

# MAINTENANCE & ADJUSTMENTS

## G. Adjustment Guides

### ⚠ WARNING

#### TO AVOID INJURY OR DAMAGE

- **NEVER** adjust the force settings to adjust for damage, including an unbalanced door, binding door track or broken spring.
- Perform a CONTACT REVERSE TEST monthly. See page 10.

### ⚠ AVERTISSEMENT

#### Pour éviter les blessures ou des dommages

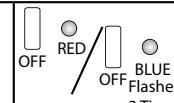
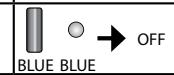
- **NE JAMAIS** régler la force pour compenser des dommages, y compris une porte mal équilibrée, un rail de porte coincant ou des ressorts cassés.
- Tous les mois, EFFECTUEZ LE TEST D'INVERSION AU CONTACT. Voir page 10.

## Force Settings

Force settings are pre-programmed at the factory and applied during the Open/Closed Limit settings steps (see page 8). For normal use, these settings should not need adjustments with this unit.

Conditions possibly requiring adjustments are:

1. Doors with very stiff weather seals.
2. Doors that start down, STOP, and reverse before closing.
3. Doors that start up, but STOP before they completely open.

Press and hold both up and down arrow buttons until round LED turns RED, release buttons. Round BLUE LED will flash 3 times.		
LEDs will now display current UP force setting (See chart).		
Press either arrow button until desired UP force setting is reached.		See Chart
Once setting is chosen, press and release. This will lock the UP force setting.		
LEDs will now show current DOWN force setting. (See Chart).		
Press either arrow button until desired DOWN force setting is reached.		See Chart
Once setting is chosen, press and release. This will lock the DOWN force setting.		
The LEDs will now turn BLUE then off. This confirms that both force settings have been set and unit is ready for normal operation.		
Repeat "Learn Force Limits and Contact Reverse Test" page 10		

## FORCE SETTINGS CHART

LED indicator colors:  OFF  Blue  Purple  Red

Force Level	Powerhead LEDs	
	LONG LED	ROUND LED
Force Level 1	Off	 BLUE
Force Level 2	BLUE	 Off
Force Level 3	BLUE	 BLUE
Force Level 4	Off	 PURPLE
Force Level 5	PURPLE	 Off
Force Level 6	PURPLE	 PURPLE
Force Level 7	Off	 RED
Force Level 8	RED	 Off
Force Level 9	RED	 RED

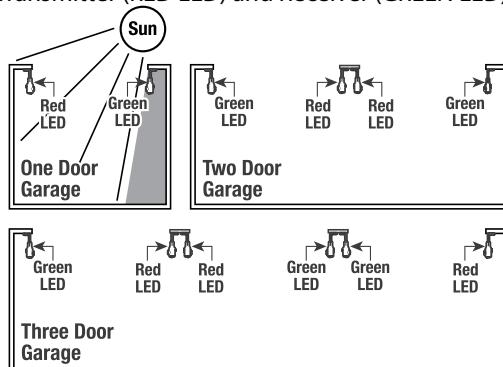
## H. Resetting Travel Limits

See pages 8-9 to reset travel limits. Force setting and contact reverse test must be performed in the event of a travel limit change.

# MAINTENANCE & ADJUSTMENTS

## LOCATING SAFE-T-BEAM® PAIRS

Transmitter (RED LED) and Receiver (GREEN LED)



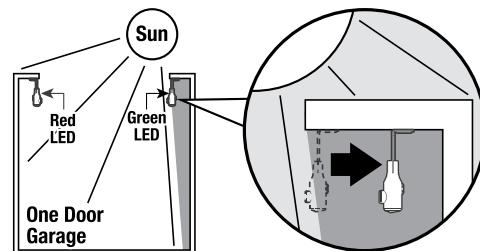
## Single Garage Door

- Determine which side of the garage receives direct sunlight.
- Position the Transmitter (Red LED) on the direct sunlight side.

## Multiple Garage Doors

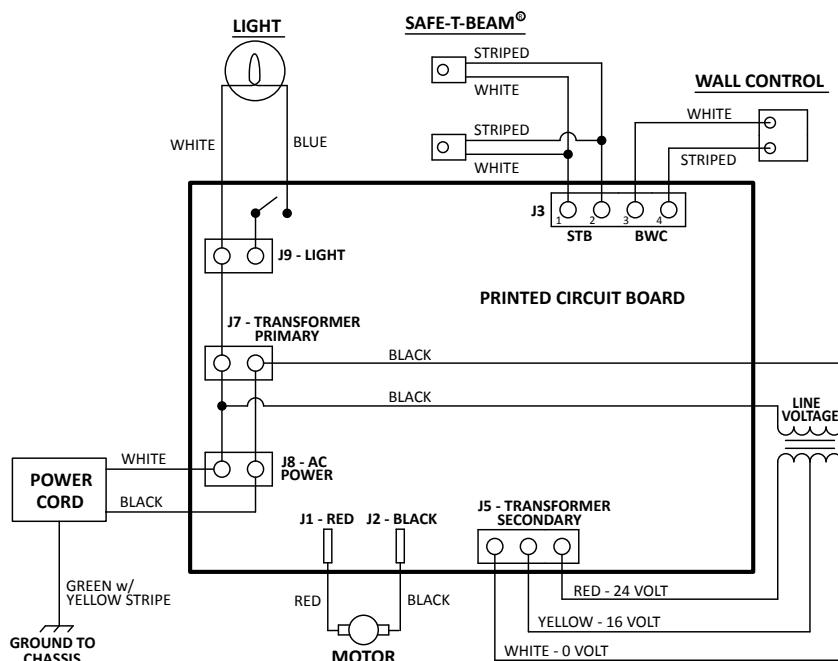
- NEVER position Safe-T-Beam® modules where signals will cross.
- Place the Transmitter (Red LED) Safe-T-Beams on adjacent doors facing in opposite directions.

**NOTE:** Direct sunlight creates interference with Safe-T-Beam® Receiver (Green LED). STB modules CAN be positioned further away from the door opening if necessary to avoid sunlight but no further off the wall to maintain alignment with the Transmitter (Red LED) module.



