IntelliG™ 1000
Model 3024
GARAGE DOOR OPENER

Includes INTELLICODE® 2 Remote Control. Safe-T-Beam® System must be installed to close door.
For use only with residential sectional or one piece overhead garage doors.

Homelink® and Car2U® compatible.

For Answers and Assistance:
1.800.354.3643
or visit www.geniepro.com

SAVE THIS MANUAL FOR FUTURE REFERENCE.
INSTALLER: LEAVE THIS MANUAL WITH HOMEOWNER.
## SAFETY INFORMATION

### OVERVIEW OF POTENTIAL HAZARDS

READ THIS SAFETY INFORMATION

---

### CONVENTIONS USED IN THESE INSTRUCTIONS

Garage doors are large, heavy objects that move with the help of springs under high tension and electric motors. Since moving objects, springs under tension, and electric motors can cause injuries, your safety and the safety of others depend on you reading the information in this manual. If you have questions or do not understand the information presented, call your nearest trained door system technician or visit our website.

The following Safety Alert symbol and signal words are used throughout this manual to call attention to and identify different levels of hazard and special instructions.

- **This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others.**
- **All safety messages will follow the safety alert symbol and the word "DANGER", "WARNING", or "CAUTION"**

**DANGER** indicates an imminently hazardous situation which, if NOT avoided, will result in death or serious injury.

**WARNING** indicates a potentially hazardous situation which, if NOT avoided, could result in death or serious injury.

**CAUTION** indicates a potentially hazardous situation which, if NOT avoided, may result in injury or property damage.

The word **NOTE** is used to indicate important steps to be followed or important considerations.

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## IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS

SAVE THESE INSTRUCTIONS

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<td><strong>WARNING</strong></td>
<td>Keep people clear of opening while Door is moving.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td><strong>Could result in Death or Serious Injury</strong></td>
<td>Do <strong>NOT</strong> allow children to play with the Door Opener.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td><strong>Could result in Death or Serious Injury</strong></td>
<td>Do <strong>NOT</strong> operate a Door that jams or one that has a broken spring.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td><strong>Could result in Death or Serious Injury</strong></td>
<td>Turn <strong>OFF</strong> power before removing opener cover.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td>When replacing cover, make sure wires are <strong>NOT</strong> pinched or near moving parts.</td>
<td></td>
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<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td>Opener must be fully grounded.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td><strong>Could result in Death or Serious Injury</strong></td>
<td>Do <strong>NOT</strong> try to remove, install, repair or adjust springs or anything to which door spring parts are fastened, such as, wood blocks, steel brackets, cables or other like items.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Symbol" /></td>
<td>Installations, repairs and adjustments must be done by a trained door system technician using proper tools and instructions.</td>
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**INTELLICODE® 2 Access Security System**
A new generation superior encryption system that enhances the security of the door opener by continuously changing the access code each time the remote is used. The door opener responds to each new code only once. An access code copied from a working system and tried again will not control the door opener.

**Wall Console**
Operates door opener from inside garage. Indicator Light with: Open/Close, Vacation Lock, and Independent Light Control buttons.

and Car2U® compatible. Refer to the programming instructions on page 9 and then follow the HomeLink® or Car2U® instructions in your car owner’s manual.

**SAFETY FEATURES**

**Safe-T-Beam® (STB) Non-Contact Reversing System**
Puts an invisible beam across the door opening. The door stops and reverses to the full open position if anything passes through the beam. LED indicator lights on the power head and on the STBs provide a self diagnostic code if an operational problem exists.

**Safe-T-Reverse® Contact Reversing System**
Automatically stops and reverses a closing door within two seconds of contact with an object.

**Automatic ForceGuard™ Control**
Automatically sets the minimum force required to fully open and close the door for maximum safety.

**Watch Dog™ Monitoring System**
Monitors the Safe-T-Beam® system to ensure proper functionality and will automatically stop and reverse a closing door if a problem is detected.

**Automatic Lighting System**
Two bulb lighting system supplies up to 200 Watts of light for safer evening exits and entries. Turns ON when door is activated and automatically turns OFF 4 minutes later.

**Manual Emergency Release**
Manually releases door from door opener. Used during a power failure or other emergency to allow manual opening and closing of door.

**Ener-Genie™ Battery Back Up**
Easily adjust the programming to reduce opening speed to a desired rate, optionally adjust limits and force, and program new remotes.

**SmartSet™ Electronic Programming**
Easily adjust the programming to reduce opening speed to a desired rate, vary limits and force, and program new remotes.

**Integrated Motion Detection** (Not available on all models)
Select units have motion detection built into the power head. Lights automatically turn ON when motion is detected for much safer movement through the garage. Lights will turn OFF after 4 minutes of no motion.
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**PATENT STATEMENT**

Patents Pending
IMPORTANT INSTALLATION INSTRUCTIONS

WARNING: To reduce the risk of severe injury or death:

1. READ AND FOLLOW ALL SAFETY, INSTALLATION AND OPERATION INSTRUCTIONS. (If you have questions or do not understand an instruction, call The Genie Company.)
2. Install only on a properly balanced sectional or one piece garage door. An improperly balanced door could cause severe injury. Have a trained door system technician make repairs or adjustments to cables, spring assemblies, and other hardware before installing the opener.
3. Remove all ropes and remove or make inoperative all locks connected to the garage door before installing opener.
4. Where possible, install the door opener 7 feet or more above the floor. For products having an emergency release, mount the emergency release 6 feet above the floor.
5. Do NOT connect the opener to source of power until instructed to do so.
6. Locate the wall console:
   • Within sight of the garage door,
   • At minimum height of 5 feet so small children are not able to reach it, and
   • Away from all moving parts of the door.
7. Install the Entrapment WARNING Label next to the wall console in a prominent location.
8. After installing the opener, the door must reverse within 2 seconds when it contacts a 1-1/2 inch high object (or a 2 x 4 board laid flat) on the floor.

