator. An optional wireless connection is available.

Q6: Does the operator include a board for 10-pin style pluggable loop detectors.

A6: The 36V commercial models come standard with a loop rack included which will accept most standard 10-pin pluggable loop detectors. The loop rack is an option on the 24V residential models.

Q7: What type of chain is used on the slide gate operators?

A7: Each slide gate operator comes with 20 FT of #40 black oxide roller chain. Additional lengths are available for purchase as an option.

Q8: How many boards will I need to stock to service the gate operators?

A8: Three boards total, a logic board used on all operators, a 24V motor drive board for residential models, and a 36V brushless DC motor drive board for commercial models.

### **General Questions**

Q9. How do I determine which gate operator is right for my gate?

A9. The choice depends on the type of gate (swing or slide), the weight and length of the gate, the frequency of use, and the power source availability.

Q10. What is the warranty period for Genie gate operators?

A10. Warranty periods vary by model but typically range from 2 to 5 years. It is best to check the specific model's warranty details.

## **Installation and Setup**

Q11. Can I install the gate operator myself, or do I need a professional?

A11. While some individuals with technical skills may be able to install a gate operator, it is recommended to hire a professional installer to ensure proper setup and safety.

Q12. What power options are available for Genie gate operators?

A12. Genie gate operators can be powered by AC, solar power, or batteries. The specific options available depend on the model.

Q13. How do I program my Genie remote to my gate operator?

A13. Programming usually involves pressing a "learn" button on the operator and then pressing a button on the remote. Specific steps may vary by model.

## **Troubleshooting and Maintenance**

Q14. How do I reset my Genie gate operator?

A14. In the event of an obstruction causing a force reversal twice in a row the operator will stop and an alarm will sound for 5 minutes. In order to clear the alarm first check the path of the gate and remove the obstruction then press the reset button located on the front or side of the operator enclosure. If an obstruction is not easily visible use the manual release and then manually move the gate to determine if it moves freely. If the gate does not move freely inspect the v-track, rollers, or hinges for wear or debris.

Q15. How often should I perform maintenance on my gate operator?

A15. Regular maintenance should be performed at least once a year. This includes checking the battery, lubricating moving parts, and inspecting the gate and operator for wear and tear. Further guidance on preventative maintenance is provided within each operator manual.

Q16. What should I do if my gate opens but does not close?

A16. This could be due to sensor alignment issues, obstructions in the gate path, or settings that need adjustment. Check the sensors and settings as described in the user manual.

## **Security and Safety**

Q17. How can I ensure the safety of my gate operator?

A17. Safety can be ensured by using features like safety sensors, edge sensors, and following regular maintenance routines. Additionally, ensure the gate operator complies with UL 325 safety standards for entrapment zones that need protected and only install the operator on gates that meet ASTM F2200 requirements. Details can be found in the operator manual.

Q18. Can Genie gate operators be integrated with home automation systems?

A18. Yes, many Genie gate operators are compatible with smart home systems and can be integrated for remote control and monitoring.

## **Connectivity and Accessories**

Q19. What accessories are available for Genie gate operators?

A19. Accessories include remote controls, keypads, intercom systems, safety sensors, battery backups, and solar panels.

Q20. How do I connect my Genie gate operator to Wi-Fi?

A20. The optional OPAKCD.CM.S WiFi module is available for purchase. The WiFi module replaces the standard 315/390Mhz radio receiver. Setup of the WiFi is done by following instructions included with the WiFi module.