**NOTE:** Only use Safe-T-Beams® that are included with this opener. **DO NOT** use other brands or types of photocells on this opener.

## WIRE DIAGRAM



# 5 TROUBLESHOOTING



**Need help or have questions? DO NOT RETURN to the store.**  
**Visit [www.genicompany.com](http://www.genicompany.com) or call Customer Service at 1-800-35-GENIE.**

PROBLEM:	WHAT TO DO:
<b>Opener does NOT operate when wall control is pressed.</b>	<ul style="list-style-type: none"> <li>Turn Sure-Lock™ OFF See page 6.</li> <li>Check power source. <ul style="list-style-type: none"> <li>– Plug a lamp into outlet used for powerhead. If lamp works, power source is OK.</li> <li>– If not, check fuse or circuit breaker.</li> </ul> </li> <li>If power is OK, <ul style="list-style-type: none"> <li>– Check connections at powerhead terminals and at wall console.</li> </ul> </li> <li>Check for reversed, broken or cut wires. Staples can cut insulation and short wires. Repair or replace.</li> </ul>
<b>Opener runs, but door does not move.</b>	<ul style="list-style-type: none"> <li>Make sure carriage is engaged with chain/belt turnbuckle. Refer to installation poster or download poster from <a href="http://www.GenieCompany.com">www.GenieCompany.com</a></li> <li>Check to make sure chain/belt is not broken or off its pulley.</li> </ul>
<b>Opener works from wall control, but NOT from remote.</b>	<ul style="list-style-type: none"> <li>Check all remotes.</li> <li>Replace remote battery. See page 13.</li> <li>Program remotes to powerhead. See page 11.</li> </ul>
<b>Remote has less than 25 feet operating range or no operation.</b>	<ul style="list-style-type: none"> <li>Relocate remote inside car and /or point remote at garage door.</li> <li>Replace battery. See page 13.</li> <li>Reposition door opener antenna.</li> <li>Eliminate possible competing signals (radio, etc.).</li> <li>LED bulbs may be interfering with remote signal. See page 14.</li> </ul>
<b>Door starts down, then STOPS and goes back up. OR Safe-T-Beam® System malfunction.</b>	<ul style="list-style-type: none"> <li>If a NEW installation, check Door Arm position. Refer to Installation poster or download poster from <a href="http://www.GenieCompany.com">www.GenieCompany.com</a>.</li> <li>If NEW Installation, make sure ONLY the Safe-T-Beams® that came with this opener are installed.</li> <li>Check if limits are properly set. See pages 8-9. Adjust limits as needed.</li> <li>Check if Safe-T- Beam® red LED is flashing. See page 16, Safe-T-Beam® system check.</li> <li>Check Safe-T-Beam® system for beam obstruction or misalignment of lenses. See page 16, Safe-T-Beam® system.</li> <li>Check garage door for binding.</li> <li>If an operational problem exists, and opener will not close, the opener can be forced to close as follows: Press and hold the wall control button until door is completely closed.</li> <li>Check for interference from adjacent Safe-T-Beam® units. See page 16.</li> <li>Contact Genie at 1-800-35-GENIE.</li> </ul>
<b>Door starts down, then STOPS before it is closed. OR Door will only open.</b>	<ul style="list-style-type: none"> <li>Check Safe-T- Beam® wire connection at powerhead and at STBs. See page 16, Safe-T-Beam® system check.</li> <li>Check if limits are properly set. See pages 8-9. Adjust limits as needed.</li> <li>Check CONTACT REVERSE. See page 10.</li> <li>Check garage door for binding. See maintenance and adjustment. Page 13.</li> <li>Check closing "FORCE" control. See page 10, or Force settings. Page 15.</li> </ul>
<b>Door starts up, but STOPS before it is completely open.</b>	<ul style="list-style-type: none"> <li>Check if limits are properly set. See pages 8-9. Adjust limits as needed.</li> <li>Be sure door, opener, springs are in good repair, properly lubricated and balanced.</li> <li>Check closing/opening "FORCE" control. See page 10, or Force settings Page 15.</li> <li>If you suspect a problem with the garage door hardware or springs, visit <a href="http://www.GenieCompany.com">www.GenieCompany.com</a> and use the "dealer locator" to hire a local door service professional.</li> </ul> <p><b>NEVER try to repair door hardware or springs yourself.</b></p>
<b>Door will only run closed.</b>	<ul style="list-style-type: none"> <li>Turn Sure-Lock™ OFF See page 6.</li> <li>Check if limits are properly set. See pages 8-9.</li> <li>Check door balance, condition, and door spring.</li> <li>Check opening "FORCE" control. See page 10, or Force settings. Page 15.</li> <li>If you suspect a problem with the garage door hardware or springs, visit <a href="http://www.GenieCompany.com">www.GenieCompany.com</a> and use the "dealer locator" to hire a local door service professional.</li> </ul> <p><b>NEVER try to repair door hardware or springs yourself.</b></p>
<b>Door opener starts for no reason.</b>	<ul style="list-style-type: none"> <li>Button stuck on wall control or remote.</li> <li>Was remote lost or stolen? Erase all remotes from powerhead memory and program new remotes. See page 20.</li> </ul>
<b>Noisy operation.</b>	<ul style="list-style-type: none"> <li>Be sure all door fasteners are tight.</li> <li>Be sure garage door is in good repair, properly lubricated and balanced.</li> <li>Be sure opener is in good repair.</li> </ul>
<b>Door opener runs slow.</b>	<ul style="list-style-type: none"> <li>Check operating condition of door. Door may need professional repair/adjustment.</li> <li>Is this opener installed on a one-piece door? This opener is not designed to operate a one-piece door.</li> </ul>