INFRARED PROTECTION FUNCTION

1. When garage door is opening, its movement will not be influenced if the Safe-T-Beam® is obstructed.
2. If the Safe-T-Beam® is obstructed before the garage door fully closes, the door will not close.
3. When the garage door is closing, if Safe-T-Beam® is interrupted by person or obstacle, the garage door will stop its downward travel and reverse automatically to its fully opened position.
4. Remove Safe-T-Beam® obstruction.
5. If the Safe-T-Beam® System fails, loses power, or is installed improperly, press and hold the wall console "open/close" button until the door reaches its fully closed position. If you release the "open/close" button on the wall console during the closing movement the door will reverse automatically to its fully opened position.

The following mechanical assembly tasks must be completed before continuing.

- Power head and rail are bolted to each other (An illustration is shown on page 12)
- Rail end is attached to the garage door header
- Power head is attached to a support frame suspended from the ceiling or ceiling joists
- Rail door arm is attached to the garage door
- Safe-T-Beam® units installed and wired
- Wall console installed and wired
- Door arm carriage is engaged to the chain or belt drive
- Power head is plugged into an approved power outlet

Begin programming by setting Limits on the next page.
The OPEN (UP) and CLOSE (DOWN) Door Limit positions are controlled by making adjustments using the panel located on the bottom of the power head. Begin with Step 1 and continue through Step 10. Door Force is set during the final Open/Close cycle of these steps. The power head will automatically set door speed at slow if the distance between limits is less than 6 feet.

A) CLOSE DOOR TRAVEL LIMIT

Please note that there is a 30 second timeout between each programming step. A programming timeout during these steps has occurred when two RED flashing LEDs appear. In the event of a timeout please restart at Step 1.

NOTE: If one or both LEDs come ON RED at this time; Limits programming menu was not entered properly. You must exit programming and restart. To exit this mode:
A. Press and release
B. Pause
C. Press and release
D. Pause
E. Begin with Step 1 on this page. Restarting at Step 1 will reset RED LEDs to BLUE.

Watch door move

NOTE: You can start and stop door movement using either buttons until door is in correct open or closed position.
B) OPEN DOOR TRAVEL LIMIT

6. PRESS

NOTE: You can start and stop door movement using either buttons until door is in correct open or closed position.

8. PRESS and RELEASE

Door Limits are set. Both LEDs go OFF. Continue with FORCE setting.

SEE long Blue LED flashing

7. PRESS and HOLD

Watch door move

9. PRESS and RELEASE

Force is set automatically with first full OPEN/CLOSE door operation.

10. PRESS and RELEASE

Continue with programming remotes on the next page of this manual.

Continue with programming remotes on the next page of this manual.

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**PROGRAM INTELLICODE® 2 REMOTE TO POWER HEAD**

Bring remote(s) to power head location. Begin with Step 1 and continue through Step 7 for each button to be programmed.

**NOTE:** The following instructions are for the remote(s) provided with this opener. Remote(s) provided with this opener use an IntellICODE® 2 electronic access code system. Refer to page 15 for additional information on IntellICODE® 1 and 2 remotes. See page 9 for programming instructions using IntellICODE® 1 remotes.

1. **PRESS and HOLD**
   - SEE BOTH Blue LEDs come ON
   - 5 SECS

2. **RELEASE**
   - SEE round Blue LED come ON

3. **PRESS and RELEASE**
   - SEE long Purple LED flashing

4. **PRESS and RELEASE**
   - SEE long Purple LED come steady ON

5. **PRESS and RELEASE**
   - SEE both LEDs OFF

6. **PRESS and RELEASE**
   - SEE both LEDs flash Blue

7. The next press of the remote will operate door. Repeat as necessary for other remotes.

**WARNING**

- A moving door can cause serious injury or death.
  1. Keep people clear of opening while door is moving.
  2. Do NOT allow children to play with opener, including wall console, remote, or wireless keypad.
  3. During programming, door opener could begin to run, so stay away from moving door and its parts.

Basic power head programming is complete. Your garage door opener is ready to use.
To complete any of these tasks you MUST have at least one Genie® IntelliCode® 2 remote button already programmed to the power head.

**Homelink® or Car2U®:** You must also have your Homelink® or Car2U® enabled vehicle present and their programming instructions to perform these programming steps.

**Genie® remote:** You must also have your Genie® IntelliCode® 1 remote present.

**Genie® wireless keypad:** You must also have your Genie® wireless keypad installed and a PIN already programmed into the keypad.

---

### Optional Programming Power Head to Homelink®, Car2U®, or IntelliCode® 1 Remotes and Series II Wireless Keypads

1. **PRESS and HOLD**
   - SEE BOTH Blue LEDs come ON
   - 5 SECS

2. **RELEASE**
   - SEE one Blue LED come ON

3. **PRESS and RELEASE**
   - SEE long Purple LED flashing

4. **PRESS** a previously programmed Genie® IntelliCode® 2 remote button on remote. If you are unsure which remote you have see page 15. Remote must be IntelliCode® 2 enabled.

### Homelink® or Car2U® Programming

*If your Homelink® has been previously programmed to a Genie® opener begin with Step 5.*

*If your Homelink® has not yet been linked to a Genie® opener then go to page 15 and change one remote button from IntelliCode® 2 to IntelliCode® 1, then program that button to the power head and repeat steps 1-4 then continue with Homelink® steps 5-6.*

5. **PRESS the Homelink® button twice.**
6. Test. Repeat as necessary for any other pre-programmed Homelink® enabled vehicle.

