



## PRODUCT INFORMATION BULLETIN

Date: 02/25/14  
Number: 7184  
Division: Genie®  
Product Family: Residential Openers  
Product Series: Screw Drive TriloG® powerheads  
To: All Genie Professional Line Wholesalers, Dealers and Installers  
Re: TriloG units manufactured between August 2011, and February 2012

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It has come to our attention that in a small number of TriloG DC screw drive garage door openers manufactured between August 2011 and February 2012, a relay in the light control circuit of the control board could fail, cause the relay to overheat, and potentially catch fire.

Genie has responded to this potential issue by working with the U.S. Consumer Product Safety Commission (CPSC). In full cooperation with the CPSC, Genie has implemented a voluntary recall of all of the potentially affected openers.

Please note that as a Genie professional dealer or wholesaler you are not required to take any action. Genie has taken full responsibility and ownership over meeting all requirements in communicating with homeowners. However, if you do receive any inquiries from homeowners, please refer them to the Genie website and/or phone number for recall details, including how to easily identify the serial number to determine if their unit is on the recall list.

Website: [www.GenieCompany.com/recall](http://www.GenieCompany.com/recall)  
Recall Hotline: 1-800-488-9918  
Recall Email: [Genie\\_Support@GenieCompany.com](mailto:Genie_Support@GenieCompany.com)