# TROUBLESHOOTING

## POWERHEAD LEDS

Powerhead LED		Possible Problem	Solution
Round LED	Long LED		
OFF	OFF	Normal operation.	None required.
		No response from unit.	Check power supply. Contact a trained door system professional.
ON/RED/ STEADY	ON/RED/ STEADY	Limits NOT set properly.	Re-program limits, see pages 8-9.
ON/RED/ FLASHING	ON/RED/ FLASHING	Program error.	Unplug unit, wait 5 seconds, plug in.
		Component failure.	Contact a trained door system technician.
ON/BLUE/ FLASHING	OFF	Remote NOT programmed.	Program remote, see page 11.
ON/PURPLE/ FLASHING	OFF	Remote NOT programmed.	Program remote, see page 11.
ON/RED/ FLASHING	OFF	Safe-T-Beam® physical obstruction.	Remote obstruction, recheck unit.
		Safe-T-Beam® signal interference.	Check alignment of Safe-T-Beam® pair and nearest other Safe-T-Beam® pair, see page 16.
OFF	ON/RED/ FLASHING	Door contact in UP or DOWN travel.	Remove obstruction.
		Door component failure detected.	Check door spring, track, rollers, hinges and fixtures.
OFF	ON/RED/ STEADY	Thermal cutout.	DO NOT unplug unit. Wait until LED clears before operating.
ON/PURPLE/ STEADY	ON/PURPLE/ STEADY	Component error.	Contact a trained door system technician.
OFF	ON/BLUE/ FLASHING	Door will not open.	Check Sure-Lock™. Sure-Lock™ should be OFF for normal operation (see page 6).
ON/PURPLE/ FLASHING	ON/PURPLE/ FLASHING	Radio receiver error.	Unplug the unit. Wait 5 seconds and plug the unit back in. If problems persist, contact a trained door system technician.

# 6 OPTIONAL PROGRAMMING & ACCESSORIES

## CLEARING MEMORY OF REMOTES

**NOTE:** Clearing memory of remotes from the powerhead will clear ALL programmed remotes, wireless keypads and vehicle transmitters. The opener will no longer recognize any signal from any remote device, including a missing remote device.

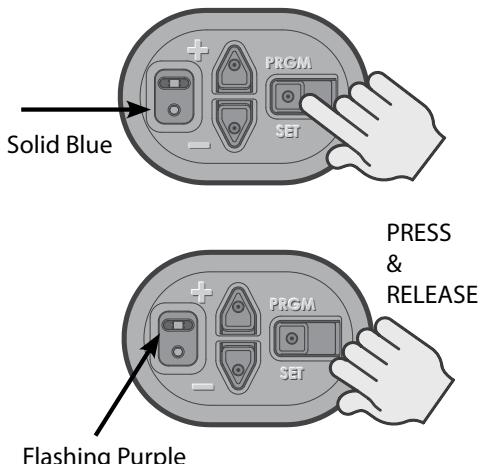
All remaining (or recovered) remotes, vehicles and wireless keypads MUST be reprogrammed.

**NOTE:** The garage door opener will operate normally using the wall console.

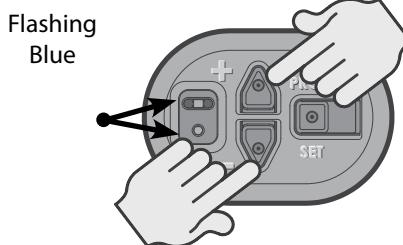
1. Press and hold the SET/PRGM button on the opener for two seconds.
  - The ROUND LED will turn BLUE.
  - The LONG LED will then flash PURPLE.
2. Press and hold the UP & DOWN buttons at the same time until both LEDs turn off.
  - Both opener LEDs will flash and turn off indicating that all remotes have been erased.
3. Press any remote button.
  - The opener should NOT run.

To deprogram the same remote for other garage door openers, repeat the steps above using one of the other remaining remote buttons.

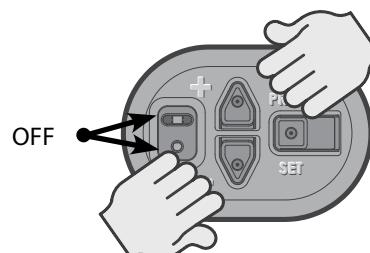
### 1. Enter Programming Mode



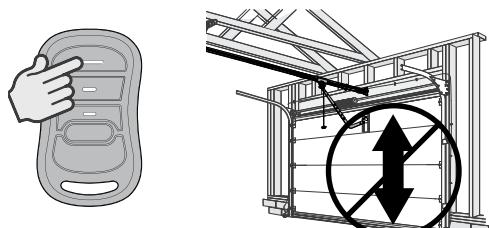
### 2. Press and Hold + & - Buttons



### Release when LEDs turn off



### 3. Test Remote

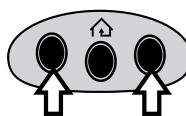


# VEHICLE PROGRAMMING

## Programming HomeLink® System

### Step 1 Clear HomeLink

Clear HomeLink by pressing and holding down the first and third buttons until the indicator on the HomeLink blinks slow and then fast for 20 seconds; then release both buttons.



**NOTE:** *Clearing the HomeLink will remove all previously programmed garage door openers.*

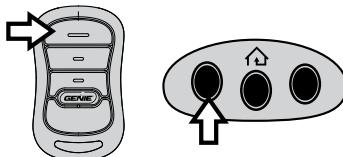
### Step 2 Train HomeLink to the Genie Remote

Choose the button on the HomeLink that will be used to open the door.

**NOTE:** *Hold the Genie Remote two inches from the HomeLink button.*

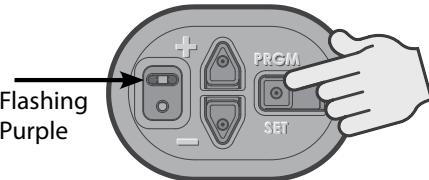
Hold down the Genie remote button. While holding, press and hold the chosen HomeLink button.

Hold down both buttons until the indicator on the HomeLink blinks slow then fast. Once it blinks, release both buttons.

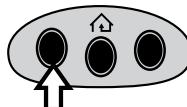


### Step 3 Program HomeLink to the Genie Opener

A. Press and hold the **PROGRAM** button on the opener until the round blue LED is ON. Release the button. The long purple LED will begin flashing.