5. **PRESS the Car2U® button twice.**
6. Test. Repeat as necessary for any other Car2U® enabled vehicle.

### IntelliCode® 1 Remote or Wireless Keypad Programming

**Genie® IntelliCode® 1 Remote**

5. On the IntelliCode® 1 remote PRESS a button and RELEASE.
6. SEE both LEDs flash Blue.
7. On the IntelliCode® 1 remote PRESS the same button and RELEASE. The next press of the remote will operate door.
8. Test. Repeat as necessary for any other IntelliCode® 1 remotes.

**Genie® IntelliCode® 1 Wireless Keypad**

5. Enter your wireless keypad PIN.
6. Press and hold button (3 seconds) on wireless keypad and see on power head long LED come ON Purple. (You may have to press more than once.)
7. Press and hold button (3 seconds) on wireless keypad again and see on power head both LEDs come ON Blue.
8. Wait 30 seconds and test operation.

---

All optional programming is complete. Your garage door opener is ready to use.
*Direct wiring of power supply to opener must be installed by a licensed electrician.
*Le câblage direct de l’alimentation électrique à l’ouvre-porte doit être installé par un électricien agréé.
*Un electricista autorizado debe instalar el cableado directo del suministro de energía hacia el abridor.

**TYPICAL SECTIONAL DOOR INSTALLATION**

**INSTALLATION TYPIQUE SUR UNE PORTE SECTIONELLE**

**INSTALACIÓN HABITUAL DE UNA PUERTA SECCIONAL**

**NOTE:** For Low Headroom installations do NOT reduce door arm lengths by cutting door arms. To clear door, reposition door arms with greater angle.

**REMARQUE:** Pour les installations à basse hauteur, ne PAS réduire la longueur du bras de la porte en coupant les bras de la porte. Pour dégager la porte, repositionnez les bras de la porte à un plus grand angle.

**NOTA:** Para instalaciones a alturas bajas, NO reduzca las longitudes de los brazos de la puerta cortándolos. Para despejar la puerta, vuelva a colocar los brazos de la puerta en otra posición con un ángulo mayor.
To reduce the risk of injury to persons or damage to property - Use this opener only with a one piece or sectional door.

Pour diminuer le risque de blessures corporelles ou d’endommagement matériel - Utiliser cet l’ouvre-porte uniquement avec les portes à section.

Para reducir el riesgo de lesión a las personas o daños a la propiedad - Use este abridor solamente con puertas en secciones.
NOTE: Use wall console and safety sensors provided with this unit. Do NOT substitute wall console or safety sensors.

REMARQUE: Utilisez la console sur le mur et les capteurs de sécurité fournis avec cet appareil. NE PAS substituer la console du mur ou les capteurs de sécurité.

NOTA: Use la consola de pared y los sensores de seguridad proporcionados con esta unidad. NO sustituya la consola de pared ni los sensores de seguridad.
OVERVIEW OF POWER HEAD CONTROLS

This section describes the simple programming functions. Use this page to familiarize yourself with the buttons and LED indicators used to program the opener.

Controls location on power head.

FIG. 4-1 Locate programming buttons

There are three programming buttons and two lights (LEDs) on the power head.

FIG. 4-2 Programming buttons

Each of the buttons are used to enter and complete the setup programming. The LEDs indicate status or a function change by illuminating ON, OFF, or ON flashing in one of three different colors; BLUE, RED, or PURPLE. Throughout the instructions in this manual the buttons and LEDs are also displayed as icons.

Buttons

<table>
<thead>
<tr>
<th>Name</th>
<th>Shape</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program button</td>
<td></td>
<td>Enters into and selects programming menus</td>
</tr>
<tr>
<td>Close Travel button</td>
<td>-</td>
<td>multi-function; moves door, advances through menus</td>
</tr>
<tr>
<td>Open Travel button</td>
<td>+</td>
<td>multi-function; moves door, advances through menus</td>
</tr>
</tbody>
</table>

LED Colors

- Round Red and Long Red
- Round Purple and Long Purple
- Round Blue and Long Blue

Programming Overview

There are four Power Head program menus:

- Remote Program (Default menu)
- Limits Program
- Speed Program*
- Force Program*

Programming steps for Limits and remotes found on pages 6 through 9.

*Force and Speed settings are set at the factory and do not normally require adjustment programming. Custom programming instructions for Speed and Force are located in the Troubleshooting Section of this manual.

These are the basic steps to enter into the four programming menus:

1. Press and hold till both BLUE lights come ON then release.
2. Both LEDs go out and Round BLUE light comes ON. You are in the Program Menus at the Remote Programming.
   By using the or the button you can advance to the Limits, Speed, or Force program menus and the LED display will change accordingly.
   Each program menu has a specific LED display.

3. Press button to enter into the program menu functions.

If you have entered into an unwanted program menu, press button again to exit the programming functions.

Programming function will time out after 30 seconds if there is no key stroke activity.
A moving door can cause serious injury or death.

1. Keep people clear of opening while door is moving.
2. Do NOT allow children to play with opener, including wall console, remote, or wireless keypad.
3. During programming, the door opener could begin to run, so keep people and objects away from the moving door and its parts. To keep the door from moving, close the door and disconnect it from the rail carriage by pulling the Emergency Release Handle. See page 18 for Release Handle operation.

