

# 911GarageDoors.ca

**GTA GARAGE DOOR EXPERTS**   



## An Insiders Guide To The Garage Repair Game!

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## Hiring The Right Company

### Why Hiring Big Brand Companies Has Led to Unprecedented Complaint Rates

We prefer not to mention names but there are some very well recognized National Brands that we trust and shop at regularly that also appear to be in the garage door and opener service business. What the average consumer is NOT aware of is that these trusted brands are actually leasing or renting their name to the service provider that will show up to do the work. In other words, the service level you would expect due to name recognition simply does not exist. The brand associated with the service does NOT provide customer support or warranty the work and will leave you to work things out with the contractor you believed was part of their organization. They have simply leased their name to be used by a sub contract outfit with completely different standards and business practices. The brand benefits from lease payments and increased sales of their products but consumers have been let down and the result can be seen with a simple Google search on their reviews. Thousands of complaints are filed yearly across Canada as consumers deal with these lower standards and confusion between who is liable when inevitable warranty issues arise.

### Contractor Versus Employee

We have all heard how the contractor/sub-contractor job space has exploded across Canada. In the service industry it is becoming less and less common to find technicians that are truly “employees” of the company you contacted for service. This leads to all kinds of issues with quality of service and follow up should warranty work be required as the contractor’s financial interests are often at odds with the company they represent and the customer they served. It is for this very reason we maintain full time dedicated salaried employees to service our clients.

### Commission Versus Salaried

Mobile repair and installation across various sectors has turned more and more to a sub-contractor, piece work compensation plan for technicians. Under this arrangement it is in the technician’s best interest to upsell and his compensation is directly tied to the volume of calls completed in one day and the final ticket price of the invoice. When call backs do occur for warranty work it is often at the technician’s cost creating an adversarial relationship between the technician and customer. The end result can often be rushed work, inflated costs and resistance to performing follow up or warranty work. Recognizing this is not in the best interest of the consumer or our relationship with them we opted to have salaried technicians service our clients.

## Avoiding Expensive Repairs

### Spot Problems Early

The number one way to avoid expensive repairs is to spot problems early. This is easily done with our eyes and ears. If you notice your garage door or opener is making strange noises, seems to be labouring more than usual or any imbalance in how your door opens or closes you should call a technician BEFORE something breaks.

It is also a good idea to visually examine cables and springs for any obvious signs of wear or breakage. Please DO NOT attempt adjustments or 'test' the strength of these items by pulling, prying or touching them as serious injury may occur. If anything seems out of the ordinary, please have it inspected by a professional before a catastrophic failure that at best will lead to a much more expensive repair and at worst lead to property damage or physical harm to you or your loved ones.

### When to DIY and When to Call A Technician

Every year in Canada thousands of garage door and opener related injuries including death are reported. If incidents were limited to small numbers, you might conclude that the people involved were being careless and that this would not happen to you. The truth is however that thousands of intelligent and able bodied individuals from all walks of life are injured by garage doors and openers not through any fault of their own but rather due to the complexity and sheer weight and tension associated with the hundreds of moving parts that make up your garage door system. DIY should be kept to visual inspection and observation. Once a problem is spotted it is time to call a professional. You may be surprised to know that our average invoice over the past 5 years for a service call and repair is less than \$100! It is hardly worth risking your safety and more often than not tampering with it yourself will only lead to increased costs down the road.

### Critical Maintenance & How Often

You will likely be shocked to learn that in our Canadian climate the recommended inspection and maintenance interval for garage door systems for residential use is at minimum once per year. It is no wonder that so many injuries and expensive repairs are required. Can you remember the last time you had your system inspected and maintained? Given the nominal fee (You may be surprised to know that our average invoice over the past 5 years for a service call and inspection/repair is less than \$100! ) it simply makes no sense to put it off. As an experienced technician myself I have been asked "how important is regular maintenance". My answer has always been "it depends does anything valuable ever pass underneath your garage door?" Never mind your car, how often does your child or loved one walk under a door that could crush them if hardware failed!

## Garage Doors

### Repairing Existing Doors

Repairing existing doors is one of the most frequent service calls we receive. From simple bumps to your door to track issues it is imperative that this repair be carried out by a professional. This type of repair is also the biggest reason we get called in for a second opinion. For reasons mentioned earlier in this publication we constantly receive calls from consumers suffering from sticker shock at what they have been quoted.

In this day and age of sub-contractors and salary being tied to final ticket price we are seeing more and more expensive solutions being recommended when all that was required was a modest fix. If you are concerned about what you have been quoted, please contact us for an on site estimate. If your previous quote was accurate and fair, we will be pleasantly surprised to back that up.

### Choosing New Doors

Choosing new doors for your garage can have significant impact on curb appeal, function, safety and even resale of your home. There are two key elements to choosing doors. Aesthetics and function. It is of course easy for you to decide if you like the look of a new door. It is not obvious however what door type and manufacturer will be the best fit for your specific situation.

### Getting New Doors at The Best Price

It may be tempting to purchase your doors based on receiving some sort of promotion in a flyer or other advertising form. The issue is that often the quoted price seems too good to be true and it is. The garage door industry seems to have gone the way of automobile sales with a trend towards all kinds of fine print and hidden costs.

It is equally hazardous to do a cash and carry on garage doors only to learn they are not well suited for your application when the installers show up. Once again costs will balloon. The wisest course of action is to have one of our qualified techs inspect your garage and make some recommendations that you can choose from. Our technicians have NO vested interest in the door or manufacturer you choose. Their job is to ensure you make the best educated choice for your application. Should you choose us to perform the installation you can rest easy knowing that the doors of choice are a good fit for your needs and will provide reliable service for years to come. This will also help you to avoid issues associated with purchasing doors with well known issues within our industry that the general public is not aware of.

## Garage Door Openers

### Repairing Existing Openers

Repairing existing garage door opener systems is another one of the most frequent service calls we receive. From doors not opening or closing properly to remotes that no longer operate the door it is imperative that this repair be carried out by a professional as this type of repair is also often one of the most misleading and dangerous.

It is important to understand that while the symptom of the door not opening is obvious, the underlying cause cannot be properly determined without an inspection. The opener may have failed or be straining to do its job for a variety of reasons including a broken spring or a door that has jumped the track.

Please do NOT attempt to force a garage door that is no longer opening or closing. The added pressure may cause additional hardware to fail causing an abrupt and unexpected collapse of your garage door. Every year in Canada serious and even fatal injuries are reported related to individuals attempting to force a garage door that has stopped operating properly.

### Choosing A New Garage Door Opener & Saving Money

Every single day we install garage door openers that our customers have purchased on sale at one of the big box stores. We are happy and well qualified to provide you great service and the final pricing in the area for this task. You can also rest easy knowing that if for some reason an issue arises from our installation that we are just a call away for a fully warranted repair.

If you have NOT yet purchased a garage door opener we highly recommended you allow us to examine your situation and recommend the right opener for your needs. We have NO vested interested in that manufacturer or price point you choose. Our only interest is ensuring that you choose the right opener for your needs. More often than not consumers choose the wrong type of opener for their needs and end up needing to return the one they purchased. We can recommend a cost effective solution that will provide years of value.

### Our Difference and Promise to You

From start to finish you will be served by staff that care about quality, customer service and education. We prefer to educate rather than deliver a sales pitch. We also have a long term proven track record for providing the best final price for work in our area. Please call us now at (647) 792-6572 or visit us on the web at <http://911garagedoors.ca> , we look forward to answering your questions and earning your business.