Genie Troubleshooting Quick Card

Which light do you see? Count the blinks, then find the row. Genie codes only — from Genie's own guides, checked 20 Nov 2026.
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1 Find your family first

Family	Light	Models
Excelerator (screw drive)	Green, under the lens cover	H8000, ISD990, ISD995, ISD1000, PRO99, CMD9900
1022 family (chain / belt)	Red + green, bottom of powerhead	1022, 1024, 1042, 2022, 2024, 2027, 2042
Craftsman (Chamberlain-built)	Chamberlain codes	Model starts 139. — use the Chamberlain chart

2 1022-family blink codes (both LEDs off = normal)

LED	Blinks	Likely cause	Safe check
Red	Solid	Set-up not finished	Finish limits, then add remotes
Red	1	Remote not learned	Program the remote (Learn Code)
Green	1	Limits unset / beam blocked / door blocked	Set limits; clear beam; check spring
Green	2	UP limit unset / bad wire / sensors out of line	Set UP limit; check wiring; align sensors
Green	3	Limits set backwards	Clear limits and set them again
Green	4	Wall button wire shorted or reversed	Check for staples cutting the wire
Green	5	Chain / belt too tight, or control fault	Set tension; if it stays, call Genie

3 Excelerator blink codes (green on then off at power-up = normal)

Blinks	Likely cause	Safe check
1	Motor board interrupt — door out of balance	Unplug 5 sec; if it returns, check the door
2	Controller board interrupt	Reset; check the ribbon cable
3	Overheated / over-cycled	Do NOT unplug — wait 10 min
4	Force settings incorrect	Check force settings
5	Safe-T-Beam fault	Check the sensors (see 4)
6	Wall console not working	Check console wiring
7	Limit switches not working	Check limit switch wiring
8	Wall console locked	Slide the vacation lock switch off

4 Safe-T-Beam sensors (red sends, green receives — both steady = normal)

Red (source)	Green (sensor)	Meaning	Safe check
On	On	Normal	None — look elsewhere
Off	Off	No power / bad wiring	Check breaker, plug, wiring
2 blinks	On	Beam misaligned or blocked	Clear beam; align sensors
3 blinks	On	Interference (often sun)	Shade the sensor
4 blinks	On	Source not sending	Call Genie

5 Safe checks you can do (springs and cables are always pro-only)

Check power with a lamp • Change the remote battery • Clean and align the sensors • Turn the vacation lock off • Lubricate rollers and hinges • Tighten loose rail bolts • Test the door balance by hand. Stop and call a pro if the door feels heavy, drops fast, or will not stay up.

6 Cost guide (Garage Door Hub v8 calculators, 15 Nov 2026)

Sensor pair $70–$190 • Opener $100–$300 • Single torsion spring $140–$270 • Spring pair $200–$350 • Service fee $50–$75. Repair if the fix costs under half of a new opener; replace if it costs more. Price your exact job:
garagedoorseohub.com/calculators-garage-door-seo-hub/garage-door-opener-cost-calculator/