FIG. 5-1 Remote (vary by model)

PANIC BUTTON

(Not available on all models)
Openers and remotes equipped with this feature provide additional security when exiting/entering the garage area. The Panic Button is located on the remote as shown below. Alarm will sound from power head.

Panic Button OPERATION
1. Press Panic Button. Alarm will sound from power head.
2. Press Panic Button again. Alarm will stop.

FCC and IC CERTIFIED
This device complies with FCC Part 15 and RSS 210 of Industry Canada. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which may be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:
• Re-orient or relocate the receiver antenna.
• Increase the separation between the opener and receiver.
• Connect the opener into an outlet on a circuit different from that to which the receiver is connected.
• Consult your local dealer.
INTELLICODE® FEATURES

Earlier models of Genie® garage door openers, remotes, and wireless keypads use IntelliCode® 1 signals to communicate. Remote(s) provided with this unit will transmit either IntelliCode® 1 or IntelliCode® 2 signals.

Remote(s) contained in this package are preset **to IntelliCode® 2** and can be configured to communicate with previously installed IntelliCode® 1 openers. This dual IntelliCode® option allows one IntelliCode® 2 remote to operate BOTH new and current models of The Genie Company garage door openers.

This new Genie® garage door opener will **ONLY** accept signals from a remote sending IntelliCode® 2 signals or a Genie® brand IntelliCode® 1 remote that has been programmed to the opener using a new IntelliCode® 2 remote.

**NOTE:** Other remotes not enabled with Genie® IntelliCode® 2 will not operate this opener.

### Programming to previously installed Series II (IntelliCode® 1) Genie® garage door openers

Remote(s) provided with this unit can operate earlier (Series II) models of Genie® garage door openers. The default Series III (IntelliCode® 2) frequency must be changed to IntelliCode® 1. (Follow these same steps to change IntelliCode® 1 back to IntelliCode® 2 frequency.)

The LED color displayed on the remote indicates the IntelliCode® transmitting mode.

**Red = IntelliCode® 1 / Green = IntelliCode® 2**

1. Select a button on the remote that has NOT been programmed to the new power head.
2. Press and hold that button for **10 seconds.** **Both** Red and Green LEDs come ON and stay ON.
3. Press the same button **twice** to toggle IntelliCode® selection from IntelliCode® 2 to IntelliCode® 1.
4. Press the same button **again** to confirm toggle. The IntelliCode® selection for this button is set to IntelliCode® 1.
5. Take the remote to the earlier Genie® garage door opener and follow that opener’s instructions to program a new remote.

Repeat for other Genie® garage remote(s) as necessary.

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<thead>
<tr>
<th>If you have garage door openers*</th>
<th>Best choice of IntelliCode® programming</th>
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<tr>
<td>One or more IntelliCode® 2 openers. Maximum 3 different openers</td>
<td>Use IntelliCode® 2</td>
</tr>
<tr>
<td>Mixture of openers manufactured between 1997 and 2010 (IntelliCode® 1) and new IntelliCode® 2 openers</td>
<td>Use IntelliCode® 2 and/or 1</td>
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<tr>
<td>One or more openers manufactured between 1997 and 2010 (IntelliCode® 1)</td>
<td>Use IntelliCode® 1</td>
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* Maximum 3 different openers per each 3 button remote.
TRANSMITTER COMPLIANCE STATEMENT

Transmitters comply with all United States and Canadian legal requirements as of the date of manufacture. No warranty is made that they comply with all legal requirements of any other jurisdiction. If transmitters are to be used in another country, the importer must determine compliance with any local laws and regulations which may differ from United States and Canadian requirements prior to use.

Los transmisores cumplen con todas las reglamentaciones legales de los Estados Unidos y del Canadá, en la fecha de fabricación. Ninguna garantía se da que cumplan con todas las reglamentaciones legales de ninguna otra jurisdicción. Si los transmisores se van a utilizar en otro país, el importador debe determinar si cumplen con las reglamentaciones y leyes locales que puedan ser diferentes a las reglamentaciones de los Estados Unidos y del Canadá, antes de usar los mismos.

Les émetteurs sont conformes à la réglementation américaine et canadienne à compter de leur date de fabrication. Aucune garantie n’est stipulée indiquant qu’ils sont conformes à toutes les prescriptions juridiques d’autres autorités. Si les émetteurs sont utilisés dans d’autres pays, il incombe à l’importateur d’en déterminer leur conformité aux lois et règles locales pouvant différer de celles des États-Unis et du Canada avant toute utilisation desdits émetteurs.

Sendegeräte entsprechen allen gesetzlichen Bestimmungen in den USA und Kanada zum Zeitpunkt der Herstellung. Wir übernehmen keine Gewährleistung für die Einhaltung aller gesetzlichen Bestimmungen in anderen Ländern. Sollen Sendegeräte in anderen Ländern eingesetzt werden, so muss der Importeur vor dem Gebrauch sicherstellen, dass die Sendegeräte auch solchen lokalen Bestimmungen entsprechen, welche von den Bestimmungen der USA und Kanadas abweichen.

LOST OR STOLEN REMOTE - CLEARING MEMORY

Clearing remotes from power head memory will clear ALL programmed remotes and wireless keypad.

NOTE: Follow the PROGRAM REMOTE TO POWER HEAD steps to reenter remaining or new remotes.

1. Press \ and hold until both lights come ON blue. Release button.

2. Lights go out and Round BLUE light comes ON.

3. Press \ again and both lights flash purple.

4. Press both \ and \ simultaneously on the power head and hold for 5 seconds.

   • Test a remote operation. Remote will not activate door opener.
   • Garage door opener will operate normally using wall console.
   • Program remaining or new remotes as shown on page 8. Your door opener will no longer recognize any signal received from the missing remote, or any other which has not been reprogrammed to the power head.

