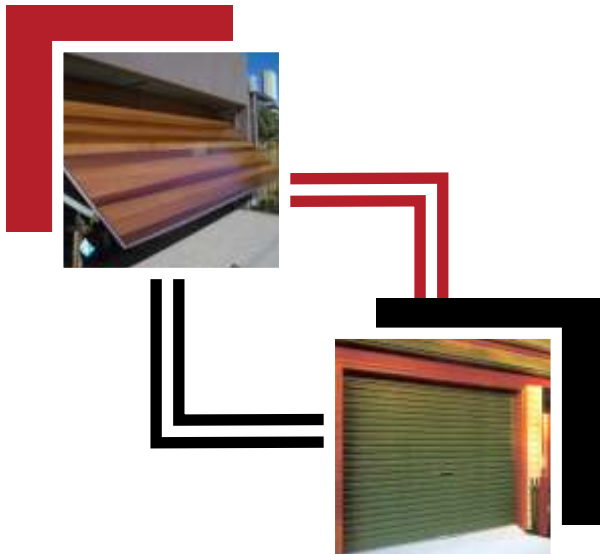




## OPEN & SHUT

Garage Doors - Eastern Suburbs  
"We get your door going"

# Garage Door - Care Guide



Real/Estate & Strata preferred repairer

**Ph: 9315 7055**



**B & D accredited dealer**

### Why do we need to service, the garage doors?

- Highly Corrosive environment – sea air and sea spray
- Preventative maintenance to prevent doors collapsing

Recently a man in Mackay was admitted to the regional hospital, with major head injuries when his panelift door cables snapped and the garage door collapsed on him. He paid a high price for neglecting his door, frayed cables would have been identified and replaced in the course of a normal service call.

### What do Open and Shut Garage Doors Do?

We are your local Garage Door Centre, working exclusively in the Eastern Suburbs for Home Owners, Property & Strata Managers, Builders and Architects from our showroom at 227 Bronte Road Charring Cross/ Waverley.

- Emergency Repairs
- Regular Contract Servicing
- Yearly Service/ Remotes and Zappas
- Replacement Motors
- Automate Garage Doors
- New Garage Doors – Private & Strata
- Designer Doors Rolladour/ Tilt Doors/ Panelift
- Sectional Doors

### Who needs this Care Guide?

Owners, Strata Committees, Property and Strata Managers.

### Repairs - Why do I need my door serviced?

Regular servicing means that someone who is qualified is looking at your door and checking for metal, cable, fitting and motor fatigue and reporting repairs to be done before the door collapses or motor seizes.

### What is Strata's Risk and Liability?

Yearly servicing is now considered the norm for garage door maintenance, strata in particular should be mindful of their insurance risk for not maintaining doors.

### What kind of repairs and service work do you do?

We do all major repairs for all residential garage doors, tilt doors, rolladoours and panelift doors. For all major works over \$300 we will quote and consult.



### What is a Rolladour?

A Rolladour is a corrugated door that rolls up to the top of the garage like a carpet roll. The motor is located on one side of the roll of the door.

### What goes wrong with Rolladoours?

Over time doors lose their tension, become heavy and need servicing to re-tension the door. Without re-tensioning, the door being heavy, puts pressure on the motor and burns it out pre-maturely. The motor then needs to be replaced sooner costing more money and time arranging repairs, than if the door had been serviced in time.

### I bumped my door with the car, garbage bins etc. do I need a service?

Yes. Doors that have been bumped, ideally, should be serviced to re-set and re-tension the door and ensure that it is again running smoothly. If the door is noisy, sticking or not stopping correctly at the top or bottom, then it is out of alignment and should be serviced.



### What is a Panelift / Sectional Door?

A Panelift or Sectional door is a door that goes flat back into the garage, in sections, it is pulled up by the metal cables threaded through both sides of the door panels and runs in tracks. The motor will be located in the middle of the ceiling half way down the garage.

