



Need help or have questions? **DO NOT RETURN** to the store.
Visit www.geniecompany.com or call Genie at 1-800-35-GENIE

OPERATION

PROBLEM	WHAT TO DO
Opener does NOT run from wall console.	<ul style="list-style-type: none"> • Check power source. <ul style="list-style-type: none"> – Plug a lamp into outlet used for powerhead. If lamp works, power source is OK. – If not, check fuse or circuit breaker. • If power is OK, <ul style="list-style-type: none"> – Check connections at powerhead terminals and at wall console. – Limits must be set with door arm connected to door. • Check if wall console, Sure-Lock™ ON (page 6). Turn Sure-Lock™ OFF and 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.	<ul style="list-style-type: none"> • Make sure carriage is engaged into chain/belt bullet or screw drive shuttle. See page 19. Refer to installation poster or download poster from www.geniecompany.com. • Check to make sure chain/belt is not broken or OFF its pulley.
Opener works from wall console, but NOT from remote.	<ul style="list-style-type: none"> • Check all remotes. • Replace remote battery with good one. See page 20. • Program remote to powerhead. See page 12.
Remote has less than 25 feet operating range or no operation.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 8–10. • Check if Safe-T-Beam® Red LED is flashing, caused by an obstruction or misalignment of lenses. • Check Safe-T-Beam® green or red LEDs are OFF; check for broken or cut wires. • Check garage door for binding. • 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. • Check for interference from adjacent Safe-T-Beam® units. See page 21. • Contact the Genie Company at 1-800-35-GENIE.
Door starts down, then STOPS before it is closed. OR Door will only open.	<ul style="list-style-type: none"> • Check Safe-T-Beam® wire connection at powerhead and at STBs. See STB instruction, poster or website. • Check if limits are properly set. See pages 8–10. • Check CONTACT REVERSE. See page 11. • Check garage door for binding. • Check closing “FORCE” adjustment. See page 20.
Door starts up, but STOPS before it is completely open.	<ul style="list-style-type: none"> • Check if limits are properly set. See pages 8–10. • Be sure door , opener, springs are in good repair, properly lubricated and balanced. • Check opening “FORCE” adjustment. See page 20. • If you suspect a problem with the garage door hardware or springs, contact The Genie Company at 1-800-35-GENIE.
Door will only run closed.	<ul style="list-style-type: none"> • Check if limits are properly set. See pages 8–10. • Check Sure-Lock™. Sure-Lock™ should be OFF for normal operation. See page 6. • Check door balance, condition, and door spring. • Check opening “FORCE” adjustment. See page 20. • If you suspect a problem with the garage door hardware or springs, contact The Genie Company at 1-800-35-GENIE.
Door opener starts for no reason.	<ul style="list-style-type: none"> • Button stuck on wall control or remote. • Was remote lost or stolen? Erase all remotes from powerhead memory and program new remotes. See pages 16.

OPERATION (continued)

PROBLEM	WHAT TO DO
Noisy Operation.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Check operating condition of door. 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. • Contact The Genie Company at 1-800-35-GENIE concerning door speed.

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 technician.
ON/RED/ STEADY	ON/RED/ STEADY	Limits NOT set properly.	Re-program limits, see pages 8-10.
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	Intellicode® Remote NOT programmed.	Program remote, see page 12.
ON/PURPLE/ FLASHING	OFF	Intellicode® Remote NOT programmed.	Program remote, see page 12.
ON/RED/ FLASHING	OFF	Safe-T-Beam® physical obstruction.	Remove obstruction, recheck unit.
		Safe-T-Beam® signal interference.	Check alignment of Safe-T-Beam® pair and nearest other Safe-T-Beam® pair, see page 21.
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.
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, plug unit in. If problems persists, contact a trained door system technician.
ON/PURPLE/ STEADY	ON/PURPLE/ STEADY	Component error.	Contact a trained door system technician.