5. Press PROGRAM + 5 SECS.
IMPORTANT SAFETY INSTRUCTIONS

| WARNING: To reduce the risk of severe injury or death: |

1. READ AND FOLLOW ALL INSTRUCTIONS.
2. Never let children operate or play with the door controls. Keep the remote away from children.
3. Always keep the moving door in sight and away from people and objects until the door is completely closed. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
4. NEVER GO UNDER A STOPPED, PARTIALLY OPEN DOOR.
5. Test opener monthly. The door MUST reverse on contact with a 1-1/2” high object (or a 2” x 4” board laid flat) at the center of the doorway on the floor. After adjusting either the force or the limit of travel, retest the door opener. Failure to adjust the opener properly may cause severe injury or death.
6. When possible, use the emergency release only when the door is closed. Use caution when using this release with the door open. Weak or broken springs are capable of increasing the rate of door closure and increasing the risk of severe injury or death.
7. KEEP DOORS PROPERLY BALANCED. See your garage door Owner’s Manual. An improperly balanced door increases the risk of severe injury or death. Have a trained door system technician make repairs to cables, spring assemblies, and other hardware.
8. SAVE THESE INSTRUCTIONS.

WARNING
• Garage door hardware (springs, cables, brackets, pulleys, etc.) are under extreme pressure and tension.
• DO NOT attempt to repair or adjust door springs or any hardware, and DO NOT OPERATE garage door automatically or manually if door is improperly balanced or springs are broken.
  – CONTACT A TRAINED DOOR SYSTEM TECHNICIAN.

ROUTINE MONTHLY MAINTENANCE

Basic monthly maintenance tasks.
• Door balance
• Safe-T-Beam® System Check
• Contact reverse

Instructions for these tasks and others are found on the following pages.

DOOR BALANCE (SPRING TENSION)

• With the door closed, pull release handle DOWN and let go to release door carriage assembly from drive system.
• Raise door manually approximately 3’- 4’ and release.
  – Door should remain stationary or move very slightly.
  – If door moves quickly, CONTACT A TRAINED DOOR SYSTEM TECHNICIAN.
• Close the door.
• Pull emergency release handle DOWN and let go to engage carriage assembly to drive system.
  – Operate door using remote or wall console.
  – Door will re-attach itself to carriage assembly.

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use wall console supplied with opener. Any other wall console can cause the opener to operate unexpectedly.</td>
</tr>
</tbody>
</table>

Safe-T-Beam® (STB) SYSTEM CHECK

• STB Red and Green LEDs ON steady, system OK
• STB Red LED flashes
  – Check for obstruction
  – Check alignment
  – Verify wire routing from STBs to STB connection in power head
  – Check for signal interference from another Safe-T-Beam® unit
• No STB Red or Green LED displayed
  – Check wiring and wire connections

FIG. 6-1  Door balance
CONTACT REVERSE TEST

The Force and Limit settings MUST be COMPLETED before testing.

1. Testing.
   • Open garage door using wall console.
     – Place a 2" x 4" board (laid flat) under center of garage door opening (Fig. 6-2).
   • Close garage door using wall console.
   • When door contacts board, the door must stop (within 2 seconds) and reverse direction returning to open position.

2. Adjustment.
   • If the door does not reverse.
     – Check to see if door has "down" limit properly set in the fully closed position. It should not have reached its close limit before hitting board. Reprogram close limit with door completely closed.
     – If the door STOPS but does not reverse, reset your limits. Remove board. Return to pages 6-7 and repeat Limits settings to correct down limit.
   • Test again. Repeat as necessary until door reverses upon contacting board.

FIG. 6-2  2 x 4 under center of door opening

MOTION DETECTOR - OVERVIEW

(Not available on all models)
Power heads equipped with a motion detector sensor provide additional security when exiting or entering the garage area.

NOTE: Sensor positioning on the power head does not provide motion monitoring above the power head.

OPERATION
• Motion detector sensor is always ON. There are NO user controls or adjustments.
• Lights automatically turn ON when motion is detected and will turn OFF after 4 minutes of no motion.
• Motion detector sensor will not turn OFF lighting turned ON at the wall console.
• Lighting turned ON at the wall console will remain ON until wall console turns lighting OFF or opener is used.

FIG. 6-3  Disengage Carriage

WHEN RED BLOCK IS SHOWING CARRIAGE IS UNLOCKED

TO RELEASE CARRIAGE:
1. Pull DOWN on handle and let go.
2. Verify RED block is showing.
3. Raise or lower door manually.

TO ENGAGE CARRIAGE:
1. Pull DOWN on handle and let go.
2. Verify RED block is NO LONGER showing.
3. Raise or lower door manually.

FIG. 6-4  Carriage
(Standing below rail looking up at carriage)
WALL CONSOLE - OVERVIEW
Use only the Series III wall console provided with this unit. Wall consoles from other manufacturers will not work with this power head. Earlier Genie® Series II wall consoles will not work with this power head.

Wall console has three buttons and one indicator light.

Indicator Light
Indicator light will display red when wall console is properly wired and Vacation Lock is OFF. When Vacation Lock is ON indicator light flashes.

Open/Close Button
Use this button to open or close garage door. When Vacation Lock is ON the Open/Close button will CLOSE door only. Note: Constant button pressure in the CLOSE mode will override error responses in the power head and close door.

Independent Light Control Button
Use this button to turn power head lights ON. Power head lighting will remain ON until this button is pressed again or a door action has been completed. Note: If opener has a Motion Detector sensor the sensor will keep power head lights ON as long as motion is detected.