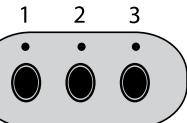
B. Press the chosen HomeLink button for two seconds and release. Press that same button again for two seconds and release. The long LED will flash blue and then turn off.



C. Press the HomeLink button a few more times until door moves.

**NOTE:** *For additional instructions, see the motor vehicle manual, [www.homelink.com](http://www.homelink.com) or visit [www.GenieCompany.com](http://www.GenieCompany.com)*

## Programming Car2U® System



### Step 1 Clear Car2U to default settings

The default setting for the Car2U system is:

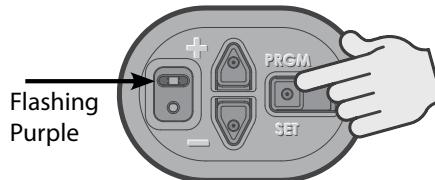
- Button 1 = Genie® Manufactured Openers
- Button 2 = LiftMaster® Manufactured Openers
- Button 3 = Wayne Dalton® Manufactured Openers

- A. Press and hold buttons 1 and 3 for 20 seconds or until all three LEDs begin to flash.
- B. Release both buttons. The Car2U system is now set to the Factory Default settings

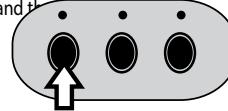
**NOTE:** *Clearing the Car2U remote will remove all previously programmed garage door openers.*

### Step 2 Program Car2U to the Genie Opener

A. Press and hold the **PROGRAM** button on the opener until the round blue LED is ON—release the button. The long purple LED will begin flashing.



B. Press the designated Genie Car2U button for two seconds and release. Press that same button again for two seconds and release. The long LED will flash blue and then turn off.



C. Press the Car2U button a few times more until door moves.

### Step 3 Changing Factory Default Button for a Genie Opener

A. Press and hold buttons 1 & 3 for **ONE SECOND** and release—all three LEDs will light solid red.

B. Press and hold the button (2 or 3) to change it to Genie—the corresponding LED will flash. While continuing to hold that button, press and release button 1. Press and release button 1 again.

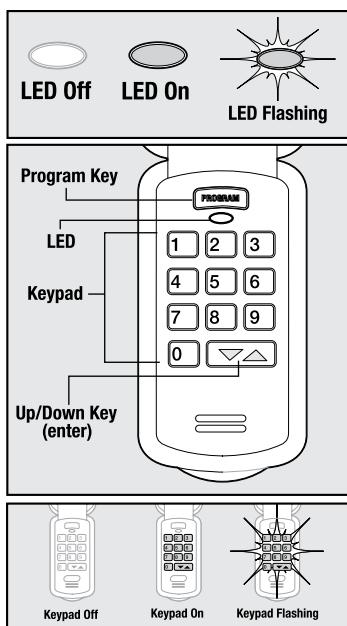
C. Release the button being held in step B and wait for the LED to stop flashing. This button is now set for Genie. Repeat Step 2 for second Genie Opener.

**NOTE:** *For additional instructions see the motor vehicle manual, [learcar2u.com](http://learcar2u.com) or visit [www.GenieCompany.com](http://www.GenieCompany.com)*

# WIRELESS KEYPAD PROGRAMMING

## Tip: Program Keypad before mounting.

### Keypad Overview:



OPEN BATTERY COVER AND PULL TAB TO ALLOW OPERATION

### Setting the PIN for the First Time:

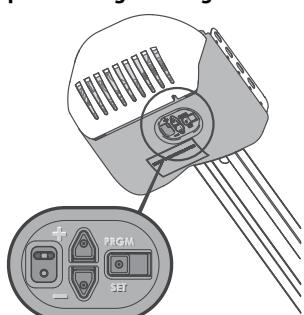
1. Press in order the numbers **3 - 5 - 7**
2. Press the **PROGRAM** key
3. Type a new PIN (3-8 digits)
4. Press the **PROGRAM** key again

The keypad is ready to program to an opener.

For use on a Single Door, continue to **Synchronizing Keypad to Door**.

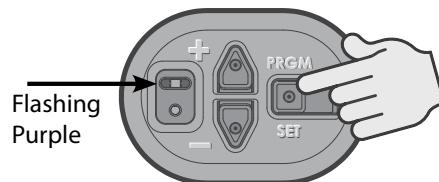
**NOTE:** If the keypad lights do not flash and go OFF after setting PIN, clear the keypad and repeat Step 1; see next page for Resetting a PIN.

### Locate the Opener's Programming Buttons and LED:



### Synchronizing Keypad to Door:

1. Press **PROGRAM SET** button two seconds until the round LED turns blue, then release. The long purple LED will blink.



2. Key in the new PIN on the keypad.
3. Press Up/Down key and opener LEDs will stay on steady.
4. Press Up/Down key again and opener LEDs turn off.
5. Press Up/Down key a third time and opener runs.

**The process of programming ONE keypad to ONE opener is complete.**

### Multiple Door Section:

1. Key in the new PIN on the keypad. (3-8 digits).
2. Press the **PROGRAM** key two times.
3. Enter how many total doors the keypad will control (press 2 or 3 accordingly).
4. Press the **PROGRAM** key.

The keypad is now programmed to receive multiple opener signals.

5. Locate the opener's programming buttons and LED.
- Press **PROGRAM SET** button two seconds until the round LED turns blue; then release. The long purple LED will flash.
6. Type the new PIN (3-8 digits).
7. Press the Up/Down key one time.
8. Assign a number to the door that the keypad will operate by pressing 1-2 or 3.
9. Press that door number a second time.
10. Press that same door number a third time and the door will operate.

*Wait 30 seconds for the keypad to go dark and then start with step 5 for the additional door/keypad combination as needed.*

To add another opener to a keypad that is already programmed to an opener, follow all the steps in the "Multiple Door Section".

Please note at Step 8, that the keypad assumes the original opener programmed to the keypad is opener #1.

Keypads can accept up to three openers.

# WIRELESS KEYPAD PROGRAMMING

## Door Operation with Wireless Keypad:

To open and close a single door with the Keyless Entry Pad, enter the PIN number and press Up/Down Key (enter).

