

## Genie 38956R

# Genie ChainDrive 500 Garage Door Opener User Manual

MODEL: 38956R

### Product Overview

The Genie ChainDrive 500 is a robust 1/2 HPc chain drive garage door opener designed for residential sectional garage doors up to 7 feet high and 350 lbs in weight. It features a powerful DC motor and a durable chain drive system, ensuring reliable and efficient operation. This opener is engineered for easy installation and comes equipped with advanced safety and convenience features.

### Setup and Installation

The Genie ChainDrive 500 is designed for easier installation thanks to its strong 5-piece rail system. This system snaps together without the need for additional hardware, simplifying the assembly process. Ensure all components are securely fastened according to the detailed instructions provided in the packaging.



Image: The main motor unit of the Genie ChainDrive 500 garage door opener, showing the black and white housing with the Genie logo and the chain rail extending from it. This unit is designed to be mounted to the garage ceiling.

## Operating Instructions

Operating your Genie ChainDrive 500 is straightforward. The opener includes one preprogrammed 1-button remote and a single push button for convenient door operation. The SmartSet Programming feature allows for fast and easy setup of limits and force settings with simple push-button controls.

This garage door opener also includes standard safety and security features:

- **Safe-T-Beam Non-contact reversing system:** This system uses an invisible infrared beam across the garage door opening. If an object breaks the beam while the door is closing, the door will automatically reverse to prevent injury or damage.
- **GenieSense Monitoring and diagnostic technology:** Continuously monitors the operation of the door, stopping movement if significant changes occur. This technology improves safety and minimizes wear and tear.
- **Intellicode Access security:** Prevents unauthorized entry by changing the access code every time the remote is used from billions of combinations.

Additionally, the Genie ChainDrive 500 works out-of-the-box with popular built-in car remote systems such as HomeLink and Car2U, eliminating the need for additional hardware like bridges or repeaters.

## Maintenance

Regular maintenance ensures the longevity and optimal performance of your garage door opener. It is recommended to:

- **Lubricate the chain:** Apply a small amount of garage door lubricant to the chain periodically (e.g., every 6-12 months) to ensure smooth operation and reduce noise.
- **Inspect moving parts:** Regularly check all moving parts, including rollers, hinges, and cables, for signs of wear or damage.

- **Test safety features:** Periodically test the Safe-T-Beam system by placing an object in the path of the closing door to ensure it reverses properly.
- **Clean sensors:** Ensure the safety sensor lenses are clean and free of obstructions.

If you notice any unusual noises or malfunctions, consult the troubleshooting section or contact customer support.

## Troubleshooting

If your garage door opener is not functioning as expected, consider the following common issues and solutions:

- **Opener does not respond:** Check if the opener is plugged in and if the circuit breaker has tripped. Ensure remote batteries are not depleted.
- **Door reverses unexpectedly:** This often indicates an obstruction in the path of the safety beam or misaligned safety sensors. Clean the sensor lenses and ensure they are properly aligned.
- **Door does not close completely:** The travel limits may need adjustment. Refer to the SmartSet Programming instructions for recalibration.
- **Excessive noise during operation:** The chain may require lubrication, or there might be loose hardware. Inspect and lubricate as needed.

For persistent issues, refer to the complete troubleshooting guide in your product's full manual or contact Genie customer support.

## Specifications

| Feature               | Detail                    |
|-----------------------|---------------------------|
| Manufacturer          | GENIE COMPANY             |
| Part Number           | 38956R                    |
| Item Weight           | 28.1 pounds               |
| Package Dimensions    | 27.5 x 12.2 x 8.15 inches |
| Item Model Number     | 38956R                    |
| Installation Method   | Screw-In                  |
| Item Package Quantity | 1                         |
| ASIN                  | B07PW8DCPH                |
| Date First Available  | March 20, 2019            |

## Warranty Information

The Genie ChainDrive 500 Garage Door Opener comes with a comprehensive warranty:

- **Motor and Gearbox:** 5-year warranty
- **Chain:** 5-year warranty
- **Parts and Accessories:** 1-year warranty


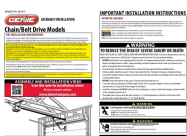
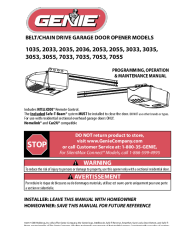

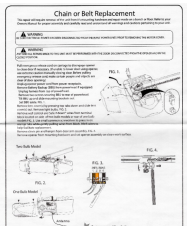
Please retain your proof of purchase for warranty claims. For full warranty terms and conditions, refer to the documentation included with your product.

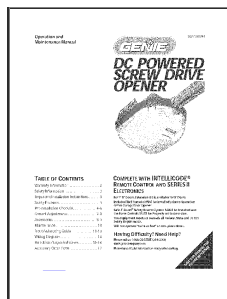
## Customer Support

For further assistance, technical support, or to inquire about replacement parts, please contact Genie customer support. Visit the official Genie website for contact details and additional resources.

You can also visit the [Genie Store on Amazon](#) for more product information and accessories.

## Related Documents - 38956R

|   |  |
|---|--|
|    | <p><a href="#">Genie Chain/Belt Drive Garage Door Opener Installation Manual</a></p> <p>Comprehensive installation guide for Genie Chain/Belt Drive garage door openers, covering pre-installation considerations, assembly, mounting, wiring, and final checks. Includes safety warnings and recommended tools.</p>   |
|    | <p><a href="#">Genie Chain/Belt Drive Garage Door Opener Assembly and Installation Guide</a></p> <p>Comprehensive assembly and installation instructions for Genie Chain and Belt Drive garage door opener models, including safety warnings, parts lists, tool recommendations, and step-by-step guidance.</p>  |
|  | <p><a href="#">Genie Belt/Chain Drive Garage Door Opener Programming, Operation &amp; Maintenance Manual</a></p> <p>This manual provides comprehensive instructions for the programming, operation, and maintenance of Genie Belt/Chain Drive Garage Door Openers, including models 1035, 2033, 2035, 2036, 2053, 2055, 3033, 3035, 3053, 3055, 7033, 7035, 7053, and 7055. It covers safety information, features, programming procedures, maintenance, troubleshooting, and replacement parts.</p>           |
|  | <p><a href="#">Genie Limited Warranty for Models 1028 and 2028 Garage Door Openers</a></p> <p>This document outlines the limited warranty provided by GMI Holdings, Inc. d/b/a The Genie Company for their Model 1028 and 2028 garage door openers. It details the warranty periods for different components, conditions of coverage, limitations, and the process for making a warranty claim. The warranty covers defects in materials and workmanship for specific durations from the date of purchase.</p> |
|  | <p><a href="#">Genie Garage Door Opener Chain or Belt Replacement Guide</a></p> <p>Detailed instructions for replacing the chain or belt on a Genie garage door opener, including safety precautions, removal steps, and installation procedures.</p>  |



[Genie 4560 DC Powered Screw Drive Opener: Operation and Maintenance Manual](#)

Comprehensive guide for the Genie 4560 DC Powered Screw Drive Opener, covering installation, safety features, operation, maintenance, troubleshooting, and parts. Learn how to safely install and maintain your Genie garage door opener.