Vacation Lock Button
When Vacation Lock is ON the power head cannot be activated by the wall console or a remote.

Tip:
- Press and hold for 5 seconds (or till Indicator Light flashes) to activate Vacation Lock.
- Press and release to turn Vacation Lock OFF.

Tip: If indicator light on wall console comes ON, but there is NO operation from buttons - verify wall console wire routing at power head connector.

OPTIONAL DUAL WALL CONSOLE - INSTALLATION
Use only the Series III wall console provided with this unit. An optional second Genie® Series III wall console (not provided) can be added.

CHANGE LIGHT BULBS

WARNING
- Observe all safety warning and precautions! Improper light bulb removal or replacement could result in Death or Serious Injury.
- Disconnect power from opener before beginning this task.
- When replacing light cover, make sure wires are not pinched or near moving parts.

1. Disconnect power to door opener.
   - Open power head light cover.
   - Remove light bulb(s).
   - Replace with maximum 100 Watt light bulbs. Note: Do NOT use light bulbs with greater than 100 Watt rating.
   - Close power head light cover.

2. Reconnect power to door opener.
   - Test light operation.
**CHAIN OR BELT - TENSION ADJUSTMENT**

**WARNING**
- Observe all safety warning and precautions!
- Disconnect power from opener before beginning this task.

Visually inspect the chain or belt once per year.

- At the center of the rail, is chain or belt resting on rail? The chain or belt should not be resting on the rail. Tighten adjustment nut until chain/belt does not, at the center of the rail, rest on rail.
- Is there rust on chain or frayed edges on belt? Contact a trained door system technician for chain/belt replacement.
- Are there kinks or twists in the chain or belt? Contact a trained door system technician for chain/belt replacement.

**REMOTE BATTERY REPLACEMENT**

Replace remote battery with a CR 2032 coin cell battery.

1. Open the remote case using a washer or coin that fits into the slot at the top of the remote.
2. Replace battery.
3. Align components and snap case closed.
Opener circuit wiring diagram. This wiring diagram is for reference only.
Schéma de câblage de l’ouvre-porte. Ce schéma de câblage est indiqué à titre de référence uniquement.
Diagrama del circuito del operador. Este diagrama es sólo para referencia.

**WARNING**
**AVERTISSEMENT**
**ADVERTENCIA**

*Opening Cover May Cause Electric Shock.*
L’ouverture du couvercle peut entraîner des chocs électriques.
Abrir la tapa puede causar choques eléctricos.

**Disconnect power from opener prior to removing cover.**
Coupez l'alimentation de l’ouvre-porte avant de retirer le couvercle.
Desconecte la electricidad del abrepuertas antes de quitar la cubierta.

---

**FIG. 6-5**

- **Power Cord**
- **Surge Protector**
- **Motor**
- **Wall Control**
- **Battery Backup**

**Electrical Shock**
**Choque eléctrico**
**Choque eléctrico**

---

*Some models do not come with this feature*
Speed settings are pre-programmed at the factory for the maximum speed. Speed settings should not need adjustment with this unit. However, travel speed for the opener can be adjusted to slower speeds to minimize normal wear for heavy sectional doors.

**NOTE:** One piece doors are automatically set during Limits programming to the slowest speed and opener speed cannot be reset for one piece doors.

### Change Speed Setting

Use this guide to adjust power head SPEED settings. There are three (3) speed settings available on this unit. Door type (one piece or sectional), door weight and balance, and condition of door components / track affect door speed. Speed adjustment may not be available for some installations depending on these factors.

1. Press \( \uparrow \) on the power head and hold till both lights turn steady ON. Release button. Lights go out and Round BLUE light comes ON.
2. Press \( \uparrow \) two times and the Round BLUE and Long BLUE lights come ON.
3. Press \( \uparrow \) once to enter the Speed Programming menu. The current Speed setting will display on the LEDs. See table below.
4. Press \( \uparrow \) to raise or \( \downarrow \) to lower UP Speed settings within the available range.
   **NOTE:** Faster door speeds may not be available.
5. Press \( \uparrow \) to set UP Speed level.
6. Press \( \uparrow \) to raise or \( \downarrow \) to lower DOWN Speed settings within the available range.
   **NOTE:** Faster door speeds may not be available.
7. Press \( \uparrow \) to set DOWN Speed level and to exit Speed menu. Both LEDs flash BLUE to confirm.

<table>
<thead>
<tr>
<th>Speed Level</th>
<th>Power Head LEDs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Round LED</td>
</tr>
<tr>
<td>Default LED display is the current Speed setting</td>
<td>Red</td>
</tr>
<tr>
<td>LED Speed indicator colors</td>
<td>Purple</td>
</tr>
<tr>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>Speed Level LED indicator colors</td>
<td>Red ON</td>
</tr>
<tr>
<td>MAXIMUM</td>
<td>Purple ON</td>
</tr>
<tr>
<td>MID</td>
<td>Blue ON</td>
</tr>
</tbody>
</table>
**ADJUSTMENT GUIDE – FORCE SETTINGS**

**CAUTION**

Door closing force is FACTORY set and requires no adjustment for normal operation.
- Never increase the door closing force to compensate for a damaged door or a binding door track.
- Never adjust force to compensate for a broken door spring.
- Perform monthly CONTACT REVERSE TEST as described on page 18.

Force settings are pre-programmed at the factory and "learned" during the Open/Close Limit settings steps. For normal use Force settings should not need adjustment with this unit. However, conditions that might suggest an adjustment is necessary are:
- Doors with very stiff weather seals
- Doors that start down, then STOP and reverse before it is closed
- Doors that start up, but STOP before it is completely open

**CHANGE FORCE SETTING**

Use this guide to ADJUST power head FORCE settings.