For multiple doors enter the PIN number, press the UP/Down Key once and enter the door number (1,2 or 3).

**NOTE:** *The Keyless Entry Pad will stay active for 30 seconds and will stop or start the door with each touch of any button on the keypad.*

## Changing an Existing PIN:

1. Enter the current PIN
2. Press the Program key one time
3. Key in the new PIN (3-8 digits)
4. Press the Program key one time

**NOTE:** *Unlike "Resetting PIN," there is no need to reprogram your opener after changing the PIN.*

## Resetting a PIN:

Press and hold both the **PROGRAM** key and the Up/Down key for about five seconds.

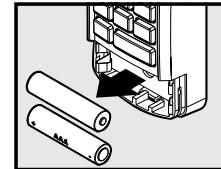
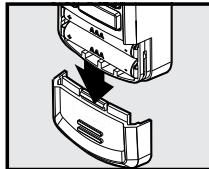
The LED's will slowly blink and then go out. When the LED stops blinking, the old programming has been successfully erased.

To create a new PIN, start with "Setting the PIN for the First Time"

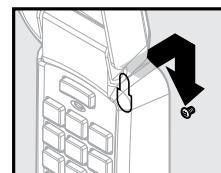
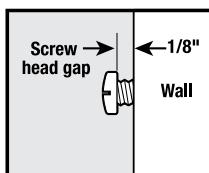
## Mounting Keypad

The keypad MUST be mounted within sight of the garage door(s) at least five feet above the floor and clear of any moving door part.

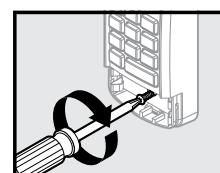
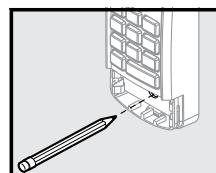
1. Remove battery cover and batteries.
2. Drill 3/32" pilot hole for the top mounting screw (included).



3. Install a screw into the pilot hole, leaving a 1/8" gap between the screw head and wall.
4. Hook the slotted mount, on back of keypad, over the screw.