### **What goes wrong with Panelift / Sectional doors?**

The cables in panelift door will fray, wear out and when not replaced in time, snap and cause the door to collapse typically on one side of the door. This can also twist the large tension springs at the top of the door, causing them to break. The collapse can then buckle the individual door panels. When replacing cables we always replace both sides to ensure a complete repair. Over time the cables will often wear unequally and put the door out of balance, this can cause the springs to become stressed on one side and snap. If springs snap the door and spring need to be weighed and measured exactly and a new spring ordered. A new spring will take a week to manufacture and be installed, the door cannot be used at this point. Do not attempt to open or close a door with broken springs or cables as it is dangerous and can completely collapse.

### **Why are cables and Springs so dangerous?**

The cables and springs are moving parts above your head under extreme tension, when they break they can shoot large metal springs around the garage or cause the large metal sheets of the sectional door to collapse. Do not attempt to open or close doors that have broken cables or springs, even if you really want your car out of the garage. The door can collapse on you or your car. Double doors can weigh in excess on 200kgs or Timber door 300kgs.



### **What is a Tilt Door?**

A tilt door is one flat panel of metal, which tilts/pivots on two side arm fittings attached to the door and side walls of the garage. They are an older style door and were often used where there is no or only small headroom in

the garage. The motor for a tilt door will also be located in the middle of the garage ceiling.

### **What goes wrong with Tilt Doors?**

Tilt doors whilst very sturdy also need regular servicing to ensure the door is correctly tensioned and balanced, preventing unnecessary wear or burnout to motors. The springs in the fittings or the fitting will need replacing and adjusting over time to keep the door correctly tensioned. After a very long period of time the whole side fittings of the door will need replacing. Is it possible to replace the fittings but not need to replace the door panel. When we advise that "door is dangerous, fittings need replacing" the door collapsing is what we are concerned about.

### **Can I have my door Automated?**

Yes. Many garage doors that have been manual can now be made automatic. We just come out inspect the door, bring a motor with us, re-tension and balance the door to ensure it is in good working order and install the motor. If the door is not in good order then we can quote to replace the door.

### **Do I need a Powerpoint in my garage?**

Yes. You need a working power point in your garage to plug the new garage door motor. If you are not sure about your garage power point you can test it with a hair dryer.

### **If I need a power point, do I need to get an Electrician?**

Yes. You will need a working power point in you garage to plug the new garage door motor.

### **What kind of Motor do I need?**

You need an Australian branded quality motor, that meets or exceeds government standards for motor products with excellent warranty, spare parts and extra remote options. There is no economy in buying a motor with no warranty or after sales service. It is not uncommon for people to have to replace whole motors after 12 months because there is no support for the brand or spare remote's for the motor. Please ask our

technician which motor is most suitable for your door it will depend on how many times it opens and closes per day.

### **What Motors are suitable for Main Entry Unit Blocks?**

If you have a main entry unit block where the garage door can be accessed day and night and a stuck open or closed door is a security and access risk, you need a commercial quality "high cycle" motor. Equally important to having a heavy duty motor is servicing it. Many Unit blocks with garage doors opening and closing constantly, day and night, have six monthly or yearly service agreements to ensure doors are running properly and parts are being replaced on time before the doors give problems or worse collapse. Our Premium brands can also accommodate large volume's of Zappas / remote for building with 20+ tenants who need 1-2 remote's each.

### **My door is outside - do you have weatherproof Motors?**

Yes. We have a speciality "shedmaster" motor which is water resistant and the best option for doors and motors that are located outside (located for instance on a laneway or boundary fence line) and exposed to the elements.

### **Do you make covers for doors and motors?**

Yes. Canopy hoods can be made to cover the top roll of your door and are often used where the door is located at the back fence line of the property.

### **Can I have extra Zappas / remotes?**

Yes. When booking your motor just tell our office staff the total number of remote's you need, we always recommend you have a spare and you will get a discount for extra remote's installed with your new motor. Motors come standard with two Zappas / Remote's.

**227 Bronte Road Waverley/ Charring Cross**  
(near Robin hood hotel and corner of Carrington Rd)  
**email: sales@openandshut.com.au**  
**www.openandshut.com.au**