**NOTE:** There are nine (9) force levels. Not all force levels are available on all models.

Some models come with a reduced range of force levels. On these models you can adjust Force settings only within the reduced range.

1. Press \( \text{PROGRAM SET} \) on the power head and hold till both lights turn steady ON. Release button. Lights go out and Round BLUE light comes ON.
2. Press \( \text{three} \) times and Round RED light comes ON. (These Force settings do not scroll.)
3. Press \( \text{once} \) to enter the Force Programming menu. The power head LEDs will display the current Force setting. See table below.
4. Press \( \text{to raise or } \text{to lower UP Force settings within the available range.} \) (If lower UP Force setting is good skip to Step 5.)
5. Press \( \text{to set UP Force level.} \)
6. Press \( \text{to raise or } \text{to lower DOWN Force settings within the available range.} \) (If lower DOWN Force setting is good skip to Step 7.)
7. Press \( \text{to set DOWN Force level and to exit Force menu. Both LEDs flash BLUE to confirm.} \)

<table>
<thead>
<tr>
<th>Force Level</th>
<th>Power Head LEDs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Round LED</td>
</tr>
<tr>
<td>Default LED display is the current Force setting</td>
<td></td>
</tr>
<tr>
<td>LED indicator colors</td>
<td>( \text{OFF} ),</td>
</tr>
<tr>
<td>Force Level 1</td>
<td>Blue ON</td>
</tr>
<tr>
<td>Force Level 2</td>
<td>OFF</td>
</tr>
<tr>
<td>Force Level 3</td>
<td>Blue ON</td>
</tr>
<tr>
<td>Force Level 4</td>
<td>Purple ON</td>
</tr>
<tr>
<td>Force Level 5</td>
<td>OFF</td>
</tr>
<tr>
<td>Force Level 6</td>
<td>Purple ON</td>
</tr>
<tr>
<td>Force Level 7</td>
<td>Red ON</td>
</tr>
<tr>
<td>Force Level 8</td>
<td>OFF</td>
</tr>
<tr>
<td>Force Level 9</td>
<td>Red ON</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>WHAT TO DO</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| Opener does NOT run from wall console. | • Check power source.  
  – Plug a lamp into outlet used for power head. If lamp works, power source is OK.  
  – If not, check fuse or circuit breaker.  
  • If power is OK  
  – Check connections at power head terminals and at wall console.  
  – Limits must be set with door arm connected to door.  
  • Check if wall console Vacation Lock is ON. Turn Vacation Lock OFF & check operation.  
  • Check for reversed, broken, or cut wires. Staples can cut insulation and short wires. Repair or replace. |
| Opener runs, but door does NOT move. | • Make sure carriage is engaged to chain or belt bullet. See pages 12 and 18. Refer to Installation poster or download poster from WWW.GENIECOMPANY.COM.  
  – Ensure carriage is in engaged position. See page 18.  
  • Check to make sure chain/belt is not broken or OFF its pulley. See page 20.  
  • Check FORCE ADJUSTMENT. See page 23. |
| Opener works from wall console, but NOT from remote. | • Check all remotes.  
  • Replace remote battery with good one. See page 20.  
  • Program remote to power head. See pages 8-9. |
| Remote has less than 25 feet operating range or no operation. | • Relocate remote inside car and or point remote at garage door.  
  • Replace battery. See page 20.  
  • Reposition door opener antenna.  
  • Remote LED does not come ON with button push - replace battery. See page 20.  
  • Eliminate possible competing signals (satellite radio, FiOS® TV). |
| Door starts down, then STOPS and goes back up. OR Safe-T-Beam® System malfunction. | • If a NEW installation, check Door Arm position. Refer to Installation poster or download poster from WWW.GENIECOMPANY.COM.  
  • Check if Limits are properly set. See pages 6-7.  
  • Check if Safe-T-Beam® Red LED is flashing. See page 17.  
  • Check Safe-T-Beam® system for beam obstruction or misalignment of lenses. See page 17.  
  • Check garage door for binding.  
  • If an operational problem exists, and opener will not run closed. The opener can be forced to close as follows; Press and hold the wall console button until door is completely closed.  
  • Check for interference from adjacent Safe-T-Beam® units.  
  • Contact The Genie Company at 1.800.354.3643. |
| Door starts down, then STOPS before it is closed. OR Door will only open. | • Check Safe-T-Beam® wire connections at power head. See page 17.  
  • Check Limits are properly set. See pages 6-7.  
  • Check CONTACT REVERSE. See page 18.  
  • Check garage door for binding.  
  • Check closing "FORCE" adjustment. See page 23. |
| Door starts up, but STOPS before it is completely open. | • Check Limits are properly set. See pages 6-7.  
  • Check opening "FORCE" adjustment. See page 23.  
  • Be sure door, opener, and springs are in good repair, properly lubricated and balanced.  
  • **WARNING:** If you suspect a problem with the garage door hardware or springs, contact The Genie Company at 1.800.354.3643. |
| Door will only run closed. | • Check Limits are properly set. See pages 6-7.  
  • Check Vacation Lock. Vacation Lock should be OFF for normal operation. See page 19.  
  • Check door balance, condition, and door spring.  
  • Check opening "FORCE" adjustment. See page 23.  
  • **WARNING:** If you suspect a problem with the garage door hardware or springs, contact The Genie Company at 1.800.354.3643. |
### TROUBLESHOOTING GUIDE - POWER HEAD LEDs