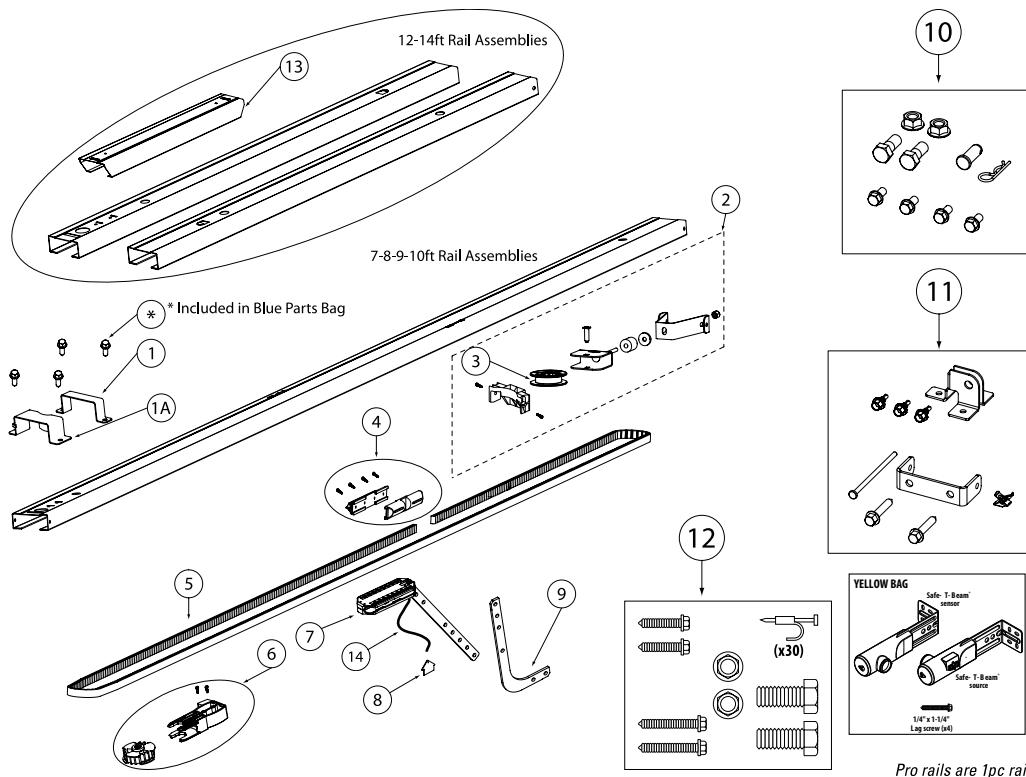


5. Mark and drill a pilot hole for the bottom screw (included) and secure keypad to wall (**DO NOT** overtighten).



6. Reinstall batteries and cover.

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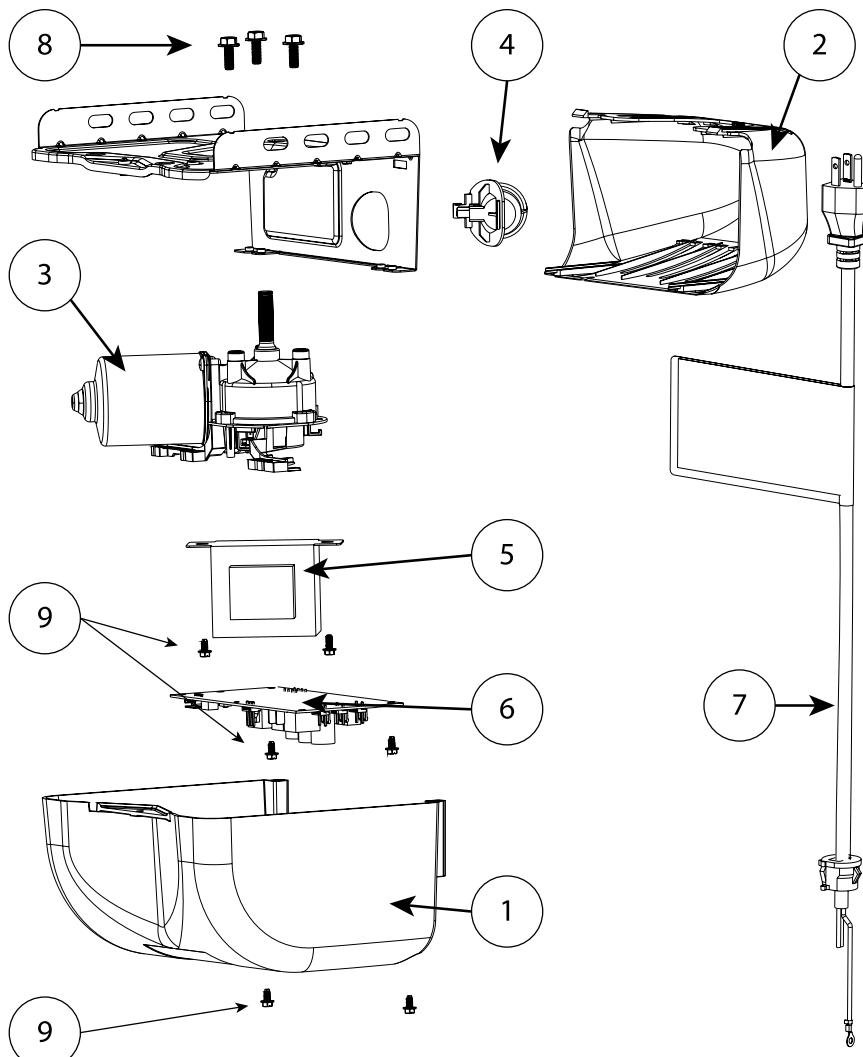


Pro rails are 1pc rails.  
\*Belt version shown here

Item	Part Number	Description	QTY.
1	36728A.S	Head To Rail Bracket (Need 2 for Chain, 1 for Belt)	1
1A	36987A.S	Head To Rail Bracket Belt Guard (for Belt only)	1
2	37857R.S	Tensioner Assembly	1
3	36764A.S	Pulley Tensioner	1
4	37557R.S	Chain Bullet Assembly	1
5	37562R.S	Chain & Bullet Assembly, 7 ft	1
	37562S.S	Chain & Bullet Assembly, 8 ft	1
	37562T.S	Chain & Bullet Assembly, 10 ft (292")	1
	39381R.S	Chain & Bullet Assembly, 10 ft (303")	1
	37561R.S	Belt & Bullet Assembly, 7 ft	1
	37561S.S	Belt & Bullet Assembly, 8 ft	1
	37561W.S	Belt & Bullet Assembly, 9 ft (268")	1
	39380U.S	Belt & Bullet Assembly, 9 ft (279")	1
	37561T.S	Belt & Bullet Assembly, 10 ft (292")	1
	39380R.S	Belt & Bullet Assembly, 10 ft (303")	1
6	37559R.S	Chain Drive Sprocket Assembly	1
	37558R.S	Belt Drive Sprocket Assembly	1
7	36773R.S	Carriage Assembly, 7 ft Doors	1
	36773S.S	Carriage Assembly, 8 ft Doors	1
	36773T.S	Carriage Assembly, 9, 10 ft Doors	1
8	37107C.S	Carriage Release Handle	1

Item	Part Number	Description	QTY.
9	26013D.S	Curved Door Arm	1
10	37049R.S	Installation Parts Pack (Blue Bag)	1
11	37047R.S	Mounting Parts Pack (Orange Bag)	1
12	37105R.S	Hanging Hardware Parts Pack (Green Bag)	1
14	37461R.S	Release Cord Assembly, 7' (32")	1
	37461S.S	Release Cord Assembly, 8' (44")	1
	37461T.S	Release Cord Assembly, 9-14' (116")	1
NS	37714S.S	Wire Clips, (50 pcs)	1
NS	37301R	Rail Extender Kit, 8' Chain (for 7' Retail Rail)	1
NS	38245R.S	3PC Service Rail, C-Channel Chain Drive Rail	1
NS	38246R.S	3PC Service Rail, C-Channel Belt Drive Rail	1
	37220R.S	Yellow parts bag, Photocells	1

# POWERHEAD



Item #	Part Number	Description	QTY.
1	38648R.S	Powerhead Cover, 1028/1028H.....	1
	38648S.S	Powerhead Cover, 2028/2028H.....	1
2	38126A.S	Light Lens Cover.....	1
3	38644R.S	Motor Assembly.....	1
4	38645R.S	Light Socket Assembly.....	1
5	39342R.S	Transformer, 120V.....	1
6	38647R.S	Circuit Board Assembly (1028/1028H).....	1
	38647S.S	Circuit Board Assembly (2028/2028H).....	1
7	38240A.S	Power Cord Assembly .....	1
	38240B.S	Power Cord Assembly (1028H/2028H).....	1
8	38437A.S	Screws, M6-1x12 (3pk) .....	1
9	8706G04.S	Screws, # 8x5/16 (3pk) .....	1
NS	39272R.S	Optical Dual Encoder Assembly Replacement Kit.....	1

**NOTE:** The following kits will include all necessary harnesses, and/or hardware required for reassembly and detailed assembly instructions.

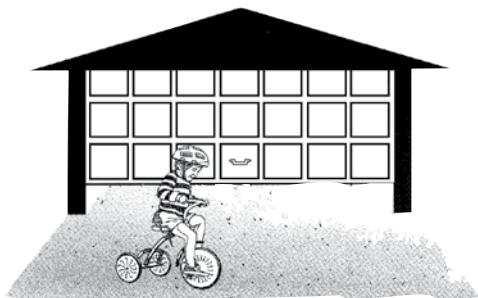
Motor Assemblies  
Idler Pulley Assembly  
Covers

PCB DC Controllers  
Transformer Assembly

Light Sockets  
Chain & Belt Kits

## IMPORTANT INFORMATION

### Automatic Garage Door Opener and Garage Door Safety and Maintenance Guide



#### Garage Door System Safety- An Automatic Decision

A garage door is the largest moving object in the home. They are often operated by electric door openers. Proper installation, operation and maintenance and testing of the garage door and automatic opener are necessary to provide safe, trouble-free operation. An improperly adjusted garage door or automatic opener can exert deadly force when the door closes. This could lead to serious injury or death from being hit by a closing garage door or from being trapped under the door.