<table>
<thead>
<tr>
<th>Power Head LED</th>
<th>Possible Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Round LED</strong></td>
<td><strong>Long LED</strong></td>
<td></td>
</tr>
<tr>
<td>OFF</td>
<td>OFF</td>
<td>Normal operation</td>
</tr>
<tr>
<td>ON/RED/STEADY</td>
<td>ON/RED/STEADY</td>
<td>Limits NOT set properly</td>
</tr>
<tr>
<td>ON/RED/FLASHING</td>
<td>ON/RED/FLASHING</td>
<td>Program error</td>
</tr>
<tr>
<td>ON/BLUE/FLASHING</td>
<td>OFF</td>
<td>Remote NOT programmed</td>
</tr>
<tr>
<td>ON/PURPLE/FLASHING</td>
<td>OFF</td>
<td>IntelliCode® 1 remote NOT programmed</td>
</tr>
<tr>
<td>ON/RED/FLASHING</td>
<td>OFF</td>
<td>Safe-T-Beam® physical obstruction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Safe-T-Beam® signal interference</td>
</tr>
<tr>
<td>OFF</td>
<td>ON/RED/FLASHING</td>
<td>Door contact in up or down travel</td>
</tr>
<tr>
<td>OFF</td>
<td>ON/RED/STEADY</td>
<td>Door component failure detected</td>
</tr>
<tr>
<td>OFF</td>
<td>ON/RED/STEADY</td>
<td>Thermal cutout</td>
</tr>
</tbody>
</table>

### TROUBLESHOOTING GUIDE - OPERATION (CONTINUED)

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>WHAT TO DO</th>
</tr>
</thead>
</table>
| **Door opener starts for no reason.** | • Check "CLOSE" Limit setting. See pages 6-7.  
                                | • Button stuck on wall console or remote.  
                                | • Was a remote lost or stolen? Erase all remotes from power head memory and program new remotes. See page 8. |
| **Noisy operation.**           | • Be sure all door fasteners are tight.  
                                | • Be sure garage door is in good repair, properly lubricated and balanced.  
                                | • Be sure opener is in good repair. |
| **Door opener runs slow**       | • Check operating condition of door. See pages 17 and 18. Door may need professional repair/adjustment.  
                                | • Is this opener installed on a one piece door? Normal speed for one piece door is lowest speed setting.  
                                | • If carriage travel is less than 6 feet, opener configures programming for a one piece door.  
                                | • Check door speed. See page 22. |
Limited Warranty

GMI Holdings, Inc d/b/a The Genie Company (Seller) warrants to the original purchaser of the below identified garage door opener, IntelliG® (Model 3024) ("Product"), subject to all of the terms and conditions hereof, that the Product and all components thereof will be free from defects in materials and workmanship for the following period(s) of time, measured from the date of purchase:

MOTOR/GEARBOX- Seller warrants the motor for the LIFETIME® of the product.

BELT- Seller warrants the belt for a period of FIFTEEN (15) YEARS.

PARTS - Seller warrants all other parts and components for a period of FIVE (5) YEAR.

ACCESSORIES - Seller warrants all accessories for a period of ONE (1) YEAR.

*Lifetime shall mean as long as the original purchaser owns the product.

Seller’s obligation under this warranty is specifically limited to repairing or replacing, at its option, the Product or any part thereof which is determined by Seller to be defective during the applicable warranty period Any labor charges are excluded and will be the responsibility of the purchaser.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is made to the original purchaser of the Product only, and is not transferable or assignable. This warranty applies only to Product installed in a residential or other non-commercial application. It does not cover any Product installed in commercial or industrial building applications. This warranty does not apply to any unauthorized or improper installation, alteration or repair of the Product, or to any Product or component which has been damaged or deteriorated due to misuse, abuse, neglect, accident, failure to provide necessary maintenance, normal wear and tear, or acts of God or any other cause beyond the reasonable control of Seller, and does not cover batteries, missing or damaged parts from clearance or open box sales, or repairs or maintenance to door components.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE APPLICABLE WARRANTY PERIOD REFLECTED ABOVE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL GMI HOLDINGS, INC. OR ITS PARENT OR AFFILIATES BE RESPONSIBLE FOR, OR LIABLE TO ANYONE FOR, SPECIAL, INDIRECT, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, even if Seller has been advised of the possibility of such damages. Such excluded damages include, but are not limited to, loss of use, cost of any substitute product, or other similar indirect financial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Claims under this warranty must be made promptly after discovery and within the applicable warranty period. To obtain warranty service, you must contact Genie® customer service and provide proof of the date and location of purchase and identification as the original purchaser. Call Genie® Customer Service toll free at 1-800-354-3643 to speak with a trained representative. Purchaser must allow seller a reasonable opportunity to inspect Product claimed to be defective prior to removal or alteration of its condition. Upon determination by Seller that the Product or any part thereof is defective during the applicable warranty period (which may require purchaser to return the Product to Seller at purchaser’s expense), Seller will supply the purchaser with replacement parts or, at its option, a replacement Product (shipping and handling of any replacement part(s) or replacement Product also at purchaser’s expense). Seller may use new or reconditioned parts, or a new or reconditioned Product of the same or similar design.

There are no established informal dispute resolution procedures of the type described in the Magnuson-Moss Warranty Act.

PURCHASER:__________________________________________

INSTALLATION ADDRESS:_________________________________

DATE PURCHASED:__________________ SERIAL NUMBER:_____________________________________________

OPENER MODEL:________________________________________

REMOTE CONTROL MODEL:_______________________________

DEALER NAME:________________________________________

DEALER ADDRESS:______________________________________