#### Safety is Everyone's Business

A few simple precautions can protect our family and friends from potential harm. Please take a few minutes to read the following safety and maintenance tips. Refer to your garage door and opener owner's manual for details specific to your garage door and automatic opener.



Some of the following precautions and warnings are identified with this "Safety and Alert Symbol." This symbol indicates a potential personal safety hazard that can result in injury or death.

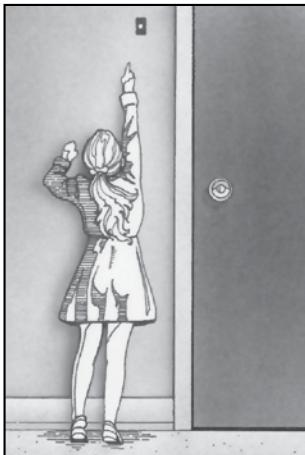
#### Garage Door Openers Are Not Toys



Do not stand or walk under a moving door! Do not let children or adults play "beat the door." It is dangerous and can result in serious injury or death. Adults should set a good example. Know how to use the emergency release, in case someone is pinned by the door.



Do not let children play with or use the transmitters or remote controls. Always place or store them out of the reach of children.



The pushbutton wall control should be out of the reach of children (at least 5 feet from the floor) and away from all moving parts. Mount and use the button where you can clearly see the moving garage door



Teach children to keep their hands and fingers clear of section joints, hinges, track, springs and other door parts. Contact with a moving door or its hardware could cause serious injury.

These injuries can also happen with garage doors that don't have automatic openers.

## Routine Maintenance Can Prevent Tragedies

Take a few minutes to inspect and test your complete garage door system. Make monthly inspection and testing a part of your regular routine. Safety is everyone's business. Make garage door and garage door opener safety automatic in your home.

### Monthly Maintenance Checklist.

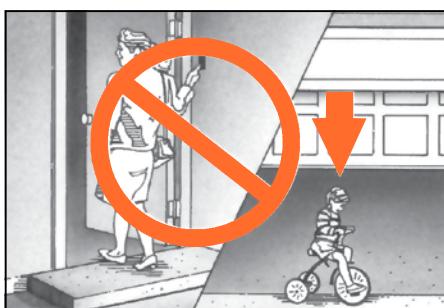
#### Garage Door Opener

- Reversal Test
- Force Setting Test
- Additional safety devices

#### Garage Door

- Visual inspection-springs, rollers, pulleys, cables and track
- Lubrication
- Door balance test

Consult owner's manual for additional recommended maintenance for your models of door and manual.



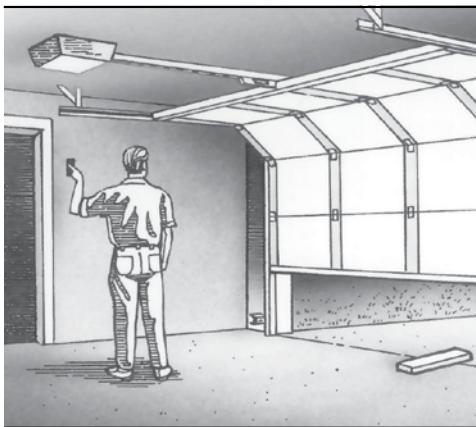
When using the pushbutton or transmitter, keep the door in sight until it completely stops moving. Teach children never to play under or near an open garage door.

## Testing and Maintaining The Garage Door Opener

There are routine Safety and Maintenance steps that you should follow once a month. Review your owner's manual for the door opener. If you don't have the owner's manual, look for the opener model number on the back of the power unit and request a manual from the manufacturer

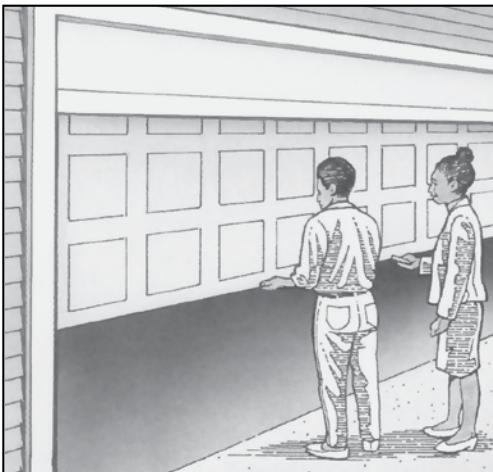
#### Reversal Test

Make sure your opener has a reversing feature. If a reversing feature is not present, it should be replaced. Garage door openers manufactured after January 1, 1993 are required by federal law to have advanced safety features which comply with the latest UL 325 Standards. Contact your manufacturer or installer for additional information.



#### Test the Reversing Feature every month.

- First test the balance of the door (see "Testing and Maintaining the Garage Door"). If the door is properly balanced, proceed.
- With the door fully open, place a 101/2" thick piece of wood (a 2" x 4" laid flat) on the floor in the center of the door opening.
- Push the transmitter or wall button to close the door. The door must reverse when it strikes the wood. (Note that the bottom part of "one-piece doors" must be rigid so that the door will not close without reversing.)
- If the door does not reverse, have it repaired or replaced. Have a qualified individual adjust, repair or replace the opener or door.



#### Force Setting Test

Test the force setting of your garage door opener by holding the bottom of the door as it closes. If the door does not reverse readily, the force may be excessive and need adjusting. See your owner's manual for details on how to make the adjustment. Test the reversing feature after any adjustment.

#### Additional Safety Devices

Many garage door openers can be equipped with additional safety devices. Consider adding a photo eye or edge sensor as an extra measure of safety to protect against entrapment. Keep in mind that adding more safety devices will not make an old opener meet current UL Standards.

Make sure the additional safety devices, such as photo eyes or edge sensors, are properly installed and adjusted (see owner's manual).

## Testing and Maintaining The Garage Door

Perform routine maintenance steps once a month. Review your owner's manual for the garage door. If you don't have a manual, look for the model number on the back of the door, or check the lock handle, hinges or other hardware for the manufacturer's name and request a manual from the manufacturer.

#### Visual Inspection

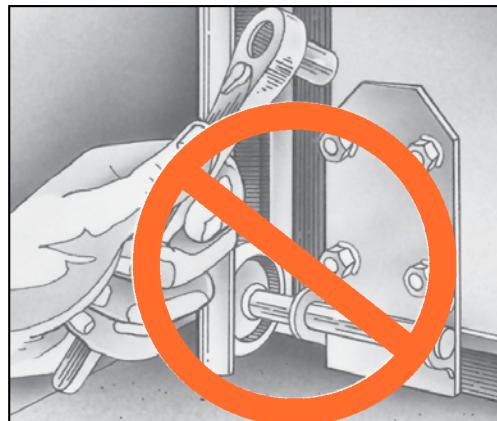
Look at the garage door springs, cables, rollers, pulleys and other door hardware for signs of wear.

If you suspect problems, have a qualified person make repairs.

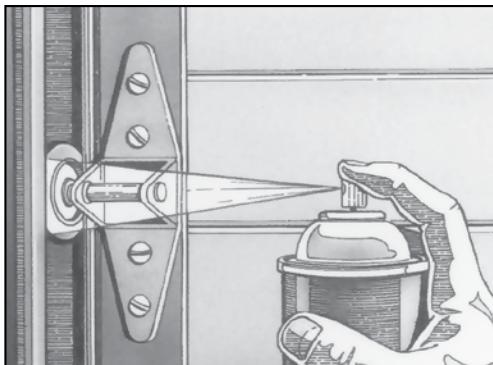


**WARNING** - Springs are under high tension. Only qualified persons should adjust them.

Garage door springs, cables, brackets and other hardware attached to the springs, are under very high tension and, if handled improperly, can cause serious injury. Only a qualified professional or a mechanically experienced person carefully following the manufacturer's instructions should adjust them. The torsion springs (the springs above the door) should only be adjusted by a professional. Do not attempt to repair or adjust torsion springs yourself. A restraining cable or other device should be installed on the extension spring (the spring along the side of the door) to help contain the spring if it breaks.

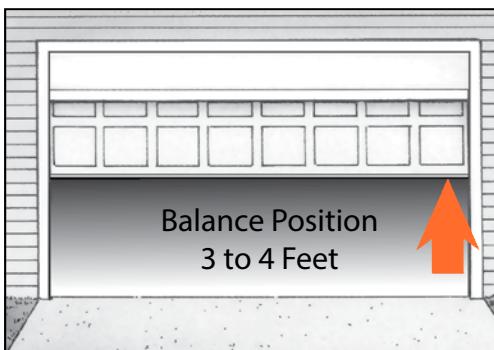


Never remove, adjust or loosen the screws on the bottom brackets of the door. These brackets are connected to the spring by the lift cable and are under extreme tension.



### **Lubrication**

Regularly lubricate the moving parts of the door. However, do not lubricate plastic parts such as plastic rollers and plastic idler bearing. Consult the door owner's manual for the manufacturer's recommendation.



### **Door Balance**

Periodically test the balance of your door.

- Start with the door closed.
- If you have a garage door opener, use the release mechanism so you can operate the door by hand when doing this test.
- You should be able to lift the door smoothly and with little resistance. It should stay open around three or four feet above the floor. If it does not, it is out of adjustment. Have it adjusted by a qualified service person.

## **Garage Door Opener Safety- An Automatic Decision**

This important information is provided by the U.S. Consumer Product Safety Commission, the National Safety Council and the Industry Coalition for Automatic Garage Door Opener Safety.



**National  
Safety  
Council**

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## Genie Models 1028, 2028 Limited Warranty

GMI Holdings, Inc. d/b/a The Genie Company ("Seller") warrants to the original purchaser of the Model 1028 or 2028 garage door opener ("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 –

Model 2028 - TEN (10) YEARS

Model 1028 - FIVE (5) YEARS

BELT - FIFTEEN (15) YEARS for Belt Drive Product

or

CHAIN - FIVE (5) YEARS for Chain Drive Product

PARTS AND ACCESSORIES - ONE (1) YEAR

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, neglect, accident, failure to provide necessary maintenance, failure to follow owner's manual instructions, normal wear and tear, or acts of God or any other cause beyond the reasonable control of Seller, and does not cover batteries, use of extension cord, 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 toll free at 1-800-354-3643 to speak with a trained representative and attempt reasonable troubleshooting measures, as well as provide proof of the date and location of purchase, identification as the original purchaser and a description of the claimed defect. Purchaser must allow Seller a reasonable opportunity to inspect the 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 Product or parts 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

**Register your warranty at our website. [www.GenieCompany.com/support\\_warranty.aspx](http://www.GenieCompany.com/support_warranty.aspx)**

PURCHASER: \_\_\_\_\_

INSTALLATION ADDRESS: \_\_\_\_\_

DATE PURCHASED: \_\_\_\_\_

OPENER MODEL: \_\_\_\_\_

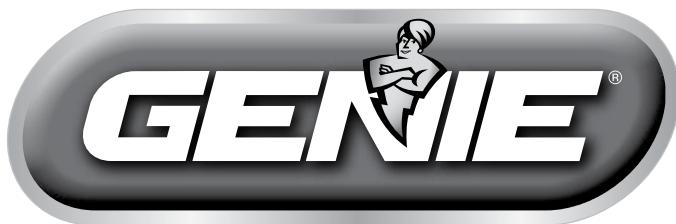
REMOTE CONTROL MODEL: \_\_\_\_\_

DATE OF INSTALLATION: \_\_\_\_\_

NAME OF DISTRIBUTOR/INSTALLER: \_\_\_\_\_

ADDRESS OF DISTRIBUTOR/INSTALLER: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_



THE GENIE COMPANY  
1 DOOR DRIVE  
MOUNT HOPE,  
OHIO. 44660  
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[www.GenieCompany.com](http://www.GenieCompany.com)